

Communication Tutorial

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**Technische Universität München
Lehrstuhl für Angewandte Softwaretechnik**

October 27th, 2000

Preliminaries (for the lecture students)

- ◆ **Exercises:**
 - ◆ based on exercises in the book
 - ◆ given out at the end of the presentation on Thursday
 - ◆ solutions presented the following Thursday

- ◆ **Exercises are optional and intended for lecture students who are not taking the Praktikum.**

Preliminaries (for STARS)

- ◆ **Office Hours for Helma Schneider (*new!*)**
 - ◆ Tuesdays 11:00-12:00
 - ◆ Fridays 11:00-12:30

- ◆ **If you are new to the Praktikum**
 - ◆ Go to Helma Schneider during her office hours
 - ◆ Fill an account form
 - ◆ Receive a magnetic cards and your passwords

Tutorials objectives

- ◆ **Tutorials (mostly on Fridays) focus on practical skills**
- ◆ **Rationale: Software engineering is a craft, not a science. Learn by doing.**
- ◆ **For lecture students:**
 - ◆ Actual tools (commercial and free)
 - ◆ Actual procedures
 - ◆ Pitfalls, heuristics, and tradeoffs
- ◆ **For STARS students:**
 - ◆ Basic skills for accomplishing work
 - ◆ For everyday activities or
 - ◆ Towards a specific deliverable

Outline

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

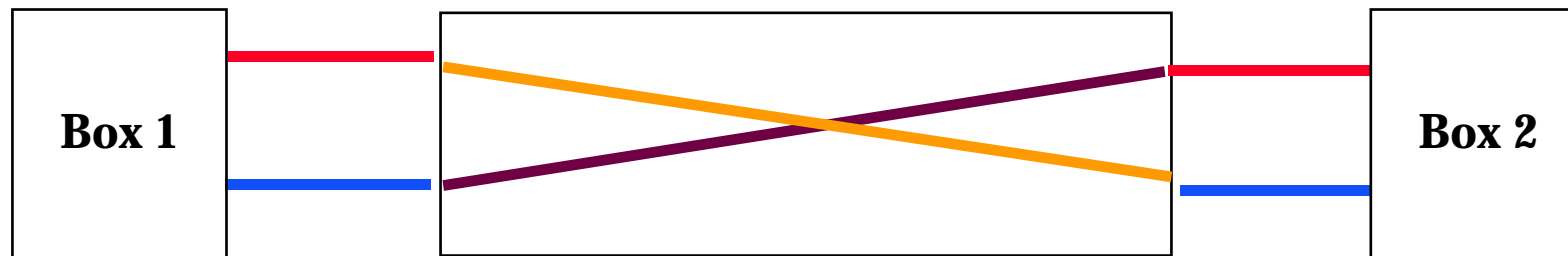
A Communication Example

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



A Communication Example (2)

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

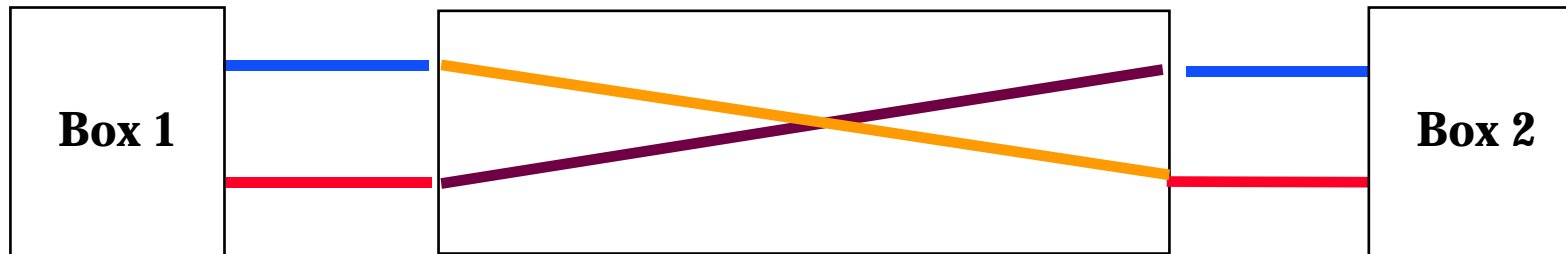


After the Crash...

- ◆ ...
- ◆ "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

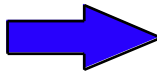
- ◆ **Communication among project members is essential**
 - ◆ Studies have indicated that communication can represent up to 80% of engineering effort (Bucciarelli)
- ◆ **Communication becomes critical when:**
 - ◆ The number of participants increases
 - ◆ The project is distributed (e.g. multi-site, multi-country)
 - ◆ Project participants come from different backgrounds (e.g. analyst, developer, technical writer)
 - ◆ The rate of change is high.

