

## Session “Methods”

Session Chair:

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In this session, two papers are presented which describe approaches for improving the general organisation of software development and system organization processes.

The first paper, by Alexander Schatten, Stefan Biffel and A Min Tjoa from Vienna University of Technology, discusses how to enhance knowledge management systems so that they are used in practice more effectively. One current tradeoff of such systems is that the system just provides no more than contacts between persons having a problem and those ones who might find a solution, as the latter ones have no advantages from it, or even might feel disturbed in their normal activities. Here a question-oriented knowledge management organization is proposed that tries to support the question answering process by use of intelligent agents. Moreover the use of a so-called credit system is discussed where users are ranking the answers given to them, and this ranking is calculated to credit points for those users who

answer questions. The credits might then be exchanged to real money or other beneficiaries to create a real knowledge marketplace system.

The second paper, by Alberto Sillitti from University of Genova, presents an approach to support enhanced integration of software metrics and personal software development data into the design process. Usually, a manual gathering and analysis of such information during the design work phase is difficult, time-expensive and unreliable. As a remedy, the author presents an automated tool named PROM which automatically collects and analyzes data at different levels of work organization, as e.g. personal work level, group level or the level of an entire enterprise. The tool monitors work events, as e.g. file open, file edit or file save operations, together with timestamp and user authentication information and stores them in a database. The architecture of the tool is described in detail.