# QUALITY CHARACTERISTIC IN THIS PROJECT

In this project, Quality was a dominant characteristic but project team didn’t focus on it. Because:

## Process

Quote:

Fisher asked for bids from LogicArt, a New York-based company with Russian operations; Wisto Technologies, a large India-based company headquartered in Oakbrook, Illinois; Grapple Effects, a Cleveland-based company; and DesignIT solutions located in San Jose, California. Even though formal criteria for deciding among them were not explicitly defined, a simple analysis including cost, references or reputation, location, and experience convinced Fisher to go with Russoft Technologies Corporation, a decision that confirmed his initial “gut feeling.”

Recommend: He should to planning to identify and manage risk when choosing partner is a foreign company. Communication is one of the important issues, the differences in language and culture as possible so planning to avoid risks that should be.

**Conclusion**: The project didn’t have a software development process and specific plans.The project needs to choose a development process (traditional methodology) because requirements little change and team development of project from somewhere in the world.

Quote:

+ Bramer didn’t want to spend too much time collecting requirements and the project do not focus it.

+ Fisher want to reduce the time taken for the requirements and design, and focus for coding

Recommend: In this case is false because collecting requirements is important. It’s influenced product quality and drives the project to success or failure. In additional, gathering requirements ability to reduces risk later on. So requirements have to be specified carefully and clearly (easy to understand with team members).

**Conclusion**: Fisher didn’t have attend to manage risk

Quote:

While the requirement was to use an open source MySQL implementation, Sergey had decided to use Microsoft SQL Server, a different and costly database. The change might not have been a problem, but the stakeholders had not discussed it beforehand.

Recommend: Sergey should work on requirements, and update the information continuously to stakeholder (He don’t report to Fisher).

**Conclusion**: The project didn’t have change process management to Sergey know how to do when there is a change

Quote:

Fisher assigned Alex Rau to keep him in the loop through his e-mail communication with Sergey Nizamov

Recommend: Those e-mails were not approved by Fisher before they were sent to Sergey, also Sergey should be approved by Russ Laughlin so that information in e-mail will be value and They will review problem to discussion again

**Conclusion:** The project didn’t have implement technical review process and inspection to ensure quality.

## People

Quote:

Fisher assigned Alex Rau to keep him in the loop through his e-mail communication with Sergey Nizamov

Recommend: Those e-mails were not approved by Fisher before they were sent to Sergey, also Sergey should be approved by Russ Laughlin so that information in e-mail will be value and They will review problem to discussion again

**Conclusion:** Requirement specification didn’t have approval and base line with stakeholders

Quote:

Fisher received the assistance of Alex Rau, a new person with very little experience who had just been hired for the Webmaster position, to help with requirements. Rau was tasked to help coordinate, test, and monitor this offshoring development project under Fisher’s supervision

Recommend: Fisher need to train Alex before assigning to him or find people have experience get requirement to support and share job with Alex

**Conclusion:** Fisher didn’t have train for new people and makes decision follow his emotion.

## Technology

N/A

## 4.1 Schedule

Quote:

Sergey really didn’t have an exact answer for this. He said he thought they had spent about 30 to 40 hours so far. Fisher was very pleased with his answer.

Recommend: Team of Sergey didn’t effort-log record and the project didn’t estimate the number of hours before do.

**Conclusion:** Project didn’t have a schedule details and estimation the number of hours before do.

## 4.2 Budget

Quote:

Fisher was always concerned that they had not budgeted for travel in this project to meet their vendors.

Recommend In this project, budgets have to contain cost for travel

**Conclusion** Fisher didn’t have estimate all budgets for activities relating the project. Fisher needs to make a list of project cost (development, resources, travel, salary,…) and negotiate with customer to get an appropriate budget.