STARS Communication Infrastructure

http://www.bruegge.in.tum.de/projects/STARS2001/

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

- ◆ Course schedule
- ◆ Lecture slides
- ◆ Problem statement



◆ **Dynamic information is published via Lotus Notes**

- ◆ Announcements
- ◆ Discussions
- ◆ Help



Project Description Problem Statement SPMP RAD SDD ODD (JavaDoc)	<p>Current milestones: GUI Mockup due November 3.</p> <p>Each team should share a mockup of the STARS GUI based on the scenario below. In addition, each team should describe briefly (1 paragraph) the responsibilities of their subsystem and indicate which parts of the scenario are realized by their subsystem.</p> <p><u>Team Assignments</u> <u>Scenario</u></p> <p><u>Course Schedule</u> <u>Address Book</u></p>																							
Presentations:	STARS 3@CMU	STARS 3@TUM																						
	Analysis Review System Design Review Object Design Review Client Acceptance Test	Analysis Review System Design Review Object Design Review Client Acceptance Test																						
Documents:	STARS 3@CMU	STARS 3@TUM																						
Templates Software Project Management Plan (SPMP) Requirements Analysis Document (RAD) System Design Document (SDD) Object Design Document (ODD) Test Manual (TM) User Manual (UM)	SPMP RAD SDD ODD TM UM	<table border="1"> <tr> <td>STRAW</td> <td>WOOD</td> <td>BRICK</td> </tr> <tr> <td>SPMP</td> <td>SPMP</td> <td>SPMP</td> </tr> <tr> <td>RAD</td> <td>RAD</td> <td>RAD</td> </tr> <tr> <td></td> <td>SDD</td> <td>SDD</td> </tr> <tr> <td></td> <td></td> <td>ODD</td> </tr> <tr> <td></td> <td></td> <td>TM</td> </tr> <tr> <td></td> <td></td> <td>UM</td> </tr> </table>	STRAW	WOOD	BRICK	SPMP	SPMP	SPMP	RAD	RAD	RAD		SDD	SDD			ODD			TM			UM	
STRAW	WOOD	BRICK																						
SPMP	SPMP	SPMP																						
RAD	RAD	RAD																						
	SDD	SDD																						
		ODD																						
		TM																						
		UM																						
Discussions:	STARS 3@CMU	STARS 3@TUM																						
	<p><u>Announcements</u> <u>Diagrams</u> <u>Client</u> <u>Issues</u></p> <p><u>Architecture</u> <u>Application Server</u> <u>Natural Language</u> <u>Database</u> <u>User Interface</u></p>	<p><u>All TUM developer messages by date</u></p> <p><u>Crossfunctional boards</u> <u>Client</u> <u>Architecture</u> <u>Diagrams</u></p> <p><u>Team boards</u> <u>Augmented Reality</u> <u>IETM</u> <u>Infrastructure</u> <u>User Interface</u></p> <p><u>Utilities</u> <u>Offtopic testing</u> <u>Help</u></p>																						
STARS1 Homepage STARS CMU Homepage																								

STARS 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
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STARS Personal Info

[Previous](#) [Next](#)

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Department: Institut für Informatik	
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Assistant:	
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State/Province: Bayern	
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FAX phone: +49 (89) 289 25296	
Cell phone:	
Pager number:	
Misc	STARS3 Information
Comment:	Group Member: STARS3 Coaches TUM

[by Face](#) | [by Name](#) | [by Group](#) | [by Company](#) | [Groups](#) | [Help](#)

STARS Personal Preferences

Comment:	Administrator of NTBRUEGGE and LOTUS	Group Member:	STARS3 Admins STARS3 Developers TUM STARS3 Students CMU
Articles per page:	<input type="text" value="30"/>		
Default View:	<input type="text" value="by Thread"/>		
Web version:	<input checked="" type="radio"/> Text and Images <input type="radio"/> Text only		
Show faces:	<input checked="" type="radio"/> yes <input type="radio"/> no		
Home Server:	<input type="text" value="sunbruegge1a.informatik.tu-muenchen.de"/> <input type="text" value="notesbruegge.in.tum.de"/> <input type="text" value="konablend.se.cs.cmu.edu"/> <input type="text" value="sundance.se.cs.cmu.edu"/>		
Use SSL:	<input type="radio"/> yes <input type="radio"/> no		
When I created a new post, I want to see	<input type="text" value="my created post"/>		
after	<input type="text" value="10"/> seconds.		
<input type="button" value="Submit"/>			

