Communication Tutorial

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Preliminaries

♦ **Office Hours for Helma Schneider** *(new!)*

    ◆ Monday   now and as long as **registered** students are waiting in line

    ◆ Tuesday   10:00-12:00

    ◆ Friday   10:00-12:00

♦ **If you are new to the Praktikum**

    ◆ Fill out online registration form

    ◆ Go to Helma Schneider during her office hours

    ◆ Receive a key card

Outline

- ♦ **A Communication Example**
- ♦ **TRAMP Home Page**
- ♦ **Lotus Notes BBoards**
  - ◆ Reading, Posting, and Searching
  - ◆ Announce & Discuss
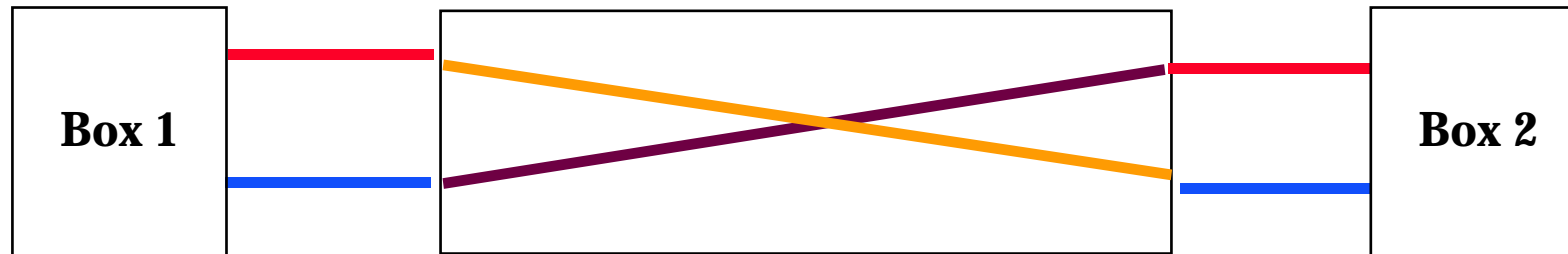 - ◆ Help!
- ♦ **Questions?**

A Communication Example

♦ "Two missile electrical boxes manufactured by different contractors were joined together by a pair of wires.

| Box 1 | Pair of Wires | Box 2 |

A Communication Example (2)

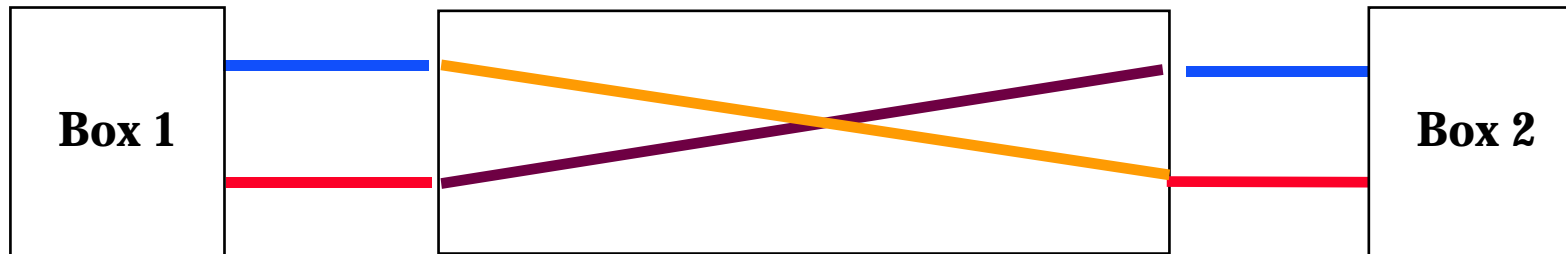♦ Thanks to a particular thorough preflight check, it was discovered that the wires had been reversed."

After the Crash...

♦ ...

♦ "The postflight analysis revealed that the contractors had indeed corrected the reversed wires as instructed."

After the Crash… (2)

"In fact, both of them had."

Communication in Software Engineering

◆ **Communication among project members is essential**

  ◆ Studies have indicated that communication can represent up to 80% of engineering effort (Bucciarelli)

◆ **Communication becomes critical when:**

  ◆ The number of participants increases

  ◆ The project is distributed (e.g. multi-site, multi-country)

  ◆ Project participants come from different backgrounds (e.g. analyst, developer, technical writer)

  ◆ The rate of change is high.

TRAMP Communication Infrastructure

`http://tramp.globalse.org/`

♦ **Static information is published via the Web**

  ◆ Course schedule

  ◆ Lecture slides

  ◆ Problem statement
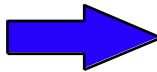
♦ **Dynamic information is published via Lotus Notes**

  ◆ Announcements

  ◆ Discussions

  ◆ Help

TRAMP Contact Info

STARS3

STARS3 Address Book – by Name

Previous -- Next ----- Expand -- Collapse

Search
Registration

Help

Views:
  by Face
* **by Name**
  by Group
  by Company
  Groups

Name ▼	E-mail	Company
Aaron Goldstein	bredmold@vtiscan.com	
Alan Black	awb@cs.cmu.edu	
Alice Wu	awu@andrew.cmu.edu	
Allen Dutoit	dutoit@informatik.tu-muenchen.de	Technische Universität München
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Martin Ott	ott@in.tum.de	
Matthew McGrath	mmcgrath@andrew.cmu.edu	
Nathan Strom	nstrom@andrew.cmu.edu	
Oliver Creighton	oliverc@andrew.cmu.edu	Carnegie Mellon University
Orion Nebula	creighto@in.tum.de	Orion
Qian Shen	qshen@andrew.cmu.edu	
Rafal Kobylinski	kobylins@in.tum.de	Technische Universität München
Roman Kurin	rkurin@andrew.cmu.edu	

