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This work also presents detailed empirical and theoretical analyses of what it is for users and developers to cooperate, of the nature of user-developer interaction in participatory settings. Furthermore, it makes operational and assesses the effectiveness of user participation in development and the impact of user-developer cooperation on the resulting software product.

User-Developer Cooperation in Software Development ...

This research attempts an integration of the strengths of task analysis and user participation within an overall

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After that initial surprise, the development department takes over to generate a team formed by users and developers for start defining what is the real intention of using a software tool. This is a big opportunity for creating a relationship based on trust and cooperation going forward the development process.

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Using integrated water-energy-land analysis, this study quantifies the potential benefits for novel avenues to sustainable development arising from greater international cooperation.

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The topic of the research reported here is direct user participation in the task-based development of interactive software systems. Building usable software demands understanding and supporting users and their tasks. Users are a primary source of usability requirements and knowledge, since users can be expected to have intimate and extensive knowledge of themselves, their tasks and their working environment. Task analysis approaches to software development encourage a focus on supporting users and their tasks while participatory design approaches encourage users' direct, active contributions to software development work. However, participatory design approaches often concentrate their efforts on design activities rather than on wider system development activities, while task analysis approaches generally lack active user participation beyond initial data gathering. This research attempts an integration of the strengths of task analysis and user participation within an overall software development process. This work also presents detailed empirical and theoretical analyses of what it is for users and developers to cooperate, of the nature of user-developer interaction in participatory settings. Furthermore, it makes operational and assesses the effectiveness of user participation in development and the impact of user-developer cooperation on the resulting software product. The research addressed these issues through the development and application of an approach to task based participatory development in two real world development projects. In this integrated approach, the respective strengths of task analysis and participatory design methods complemented each other's weaker aspects.

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Collaboration among individuals – from users to developers – is central to modern software engineering. It takes many forms: joint activity to solve common problems, negotiation to resolve conflicts, creation of shared definitions, and both social and technical perspectives impacting all software development activity. The difficulties of collaboration are also well documented. The grand challenge is not only to ensure that developers in a team deliver effectively as individuals, but that the whole team delivers more than just the sum of its parts. The editors of this book have assembled an impressive selection of authors, who have contributed to an authoritative body of work tackling a wide range of issues in the field of collaborative software engineering. The resulting volume is divided into four parts, preceded by a general editorial chapter providing a more detailed review of the domain of collaborative software engineering. Part 1 is on "Characterizing Collaborative Software Engineering", Part 2 examines various "Tools and Techniques", Part 3 addresses organizational issues, and finally Part 4 contains four examples of "Emerging Issues in Collaborative Software Engineering". As a result, this book delivers a comprehensive state-of-the-art overview and empirical results for researchers in academia and industry in areas like software process management, empirical software engineering, and global software development. Practitioners working in this area will also appreciate the detailed descriptions and reports which can often be used as guidelines to improve their daily work.

Work practices and organizational processes vary widely and evolve constantly. The technological infrastructure has to follow, allowing or even supporting these changes. Traditional approaches to software engineering reach their limits whenever the full spectrum of user requirements cannot be anticipated or the

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frequency of changes makes software reengineering cycles too clumsy to address all the needs of a specific field of application. Moreover, the increasing importance of ‘ infrastructural ’ aspects, particularly the mutual dependencies between technologies, usages, and domain competencies, calls for a differentiation of roles beyond the classical user – designer dichotomy. End user development (EUD) addresses these issues by offering lightweight, use-time support which allows users to configure, adapt, and evolve their software by themselves. EUD is understood as a set of methods, techniques, and tools that allow users of software systems who are acting as non-professional software developers to 1 create, modify, or extend a software artifact. While programming activities by non-professional actors are an essential focus, EUD also investigates related activities such as collective understanding and sense-making of use problems and solutions, the interaction among end users with regard to the introduction and diffusion of new configurations, or delegation patterns that may also partly involve professional designers.

This book provides an in-depth insight into the emerging paradigm of End-User Development (EUD), discussing the diversity and potential for creating effective environments for end users. Containing a unique set of contributions from a number of international researchers and institutes, many relevant issues are discussed and solutions proposed, making important aspects of end-user development research available to a broader audience. Most people are familiar with the basic functionality and interfaces of computers. However, developing new or modified applications that can effectively support users' goals still requires considerable programming expertise that cannot be expected of everyone. One of the fundamental challenges that lie ahead is the development of environments that enable users with little or no programming experience to develop and modify their own applications. The ultimate goal is to empower people to flexibly employ and personalise advanced information and communication technologies.

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During the last few years, software evolution research has explored new domains such as the study of socio-technical aspects and collaboration between different individuals contributing to a software system, the use of search-based techniques and meta-heuristics, the mining of unstructured software repositories, the evolution of software requirements, and the dynamic adaptation of software systems at runtime. Also more and more

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attention is being paid to the evolution of collections of inter-related and inter-dependent software projects, be it in the form of web systems, software product families, software ecosystems or systems of systems. With this book, the editors present insightful contributions on these and other domains currently being intensively explored, written by renowned researchers in the respective fields of software evolution. Each chapter presents the state of the art in a particular topic, as well as the current research, available tool support and remaining challenges. The book is complemented by a glossary of important terms used in the community, a reference list of nearly 1,000 papers and books and tips on additional resources that may be useful to the reader (reference books, journals, standards and major scientific events in the domain of software evolution and datasets). This book is intended for all those interested in software engineering, and more particularly, software maintenance and evolution. Researchers and software practitioners alike will find in the contributed chapters an overview of the most recent findings, covering a broad spectrum of software evolution topics. In addition, it can also serve as the basis of graduate or postgraduate courses on e.g., software evolution, requirements engineering, model-driven software development or social informatics.

A collection of essays on the interrelationship of social science and software practice. Software practice--which includes software development, design, and use--needs to go beyond the traditional engineering framework. Drawing on a variety of social theory approaches, this book focuses on interdisciplinary cooperation in software practice. The topics discussed include the facilitation of collaborative software development, communication between developers and users, and the embedding of software systems in organizations.

For the last 20 years the dominant form of user interface has been the Graphical User Interface (GUI) with

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direct manipulation. As software gets more complicated and more and more inexperienced users come into contact with computers, enticed by the World Wide Web and smaller mobile devices, new interface metaphors are required. The increasing complexity of software has introduced more options to the user. This seemingly increased control actually decreases control as the number of options and features available to them overwhelms the users and 'information overload' can occur (Lachman, 1997). Conversational anthropomorphic interfaces provide a possible alternative to the direct manipulation metaphor. The aim of this paper is to investigate users reactions and assumptions when interacting with anthropomorphic agents. Here we consider how the level of anthropomorphism exhibited by the character and the level of interaction affects these assumptions. We compared characters of different levels of anthropomorphic abstraction, from a very abstract character to a realistic yet not human character. As more software is released for general use with anthropomorphic interfaces there seems to be no consensus of what the characters should look like and what look is more suited for different applications. Some software and research opts for realistic looking characters (for example, Haptek Inc., see <http://www.haptek.com>). others opt for cartoon characters (Microsoft, 1999) others opt for floating heads (Dohi & Ishizuka, 1997; Takama & Ishizuka, 1998; Koda, 1996; Koda & Maes, 1996a; Koda & Maes, 1996b).

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