

Analysing User Feedback and Finding Experts: Can Goal-Oriented Help?

Matthieu Vergne, Itzel Morales-Ramirez, Mirko Morandini,
Angelo Susi, and Anna Perini
{vergne, imramirez, morandini, susi, perini}@fbk.eu

Fondazione Bruno Kessler

Information and Communication Technology
University of Trento



iStar Workshop - June 18th, 2013

Outline

- 1 Motivations
- 2 Meeting Scheduler System
- 3 Feedback or Drawback?
- 4 Goal Model: the Rescuer
- 5 Summary



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Can GO improve feedback process?

- Feedback analysis;
- “Experts” finding (knowledgeable users).



A system...

- OPEN-MEET app

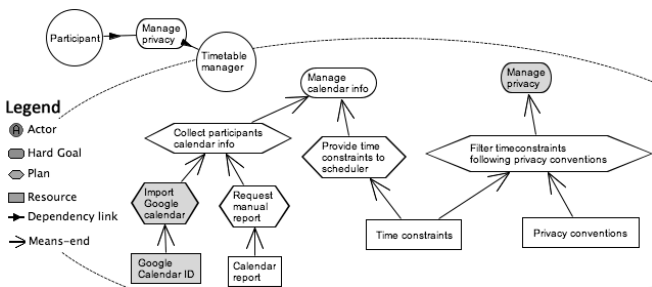


A system...

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A system...

