Working in Teams

Lecture outline

- Why is teamwork hard?
- Not getting into each other's way
- Positive teamwork

Team pros and cons

- Benefits
  - Attack bigger problems in a short period of time
  - Utilize the collective experience of everyone

- Risks
  - Communication and coordination issues
  - Groupthink: diffusion of responsibility; going along
  - Working by inertia; not planning ahead
  - Conflict or mistrust between team members

Communication: powerful but costly!

- Communication requirements increase with increasing numbers of people
- Everybody to everybody: quadratic cost
- Every attempt to communicate is a chance to miscommunicate
- But *not* communicating will *guarantee* miscommunication

What about conflicts?

What can cause conflicts?

- Two people want to work on the same file
  - Google docs lets you do that

But…

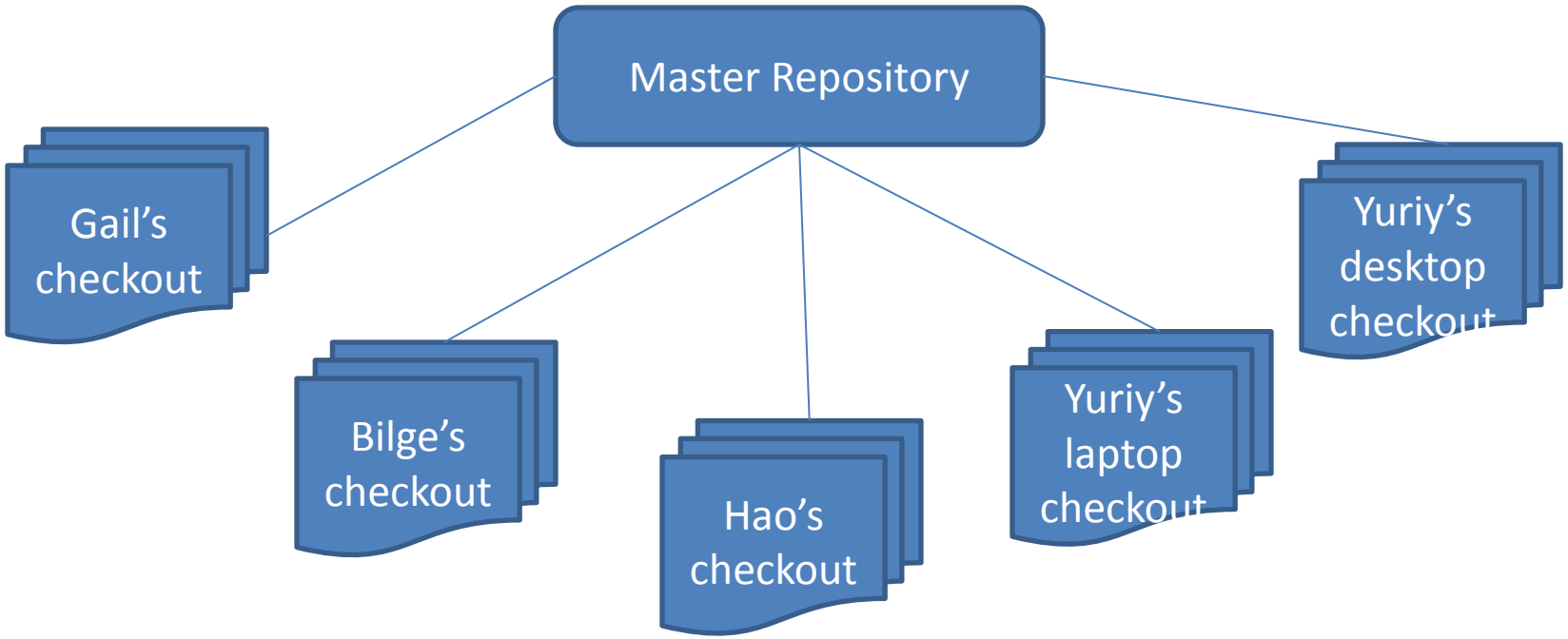
- What about same line?
- What about timing?
- What about design decisions?