TRAMP Personal Info

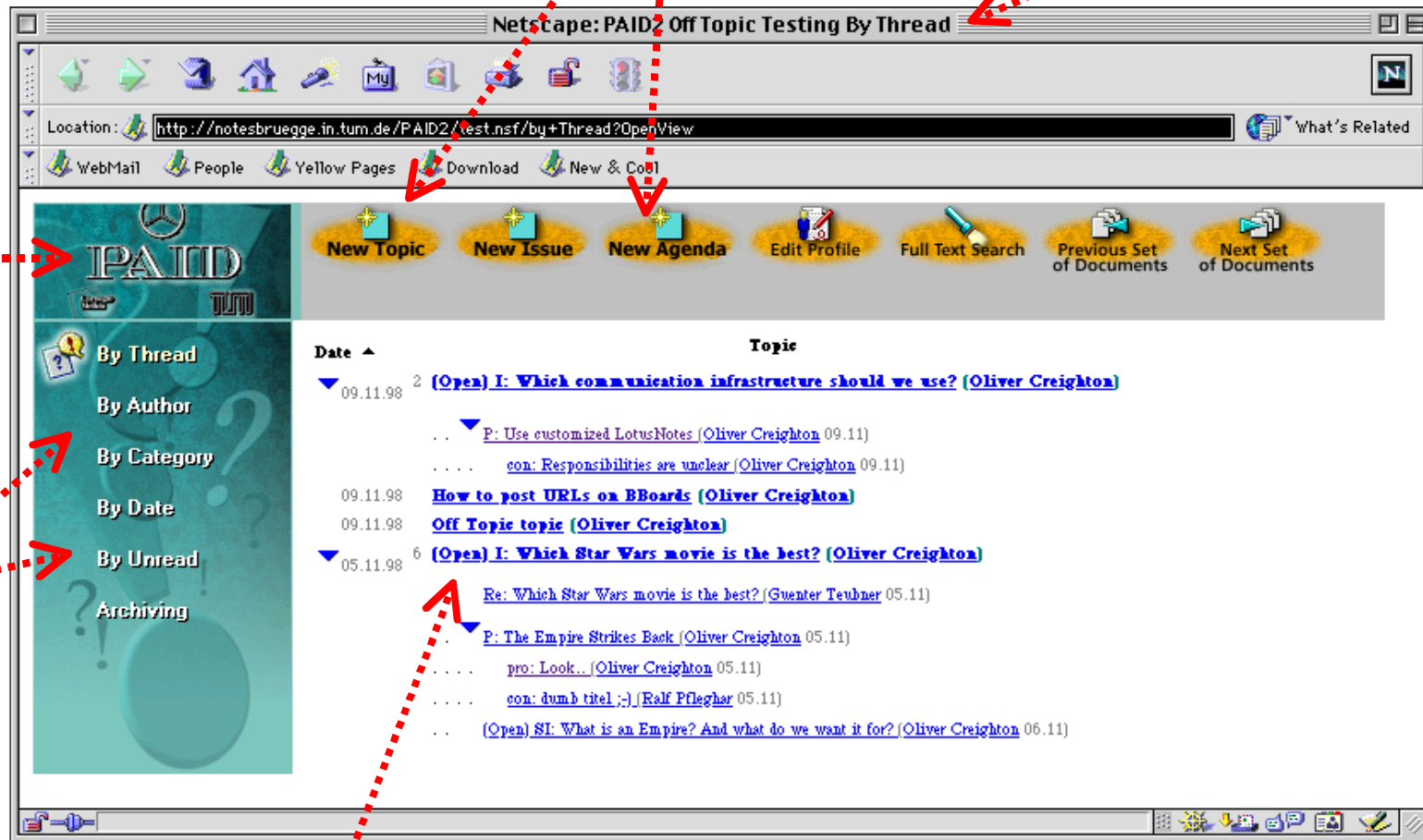# TRAMP Personal Preferences

Viewing a BBoard

Actions