Viewing a BBoard

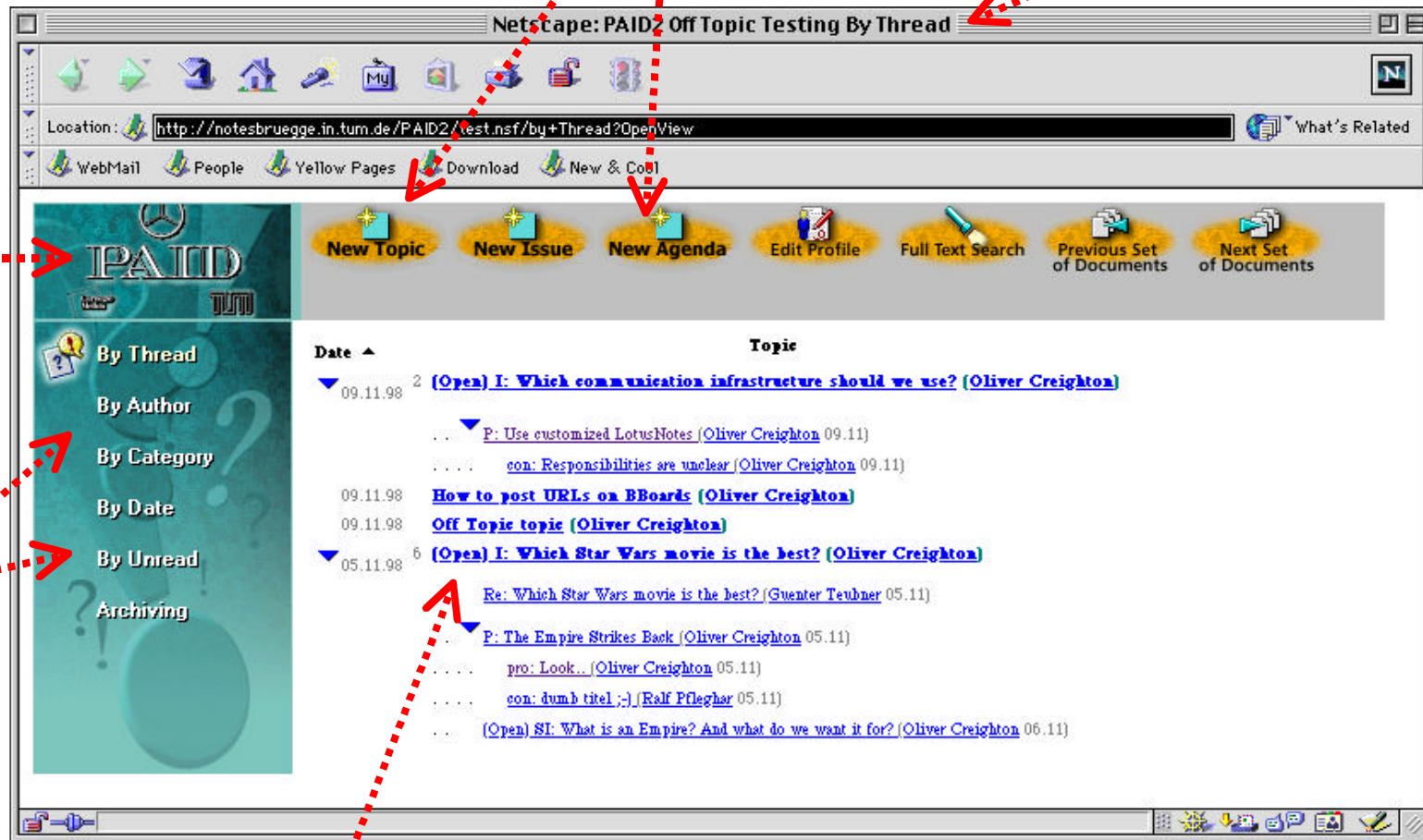
Actions

BBoard Title

Home

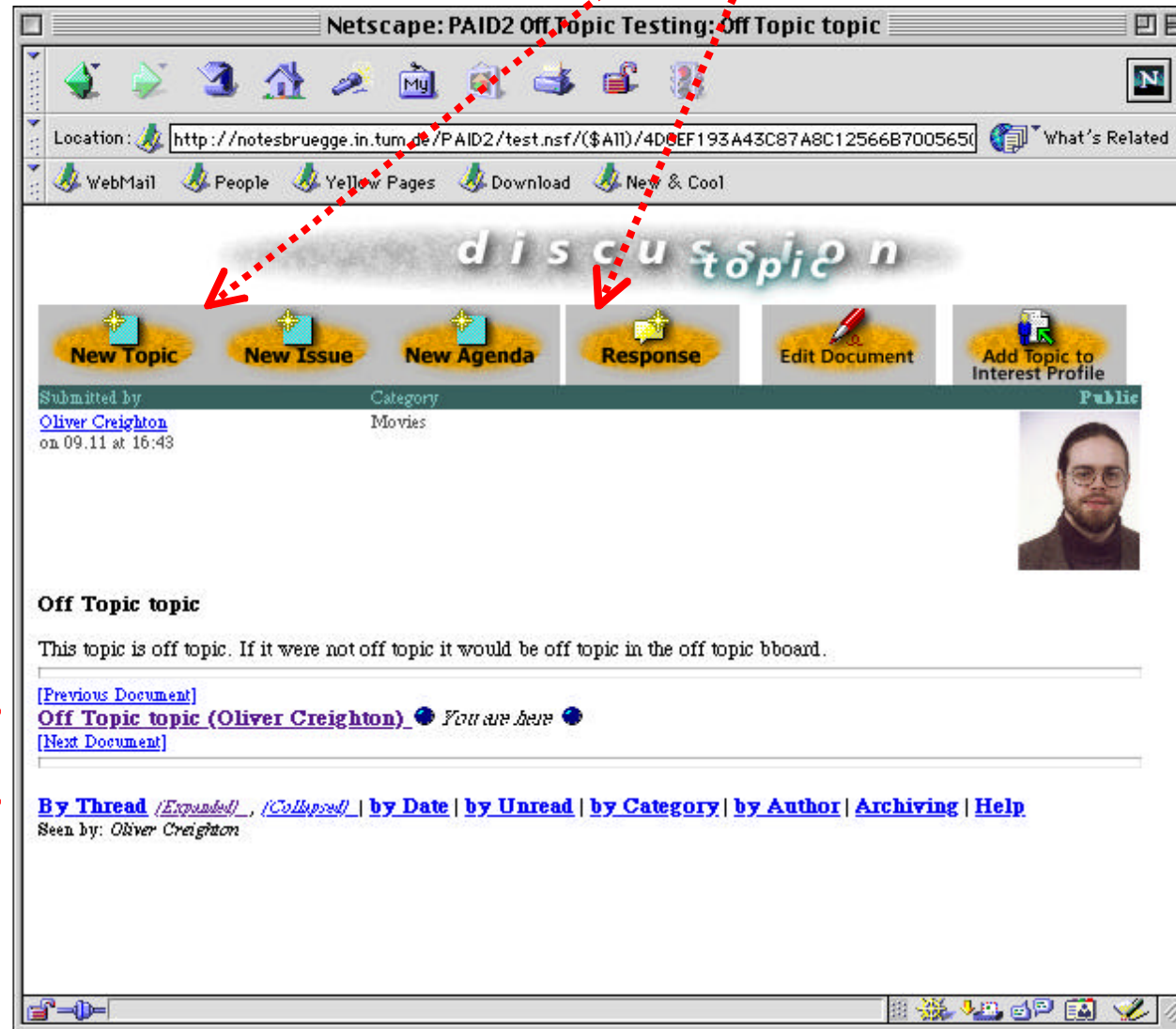
Views

Message captions