Version control

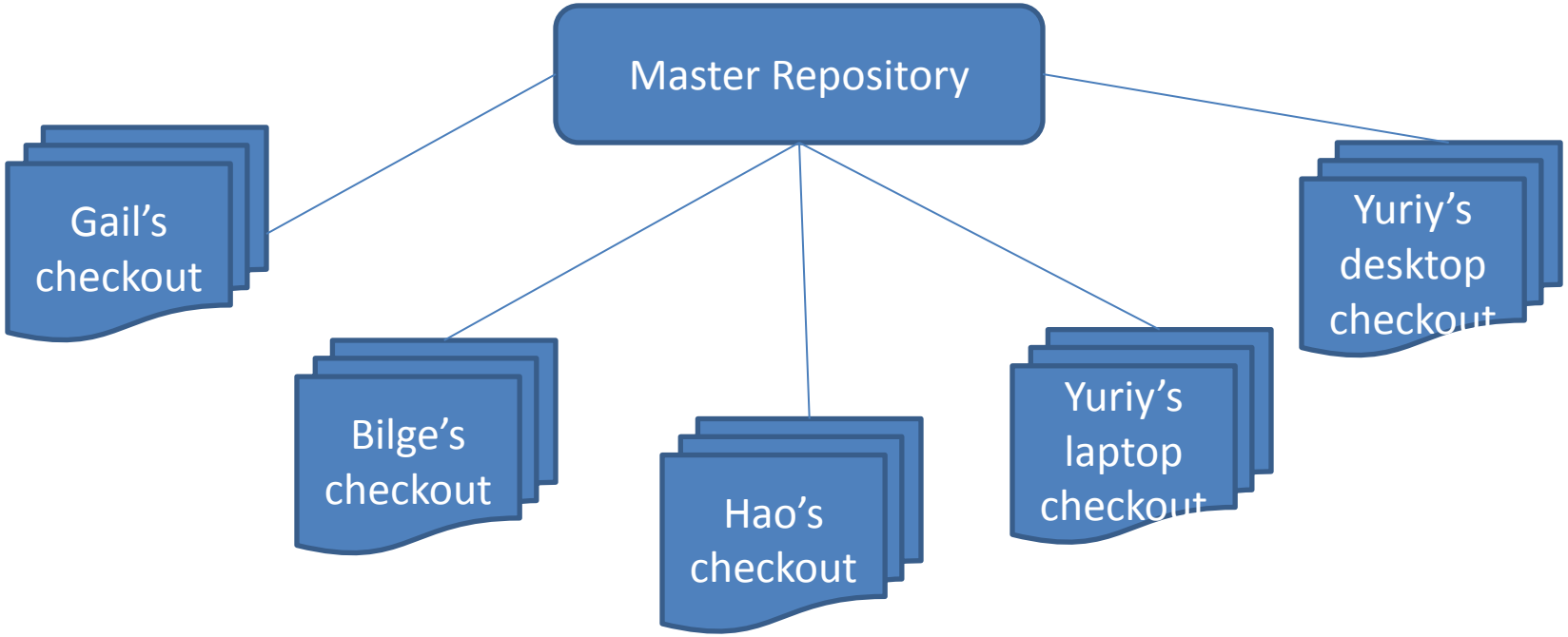
Version control aims to allow multiple people to work in parallel.

Centralized version control

- (old model)
- Examples: Concurrent Versions System (CVS)
  Subversion (SVN)



Doing work



- I update my checkout (working copy)
- I edit
- I update my checkout again
- I merge changes if necessary
- I commit my changes to the Master

