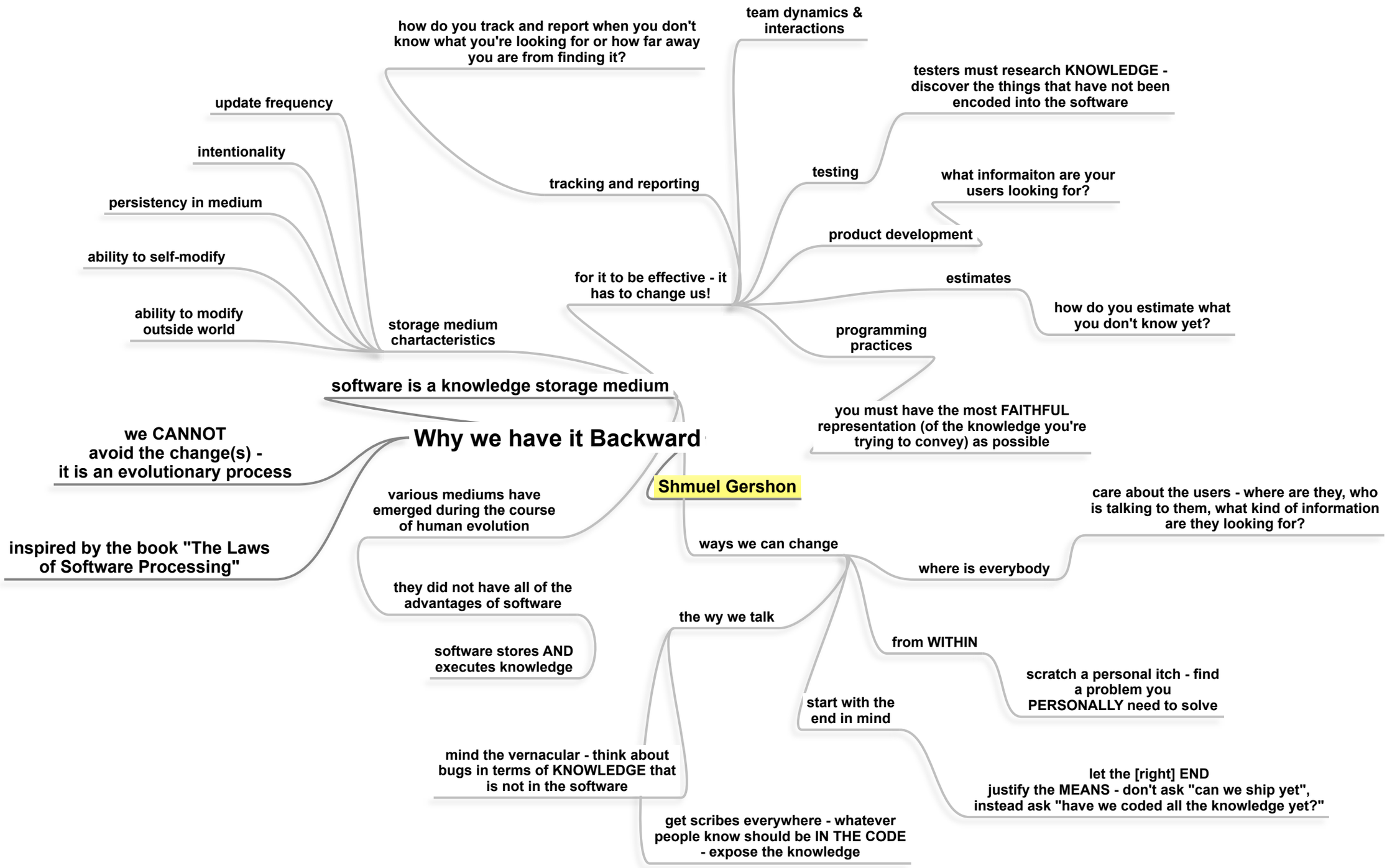
Why we have it Backward
Shmuel Gershon
software is a knowledge storage medium
storage medium chartacteristics
update frequency
intentionality
persistency in medium
ability to self-modify
ability to modify outside world
tracking and reporting
how do you track and report when you don't know what you're looking for or how far away you are from finding it?
for it to be effective - it has to change us!
team dynamics & interactions
testing
testers must research KNOWLEDGE - discover the things that have not been encoded into the software
what informaiton are your users looking for?
product development
estimates
how do you estimate what you don't know yet?
programming practices
you must have the most FAITHFUL representation (of the knowledge you're trying to convey) as possible
we CANNOT avoid the change(s) - it is an evolutionary process
inspired by the book "The Laws of Software Processing"
various mediums have emerged during the course of human evolution
they did not have all of the advantages of software
software stores AND executes knowledge
ways we can change
where is everybody
care about the users - where are they, who is talking to them, what kind of information are they looking for?
the wy we talk
mind the vernacular - think about bugs in terms of KNOWLEDGE that is not in the software
get scribes everywhere - whatever people know should be IN THE CODE - expose the knowledge
from WITHIN
scratch a personal itch - find a problem you PERSONALLY need to solve
start with the end in mind
let the [right] END justify the MEANS - don't ask "can we ship yet", instead ask "have we coded all the knowledge yet?"