**MEASUREMENT PLAN**

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# INTRODUCTION

## Purpose

This document is describe how configuration management will be conducted throughout the project lifecycle. The plan describes in simple, straight forward term the processes required to ensure that the changes occur within an identifiable and controlled environment.

## Audience

This document is created for develop team to comply the format have given.

# DETAIL DESCRIPTION

## Measurement activities

|  |  |  |  |
| --- | --- | --- | --- |
| Phase | Description | Input | Output |
| Identify Objects | Identify the objects needs to be met  Identify the measurement process and procedures for team to implement. | Project Plan, | Measurement Process |
| Define Procedures | Identify what need to be collected  Define Metrics for Measurement  Identify who response for data collecting, entering, storing. |  | Metrics |
| Collect Data | Collect the data for metrics  Record and Store the data for usage  Apply data for metrics | GQM  Metrics | Data |
| Analyze Data | Prepare Reports  Review the data for accuracy and adequacy | Data | Comment and Evaluation |
| Measurement Reports | Receives the measurement reports, and makes decisions based on the data.  The reports is use for re-planning, corrective action, or simply moving on without change | Comment and Evaluation | Measurement Report |

# METRICS

## Goals

|  |  |  |
| --- | --- | --- |
| STT | Goal | Description |
| 1 | High Productivity | To improve the productivity |
| 2 | High Customer Satisfaction | To have high customer satisfaction for further maintain and updating product and make improvement for developer team |
| 3 | High Team Satisfaction | To have high team morale to create a better improvement in the working eviroment. |
| 4 | Improve Scrum Process |  |

|  |  |  |
| --- | --- | --- |
| Goal | ID | Question |
| High Productivity | GQM-01 | Have we work effectively? |
|  | GQM-02 | How much effort do we spend on the sprint? |
|  | GQM-03 | Can we work better than before? |
| High Customer Satisfaction | GQM-4 | How happy is your customer with the product? |
| High Team Satisfaction | GQM-5 | Do you feel happy? |
|  | GQM-6 | How do we motivate our team? |
| Improve Scrum Process |  |  |
|  |  |  |

# METRICS

**High Productivity**

|  |  |  |
| --- | --- | --- |
| GQM-02  GMQ-03  Velocity | Description | Velocity is the average amount of work a scrum team completes during a sprint, measured in either story points or hours, and is very useful for forecasting. The product owner can use velocity to predict how quickly a team can work through the backlog |
| Metrics detail | Story Points Completed This Sprint/Story Points Completed Previous Sprint |
| Data Collect | Collect through Story Points of each sprint |
| Frequency | Sprintly |
| Criteria | - +10% good  - 10% netreul  - -10% bad |
| Chart Example | Image result for velocity chart |
| Guidance |  |
| Template |  |
| GQM-01  Burndown Chart | Description | The goal is to have all the forecasted work completed in the project during sprints |
| Metrics detail | None |
| Data Collect | Collect daily through task effort |
| Frequency | Daily |
| Criteria | **Ideal Team**  http://www.methodsandtools.com/archive/scrumburn7.jpg  **Great Team**  http://www.methodsandtools.com/archive/scrumburn8.jpg  **Nice Team**  http://www.methodsandtools.com/archive/scrumburn9.jpg  **Boom. It Is Too Late.**  http://www.methodsandtools.com/archive/scrumburn10.jpg |
| Chart Example | Image result for burn down chart scrum |
| Guidance | * X axis to display working days * Y axis to display remaining effort * Ideal effort as a guideline * Real progress of effort |
| Template |  |