Problems with centralized VC

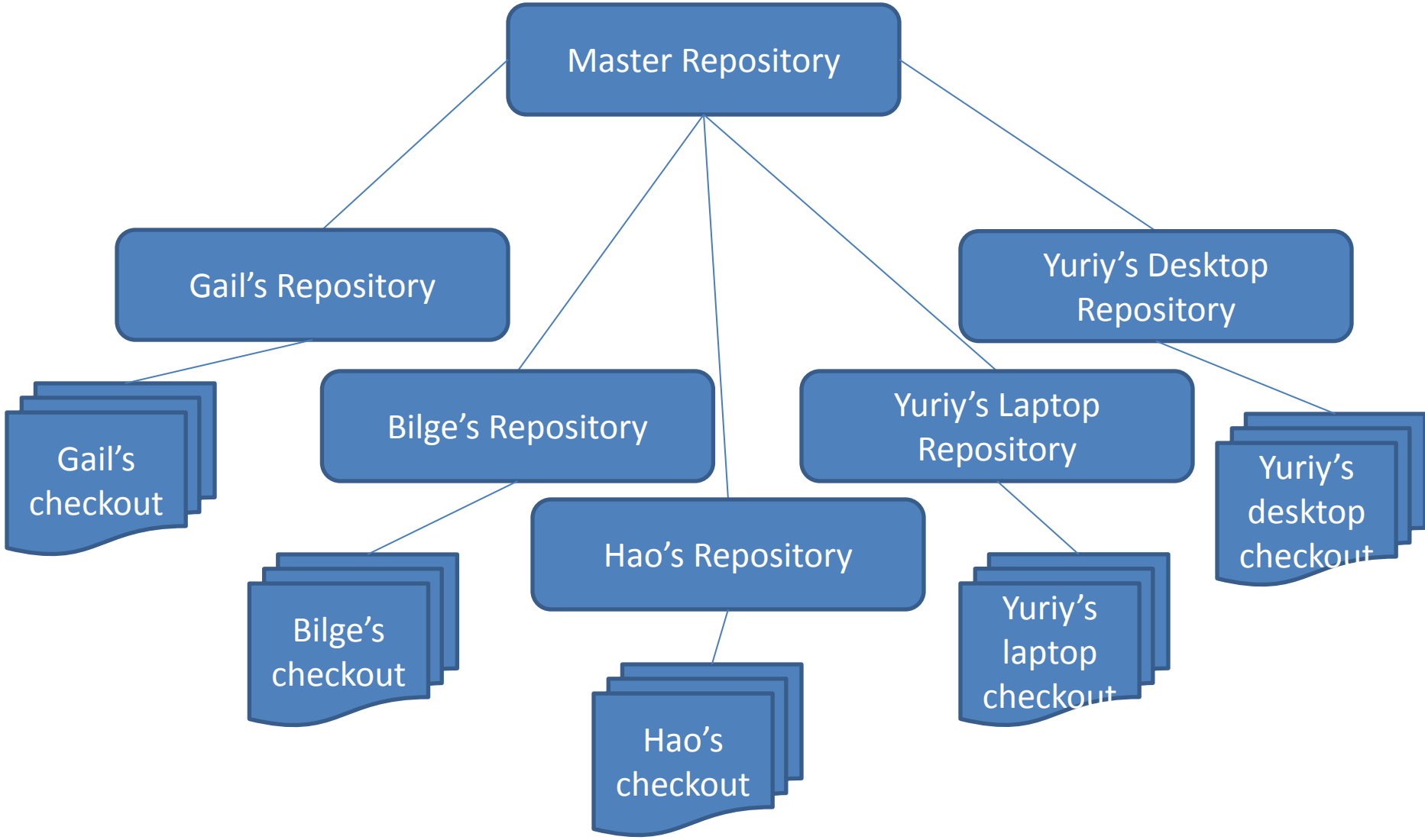
- What if I don’t have a network connection?
- What if I am implementing a big change?
- What if I want to explore project history later?