Viewing a message

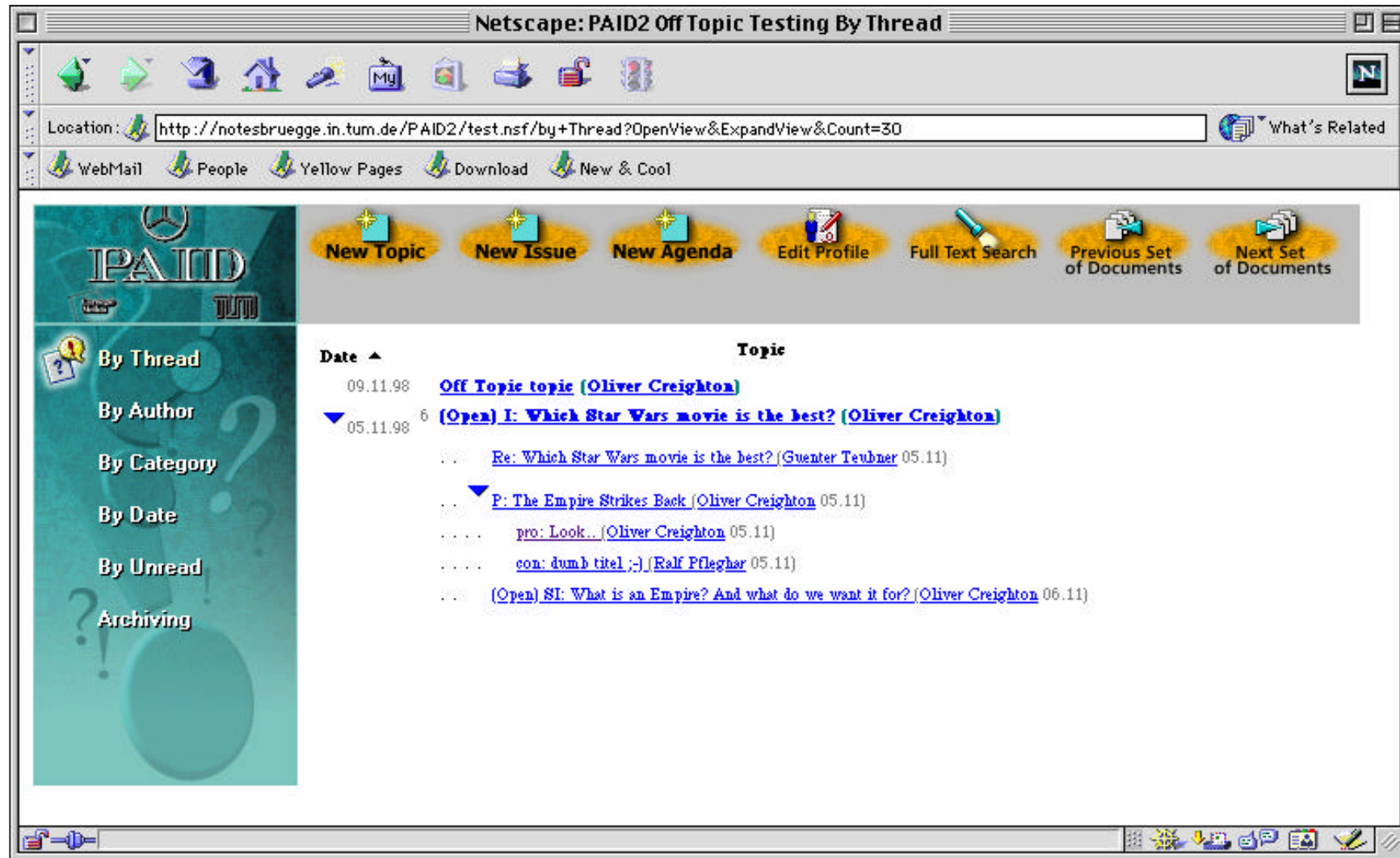
Actions



Thread info

Navigation Links

Viewing a BBoard using a different view