**High Customer Satisfaction**

|  |  |  |
| --- | --- | --- |
| Purchase experience satisfaction | Description | customers purchase experience satisfaction |
| Metrics detail | PE = Total point/Total PE Question |
| Data Collect | Customer satisfaction survey |
| Frequency |  |
| Criteria | ▪ > 75 point => good  ▪ >= 50 - 75 point => normal  ▪ < 50 point => bad  100 point = Very Satisfied  75 point = Somewhat Satisfied  50 point = Neither Satisfied nor Unsatisfied  25 point = Somewhat Unsatisfied  0 point = Very Unsatisfied |
| Installation experience satisfaction | Description | customers installation experience satisfaction |
| Metrics detail | IE = Total point/Total IE Question |
| Data Collect | Customer satisfaction survey |
| Frequency |  |
| Criteria | ▪ > 75 point => good  ▪ >= 50 - 75 point => normal  ▪ < 50 point => bad  100 point = Very Satisfied  75 point = Somewhat Satisfied  50 point = Neither Satisfied nor Unsatisfied  25 point = Somewhat Unsatisfied  0 point = Very Unsatisfied |
| User experience satisfaction | Description | customers user experience satisfaction |
| Metrics detail | UE = Total point/Total UE Question |
| Data Collect | Customer satisfaction survey |
| Frequency |  |
| Criteria | ▪ > 75 point => good  ▪ >= 50 - 75 point => normal  ▪ < 50 point => bad  100 point = Very Satisfied  75 point = Somewhat Satisfied  50 point = Neither Satisfied nor Unsatisfied  25 point = Somewhat Unsatisfied  0 point = Very Unsatisfied |
| Chart Example |  |
| Guidance |  |
| Template |  |
| Support experience satisfaction | Description | customers support experience satisfaction |
| Metrics detail | SE = Total point/Total SE Question |
| Data Collect | Customer satisfaction survey |
| Frequency | . |
| Criteria | ▪ > 75 point => good  ▪ >= 50 - 75 point => normal  ▪ < 50 point => bad  100 point = Very Satisfied  75 point = Somewhat Satisfied  50 point = Neither Satisfied nor Unsatisfied  25 point = Somewhat Unsatisfied  0 point = Very Unsatisfied |
| Chart Example |  |
| Guidance |  |
| Template |  |
| Overall satisfaction | Description | customers Overall satisfaction |
| Metrics detail | CS = (PE+IE+UE+SE)/4. |
| Data Collect | Customer satisfaction survey |
| Frequency |  |
| Criteria | ▪ > 75 point => good  ▪ >= 50 - 75 point => normal  ▪ < 50 point => bad  100 point = Very Satisfied  75 point = Somewhat Satisfied  50 point = Neither Satisfied nor Unsatisfied  25 point = Somewhat Unsatisfied  0 point = Very Unsatisfied |
| Chart Example |  |
| Guidance |  |
| Template |  |

**High Team Satisfaction**

|  |  |  |
| --- | --- | --- |
| Emotion environment satisfaction | Description | Emotion environment satisfaction |
| Metrics detail | EES = Total point/Total EES Question |
| Data Collect | Team Morale survey |
| Frequency | . |
| Criteria | ▪ > 75 point => good  ▪ >= 50 point - 75 point => normal  ▪ < 50 point => bad  100 point = Strongly Agree  75 point = Agree  50 point = Neutral  25 point = Disagree  0 point = Strongly Disagree |
| Management satisfaction | Description | Management satisfaction |
| Metrics detail | EMaS = Total point/Total EMaS Question |
| Data Collect | Team Morale survey |
| Frequency |  |
| Criteria | ▪ > 75 point => good  ▪ >= 50 point - 75 point => normal  ▪ < 50 point => bad  100 point = Strongly Agree  75 point = Agree  50 point = Neutral  25 point = Disagree  0 point = Strongly Disagree |
| Motivation satisfaction | Description | Motivation satisfaction |
| Metrics detail | EMoS = Total point/Total EMoS Question |
| Data Collect | Team Morale survey |
| Frequency |  |
| Criteria | ▪ > 75 point => good  ▪ >= 50 point - 75 point => normal  ▪ < 50 point => bad  100 point = Strongly Agree  75 point = Agree  50 point = Neutral  25 point = Disagree  0 point = Strongly Disagree |
| Physical enviroment satisfaction | Description | Physical environment satisfaction |
| Metrics detail | EPS = Total point/Total EPS Question |
| Data Collect | Team Morale survey |
| Frequency |  |
| Criteria | ▪ > 75 point => good  ▪ >= 50 point - 75 point => normal  ▪ < 50 point => bad  100 point = Strongly Agree  75 point = Agree  50 point = Neutral  25 point = Disagree  0 point = Strongly Disagree |
| System, Tools and Process satisfaction | Description | System, Tools and Process satisfaction |
| Metrics detail | ESTPS = Total point/Total ESTPS Question |
| Data Collect | Team Morale survey |
| Frequency |  |
| Criteria | ▪ > 75 point => good  ▪ >= 50 point - 75 point => normal  ▪ < 50 point => bad  100 point = Strongly Agree  75 point = Agree  50 point = Neutral  25 point = Disagree  0 point = Strongly Disagree |
| Overall satisfaction | Description | Overall satisfaction |
| Metrics detail | TM = (EES+EMaS+EMoS+EPS+EPS)/5.. |
| Data Collect | Team Morale survey |
| Frequency |  |
| Criteria | ▪ > 75 point => good  ▪ >= 50 point - 75 point => normal  ▪ < 50 point => bad |