Distributed version control

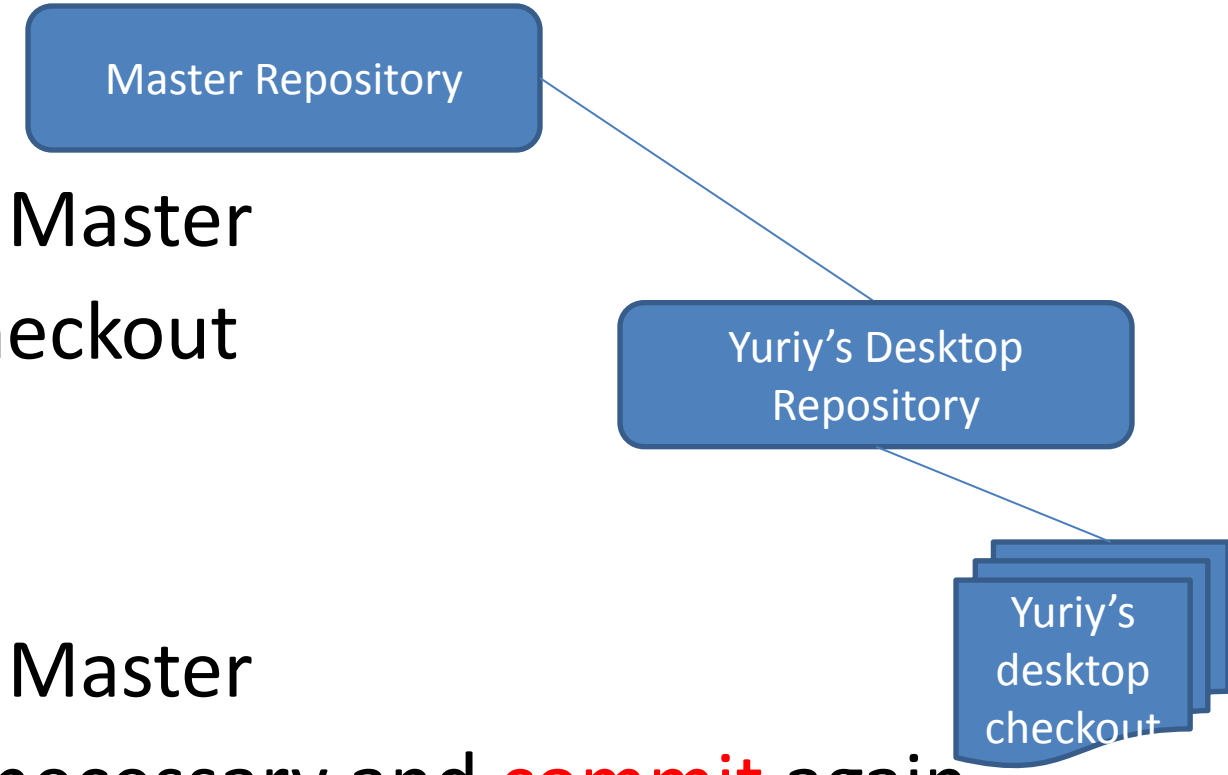
- (new model)
- Examples: Mercurial (Hg), Git, Bazaar, Darcs, …

- Local operations are fast (and possible)
- History is more accurate
- Merging algorithms are far better

Distributed version control model



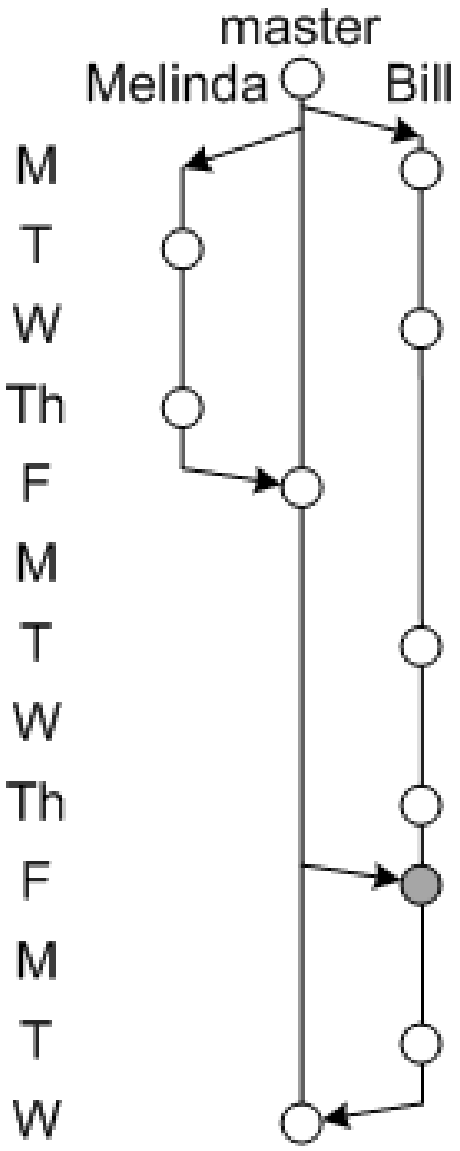
Doing work



- I pull from the Master
- I update my checkout
- I edit
- I commit
- I pull from the Master
- I merge tips if necessary and commit again
- I push my changes to the Master