BBoard Title

Home

Views
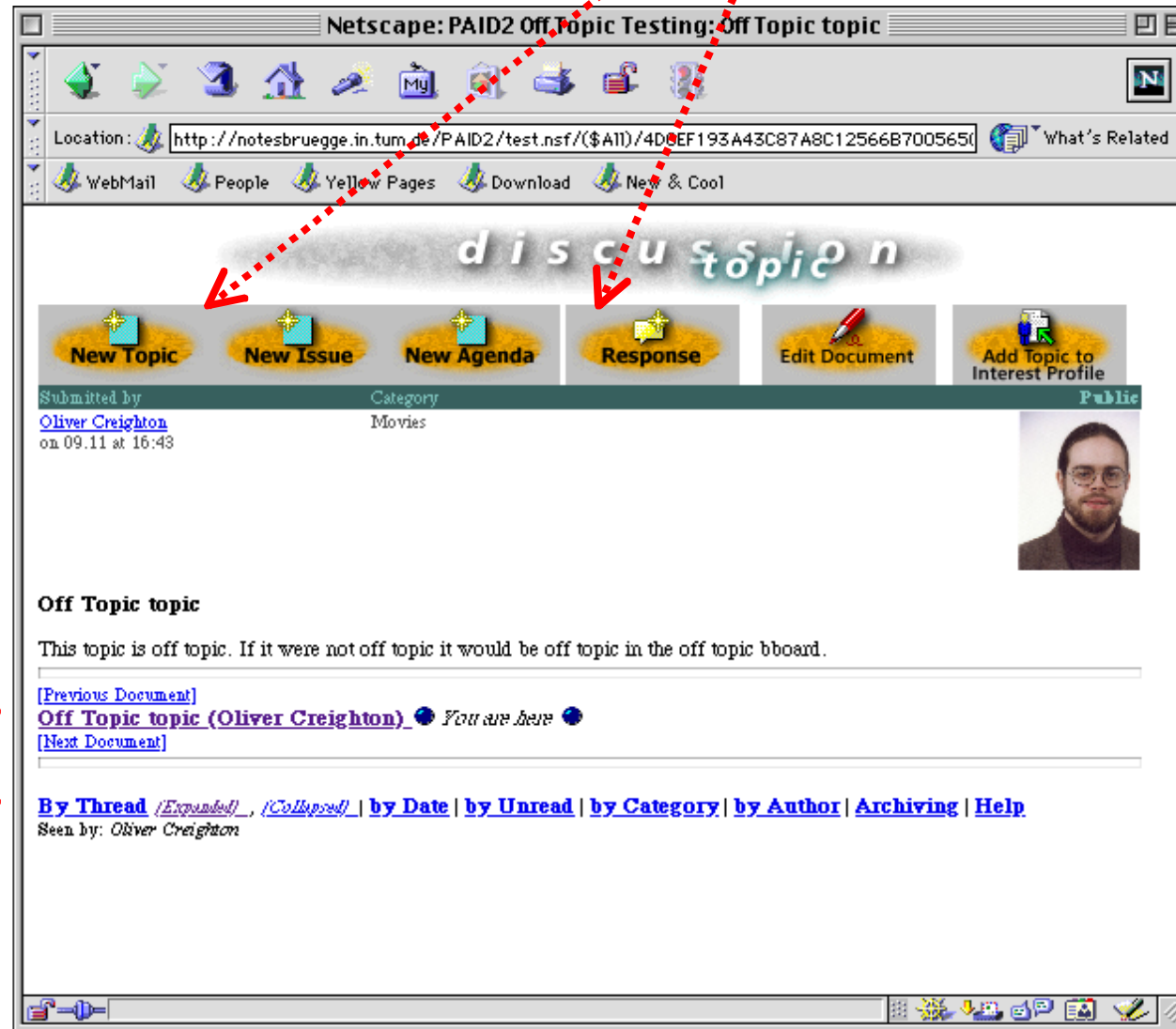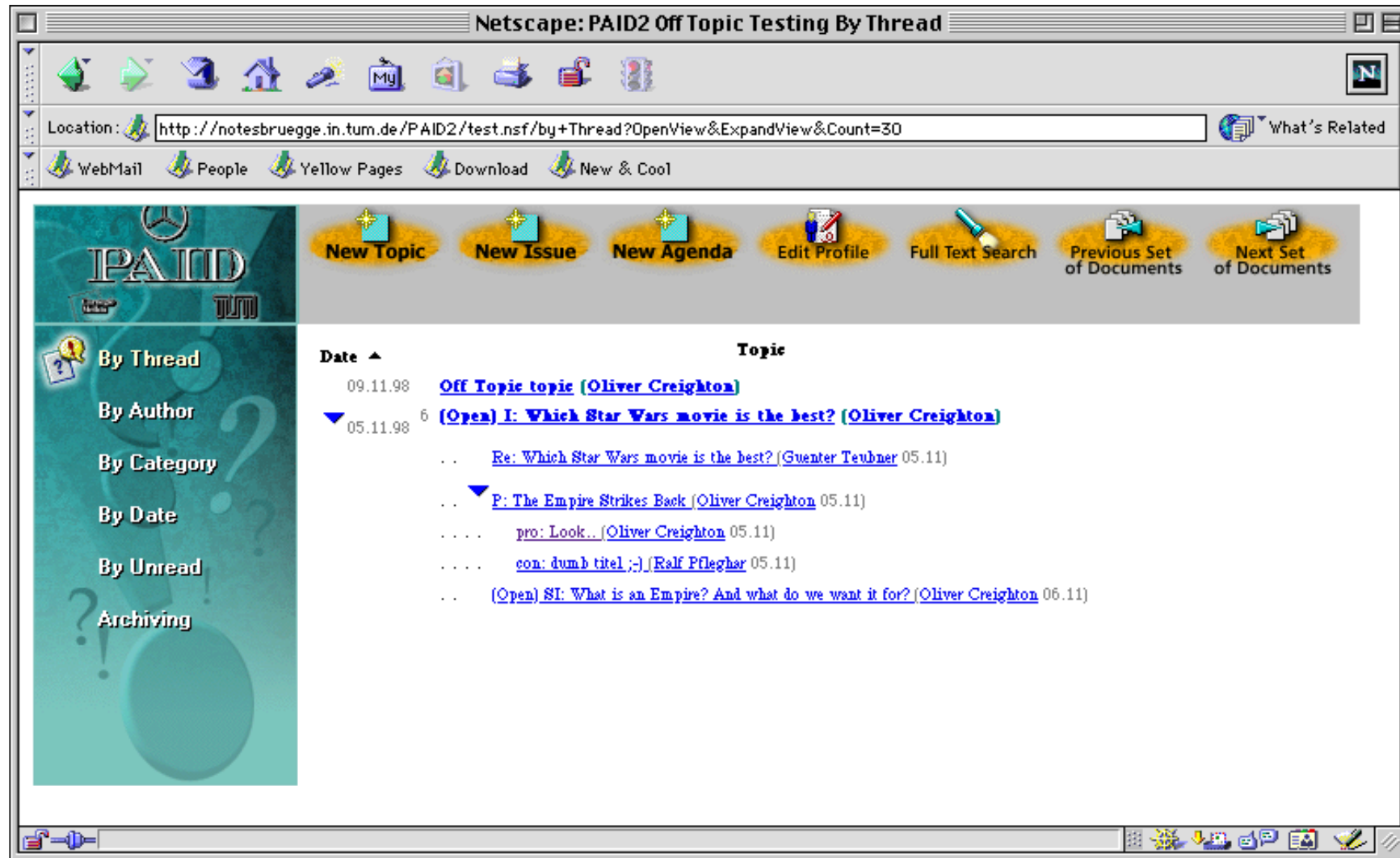
Message captions

