Globalization and the Future Developer

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yes, globalization is inefficient, but it happened, so get over it
Transfer of ownership
Globalization

Transfer work to where software developers are dealt with distributed groups?

→ collocate

Understand training/mentoring

Understanding developer productivity

References: [5, 3]
Software Engineering and Call Centers

Call center reporting systems are crucial

Customer quality: e.g., dropped calls, time on wait

Performance of agents: e.g.,

Number of customers served

Number of “successful” interactions

Time to complete the call
Call Center Agent

Call center measures are far from perfect

but business case is strong

hire on demand with hourly precision

individuals are completely exchangeable
Software Engineer as a Call Center Agent

Comparable software productivity measures are available

- Modifications to the code
- Issues resolved
- Time to resolve
- Centrality of the tasks
- Inverse of the amount of code added
Developer learning

Types of developer participation

Newcomer → core team

Newcomer challenges

Resources/tools

References: [6, 2, 4, 1, 7]
References


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Audris Mockus is interested in quantifying, modeling, and improving software development. He designs data mining methods to summarize and augment software change data, interactive visualization techniques to inspect, present, and control the development process, and statistical models and optimization techniques to understand the relationships among people, organizations, and characteristics of a software product. Audris Mockus received B.S. and M.S. in Applied Mathematics from Moscow Institute of Physics and Technology in 1988. In 1991 he received M.S. and in 1994 he received Ph.D. in Statistics from Carnegie Mellon University. He works in the Software Technology Research Department of Avaya Labs. Previously he worked in the Software Production Research Department of Bell Labs.