History view (log)

- Bill and Melinda work at the same time
- At the end, all repositories have the same, rich history



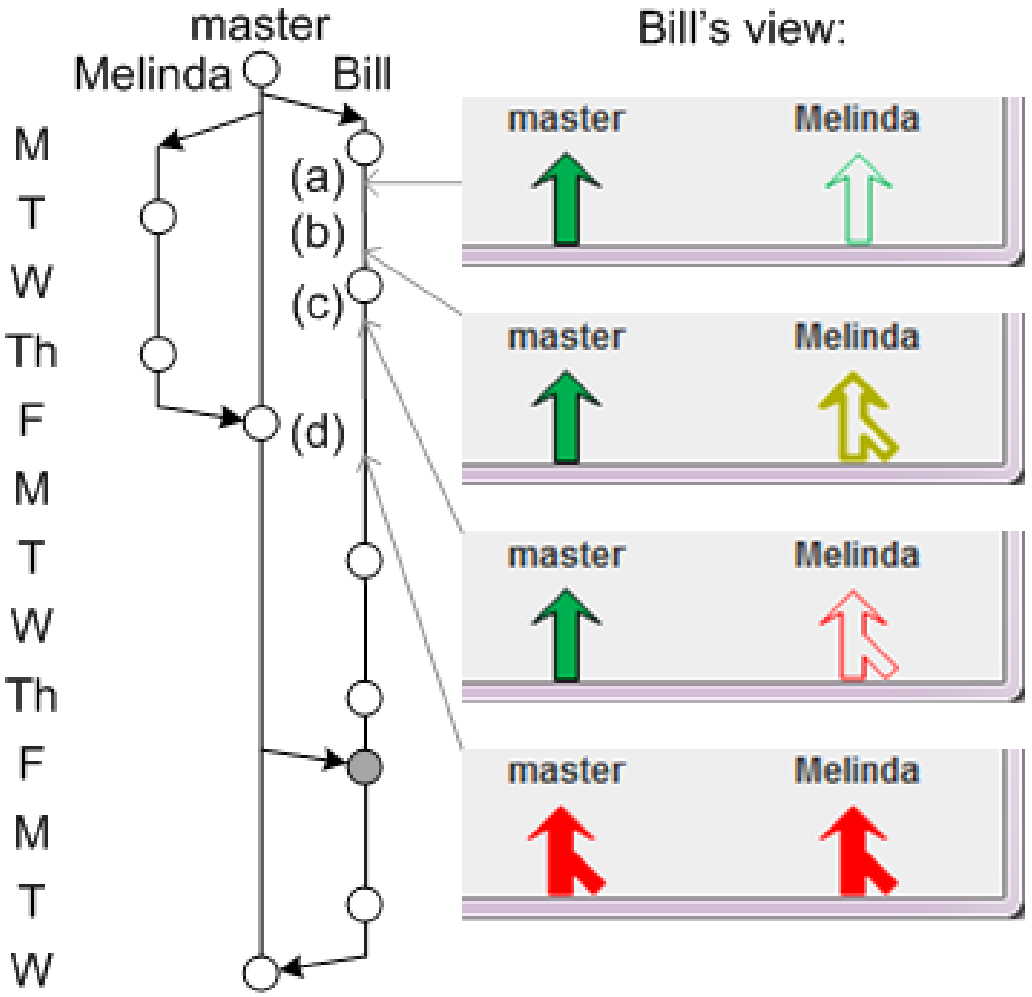
What VC does the cloud provide?

