Supporting Trust through Continuous Coordination

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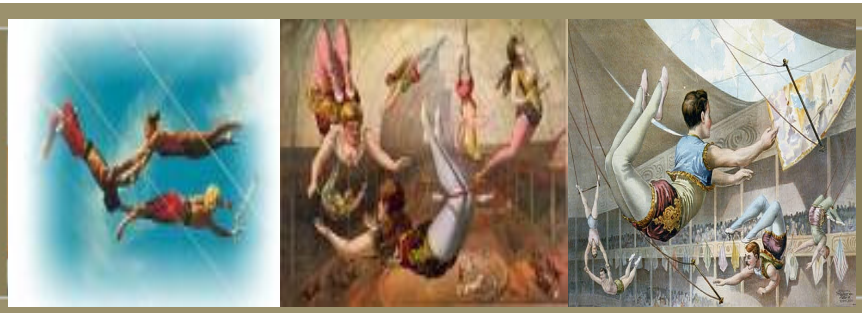
Our interest



- 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.

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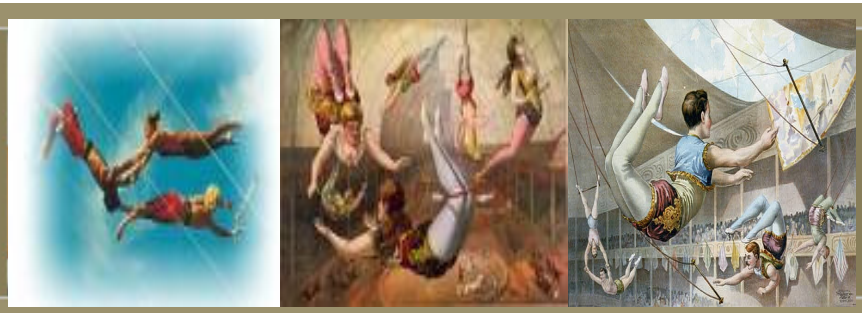
Work so far



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

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Existing work

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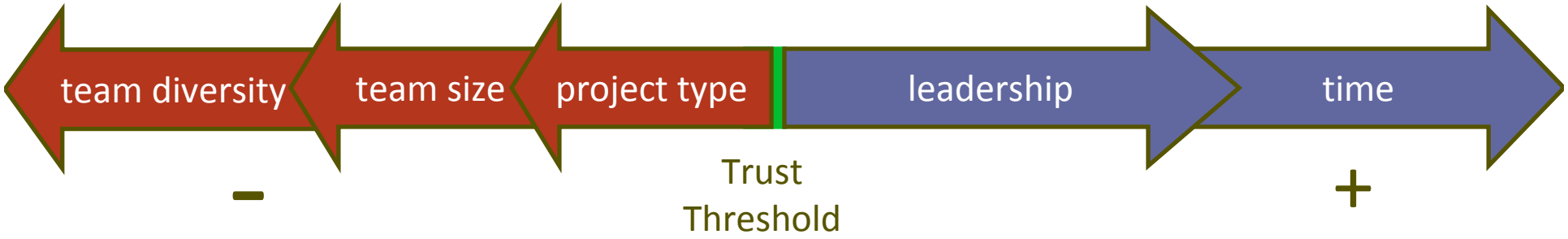
Field study