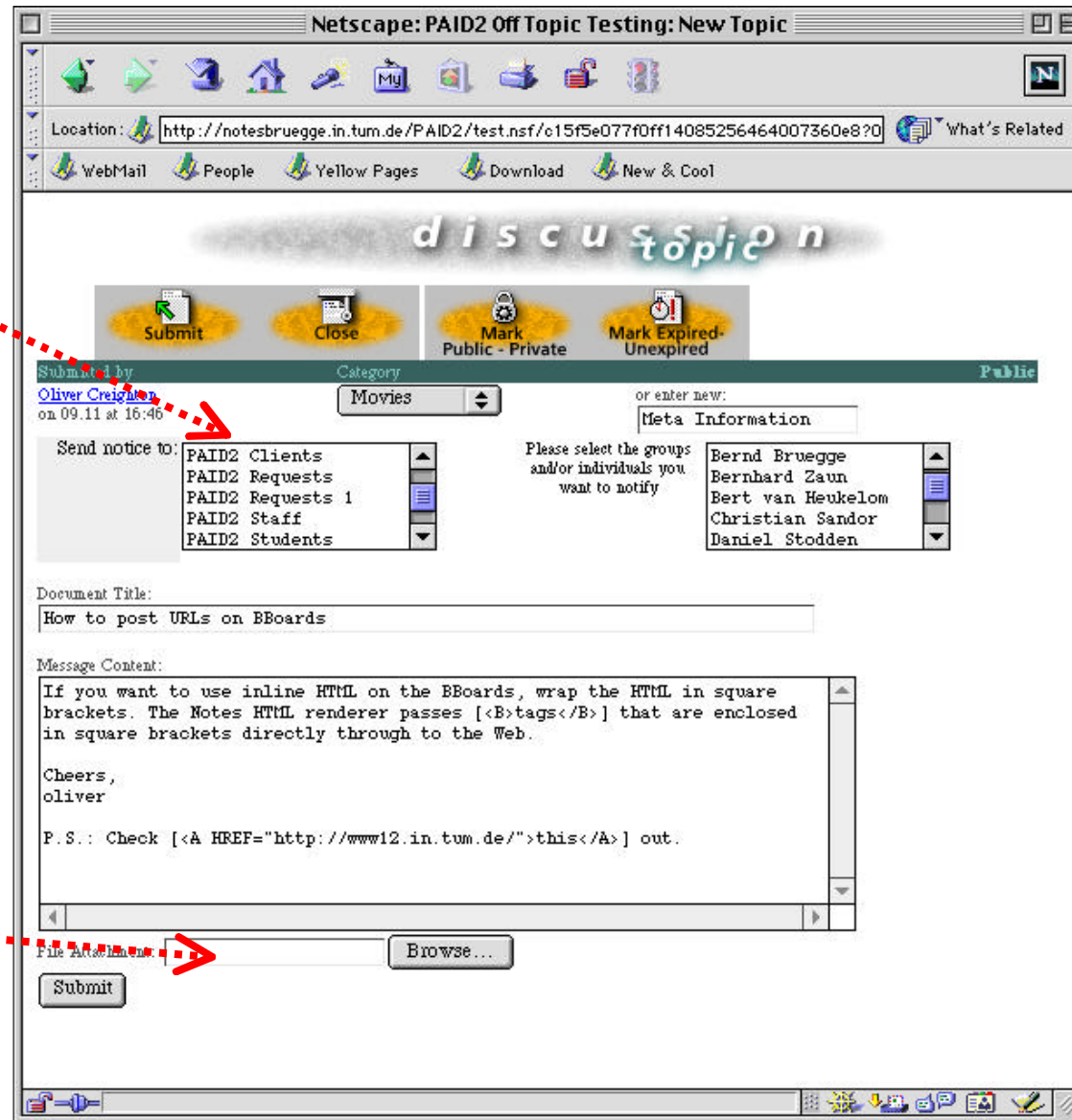


Posting a new topic on a BBoard

Notification

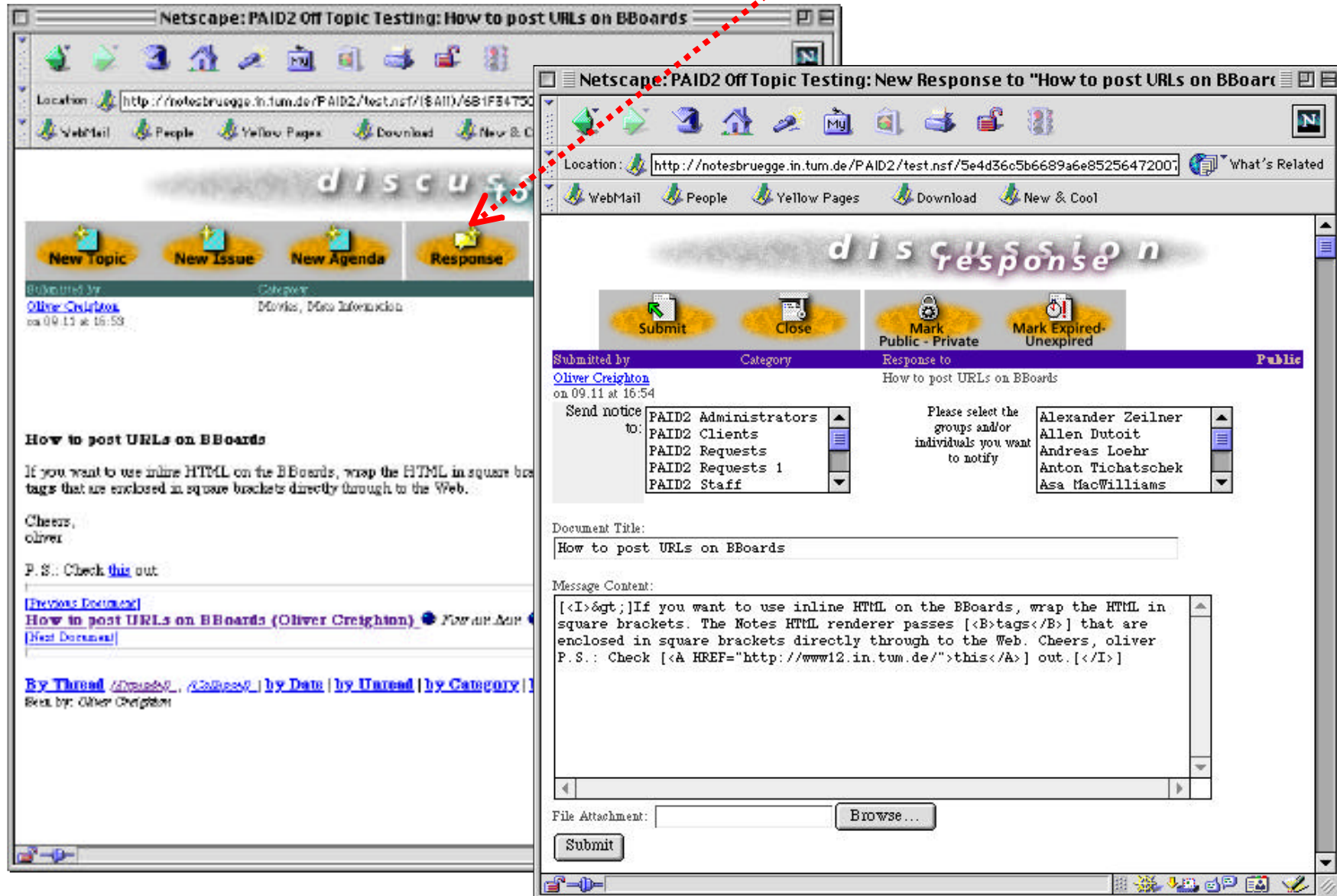
Use [`<` and `>`] to post inline HTML code.

