



Social Software for Requirements Negotiation

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How does this relate to the topic?

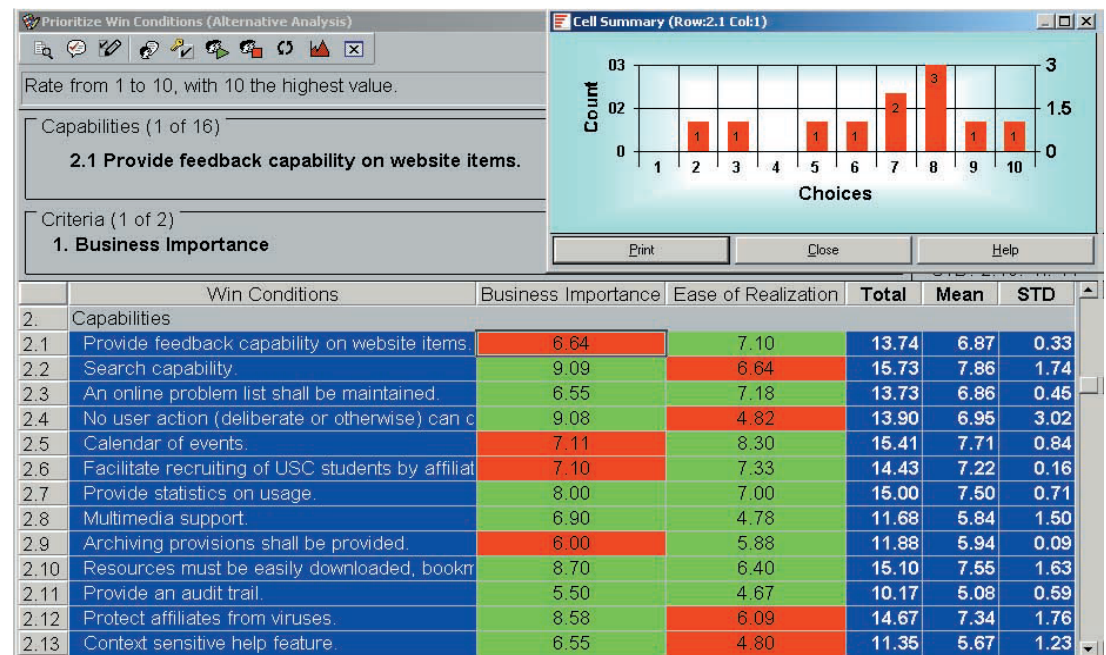
There are several ways in which Grunbacher and Seyff present negotiation techniques that could be solved with social networks.

The topic presents tools that could help with negotiation strategies such as WinWin tools which could be integrated to Social Network analysis.

Also, there is a relation between interdependencies and requirements that could be further analyzed with Social Network analysis. For Example, Twitter and requirements related could be interesting.

What is (Easy)WinWin?

“a set of principles, practices, and tools, which enable a set of interdependent stakeholders to work out a mutually satisfactory (win–win) set of shared commitments.”





What is (Easy)WinWin?

- Distributes groupware
- Negotiation model for converging to a win–win agreement
- Stakeholders express their goals as win conditions. If everyone concurs, the win conditions become agreements.
- The stakeholders are in a WinWin equilibrium condition when the agreements cover all of the win conditions and there are no outstanding issues.

What RE activities are supported by WinBook?

- Gathering
- Elaborating
- Prioritizing
- Negotiating

The screenshot displays the WinBook web application interface. At the top, there is a navigation bar with links for Home, Profile, and Logout. Below this is a form for entering a Win Condition/Requirement/Expectation, with a text input field and a Post button. To the right of the form is a Categories section with a search bar and a Create Category button. Below the form, there is a list of user-submitted items, each with a user profile picture, a title, a description, and a list of actions (Agree, Potentially Agreeable, Comment, Raise Issue/Concern/Risk). The items are categorized by color-coded tags: Benefits (red), Capability/ Functional requirements (blue), and Development needs (green). The items include:

- Win Condition (WC_387):** External software inter... Ability to show a project on a map. (Benefits, Capability/ Functional requirements)
- Issue (Iss_358):** Not clear what kind of input info will there be (coordinates, street names, etc.)? (Zhanna)
- Win Condition (WC_370):** System can create progress reports. (Capability/ Functional requirements, Benefits)
- Issue (Iss_360):** What reports need to be generated? (Stephen Taylor Rice)
- Option (Opt_114):** Executive Reports and ... (Stephen Taylor Rice)

How can negotiation (as well as elicitation) be applied with the help of social networks?

- Negotiation can be reached in an easier way through previous share of information through chat as a complementary step before negotiation.
- Social Networks can be used as a tool of rapid integration of the end-user and stakeholders to organize and prioritize requirements.
- Using a Social Network for elicitation can lead to discovery of additional requirements as stakeholders present new requirements and they are linked to other stakeholder's requirements.

What are the benefits and limitations?

Table 1 Initial comparison of social network sites

Requirements	Facebook	Twitter	LinkedIn	Google+
R1: Users communicate ideas	✓	✓	✓	✓
R2: Users comment on ideas	✓	✓	✓	✓
R3: Users express approval	✓	✗	✓	✓
R4: Control content distribution	✓	✓	✗	✓
R5: Dedicated space for group disc.	✓	✗	✓	✓
R6: Control group access	✓	✗	✓	✓

Limitations

- The communication can be limited by chat expressions.
- Not all means can be quantifiable. E.g : Using a like as a mean of prioritization.
- The moderator seems to guide the elicitation/negotiation of requirements.
- Users have to be motivated and is hard to create the snowball effect.

Benefits

- Easy share and understanding across stakeholders of requirements.
- Motivating stakeholders into the process of elicitation and prioritization.



Possible conflicts between stakeholders

- Conflict between the drone maker and Bob which wanted to sell deep-frozen products, maybe the drones can't transport that kind of product and sensors might reduce battery life.
- The chargemen don't have a fixed price and this might conflict with Dave's idea of how the chargemen will get paid.



How to solve these using our experience

- WinWin could help keep constant discussion going, declare clear criteria that must be met from the point of view of all stakeholders: Bob, Dave, legal authorities, pilots and packaging employees and reduce amount of time required to reach compromise.

Discussion Questions?

- 1. Do you think that Social Networks as a mean of Negotiation could be primary technique?**
- 2. Do you think that the role of face-to-face meetings will be smaller in the future as more companies use Group Support Systems?**