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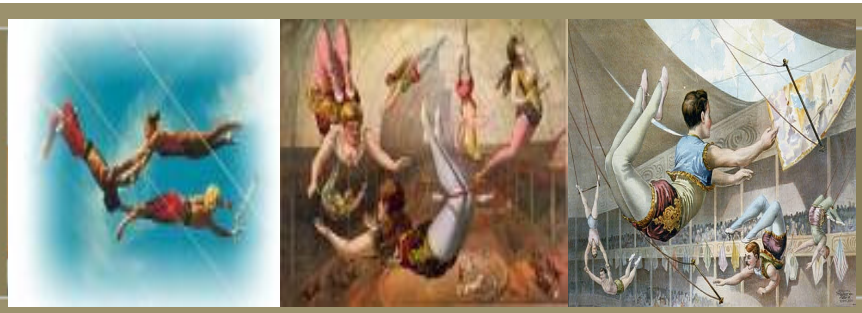
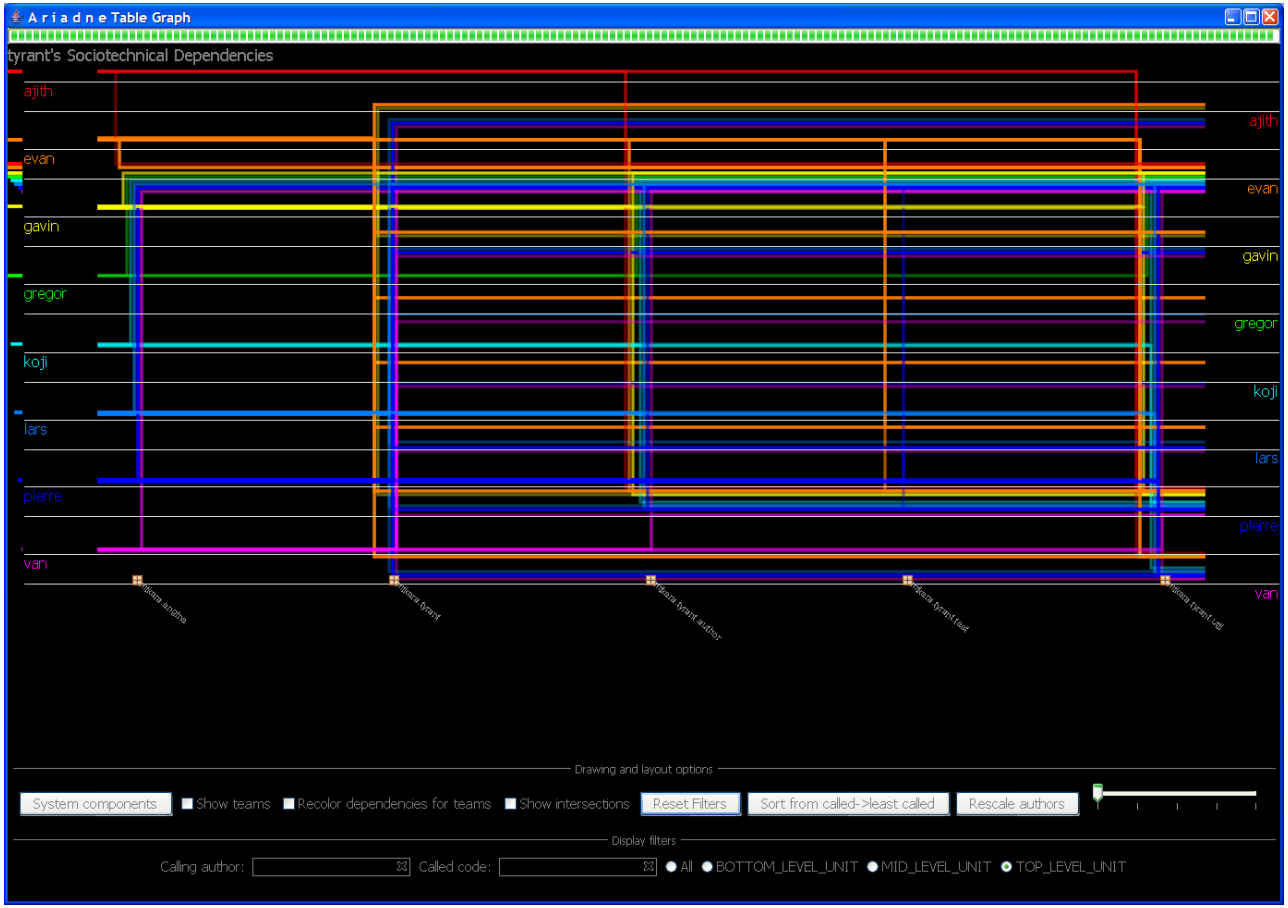
Experiment: Ariadne





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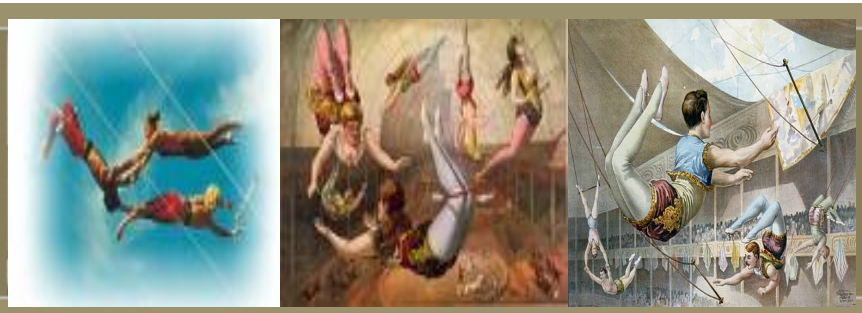
Future work



- 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.

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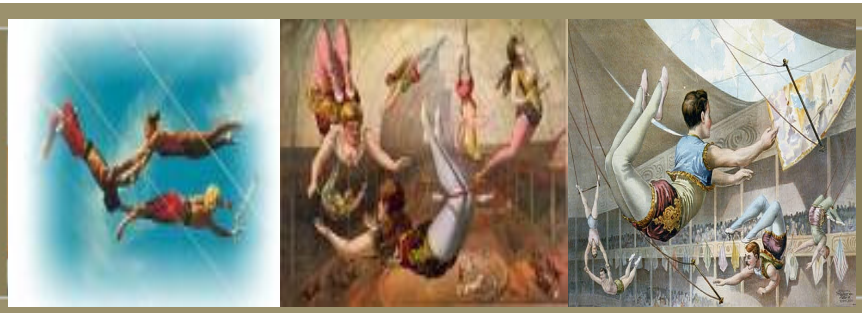
Thanks!



- 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).

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