

# Supporting Trust through Continuous Coordination

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# Our interest



- Distributed teams.
- Monitor and manage trust through automated tool:
  - Collaboration indicates trust → lack of collaboration indicates lack of trust,
  - Transparency of work → swift trust and modify expectations.

# Work so far

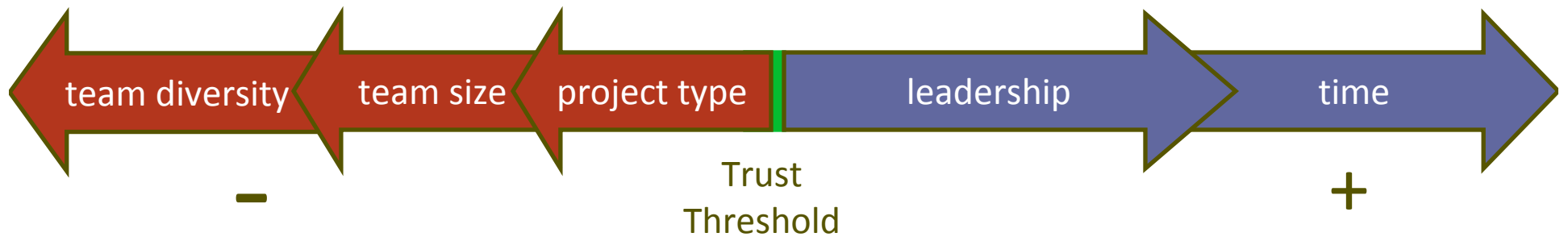


- Survey of existing work.
- Pilot empirical field study.
- Pilot experiment on coordination tool.

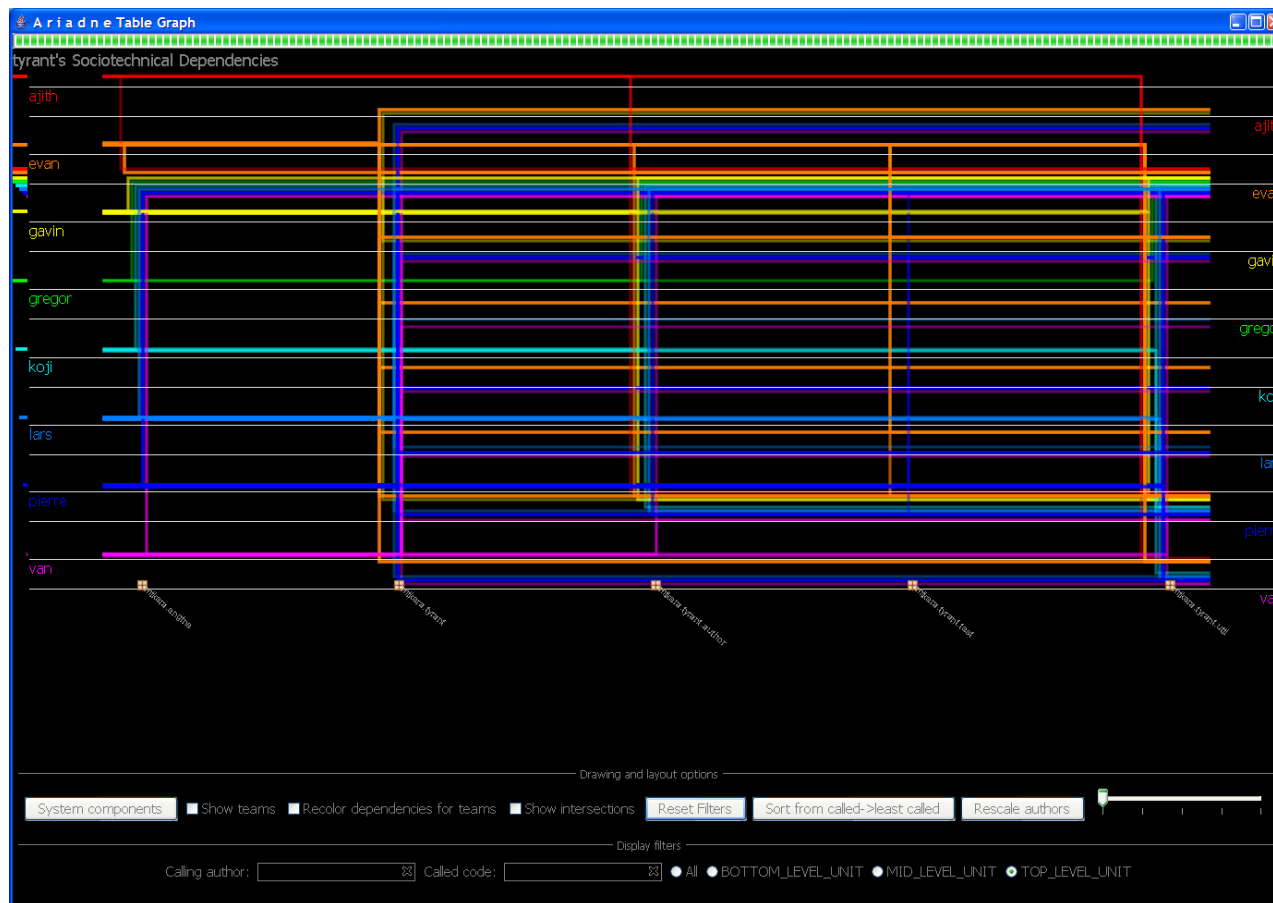
The top row contains three illustrations of circus acrobats. The left illustration shows three acrobats in mid-air against a blue sky with white clouds. The middle illustration shows a group of acrobats in a dynamic pose, with one acrobat in the foreground holding a large, light-colored, curved object. The right illustration shows a man in a blue shirt and yellow pants performing a stunt, holding onto a rope or wire, with a woman in a red and yellow outfit below him.



# Field study



# Experiment: Ariadne



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# Future work



- Extend both field study and experiment.
- Find means to monitor and manage trust in distributed teams.
- Modify existing tools to support trust in distributed teams.

# Thanks!



- Reported in this issue of ISR newsletter.
- Aspects are reported in:  
Al-Ani, B., and Redmiles, D., (2009). "In Strangers We Trust? Findings of an Empirical Study of Distributed Development", IEEE International Conference on Global Software Engineering, July 13-16, Limerick, Ireland, 2009, (Accepted).