Supporting Trust through Continuous Coordination

Ban Al-Ani and David Redmiles
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.

{balani|redmiles}@ics.uci.edu
Work so far

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

{balani|redmiles}@ics.uci.edu
Existing work

{balani|redmiles}@ics.uci.edu
Field study

team diversity | team size | project type | leadership | time

- Trust Threshold

{balani|redmiles}@ics.uci.edu
Experiment: Ariadne

{balani|redmiles}@ics.uci.edu
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.

{balani|redmiles}@ics.uci.edu
Thanks!

- Reported in this issue of ISR newsletter.
- Aspects are reported in:

{balani|redmiles}@ics.uci.edu