

Social Software for Requirements Elicitation and Negotiation

Group 2

Agenda

- Relation with main topic
- Paper 1: developing groupware for requirements negotiation: Lesson learned
- Paper 2: Process Implications of Social Networking Based Requirements Negotiation Tools
- Paper 3: A Web Platform for Social Requirements Engineering
- Conclusion

Relationship with main topic: RE and Social Computing

- No common social abstraction or language for building applications
- Social treats affect also social software for RE
- Using social computing technologies to make RE reliable and easy



Developing groupware for requirements negotiation: Lessons learned

- **Methodology**
 - Repeatable requirements negotiation process
 - Incorporate facilitation and collaboration techniques
 - Recognize the role of negotiations
 - Stakeholder negotiators should have the essential characteristics
 - Refine agreements into more measurable requirements
- **Groupware**
 - Make use of unobtrusive and flexible tools
 - Define the negotiation model
 - Focus on ease of use to foster stakeholder involvement
 - Provide a robust infrastructure
 - Provide interoperability
 - Support for multiple modes of interaction
- **Project**
 - Involve mainstream end users
 - When developing groupware, perseverance pays off
 - Use the system to plan its own future

Process Implications of social Networking-Based Requirements Negotiation Tools

Last generation of
Wikiwinwin tools



Problem with non technical stakeholders



Winbook base on



Content organization
using color labels



Social network
paradigm

- Look and feel like facebook
- Stakeholders post win condition
- Member of project can raise issues or concerns, suggest options
- *Like* is mapped to agree
- Conditions capture on virtual wall
- Labels are called categories, and are basic for negotiation
- Condition can be tagged in several categories
- Color improve navigability



image source: Kukreja2012.pdf

Winbook

Winbook role: *SHAPER*

- shortcuts discussion
- Casts votes and change condition status: agree, potentially agree, not agreed.

Other characteristics:

- No prioritization capability
- Can output a System and software requirement document (SSRD)

Future:

- Wall for goals or benefits
- Keep developing

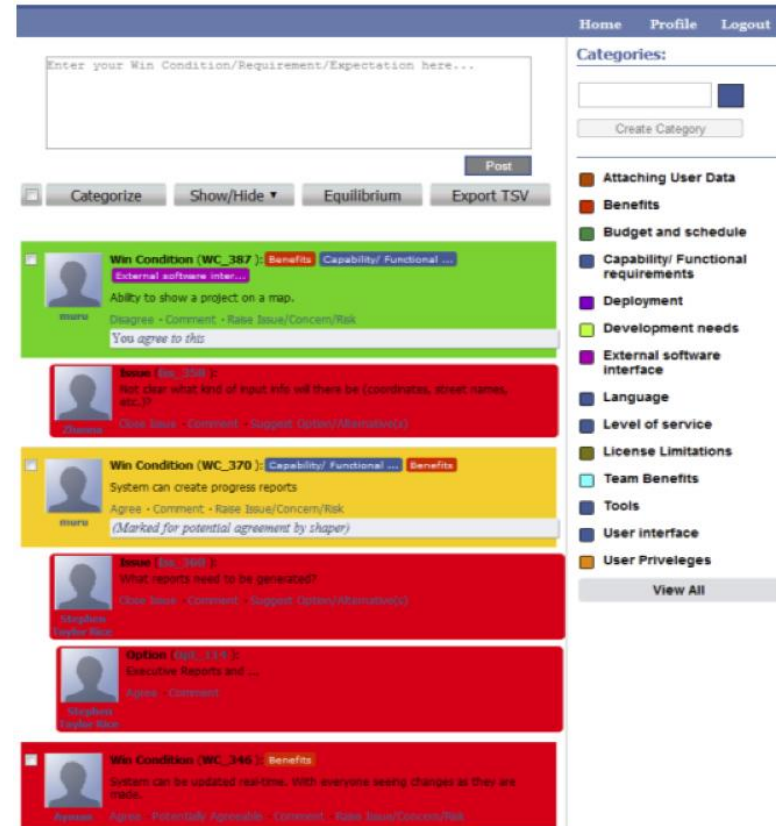


image source: Kukreja2012.pdf

A web platform for social requirements Engineering

Web platform follows wiki philosophy

- Balancing Self-Organization and Moderation
- Combining Top-down and Bottom-up Classification
- Maturing Vocabulary
- Social Feedback and Prioritization of Requirements

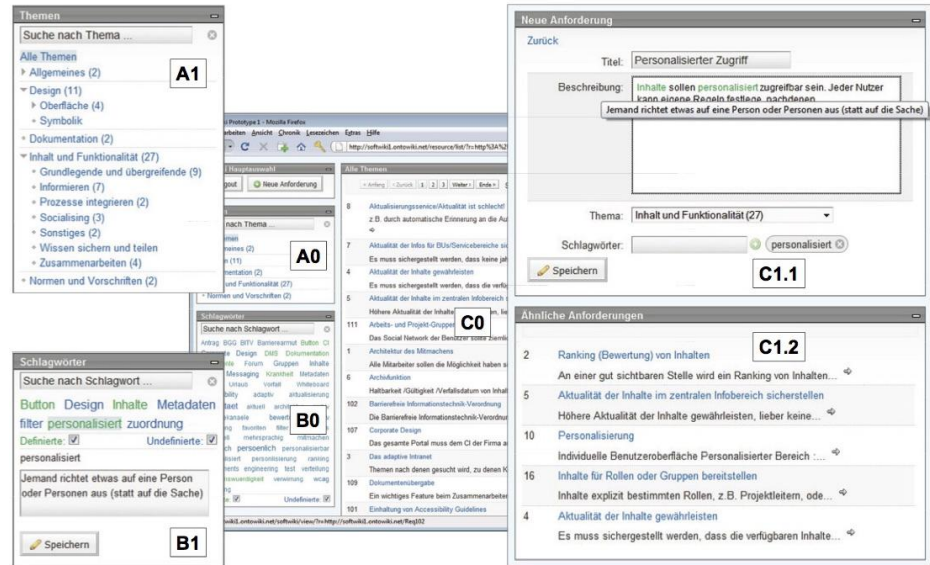


image source: Lohmann2009.pdf

Conclusion

Limitations

- Tools are still in research phase
- Manual processing is still required
- The tools cannot achieve everything by their own, normally a moderator has to be include in the process.

Benefits

- Enhance usability
- Work with several stakeholders at same time
- Helpful for distributed Stakeholders
- Quick collaboration

Questions??