- code.google.com has SVN and Hg
- bitbucket.org has Hg
- github.com has git
- sourceforge.net has SVN, CVS, git, Hg, Bazaar

- You can run whatever you want of UW servers

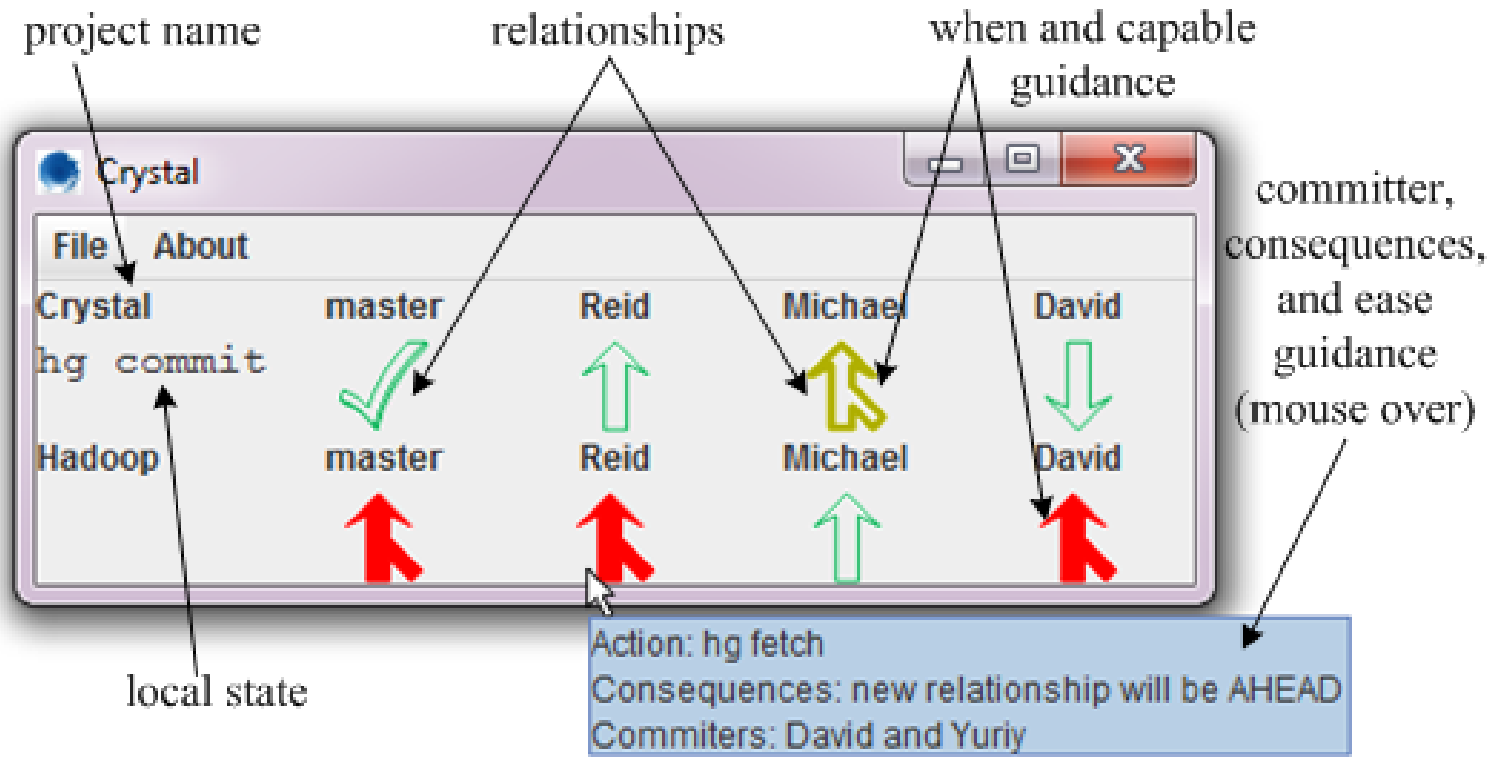
Predicting conflicts

Even with version control, there are still costly conflicts



Crystal conflict predictor

Crystal is a research tool that predicts conflicts



What to do to use Crystal

- You must use Hg
- Crystal is under development
- I <3 feedback
- There will be a survey