- OPEN-MEET app
- Schedule of internal meetings in research groups
- Analyst uses Tropos for requirements modelling
- Users provide feedback about the system in a forum

```
dubiel 2003-09-10 09:21:02 UTC Description [reply] [-]
It would be nice to save standard settings for that filter -- every time i have
to choose tab as a separator, then deselect comma (decimal numbers), and delete
text separator. This is very time consuming and I have to open very often csv
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It would be also nice to select between comma and dot as a decimal point in
numbers.

frank@stemos.de 2003-09-10 09:41:56 UTC Comment 1 [reply] [-]
Hi,

this is not a bug but an RFE. So I set the flags.

The second part is not possible, because it depends on the locale
setting used.

Frank

dubiel 2003-09-10 16:29:41 UTC Comment 2 [reply] [-]
For example if my OO uses comma as a decimal separator, and I have
file with dots as separators I would like OO to convert dots into my
locale's setting. Otherwise it treats numbers as dates for efxample.

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- Which part of the system is concerned?
- Should the system evolve?
- If yes, how?

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 - *Feedback = user's mind, not system's reality*
- Multiple sources of confusion;
- Different evolutions with different consequences.

Quite bothering...



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- How to choose a correct one?

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- Mapping between feedback and GM content;
- Mapping between GM content and expert users.

More Concretely

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Philip, Erica,
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Goal model



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Natural language

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Tropos

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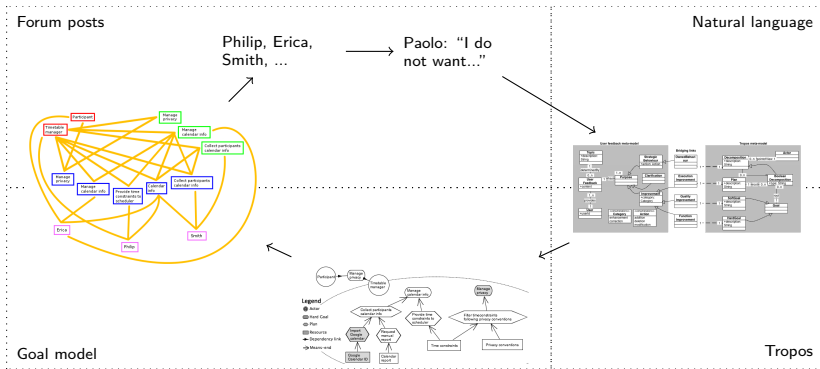


Goal model

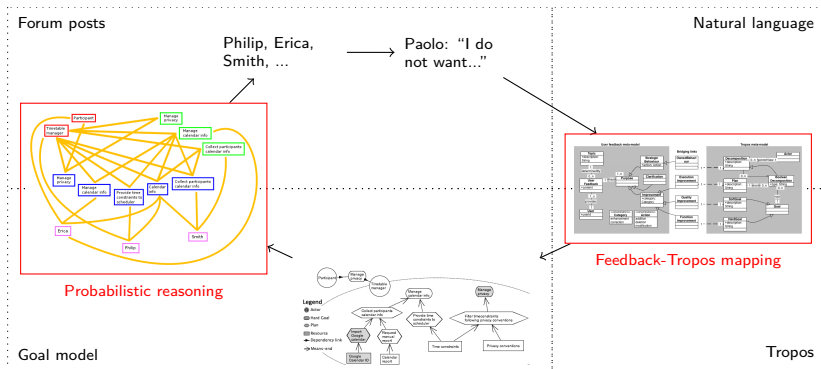


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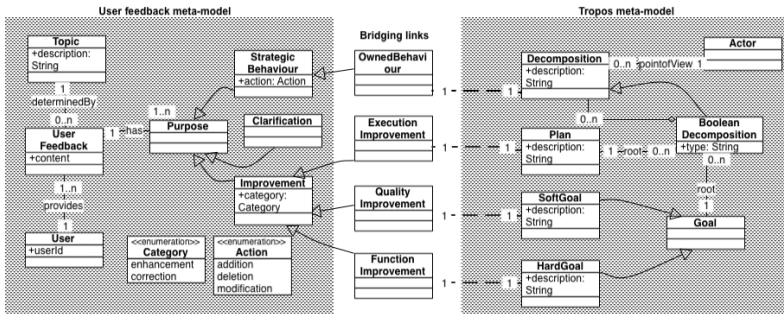
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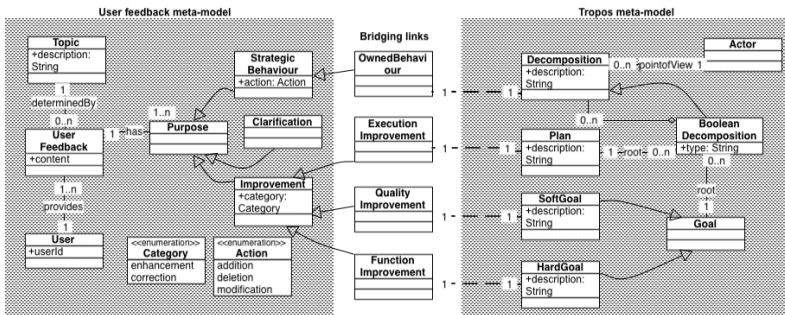