Viewing a message

Actions

Navigation Links

Thread info

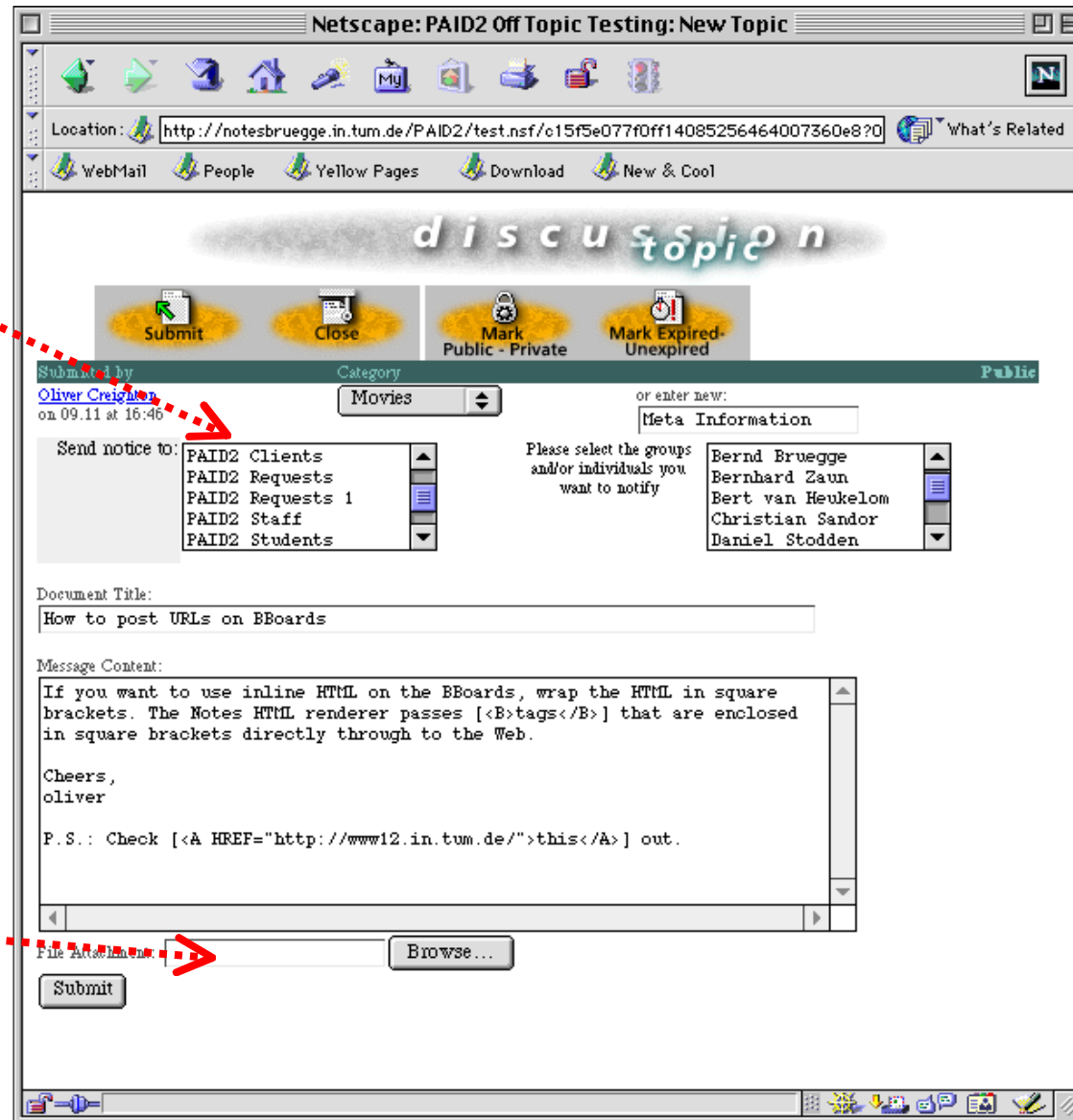# Viewing a BBoard using a different view

Posting a new topic on a BBoard

Notification

Use [< and >] to post inline HTML code.

