Project Based Learning in JAVA Lab Project

ONLINE QUIZ APPLICATION

A PROJECT REPORT

Submitted by

Alok Verma (22BCS10396) Krishna Kumar (22BCS10647)

in partial fulfilment for the award of the degree of

BACHELOR OF ENGINEERING

IN

COMPUTER SCIENCE AND ENGINEERING



Chandigarh University

2024



BONAFIDE CERTIFICATE

Certified that this project report "ONLINE QUIZ APPLICATION" is the bonafide work of "Alok Verma, Krishna" who carried out the project work under my/our supervision.

SIGNATURE SIGNATURE

Mr. Suresh Kaswan Er. Mupnesh Kumari

Head Of The Department SUPERVISOR

INTERNAL EXAMINER EXAMINER

EXTERNAL

TABLE OF CONTENT

List of Figures
CHAPTER 1. INTRODUCTION 1
1.1. Introduction to Project
1.2. Identification of Problem1
1.3. Identification of Task
1.4. Organization of the Report
CHAPTER 2. LITERATURE REVIEW/BACKGROUND STUDY 4
2.1. Existing Solutions
2.2. Problem Definition
2.3. Goals/Objective
CHAPTER 3. DESIGN FLOW / PROCESS 7
3.1. Evaluation & Selection of Specifications/Features
3.2. Analysis of Features and finalization subject to constraints
3.3. Implementation plan/methodology
CHAPTER 4. RESULTS ANALYSIS AND VALIDATION 11
4.1. Implementation of Solution
CHAPTER 5. CONCLUSION AND FUTURE WORK 13
5.1. Conclusion
5.2. Future Work
REFERENCES

APPENDIX	
1. Plagiarism Report	
List of Figu	ires
Figure 1 Working flow of Online Quiz Platform . 14	
Figure 2 Quiz Platform	
16	
Figure 3 Quiz Question	
16	

CHAPTER 1

INTRODUCTION

1.1. Introduction to Project

Quizzes are an essential tool in education, enabling students to test their knowledge and educators to assess learning outcomes. The project titled "Online Quiz Application" aims to develop an interactive and automated quiz platform using Java, Servlets, JSP, and XML. This system provides a dynamic environment where quizzes can be created, managed, and evaluated efficiently. The application incorporates XML-based question storage, ensuring a structured and flexible format for quiz management. It dynamically loads questions, processes user responses in real time, and instantly computes scores. The system integrates Java Servlets and JSP to handle quiz logic and deliver an engaging user experience through a web-based graphical interface.

The project focuses on real-time evaluation and feedback, enhancing the learning process by allowing students to receive immediate results upon completing a quiz. It also implements secure authentication and role-based access, enabling educators to create, edit, and organize quizzes while students participate in them seamlessly. Additionally, the project explores the efficiency of quiz processing, analysing response handling and optimizing performance for scalability. The integration of structured XML data and Javabased web technologies ensures a robust, scalable, and efficient online quiz system suitable for educational institutions and e-learning platforms.

1.2. Identification of Problem

The "Online Quiz Application" project addresses several key challenges in digital assessments, primarily focusing on automated quiz management, real-time evaluation, and secure question storage. The first challenge lies in dynamic question handling, where the system must efficiently retrieve and present randomized quiz questions from an XML-based storage while ensuring a balanced level of difficulty. The structured nature of XML provides flexibility but requires optimized parsing techniques to maintain performance. Another core problem is the real-time evaluation and instant feedback mechanism. While traditional assessments require manual grading, this project ensures that scores are calculated automatically based on user responses. The challenge here is implementing efficient logic for response validation while supporting multiple question formats, such as multiple-choice, true/false, and short answer questions.

Security and access control are also critical concerns. The system must prevent unauthorized access to quiz content, ensuring that only instructors can modify questions and students can participate in quizzes. Implementing secure authentication and rolebased access is essential to maintaining the integrity of the quizzes. Additionally, the project must handle performance optimization as the number of users and quiz questions increases. Efficient server-side processing with Java Servlets ensures that multiple users can take quizzes simultaneously without lag or data inconsistencies. This project aims to

overcome these challenges by implementing structured XML storage, efficient question retrieval, secure authentication, and scalable web technologies, ensuring a robust and interactive online quiz platform for educational use.

1.3. Identification of Tasks

The "Online Quiz Application" project involves several key tasks to develop an efficient and interactive web-based quiz system. These tasks are categorized into different phases, covering system design, implementation, and optimization to ensure a seamless user experience.