Lecture outline

- Why is teamwork hard?
- Not getting into each other's way

➔Positive teamwork

Common SW team responsibilities

- Project management
- Functional management
- Developers: programmers, testers, integrators
- Lead developer/architect (“tech lead”)

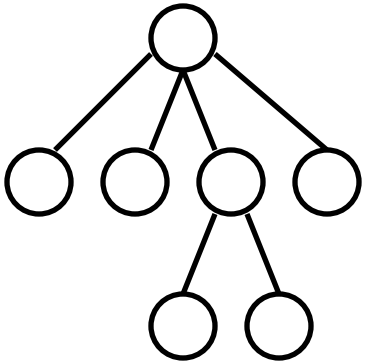
- These could be all different team members, or some members could span multiple roles.
- Key: Identify and stress roles **and** responsibilities

Issues affecting team success

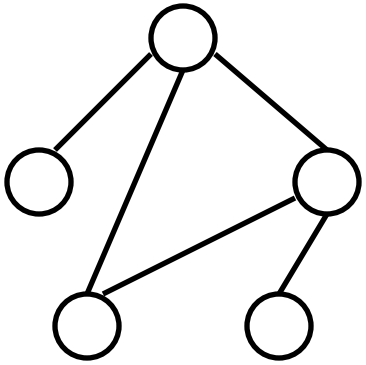
- Presence of a shared mission and goals
- Motivation and commitment of team members
- Experience level
  - and presence of experienced members
- Team size
  - and the need for bounded yet sufficient communication
- Team organization
  - and results-driven structure
- Reward structure within the team
  - incentives, enjoyment, empowerment (ownership, autonomy)

Team structure models

- Dominion model
  - Pros
    - clear chain of responsibility
    - people are used to it
  - Cons:
    - single point of failure at the commander
    - less or no sense of ownership by everyone



- Communion model
  - Pros
    - a community of leaders, each in his/her own domain
    - inherent sense of ownership
  - Cons
    - people aren't used to it (and this scares them)

