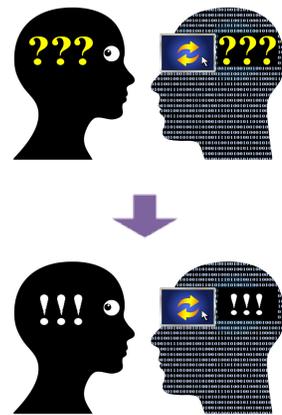


Supporting Effective Quality-Related Communication - The Problem

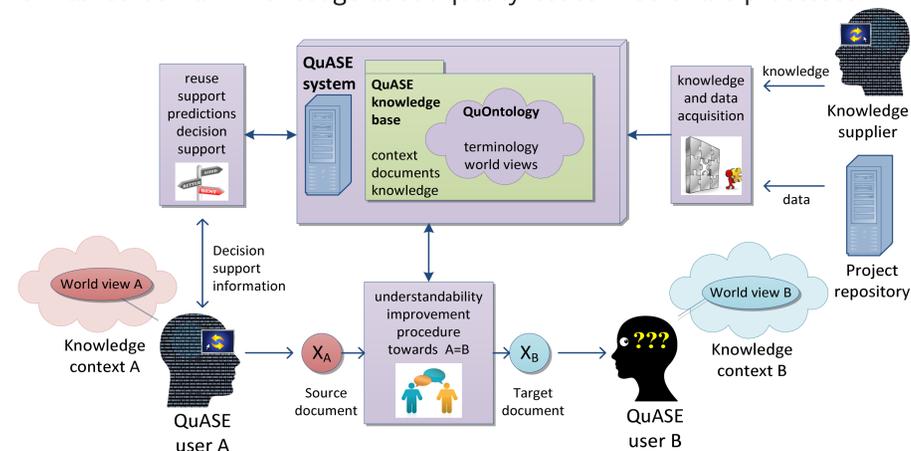
To succeed, software development processes require a smooth communication between the different parties involved, especially developers and business stakeholders. In particular, they need to have a common understanding of the quality (and its dimensions) the software under development should have. This is a problem as people often cannot communicate effectively due to difference in views on quality.

Besides of enabling such communication, the communicated quality-related information has to be managed properly and made available during the software process; as past-experience may help to take the right decisions, it should be provided in a way that allows for easy access and analysis.



Project Goals

We aim at establishing means for enhancing the quality-related communication between the different parties involved in a software process, especially for developers and business stakeholders; these means are based on acquired and formalized domain knowledge about quality issues in software processes.



We also aim at supporting decision making in the software process, reuse of quality-related experience, and the prediction of the future quality-related behavior of the involved parties – based on the collected knowledge.

The Research Group

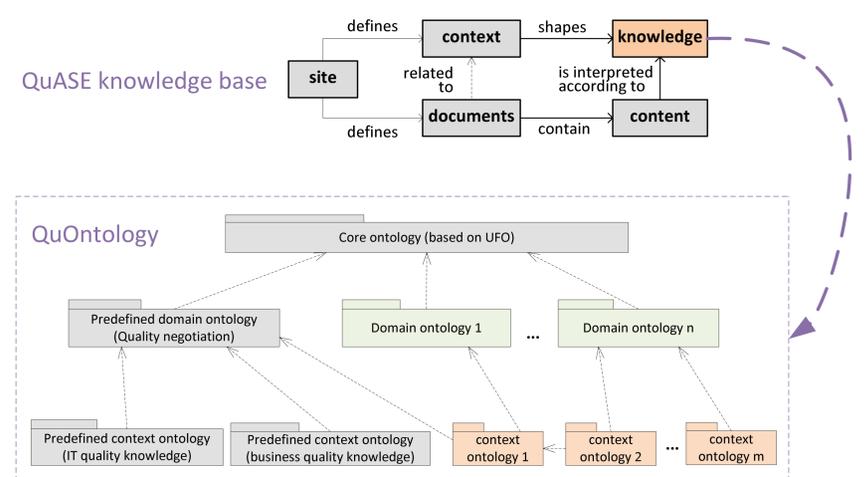
In research and teaching, we focus on modeling and design of user-centered application systems; we explore the foundations and perform experimental and applied research. We focus on modeling, computational linguistics, Semantic Web and e-Learning.

We are committed to a human-centered computer science and engage in our research on current issues.

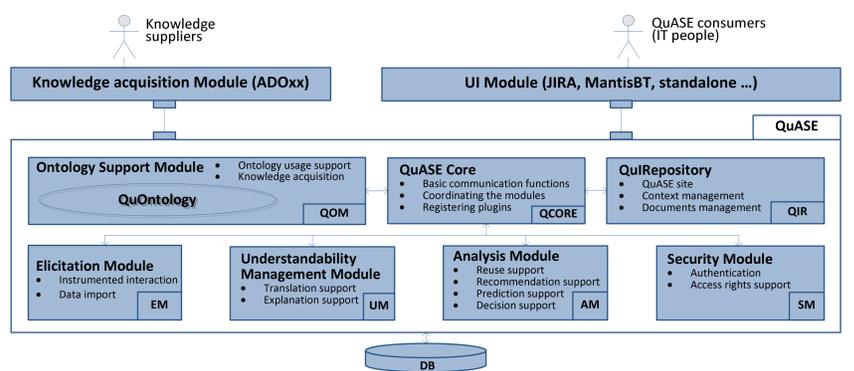
Our Solution

The QuASE solution is supported by a knowledge base containing information about communication context (e.g. companies or projects) forming quality-related knowledge, and the documents (e.g. JIRA issues) holding communicated content.

The knowledge modules are organized into a modular ontology thus providing a framework for translating between world views.



The QuASE tool will support the scenarios of understandability assessment and improvement, reuse of communication experience, recommendations, predictions, and decision making based on such experience.



Expected Benefits

The QuASE approach facilitates effective communication in the software process by

- reducing the effort required from the parties to understand each other, especially while dealing with software quality
- enabling learning from past communication experience



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PARTNERS

The QuASE project is established as a FFG Bridge 1 project in cooperation with 4 software companies