1. System Design and Architecture:

- Define the overall structure of the application, including the three-tier architecture (presentation layer, business logic layer, and data storage layer).
- Design the database schema using XML for structured question storage. Establish the user roles (students and instructors) with appropriate access controls.

2. Front-End Development (User Interface):

- Develop a JSP-based dynamic web interface for quiz participation and result display.
- Implement HTML, CSS, and JavaScript to enhance user interaction.
- Design separate dashboards for students (quiz-taking) and instructors (quiz management).

3. Back-End Development (Quiz Logic and Data Processing):

- Implement Java Servlets to handle quiz logic, request processing, and response generation.
- Create question retrieval mechanisms from XML files to ensure dynamic quiz generation.
 Develop automatic evaluation logic to calculate scores and provide instant feedback.

4. Authentication and Security:

- Implement user registration and login functionality using session management.
- Restrict access to quiz modification and management to authorized instructors.
- Ensure data integrity and security by preventing unauthorized modifications to the XML files.

5. Quiz Evaluation and Result Processing:

- Develop an automated grading system to evaluate quiz responses in real-time.
- Implement a score tracking mechanism to store student performance history. Display detailed results with correct answers and explanations to enhance learning.

6. Optimization and Performance Enhancement:

- Optimize XML parsing and data retrieval to handle a large number of quizzes efficiently.
- Improve server response times using caching techniques for frequently accessed data.
- Ensure scalability to accommodate multiple concurrent users without performance degradation.

7. Testing and Deployment:

- Perform unit testing on individual components like question retrieval, evaluation, and authentication.
- Conduct integration testing to ensure seamless communication between front-end and back-end components.
- Deploy the application on an Apache Tomcat Server and test for cross-browser compatibility.

By completing these tasks, the project aims to deliver a scalable, secure, and interactive online quiz platform that enhances both teaching and learning experiences in an educational setting.

1.4. Organisation of the Report

The following pages summarize the committee's discussions of construction quality and current practices for its assurance, highlighting the role of inspection Chapter 2 presents the underlying principles and definitions the committee adopted for their discussions. Chapter 3 describes inspection strategies of various federal agencies and the private sector, highlighting some of the latter that are likely, in the committee's assessment, to be particularly effective for assuring quality in federal construction, Chapter 4 considers the limitations of the inspection and presents selected alternative strategies to enhance inspection for assuring quality. Chapter 5 summarizes the committee's specific recommendations for achieving government and student construction quality. Appendices present supplemental information on topics introduced in these chapters. Quality in construction occurs through a complex interaction of many participants in the facilities development process. The committee's recommendations are aimed primarily at agency managers, but address design and construction professionals, educators, and policymakers as well. The committee agreed that quality in construction is assured only when there is a commitment to quality throughout planning, design, and con.

CHAPTER 2 LITERATURE REVIEW/ BACKGROUND STUDY

2.1. Existing Solutions

Several online quiz platforms and assessment systems are already available, offering various features for conducting digital quizzes and evaluations. These platforms typically provide automated grading, question banks, and real-time feedback. However, they also come with certain limitations, making them less adaptable for customized educational needs.

1. Google Forms with Quizzes

Features: Allows users to create quizzes, set correct answers, and provide instant feedback.

Limitations:

- Lacks structured question storage (relies on manual entry).
- Limited customization options for quiz design and user roles.
- No real-time monitoring of quiz sessions.

2. Moodle (Learning Management System - LMS)

Features: Supports quiz creation, grading, and question banks Limitations:

- Complex setup and configuration required.
- Performance issues when handling a large number of users.
- Difficult to integrate with other systems for custom quiz workflows.

3. Kahoot! and Quiziz

Features: Interactive, gamified quizzes with real-time engagement. Limitations:

- Focused more on live quizzes rather than structured assessments.
- Limited flexibility in defining quiz rules and access controls.
- Not suitable for large-scale academic assessments due to a lack of detailed reporting.

4. Custom Web-Based Ouiz Platforms

Features: Some educational institutions and organizations develop custom quiz applications using PHP, Python, or Java. **Limitations:**

- High development and maintenance costs.
- Security vulnerabilities if not properly implemented.
- Limited scalability in some cases.

While existing solutions offer basic quiz functionalities, they lack structured question management, real-time evaluation, security, and scalability. The "Online Quiz Application" aims to overcome these limitations by providing a Servlet and JSP-based system with XML-based question storage, ensuring dynamic quiz generation, automated

evaluation, and secure access control. This system is designed to be efficient, flexible, and scalable, making it a better alternative for educational institutions and online assessments.

