PART I : FUNDAMENTALS

Introduction
Chapter 1

State-of-the-Art
Chapter 2

PART II : SOFTWARE PROCESS IMMERSION

Assessing Teams' Efficiency
Chapter 3

Unveiling Process Insights
Chapter 4

PART III : TOWARDS THE PRESCRIPTIVE COMMITMENT

Practices and Fingerprints
Chapter 5

PART IV : CONCLUSION

Conclusions
Chapter 6