File Attachments

Responding to a topic

Response Action
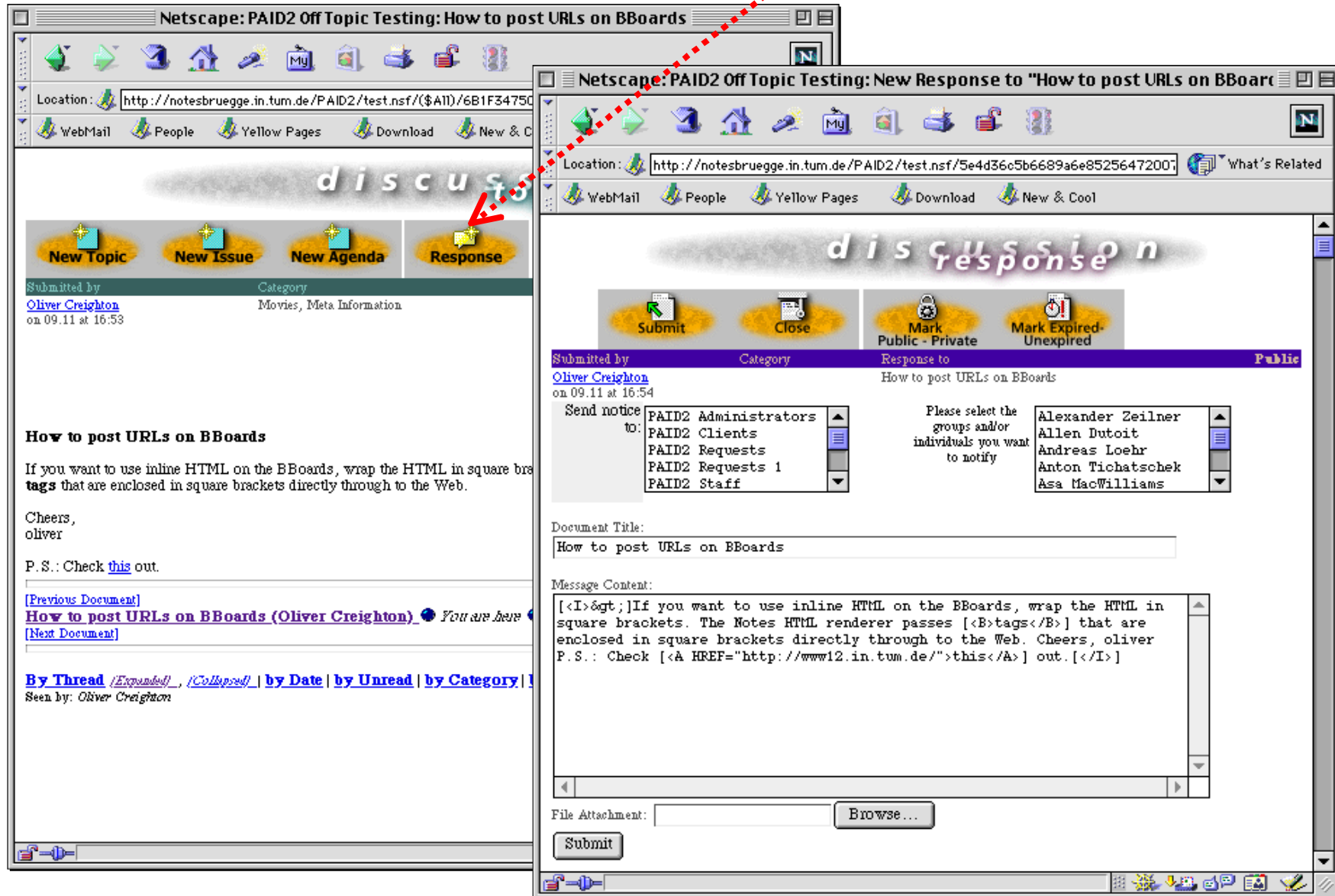
Posting an issue
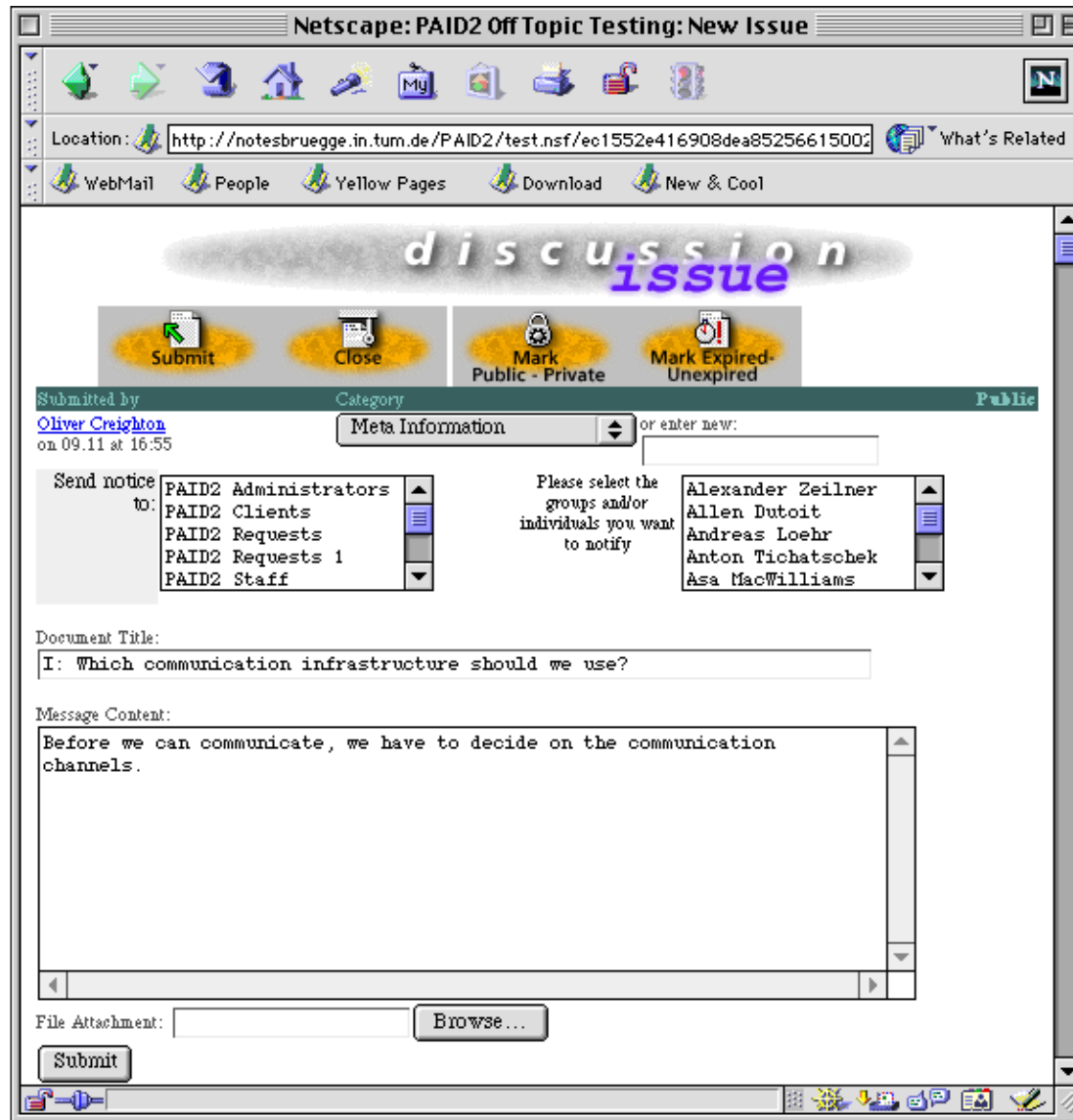
Posting a proposal

