Navigating Constraints: The Design Work of Professional Software Developers

Research summary

Our research uses video ethnography to study professional software developers doing their authentic work in their place of work.

We see rapid cycles of hypothesis-probe-interpret (HPI) as the software developers Josh Tenenberg Computing and Software Systems navigate the highly complex and largely invisible set of constraints of their Univ. of Washington, Tacoma Tacoma, WA, USA existing software system. jtenenbg@uw.edu

David Socha

Computing and Software Systems Univ. of Washington, Bothell Bothell, WA, USA W UNIVERSITY of dsocha@uwb.edu WASHINGTON BOTHELL

W

UNIVERSITY of

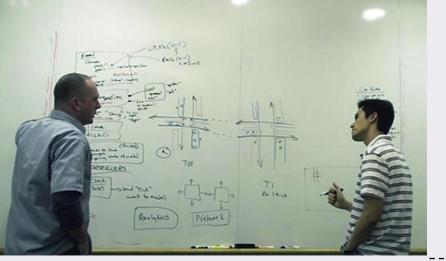
WASHINGTON

TACOMA

Early conceptual design

Nature of Constraints

(Petre et al. 2010: Baker et al. 2012)



(Petre et al. 2010; Baker et al. 2012)		(Socha & Tenenberg)		
LANCON'S Company and the South	Inform tool design	Macro goals	Increase Customer Lifetime Value (CLV)	Insights
	Inform pedagogy		Increase Recency, Frequency, Monetary Value (RFM)	1. Nature and complexity of constraints is
Artelezer Artelezer	(Via workshop publications)		(Via product changes)	very different from early conceptual design
Design Prompt: Traffic Signal Simulator Problem Description For the next two hours, you will be tasked with designing a traffic flow simulation pro-	Researcher & Educator	Task derivation	Business	a) Huge number and complexity of constraints
Your client for this project is Professor E, who teaches civil engineering at UCI. One of the courses she teaches has a section on traffic signal timing, and according to her, this is a particularly challenging subject for her students. In short, traffic signal timing involves determining the amount of time that each of an intersection's traffic lights spend being green, yellow, and red, in order to allow cars in to flow through the intersection from each direction in a fluid manner. In the ideal case, the amount of time that people spend waiting is minimized by the chosen settings for a given intersection's traffic lights. This	Research lab / workshop	Where design happens	Business workplace	 in the day-to-day work b) These constraints are usually invisible
 can be a very subtle matter: changing the timing it in given indications of the indication by a couple of seconds can have far-reaching effects on the traffic in the surrounding areas. There is a great deal of theory on this subject, but Professor E. has found that her students find the topic quite abstract. She wants to provide them with some software that they can use to "play" with different traffic signal timing schemes, in different scenarios. She anticipates that this will allow her students to learn from practice, by seeing first-hand some of the patterns that govern the subject. 	Model possible system	Focus / Final product	Deliver value to customers	c) Developers continually probing actual system
 Requirements The following broad requirements should be followed when designing this system: Students must be able to create a visual map of an area, laying out roads in a pattern of their choosing. The resulting map need not be complex, but should allow for roads of varying length to be placed, and different arrangements of intersections to 	2 (in design session)	Design team size	2 (when pairing), 4 (when probing requirements),	to understand & discover constraints
 be created. Your approach should readily accommodate at least six intersections, if not more. 2. Students must be able to describe the behavior of the traffic lights at each of the intersections. It is up to you to determine what the exact interaction will be, but a variety of sequences and timing schemes should be allowed. Your approach should also be able to accommodate left-hand turns protected by left-hand green arrow lights. In addition: 	54 (in workshop)		50 (in organization), millions (customers)	d) The hypothesis - probe – interpret (HPI) cycles
 a. Combinations of individual signals that would result in crashes should not be allowed. b. Every intersection on the map must have traffic lights (there are not any stop signs, overpasses, or other variations). All intersections will be 4-way: there are no "T" intersections, nor one-way roads. c. Students must be able to design each intersection with or without the option to have sensors that detect whether any cars are present in a given lane. The intersection's lights' behavior should be able to change based on the input from 	None	Product domain history	Years	are extremely fast (seconds - minutes)
 these sensors, though the exact behavior of this feature is up to you. Based on the map created, and the intersection timing schemes, the students must be able to simulate traffic flows on the map. The traffic levels should be conveyed visually to the user in a real-time manner, as they emerge in the simulation. The current state of the intersections' traffic lights should also be depicted visually, and updated when they change. It is up to you how to present this information to the students using your program. For example, you may choose to depict individual cars, or to use a more abstract representation. 	None - Some	Team history	Years	ypothesis Probe

used one, and any variation in between.	How exactly this is declared by the use
and depicted by the system is up to you.	

en road. For example, it should be possible to create a busy roa

4. Students should be able to change the traffic density that enters the map on a giv-

Broadly, the tool should be easy to use, and should encourage students to explore m tiple alternative approaches. Students should be able to observe any problems with their map's timing scheme, alter it, and see the results of their changes on the traffic patterns.

his program is not meant to be an exact, scientific simulation, but aims to simply il strate the basic effect that traffic signal timing has on traffic. If you wish, you may assume that you will be able to reuse an existing software package that provides relevant mathematical functionality such as statistical distributions, random number generator and queuing theore

You may add additional features and details to the simulation, if you think that would support these goals

Your design will primarily be evaluated based on its elegance and clarity - both in its verall solution and envisioned implementation structure

Desired Outcom Your work on this design should focus on two main issues:

. You must design the interaction that the students will have with the system. Yo should design the basic appearance of the program, as well as the means by which the user creates a map, sets traffic timing schemes, and views traffic simulations.

2. You must design the basic structure of the code that will be used to implement this system. You should focus on the important design decisions that form the foundation of the implementation, and work those out to the depth you believe is needed.

The result of this session should be: the ability to present your design to a team of soft ware developers who will be tasked with actually implementing it. The level of compeency you can expect is that of students who just completed a basic computer science oftware engineering undergraduate degree. You do not need to create a complete, fin diagram to be handed off to an implementation team. But you should have an under standing that is sufficient to explain how to implement the system to competent develo , without requiring them to make many high-level design decisions on their own. o simulate this hand-off, you will be asked to briefly explain the above two aspects of

 1 hour and 50 minutes: Design session • 10 minutes: Break / collect thought 10 minutes: Explanation of your desig 10 minutes: Exit questionnair



N	y visible (in prompt)				
	22 (in prompt)				
	Simplistic context				
	None •				
	None •				
	None •				

- None Contractual
- None •

About what COULD BE

2.5 hours (design session)

Highl

2.5+ days (workshop)

Hidden / Bumped into lature of constraints

Uncountable

Livelihood; years

Highly multidimensional context

- 750K LOC
- Lots
 - 8-year-old company with 50 employees
 - 10+
- 13+ million

Mostly about what IS





- 00:02:30.000 00:03:30.000 0:02:20.000 00:03:40.000 00:03:50.000
 - Developers spend huge proportion of time e) navigating constraints
 - 2. Centrality

Daily work on successful product

- a) Developers physically and metaphorically in center of organization's work
- Disco ball and music as visual & auditory b)

metronomes





Commitment

Existing code

Existing data

Organizational

Users



Minutes – months (for users)

3. Video ethnography rocks: it quickly

uncovers interesting insights

