Seminari del Dottorato in Informatica

Prof. David F. Redmiles

University of California, Irvine USA

Awareness, Trust, and Software Tool Support in Distance Collaborations

Mercoledì 4 settembre 2013, ore 16.00
Dipartimento di Informatica, Aula Magna, piano terra

Globally distributed, software development poses many challenges to those involved. Often developers or even whole teams work in isolation and subsequently must integrate results, usually with the aid of collaborative technologies. Developers may never meet their distant partners but still need to rely on them and coordinate with them. In this talk, I will cover a number of research results involving distance collaborations. The results are principally centered around the themes of awareness, trust, and software tool support. Some of the results are surprising or, at the least, non-intuitive. For instance, there is evidence that knowing personal information about a collaborator can be as valuable as knowing their expertise. Other results contribute details to our understanding of collaboration. For instance, trust can be framed as a dynamic process and when trust is lost, an adjustment of expectations can lead to its reestablishment and productive collaboration. Software tool support for awareness and trust shows promise. For instance, tools can be demonstrated to have a definite, positive effect on collaborators' awareness of one another's activities and work situations and, consequently, improve a sense of trust among collaborators. Yet, positive evidence for tool support can be countered by negative attitudes about innovative, social tools. Tool usage beyond adoption also requires the alignment of organizational factors. These examples are just a sample of results I will cover. In general, I hope to excite the audience about this fascinating line of research and to inspire others to investigate awareness and trust further and integrate their findings into software tools.

Questo Seminario è parte integrante del piano formativo previsto per il Dottorato in Informatica. Tutti i Dottorandi sono quindi invitati a parteciparvi.

Dr. David F. Redmiles is a Professor in the Department of Informatics in the Donald Bren School of Information and Computer Sciences and a member of the Institute for Software Research (ISR) at the University of California, Irvine (UCI). He is the author of over 100 research publications in the areas of software engineering, human-computer interaction, and computer-supported cooperative work. His current research focuses on distributed and collaborative software engineering, especially the aspects of awareness and trust among collaborators. His research group builds systems and performs quantitative and qualitative studies. Many of these studies take place at large corporate and governmental organizations. For many years, Dr. Redmiles was involved in the IEEE/ACM Conference on Automated Software Engineering, serving on the steering committee and organizing the 2005 conference as General Chair. That research community designated him Fellow of Automated Software Engineering in 2009 and in 2010 awarded him and his co-authors the first Most Influential Paper Award for their 1996 paper on software design environments. In 2011, he was designated a Distinguished Scientist of the Association for Computing Machinery (ACM). He recently served as a Program Co-Chair of the 2013 International Symposium on End-User Development (IS-EUD) and as a co-organizer of a 2013 ACM CSCW Workshop on Trust in Virtual Teams. Dr. Redmiles received his Ph.D. in Computer Science from the University of Colorado, Boulder (CU Boulder) in 1992. He earned his MS in 1982 in Computer Science and a BS in Mathematics and Computer Science in 1980, both from the American University, Washington, D.C. He has been on the faculty at UCI since 1994 and chaired the Department of Informatics from 2004 to 2011.