Proposal Action
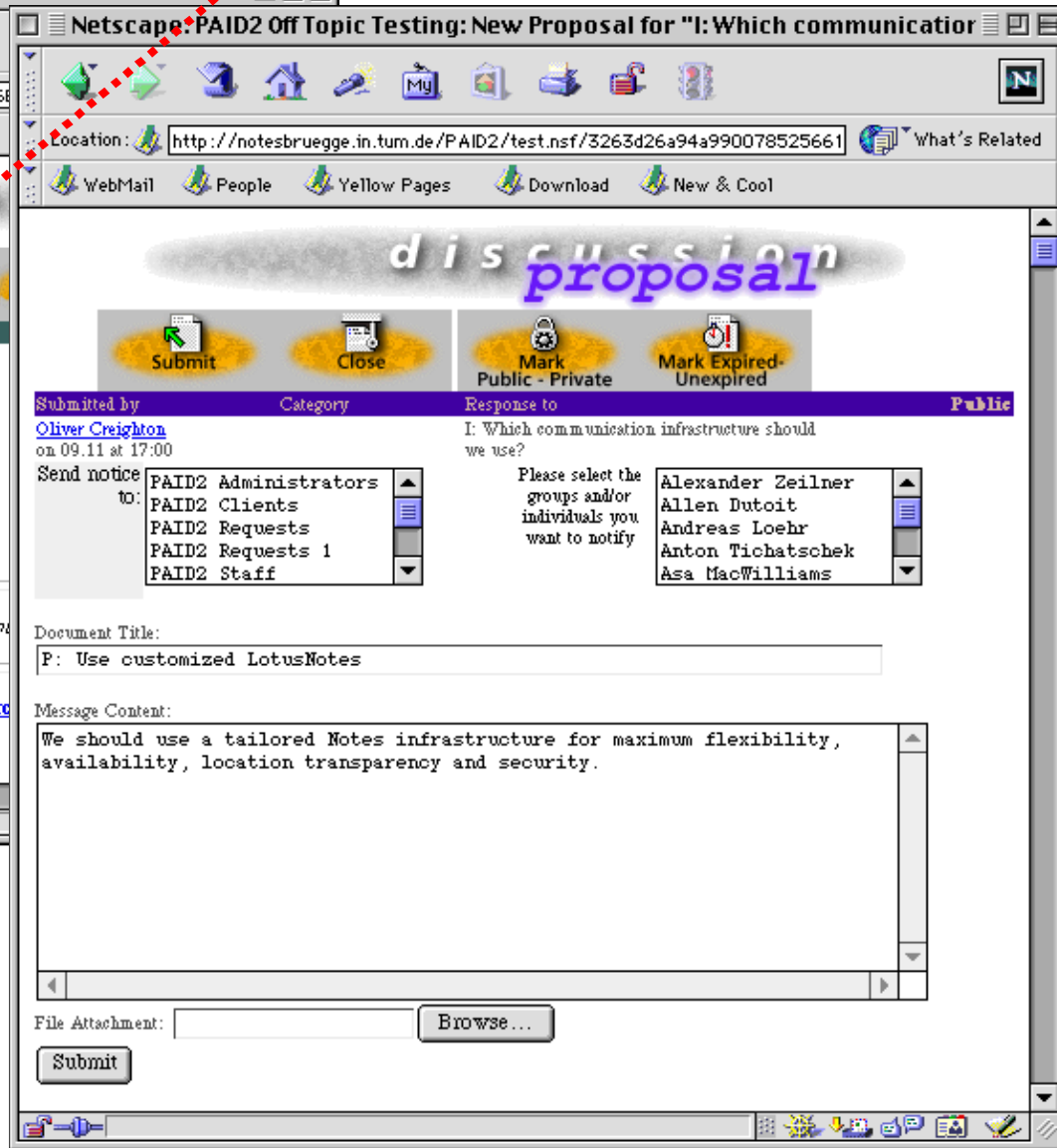
Sending a notice

Personal Notification

Group Notification
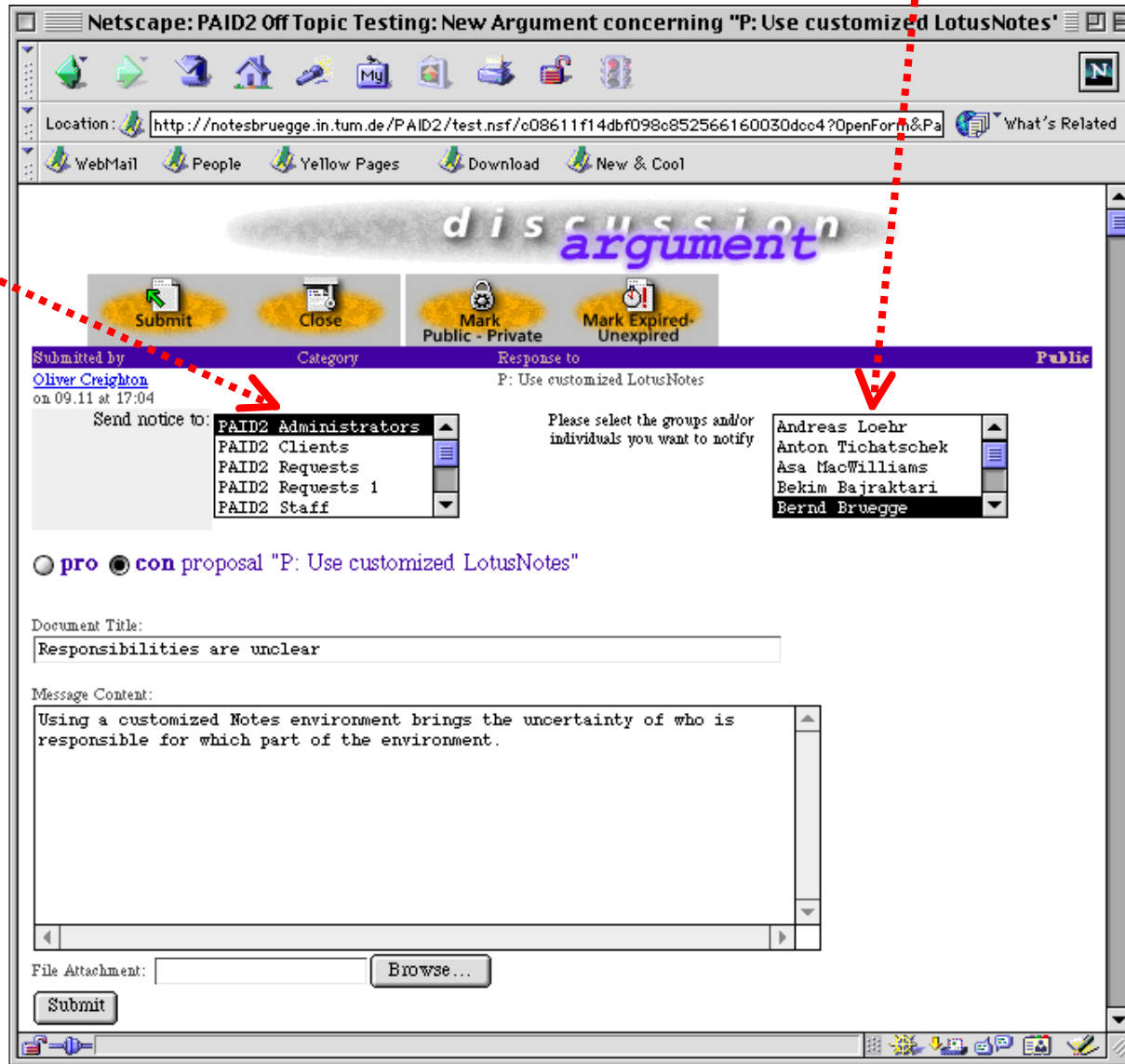
Notification Guidelines

♦ **Think before you notify!**

♦ **Notification means "You, whom I specifically chose, has something *urgent* on this BBoard to react to!"**

♦ **As in meetings, only "invite" the minimum number of people necessary**

♦ **Don't be tempted to reply to Notification email, everything needs to go on the BBoard!**

Searching

Search Action

Viewing search results

Netscape: Search Results

Back | Forward | Reload | Home | Search | Guide | Images | Print | Security | Stop

Location: http://notesbruegge.in.tum.de/cosy98/test.nsf/547dfd00f41a5ac58525654300792495?Search