File Attachments

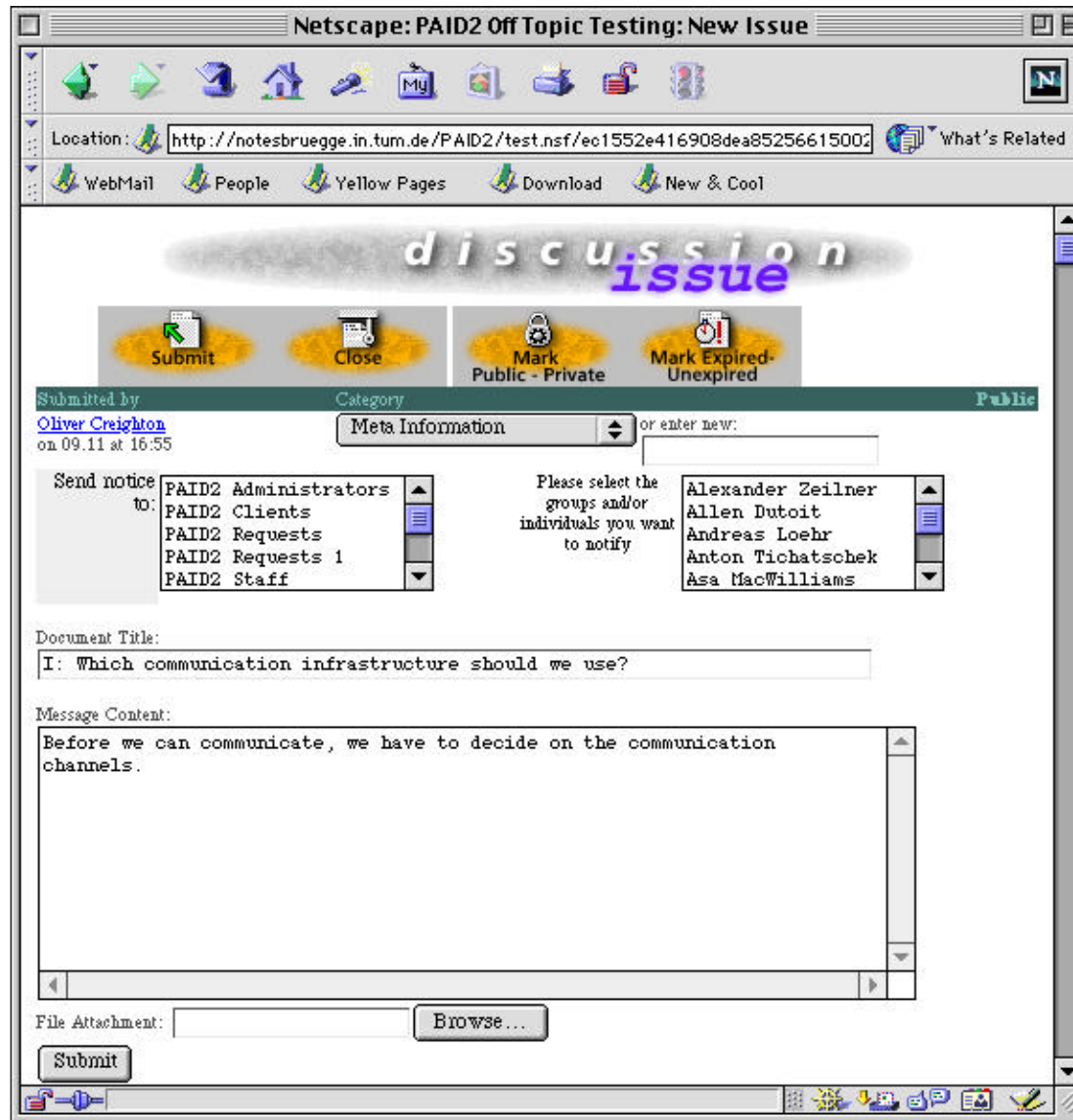


Responding to a topic

Response Action



Posting an issue



Posting a proposal

Proposal Action

The image displays two screenshots of a Netscape browser window showing a discussion forum interface. The left screenshot shows a list of discussion topics with a 'Proposal' button highlighted. The right screenshot shows the 'New Proposal' form with fields for document title, message content, and recipient selection.

Left Screenshot: Discussion Forum Overview

- Location: [http://notesbruegge.in.tum.de/PAID2/test.nsf/\(\\$A11\)/EE0990C1418B71F1C12566](http://notesbruegge.in.tum.de/PAID2/test.nsf/($A11)/EE0990C1418B71F1C12566)
- Navigation: WebMail, People, Yellow Pages, Download, New & Cool
- Discussion Topic: **I: Which communication infrastructure should we use?**
- Submitted by: [Oliver Creighton](#) on 09.11 at 16:59
- Category: Meta Information
- Buttons: New Topic, New Issue, New Agenda, Response, Proposal
- Text: Before we can communicate, we have to decide on the communication channels.
- Links: [\[Previous Document\]](#), [I: Which communication infrastructure should we use? \(Oliver Creighton\)](#), [\[Next Document\]](#)
- Sort options: [By Thread](#) (Expanded), (Collapsed), [by Date](#), [by Unread](#), [by Category](#), [by Author](#), [Arc](#)
- Seen by: [Oliver Creighton](#)