2.2. Problem Definition

In the modern educational landscape, traditional assessment methods are often timeconsuming, inefficient, and prone to human errors. With the increasing shift toward digital learning, there is a growing demand for automated, interactive, and scalable quiz systems that can facilitate real-time evaluations while ensuring accuracy and security. Existing quiz solutions, such as Google Forms, Moodle, and Kahoot!, either lack structured question storage, real-time monitoring, or customization for academic assessments. Most platforms do not support dynamic question retrieval, automated evaluation with instant feedback, or secure access control, making them less effective for institutional examinations and online certifications.

The "Online Quiz Application" aims to address these challenges by developing a webbased platform using Java Servlets, JSP, and XML for efficient question management.

The system will provide:

- Automated quiz generation using XML-based question storage.
- Secure user authentication with different access roles (students and instructors).
- Real-time quiz evaluation with instant feedback and score calculation.
- User-friendly interface for taking quizzes and managing questions.
- Scalability and performance optimization to handle multiple users concurrently. This
 project aims to deliver a robust, interactive, and efficient solution for educational
 assessments, ensuring a seamless and secure quiz experience for both students and
 instructors.

2.3. Goals/Objectives Goals

The primary goal of the "Online Quiz Application" is to develop a dynamic, interactive, and efficient web-based quiz system that enhances the online assessment experience for educational institutions. The system should provide secure quiz management, real-time evaluation, and structured question storage, ensuring seamless functionality for both students and instructors. Objectives

1. Develop a Web-Based Quiz Platform

- Implement the system using Java Servlets, JSP, and XML for dynamic content management.
- Ensure the platform is responsive and user-friendly for seamless navigation.
- 2. **Implement Secure User Authentication and Role Management** Enable role-based access control for students and instructors.
 - Implement secure login mechanisms to prevent unauthorized access.

3. Design an XML-Based Question Storage System

- Store quiz questions and answers in an XML file structure for easy retrieval.
- Allow different question types (multiple choice, true/false, short answers).

4. Enable Automated Quiz Generation and Randomization

- Retrieve questions dynamically from the XML database.
- Randomize questions to prevent cheating and ensure fairness.

- 5. Implement Real-Time Quiz Evaluation and Feedback System Automatically calculate scores upon quiz submission.
 - Provide instant feedback to students for learning enhancement.
- 6. **Develop a Quiz Management Dashboard for Instructors** Allow instructors to add, edit, and delete quiz questions.
 - Provide analytics on quiz performance and student scores.
- 7. Ensure System Scalability and Performance Optimization
 - Optimize database queries and XML parsing for faster response times.
 - Ensure smooth performance even with multiple simultaneous users.
- 8. **Implement Security Measures** Prevent unauthorized modifications to quiz questions.
 - Implement session management to prevent unauthorized access and cheating. By achieving these objectives, the Online Quiz Application will provide a robust, scalable, and efficient solution for conducting online assessments in educational environments.

CHAPTER 3

DESIGN FLOW/PROCESS

3.1. Evaluation & Selection of Specification/Features

The development of the Online Quiz Application requires the selection of appropriate technologies and features to ensure a seamless, efficient, and secure quiz-taking experience. The chosen specifications are based on performance, usability, security, and scalability, keeping in mind the needs of both students and instructors.

1. Technology Stack Selection

To build a reliable and scalable application, Java is chosen as the core programming language due to its robustness and platform independence. Servlets and JSP are used for server-side processing and dynamic content rendering. The frontend is developed using HTML, CSS, and JavaScript to ensure a user-friendly and responsive interface. For data storage, XML is selected to store quiz questions in a structured format, making retrieval and modification easier.

2. Core Features Selection

Several key features have been selected to enhance the overall functionality and security of the system:

- User Authentication: A secure login system is implemented to allow role-based access control for students and instructors. This ensures that only authorized users can take quizzes or manage questions.
- XML-Based Question Storage: All quiz questions and answers are stored in XML format, providing a structured and easily modifiable data management system.
- Quiz Randomization: Questions are dynamically retrieved from the XML database and randomized to prevent cheating and ensure fairness in assessments.
- **Automatic Scoring System:** The quiz application instantly calculates and displays scores upon submission, providing immediate feedback to students.
- **Timer Integration:** A timer is added to limit the duration of quiz attempts, creating a controlled assessment environment.
- **Instructor Dashboard:** Teachers can create, update, and manage quizzes efficiently through an interactive dashboard. This enhances the instructor's ability to organize assessments.
- **Security Mechanisms:** The system includes measures to prevent unauthorized access, multiple submissions, and direct question modifications, ensuring data integrity.
- Scalability & Performance Optimization: Efficient XML parsing and optimized session handling ensure the platform can support multiple concurrent users without performance degradation.