Search Results for: *test*

8 Documents Found

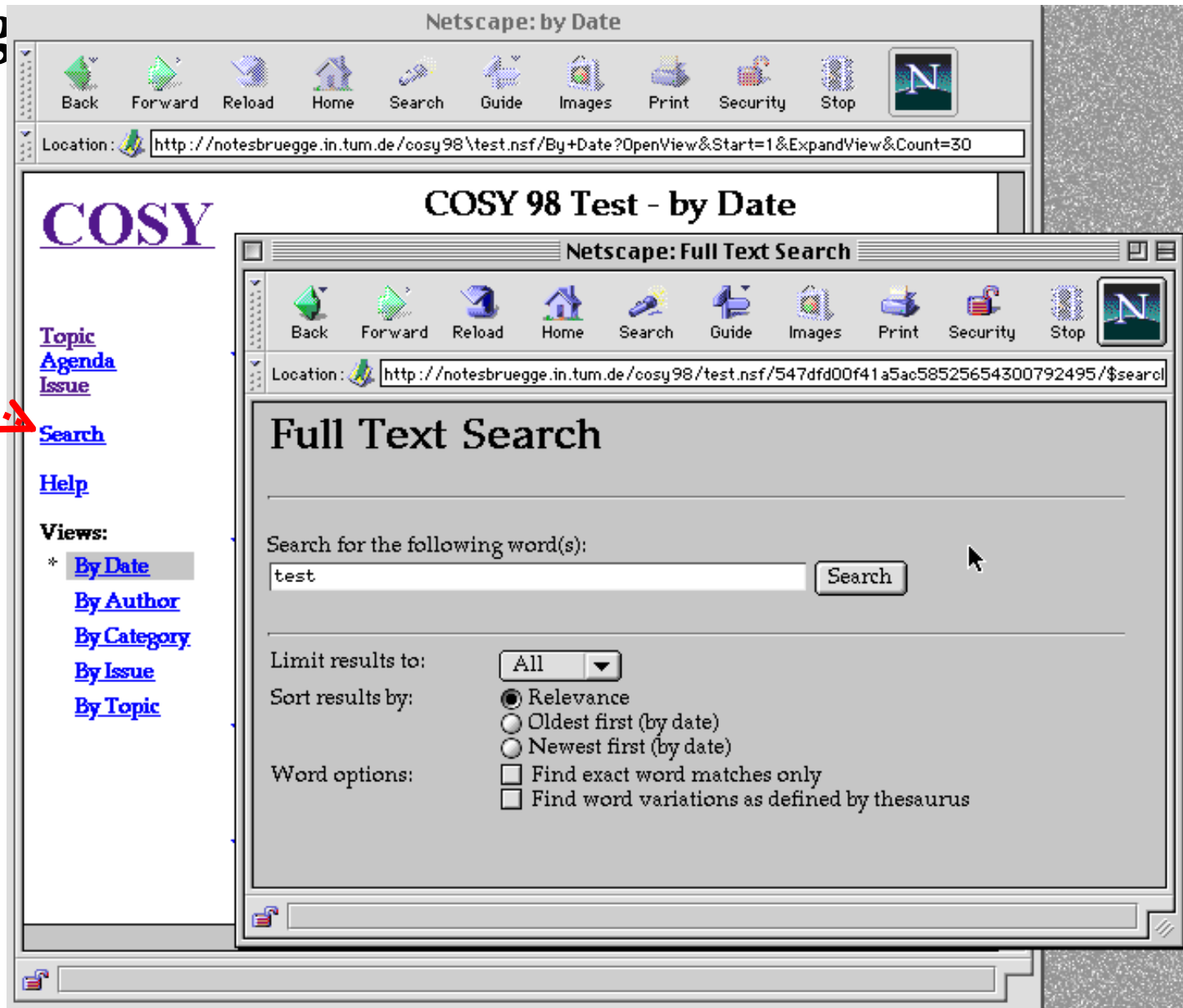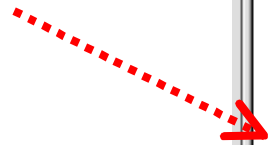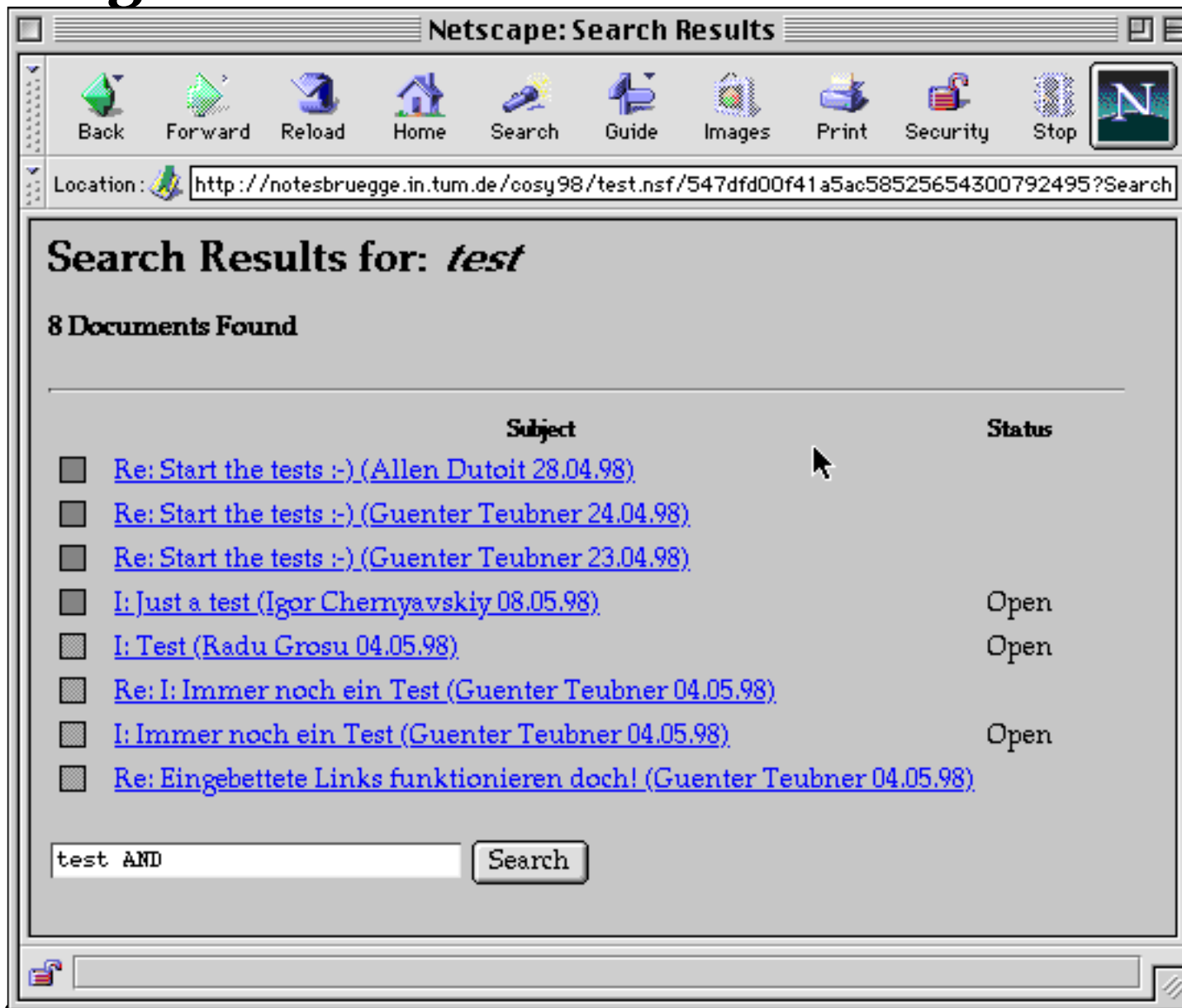| Subject	Status
☐ Re: Start the tests :-) (Allen Dutoit 28.04.98)	
☐ Re: Start the tests :-) (Guenter Teubner 24.04.98)	
☐ Re: Start the tests :-) (Guenter Teubner 23.04.98)	
☐ I: Just a test (Igor Chernyavskiy 08.05.98)	Open
☐ I: Test (Radu Grosu 04.05.98)	Open
☐ Re: I: Immer noch ein Test (Guenter Teubner 04.05.98)	
☐ I: Immer noch ein Test (Guenter Teubner 04.05.98)	Open
☐ Re: Eingebettete Links funktionieren doch! (Guenter Teubner 04.05.98)	