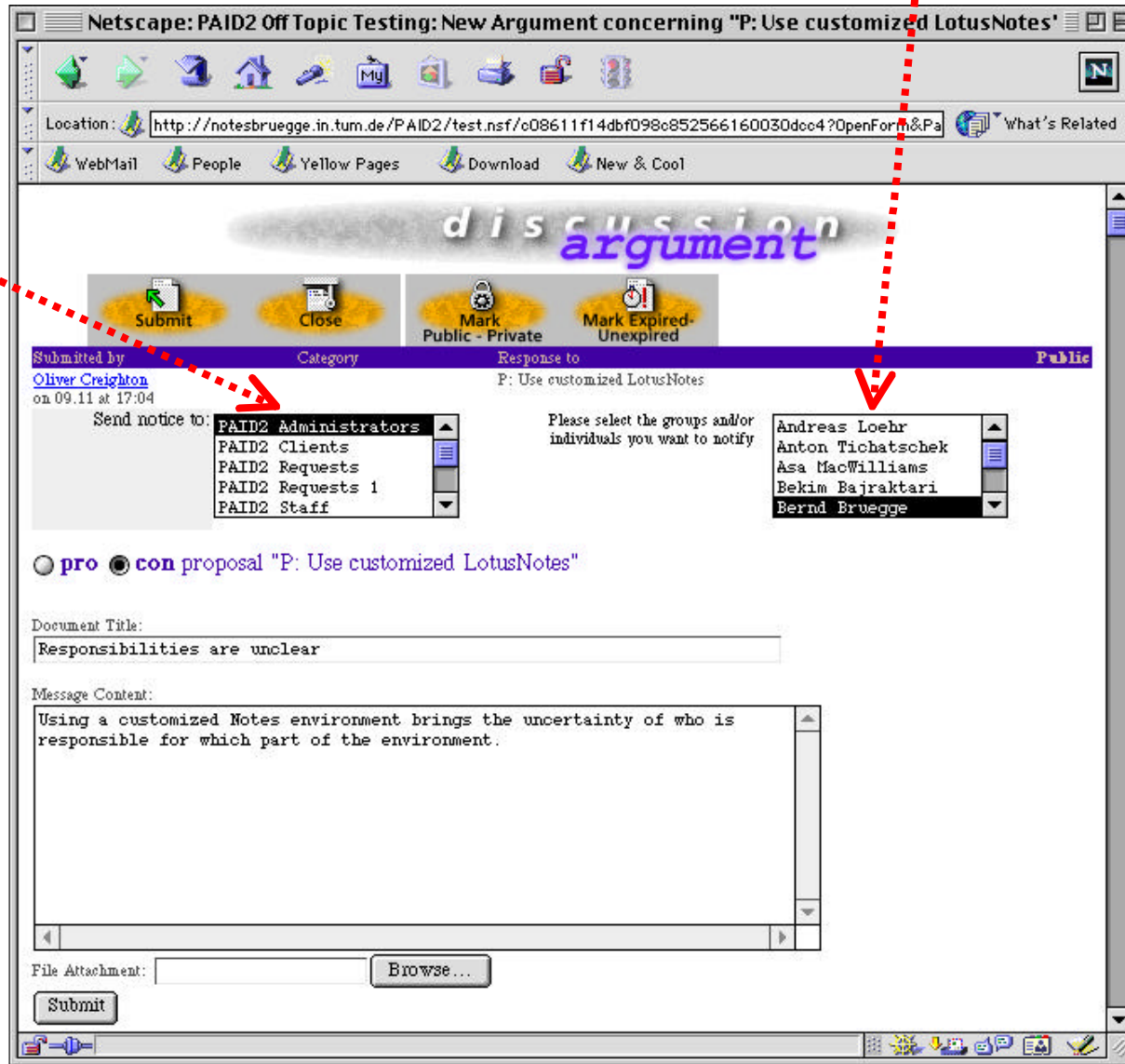
Right Screenshot: New Proposal Form

- Location: <http://notesbruegge.in.tum.de/PAID2/test.nsf/3263d26a94a990078525661>
- Navigation: WebMail, People, Yellow Pages, Download, New & Cool
- Discussion Topic: **I: Which communication infrastructure should we use?**
- Buttons: Submit, Close, Mark Public - Private, Mark Expired - Unexpired
- Submitted by: [Oliver Creighton](#) on 09.11 at 17:00
- Category: I: Which communication infrastructure should we use?
- Response to: I: Which communication infrastructure should we use?
- Public:
- Send notice to: PAID2 Administrators, PAID2 Clients, PAID2 Requests, PAID2 Requests 1, PAID2 Staff
- Please select the groups and/or individuals you want to notify: Alexander Zeilner, Allen Dutoit, Andreas Loehr, Anton Tichatschek, Asa MacWilliams
- Document Title:
- Message Content:
- File Attachment:
-

Sending a notice

Personal Notification

Group Notification



Searching

Search Action



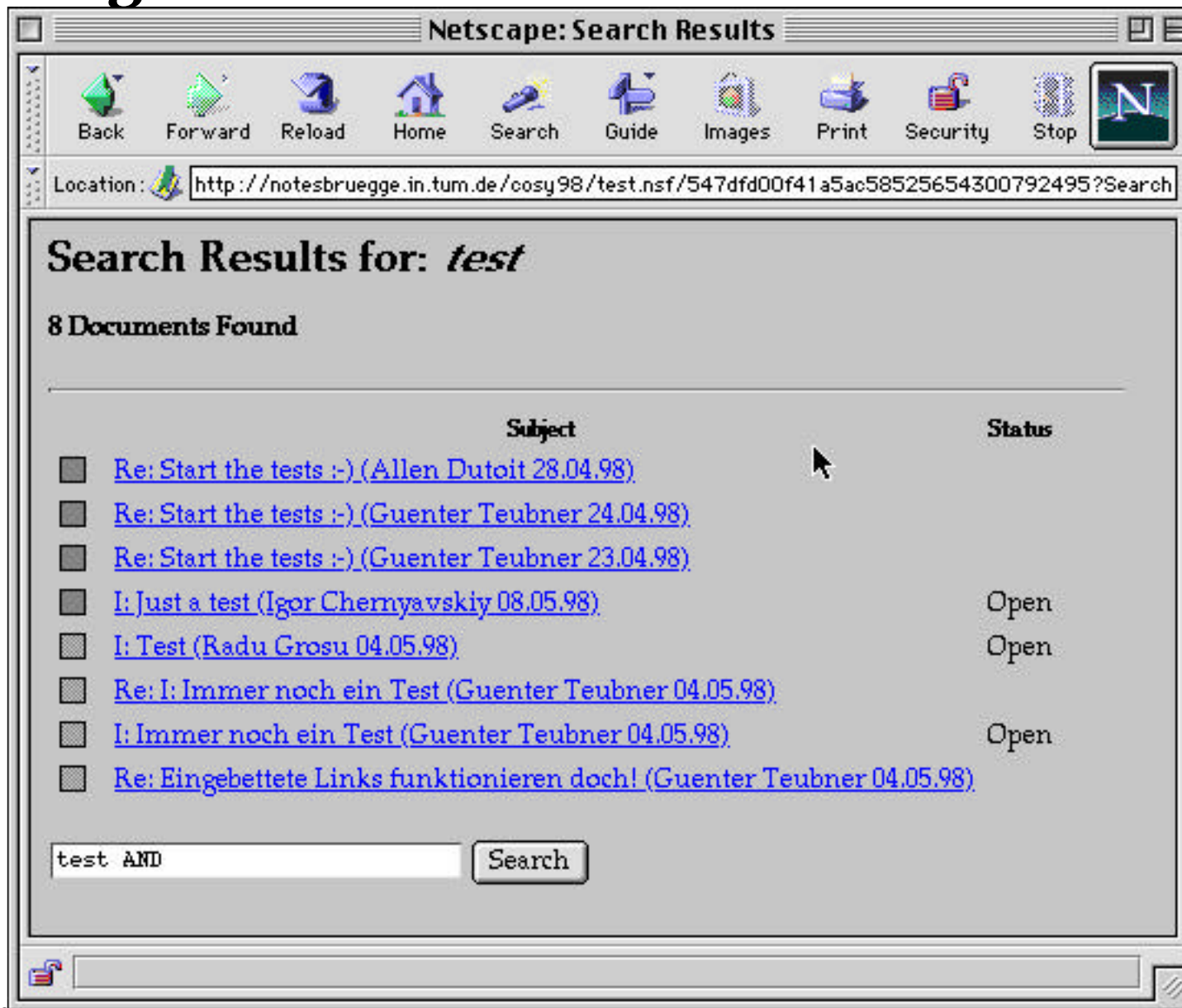
The screenshot shows a Netscape browser window with the following elements:

- Browser Title:** Netscape: by Date
- Address Bar:** http://notesbruegge.in.tum.de/cosy98\test.nsf/By+Date?OpenView&Start=1&ExpandView&Count=30
- Main Content:** COSY 98 Test - by Date
- Left Sidebar:**
 - Topic
 - Agenda
 - Issue
 - Search** (highlighted by a red arrow)
 - Help
 - Views:
 - * **By Date** (selected)
 - By Author
 - By Category
 - By Issue
 - By Topic

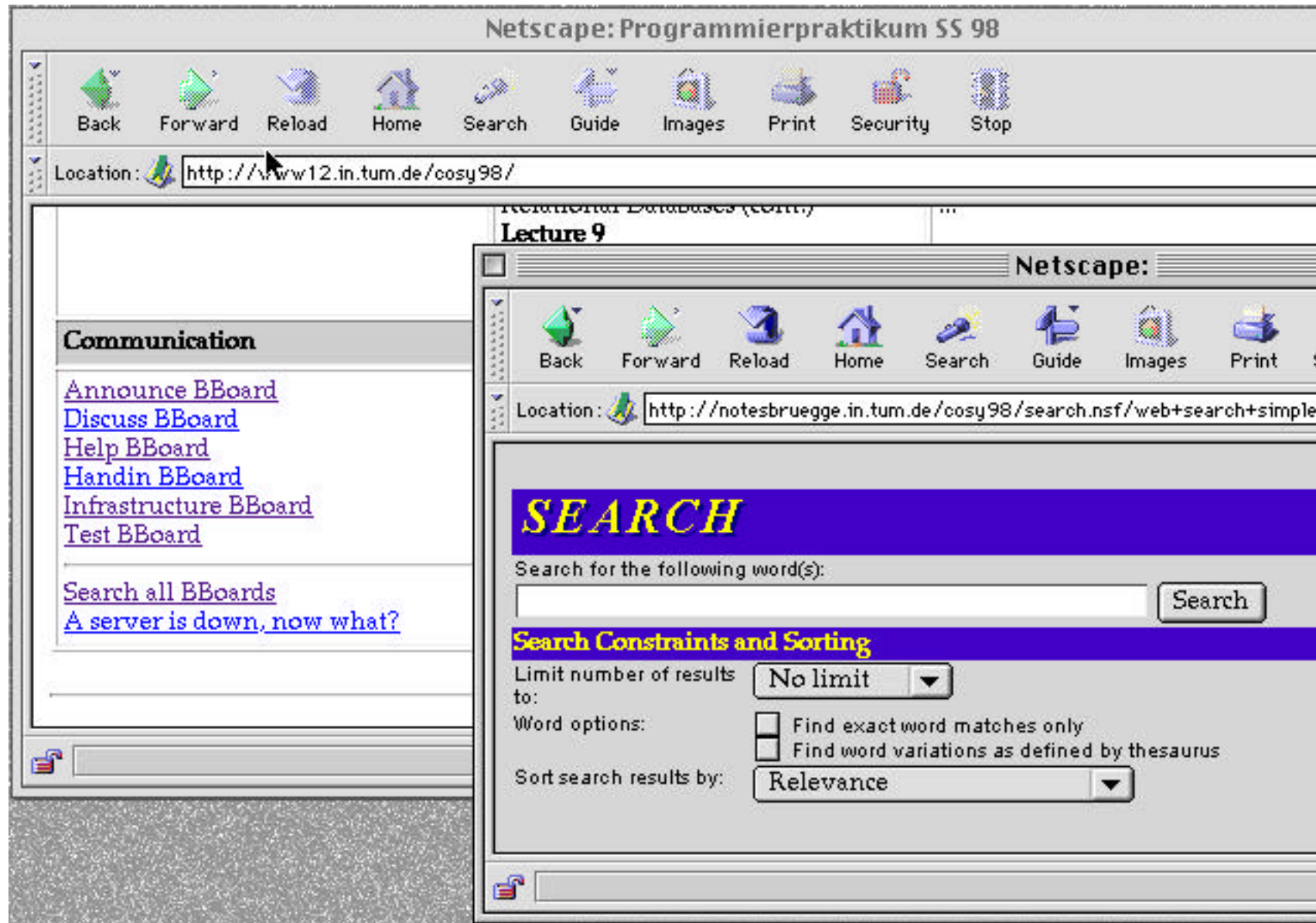
An inset window titled "Netscape: Full Text Search" is open, displaying a search interface:

- Search for the following word(s):** test
- Search Button:** Search
- Limit results to:** All
- Sort results by:** Relevance (selected), Oldest first (by date), Newest first (by date)
- Word options:** Find exact word matches only, Find word variations as defined by thesaurus

Viewing search results



Searching across all BBoards



STARS BBoards

◆ **Developers BBoard**

- ◆ Any discussion relevant to STARS:
- ◆ Divided in Categories, each teams has its own category
- ◆ Instructors and coaches post important announcements
- ◆ Students may reply for requesting clarifications

◆ **Client BBoard**

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

◆ **Test BBoard**

- ◆ Anybody posts anything

Exercises (for Praktikum students)

- ◆ **Use the test BBoard for this exercise**
- ◆ **Post:**
 - ◆ A topic
 - ◆ An agenda
 - ◆ An issue
- ◆ **When posting these messages, assign them to an appropriate category; create a category if necessary**
- ◆ **Edit the topic and include a URL to a home page of your choice**
- ◆ **Edit the topic and include an attachment**
- ◆ **Test if the URL and the attachments were processed correctly**
- ◆ **View the messages by date, by thread, and by category**