3. Feature Justification

These features are chosen to balance functionality, security, and user experience. The use of XML for question storage simplifies data management, while Servlets and JSP ensure smooth processing of quiz submissions. The security mechanisms help maintain the integrity of assessments by preventing unauthorized modifications. Additionally, the scalability and performance optimization ensure the system remains reliable under increased user loads.

By carefully selecting and implementing these features, the **Online Quiz Application** will provide a **secure**, **interactive**, **and efficient** solution for conducting educational assessments.

3.2. Analysis of Features and finalization subject to constraints

The Online Quiz Application is designed to provide an efficient and secure platform for conducting online assessments. During the feature selection process, various aspects such as performance, scalability, security, user experience, and resource constraints were analyzed to finalize the features that best align with the project objectives. **Analysis of Features**

1. User Authentication & Role-Based Access

- Ensures that only authorized users (students and instructors) can access relevant functionalities.
 Constraint: Requires secure session management to prevent unauthorized access.
- 2. XML-Based Question Storage Allows structured storage and easy modification of quiz questions.
 - Constraint: XML parsing must be optimized to prevent slow retrieval times in large datasets.
- Quiz Randomization Prevents cheating by displaying different sets of questions to each user.
 - Constraint: The system must ensure that randomization does not lead to repeated or missing questions.
- 4. **Automated Scoring System** Provides instant results and feedback to users after quiz submission.
 - Constraint: Needs accurate evaluation logic for various question formats (MCQs, True/False, etc.).
- 5. **Timer Functionality** Controls the time allowed for quiz completion to ensure fairness.
 - Constraint: Requires efficient session tracking to handle timer synchronization in case of network disruptions.

6. Instructor Dashboard

- Enables instructors to manage quiz content, monitor student performance, and analyze results.
- Constraint: Requires well-structured UI design to accommodate multiple functions without overloading the system.
- 7. **Security Measures** Prevents unauthorized access, multiple submissions, and question modifications.
 - Constraint: Must implement proper encryption and authentication mechanisms while maintaining system performance.
- 8. **Scalability & Performance Optimization** Ensures smooth functioning even with multiple users taking quizzes simultaneously.
 - Constraint: Needs efficient session handling and database queries to minimize server load.

Finalization of Features Subject to Constraints

After analysing the feasibility and constraints of each feature, the following decisions were made to finalize the features:

- Security and user authentication are prioritized, with session management techniques implemented to prevent unauthorized access.
- XML-based storage is retained for structured question management, with optimizations in parsing to reduce data retrieval time.
- Randomization of questions is included but limited to avoid repetition or missing questions.
- **Automated scoring** is implemented with predefined answer validation logic to ensure accuracy.
- The timer feature is integrated with a session-based approach to prevent inconsistencies due to connectivity issues.
- The instructor dashboard is streamlined to include only essential functionalities, balancing usability and complexity.
- **Security measures** such as session validation and restricted access controls are strengthened without affecting performance.
- **Performance optimizations** ensure smooth handling of multiple concurrent users by optimizing XML parsing and server response times.

By finalizing these features while addressing constraints, the Online Quiz Application achieves a secure, efficient, and interactive online assessment platform suitable for educational environments.

3.3. Implementation plan/methodology

The flowchart represents the workflow of an Online Quiz Application, which facilitates quiz creation, management, and evaluation for both students and instructors.

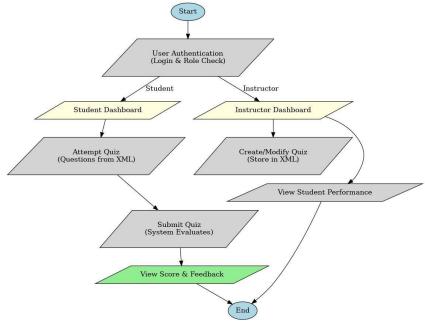


Figure 1 Working flow of Online Quiz Application

The process begins when a user accesses the system and undergoes authentication via a login and role verification mechanism. Depending on their role, users are directed to either the Student Dashboard or the Instructor Dashboard. For students, the Student Dashboard provides access to available quizzes. When a student selects a quiz, the system retrieves questions stored in an XML file and presents them in an interactive interface. The student attempts the quiz, answering each question within the allotted time. Upon completion, the student submits the quiz, after which the system automatically evaluates the responses by comparing them with the correct answers stored in the XML file. The student then receives instant feedback, including a score breakdown and explanations for incorrect answers, helping them identify areas for improvement.