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Feedback-Tropos Mapping (Itzel Morales Ramirez PhD.)

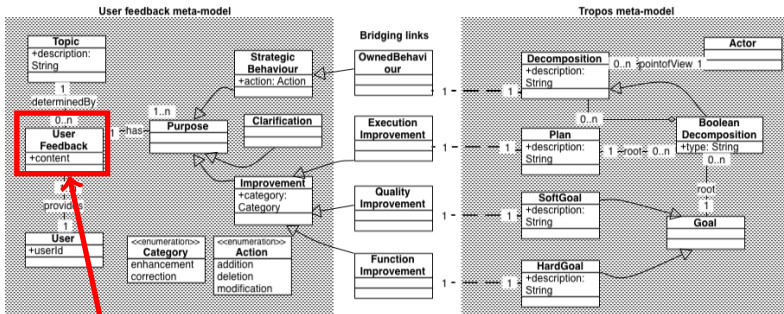


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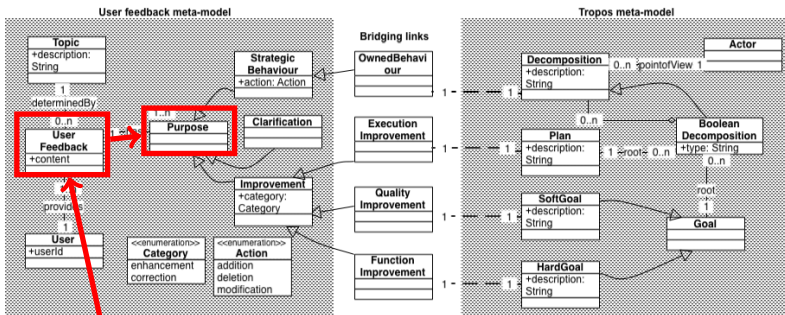
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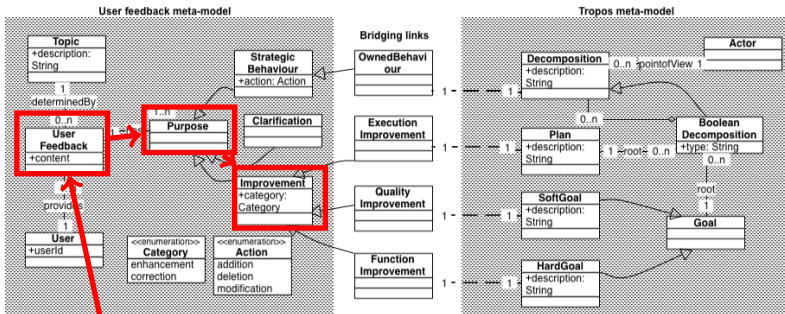
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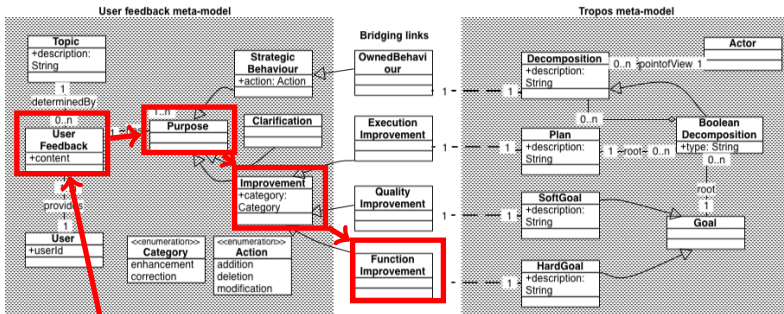
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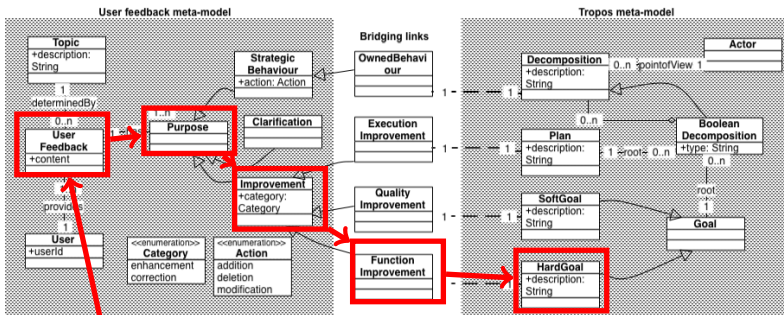
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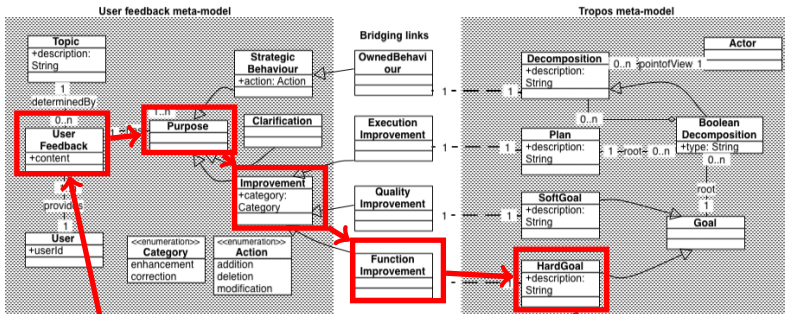
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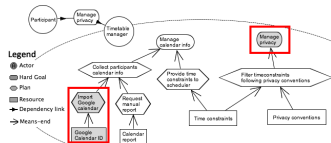
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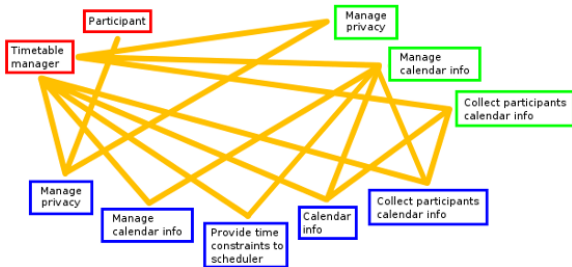
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Goal 2003-09-10 09:21:02 UTC **Description** [Inspect](#) [-]

It would be nice to save standard settings for that filter -- every time I have to choose tab as a separator, then deselect comma (decimal numbers), and delete task separator. This is very time consuming and I have to open very often rsv files.

It would be also nice to select between comma and dot as a decimal point in numbers.

Track 2003-09-10 09:41:36 UTC **Comment 1** [Inspect](#) [-]

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Track

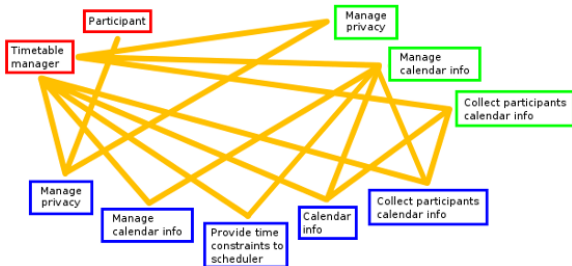
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So my intention is not to make OO work with dot or comma that is set in locale, but convert it.

Walter Hubner@gpcrmany.sun.com 2003-11-12 16:46:36 UTC **Comment 3** [Inspect](#) [-]

Hello Daniel, there is no chance to consider this feature in 0.9 J.R. As this would be document-dependent, the concerning dialog would have to be redesigned. Do you have any proposal for a solution?



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Frédéric

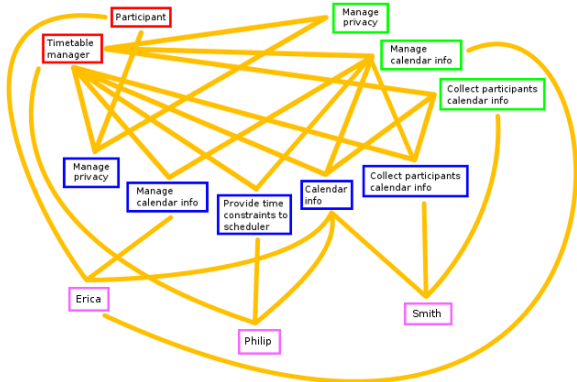
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Well... it seems so.

Practical case study in approach.

Thanks for your attention and...

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show YOU are the experts.

Do YOU have feedback?