test AND | Search

Searching across all BBoards
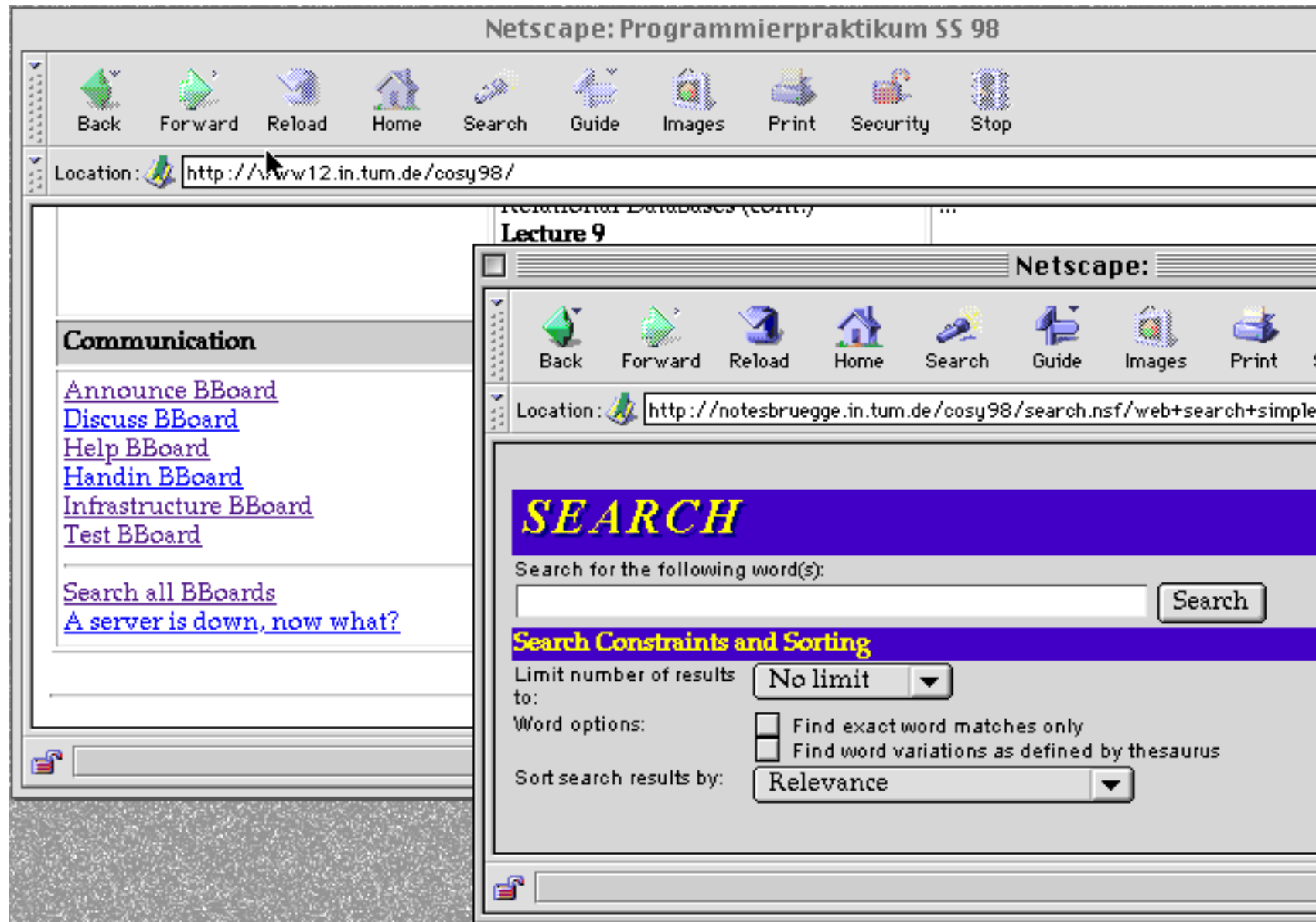
TRAMP BBoards

♦ **Developers BBoards**

  ◆ Any discussion relevant to TRAMP:

  ◆ Each teams has its own BBoard

  ◆ Coaches post important announcements on Announce

  ◆ Students may reply for requesting clarifications

♦ **Client BBoard**

  ◆ Official Bboard, *your* communication channel to the clients

♦ **Test BBoard**

  ◆ Anybody posts anything, anything relevant to TRAMP needs to be reposted on the right BBoard for archival

♦ **Homework BBoard**

  ◆ Used for first Homework Assignment

  ◆ Future homework discussion as required