For instructors, the Instructor Dashboard offers tools for creating, modifying, and managing quizzes. Quizzes can consist of various question formats, including multiple-choice and true/false questions, along with predefined correct answers and difficulty levels. The quiz data is stored in an XML file, allowing for easy retrieval and modification. Instructors can also access student performance analytics, viewing individual and overall scores, quiz completion rates, and common problem areas. This data enables them to refine quizzes and improve the learning experience.

The process concludes after students review their scores and feedback or instructors finalize quiz modifications. The flowchart effectively demonstrates the structured and automated nature of the Online Quiz Application, ensuring a seamless and interactive experience for both students and instructors. By leveraging Java, Servlets, JSP, and XML, the system optimizes quiz administration, grading, and performance analysis, making it an efficient tool for online learning and assessment.

CHAPTER 4

RESULT ANALYSIS AND VALIDATION

4.1. Implementation of Solution:

The Online Quiz Application is implemented using Java, JSP, Servlets, and XML to provide an interactive and efficient quiz system. The implementation begins with user authentication, where students and instructors log in to the system. A servlet handles user authentication, verifying credentials against stored data and directing users to their respective dashboards based on their roles. Students are provided access to available quizzes, while instructors can create, modify, and analyze quiz results.

For instructors, the system enables quiz management by allowing them to add, update, or delete questions, ensuring content remains relevant and accurate. These quizzes are stored in XML format, which makes them easily accessible and modifiable. The instructor dashboard also provides analytics, enabling them to monitor student performance, track quiz attempts, and assess overall engagement. The student module is designed to allow seamless quiz participation, where students retrieve questions dynamically from XML files. Using Java's DOM/SAX parser, the system extracts and displays questions in a structured manner through JSP pages. A JavaScript-based timer feature is implemented to enforce time constraints on quiz attempts.

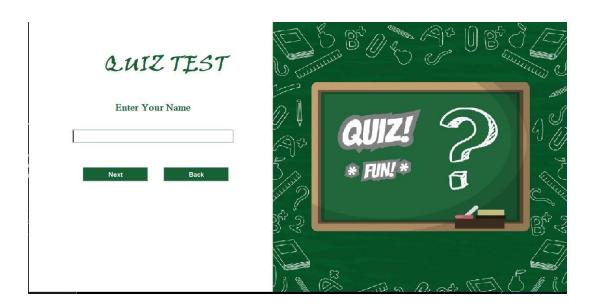


Figure 2 Quiz Platform

Once a student submits a quiz, the system automatically evaluates the answers by comparing them with the correct solutions stored in XML. A servlet processes the results, calculates scores, and provides instant feedback to the student. The performance data is then stored in a database, allowing instructors to review individual and collective student progress. The application also includes a performance analysis feature that helps instructors identify common mistakes, analyze question difficulty levels, and refine quiz content accordingly.



Figure 3 Quiz Questions

The front-end of the system is built using HTML, CSS, JSP, and JavaScript to ensure a user-friendly and engaging interface. The student interface is designed to offer a smooth quiz-taking experience with real-time score feedback, while the instructor interface provides an intuitive quiz management system. The backend database is integrated using MySQL, connected through Java's JDBC API,

enabling secure data storage and retrieval. XML files are used for quiz storage, ensuring flexibility in question modifications.

Overall, the Online Quiz Application automates quiz creation, assessment, and performance tracking while providing a structured and interactive learning experience. By integrating Java technologies, XML storage, and a database system, the solution ensures scalability, efficiency, and ease of use for both students and instructors.

CHAPTER 5 CONCLUSION AND FUTURE WORK

5.1. Conclusion

The Online Quiz Application successfully provides an efficient and interactive platform for conducting quizzes in the education domain. By leveraging Java, JSP, Servlets, and XML, the system ensures seamless quiz creation, management, and evaluation while offering a user-friendly interface for both students and instructors. The application automates the quiz process, from question storage in XML format to real-time evaluation and performance tracking, reducing manual effort and enhancing the learning experience. For students, the platform offers an engaging and structured quiz-taking experience with features such as timers, real-time feedback, and instant score calculation. Instructors benefit from an easy-to-use dashboard that allows them to create quizzes, track student performance, and analyze learning trends. The integration of XML for question storage and MySQL for performance data ensures flexibility, scalability, and secure data handling.