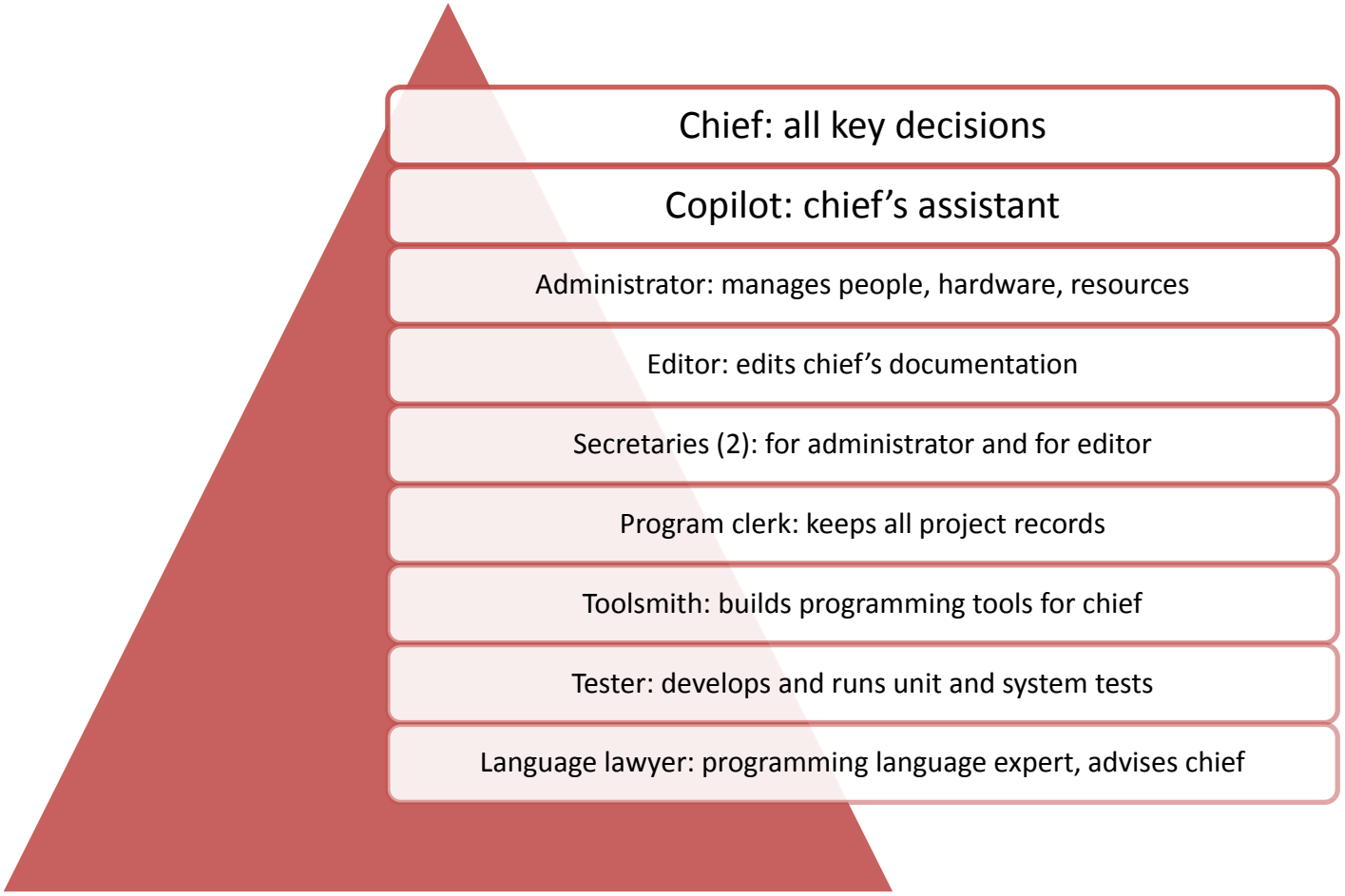


Team leadership

- Who makes the important product-wide decisions in your team?
  - One person?
  - All, by unanimous consent?
  - Other options?...
  - Is this an unspoken or an explicit agreement among team members?

Surgical/Chief Programmer Team

[Baker, Mills, Brooks]



Microsoft's team structure

[microsoft.com]

- **Program Manager**. Leads the technical side of a product development team, managing and defining the functional specifications and defining how the product will work.
- **Software Design Engineer.** Codes and designs new software, often collaborating as a member of a software development team to create and build products.
- **Software Test Engineer.** Tests and critiques software to assure quality and identify potential improvement opportunities and projects.

Toshiba Software Factory [Y. Matsumoto]

- Late 1970's structure for 2,300 software developers producing real-time industrial application software systems (such as traffic control, factory automation, etc.)
- Unit Workload Order Sheets (UWOS) precisely define a software component to be built
- Assigned by project management to developers based on scope/size/skills needed
- Completed UWOS fed back into management system
- Highly measured to allow for process improvement

Common factors in good teams

- Clear roles and responsibilities
  - Each person knows and is accountable for their work
- Monitor individual performance
  - Who is doing what, are we getting the work done?
- Effective communication system
  - Available, credible, tracking of issues, decisions
  - Problems aren't allowed to fester ("boiled frogs")
- Fact based decisions
  - Focus on the facts, not the politics, personalities, …

Motivation

- What motivates you?
  - Achievement
  - Recognition
  - Advancement
  - Salary
  - Possibility for growth
  - Interpersonal relationships
    - Subordinate
    - Superior
    - Peer
  - Status
  - Technical supervision opportunities

- Company policies
- Work itself
- Work conditions
- Personal life
- Job security
- Responsibility
- Competition
- Time pressure
- Tangible goals
- Social responsibility

Other?

De-motivators

- What takes away your motivation?
  - Micro-management or no management
  - Lack of ownership
  - Lack of effective reward structure
    - Including lack of simple appreciation for job well done
  - Excessive pressure and resulting "burnout"
  - Allowing "broken windows" to persist
  - Lack of focus in the overall direction
  - Productivity barriers
    - Asking too much; not allowing sufficient learning time; using the wrong tools
  - Too little challenge
  - Work not aligned with personal interests and goals
  - Poor communication inside the team