

RAPID REVIEW PROTOCOL

Customer Collaboration

1. PRACTICAL PROBLEM

Practitioners from a software development team in <Company X> have reported to have problems related to low customer collaboration and would like to have access to information that support their decision-making process towards the mitigation of that problem.

2. RESEARCH QUESTIONS

- **What are the theories about customer collaboration in software development?**

This help practitioners to understand the whole scenario and do not think only in terms of isolated strategies.

- **What are benefits of customer collaboration in software development?**

This provide arguments to practitioners to discuss with the customer in order to convince him/her about the importance of customer collaboration.

- **What are the challenges to establish customer collaboration in software development?**

This reveals what are the causes of low customer collaboration, which can guide practitioners towards the discovery of possible strategies to deals with specific causes.

- **What are the strategies to overcome the challenges to establish customer collaboration in software development?**

This presents strategies already used in practice so the practitioners can test if they help them to overcome the challenges they are facing to establish customer collaboration.

- **What are the tools to support customer collaboration?**

This presents a list of tools that can support customer collaboration in practice.

3. SEARCH STRATEGY

3.1. Search sources

SCOPUS

3.2. Search string

(customer OR “product owner” OR stakeholder) AND (collaborat* OR participat* OR cooperat* OR relation* OR involvement OR engagement) AND (“software development” OR “software engineering” OR “software project”)

4. SELECTION PROCEDURE

4.1. Exclusion criteria

1. Do NOT answer even one of the research questions
2. NOT written in english
3. Is a retracted paper
4. The paper is NOT available

4.2. First round

Conducted by one researcher that analyzes only the title of the paper returned by the search. Papers clearly out of the scope should be excluded. The ones that are clearly on the scope and those that the researcher is in doubt must be included for further and more careful evaluation on the second round.

4.3. Second round

Conducted by one researcher that analysis the abstract of the papers selected on the first round. Those papers that do not meet the inclusion criteria must be excluded.

5. QUALITY ASSESSMENT

No quality assessment will be made on the selected primary studies.

6. EXTRACTION PROCEDURE

A spreadsheet template will be created to store all evidence we find that answer the research questions. This process will be conducted by only one researcher.

7. SYNTHESIS PROCEDURE

The synthesys procedure will be based on the principles of narrative synthesis.

8. REVIEW REPORT

The results will be reported through Evidence Briefings