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| --- |
| Online Store Team |
| Measurement Plan |
| Version 1.2 |

**Revision History**

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| --- | --- | --- | --- |
| Version | Date | Author | Content |
| 1.0 | 12/01/2011 | Dung Ho | Create document |
| 1.1 | 12/02/2011 | Dung Ho | Update Metric |
| 1.2 | 12/19/2011 | Hien Nguyen | Refine Document |

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# Introduction:

Document describes how team collects data and use data for estimating, analyzing and report. All metric collected to satisfy team’s goal.

# Measurement Plan:

## Metric:

|  |  |  |  |
| --- | --- | --- | --- |
| Goal | Question | Metric | Source Collection |
| Track and improve team member’s productivity | How is team member productivity? | Earn Value work / Actual work per Week/ Member  Task complete / Task assigned per week | Individual Weekly report Status |
| How is accurate of data? | Compare time in time log with time in TFS | Time log and Individual Weekly report in TFS |
| Measurement Team Morale | How do we know team member is still enjoying with project? | Team morale score | Survey result of each team member. |
| Measurement Quality product | How is product well? | Defect / KLOC | Source code and Test report |
| Defect fix/ defect found |
| Control change and risk | How do we control change and risk well | Resolved change / Identified change | TFS Weekly report |
| Resolved Risk / Identified Risk |
| Customer Satisfaction | Does Customer satisfy with Team? | Customer Satisfaction Score/2 week | Survey result of customer |

Table 1: GQM Measurement of OSP Project

## Using Metric:

After collect data, QM team using metric for some activities:

|  |  |  |  |
| --- | --- | --- | --- |
| Activities | Description | Metric | Times |
| Team Weekly report | QM team report productivities, faults of each member. | Earn Value work / Actual work per Week/ Member  Compare time in time log with time in TFS  Task complete / Task assigned/ 1 Member | Weekly |
| QM team report status of changes and risk | Resolved change / Identified change |
| Resolved Risk / Identified Risk |
| Team Morale report | QA team report team morale. Team find out the reason why team member morale was down | Team morale score | 2 Week |
| Product quality report | QM team report product quality after testing phase | Defect / KLOC | After Testing Phase |
| Defect fix / defect found |

Table 2: Using metric description

# Tools:

|  |  |  |
| --- | --- | --- |
| No | Name | Description |
| 1 | Microsoft office | Using to store data and make report |
| 2 | Visual studio | Using to connect TFS, collect data |
| 3 | Google docs | Using to make team survey |

Table 3: Tools using in Measurement Plan

# Template Document:

|  |  |  |  |
| --- | --- | --- | --- |
| No | Name Template | Location | Description |
| 1 | OSP\_QM\_TeamWeeklyReport\_W#.docx | $/OSP\_Project/5\_References/Document Template | Document is used to make team weekly report |
| 2 | OSP\_QM\_TeamWeeklyReport\_W#.xlsx | $/OSP\_Project/5\_References/Document Template | Sheet is used to store data for weekly report |
| 3 | OSP\_QM\_TeamMoraleReport\_W#.docx | $/OSP\_Project/5\_References/Document Template | Document is used to make team morale report |
| 5 | OSP\_QM\_TeamMoraleReport\_W#.xlsx | $/OSP\_Project/5\_References/Document Template | Sheet is used to store data for team morale report |

Table 4: Template document