Through this project, the implementation of server-side processing using Servlets and dynamic content rendering with JSP enhances system responsiveness and efficiency. The ability to evaluate quiz attempts instantly and provide analytics makes the system a valuable tool for online learning. In conclusion, the Online Quiz Application is a robust,

scalable, and interactive solution that improves the traditional quiz-taking process by making it more accessible, automated, and effective for both students and educators.

5.2. Future Works

- 1. **Integration of AI-Based Question Generation** Implement AI-powered algorithms to generate dynamic and adaptive quiz questions based on student performance and difficulty levels.
- 2. **Multimedia Support** Enhance the system by allowing questions to include images, audio, and video for a more interactive and engaging quiz experience.
- 3. **Gamification Features** Introduce elements like leaderboards, badges, and rewards to encourage student participation and motivation.
- 4. **Mobile Application Development** Develop a mobile-friendly version of the quiz platform to allow students to participate in quizzes from their smartphones and tablets.
- 5. Live Quiz Mode Implement a real-time quiz mode where students can compete simultaneously, making quizzes more interactive and competitive.
- 6. **Question Bank Expansion** Enable a centralized repository for instructors to share and access a large collection of categorized questions across multiple subjects.
- 7. **Machine Learning-Based Performance Analysis** Use ML algorithms to analyze student responses and provide personalized feedback and recommendations for improvement.
- 8. **Multilingual Support** Introduce multiple language options to make the quiz platform accessible to a wider audience.
- Cloud-Based Deployment Deploy the application on cloud services like AWS or Google Cloud for better scalability, security, and accessibility.

REFERENCES

- 1. Java Servlet & JSP Documentation Oracle.

 (n.d.). Retrieved from https://docs.oracle.com/javaee/7/tutorial/servlets.htm
- 2. XML and Java: Developing Web Applications Eckstein, R., Loy, M., & Wood, D. (2001). O'Reilly Media.
- **3.** MySQL Reference Manual MySQL Documentation Team. (n.d.). Retrieved from https://dev.mysql.com/doc/
- **4. Web Technologies: HTML, CSS, JavaScript, and JSP** Kogent Learning Solutions Inc. (2012). Dreamtech Press.
- **5.** Effective Java (3rd Edition) Bloch, J. (2018). Addison-Wesley Professional.
- **6. Web Application Security and Best Practices** OWASP Foundation. (n.d.). Retrieved from https://owasp.org/

- 7. Building Scalable Web Applications with Java Freeman, A. (2018). Apress Publishing.
- **8.** Machine Learning and Adaptive Learning in E-Learning Systems ZawackiRichter, O., Marín, V. I., Bond, M., & Gouverneur, F. (2019). International Journal of Educational Technology.
- **9.** Gamification in Education: Benefits and Challenges Deterding, S., Dixon, D., Khaled, R., & Nacke, L. (2011). ACM Press.
- **10.** Cloud Computing for Scalable Web Applications Mell, P., & Grance, T. (2011). NIST Special Publication 800-145.
- 11. Java Web Development with Servlets and JSP Murach, J. (2014). Mike Murach & Associates.
- **12.** Head First Servlets and JSP (2nd Edition) Basham, B., Sierra, K., & Bates, B. (2008). O'Reilly Media.
- 13. Modern Web Development with Java Perry, L. (2021). Apress.
- 14. XML and Databases W3C. (n.d.). Retrieved from https://www.w3.org/XML/ 15. Developing Web Applications using Java EE White, B. (2016). Packt Publishing.
- **16.** Client-Side vs Server-Side Scripting: A Comparative Study Gupta, R., & Sharma, P. (2018). International Journal of Web Technologies.
- **17.** Scalability Challenges in Web-Based Applications Zhou, X., & Xu, Y. (2020). Journal of Computing and Software Engineering.
- **18. Best Practices for Secure Web Applications** OWASP. (n.d.). Retrieved from https://cheatsheetseries.owasp.org/
- **19. Introduction to Database Management Systems** Silberschatz, A., Korth, H., & Sudarshan, S. (2020). McGraw-Hill Education.
- **20.** Cloud Computing and Web Applications Armbrust, M., Fox, A., Griffith, R., Joseph, A. D., Katz, R., Konwinski, A., ... & Zaharia, M. (2010). Communications of the ACM.