REVISIONS

**TEAM ASSIGNMENT 01**

**Software Process And Quality Management**

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# MEMBER LISTS

Members of Team **FIVE**

* Le Ngoc Chau
* Nguyen Hoang Fa Thu
* Huynh Trong Khang
* Ta Ngoc Thien Phu
* Khau Thanh Dau
* Trinh Thai Anh

# INTRODUCTION

## DOCUMENT PURPOSE

* This document is designed for description team assignment 01 for Software Process and Quality Management course.
* The document focus on description the case of SEWeb and Russoft.
  + Background: Characters and Events
  + Relating to subject at hand
  + What did people do correctly?
  + What should people have done differently and Why?
  + Was quality a dominant characteristic of this project?
  + Reflections

## REFFERENCES AND RELAVENT DOCUMENTS

- Reading[5] SE-Russoft.pdf

## PROJECT OVERVIEW

* In late summer 2002, as Prof. Peter Johnson was taking over the position of program director from Prof. Ed Schubert. Johnson, a pioneer in the field of software architecture, decided to increase the Web presence of the professional programs in software engineering through a rollout of a new Web interface. (Redesign and implementation of a new student faculty-staff Web site).
* During the 2002–2003 time frame.
* The software project involves Web-based system development, an academic client, a small budget, and a short time frame (less than one year).
* He gave the project to Fisher, who had joined the department only a few months before with his previous experience at successfully designing and implementing such a system for a different department on campus and his willing to take on the project.
* Gene Fisher, one of the faculty members in the University of Madison’s School of Computer Science, is facing multiple challenges while working with a Russian company for developing the departmental SEWeb project.
* To take advantage of the low-cost offshoring opportunity, Fisher had outsourced software development to Russoft Technologies and is now faced with multiple issues involving communications, culture, language, and others.

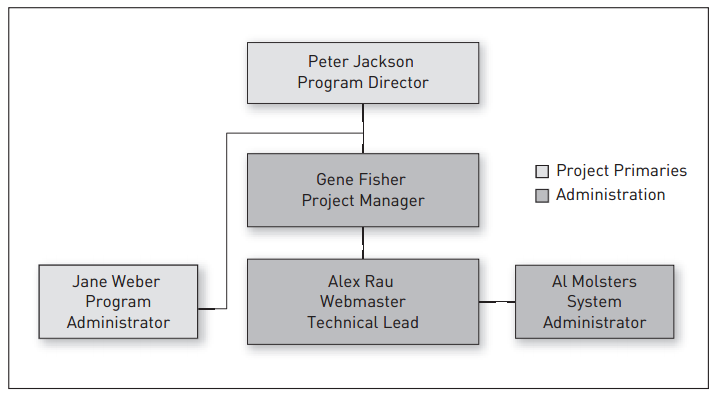
# BACKGROUND

## 3.1 CHARACTERS

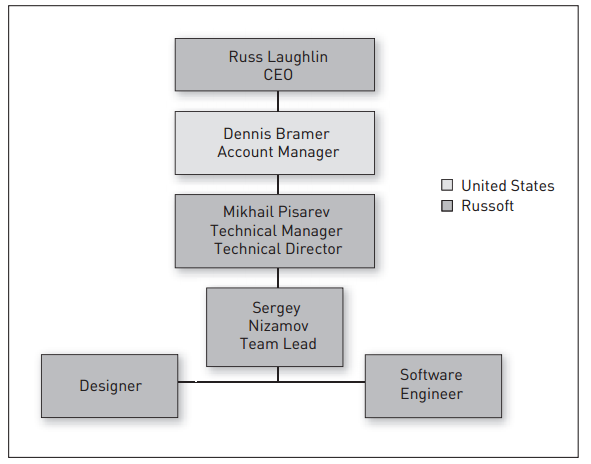
This is table show characters have in SEWeb project:

|  |  |  |  |
| --- | --- | --- | --- |
| **Team** | **Name** | **Role** | **Responsibility** |
| ***Project team*** | Peter Jackson | The new director of the Master of  Software Engineering Program at the University of Madison (UV Madison) | Provide requirement (massive redesign and implementation of a new student-faculty-staff Web site) for Gene Fisher  Deciding choose team build SEWeb project |
| Gene Fisher | Project Manager | Manage, monitor and control SEWeb project |
| Alex Rau | Webmaster  Technical Lead | Coordinate, test, and monitor this offshoring development project under  Fisher’s supervision |
| Jane Weber | Program Administrator | Get high level requirement |
| Al Molsters | System Administrator | Get high level requirement |
| ***Russoft project organization*** | Russ Laughlin | Russoft’s CEO | Manage Russoft’s team |
| Dennis Bramer | Account Manager  Russoft’s U.S. managing director | Count time and collect/report working hour  Build a basic level plan |
| Mikhail Pisarev | Russoft’s Technical Manager  Russoft’s Technical Director | The project leads, to discuss the speciﬁcs on GUI design, ongoing issues that needed to be resolved, and the planning |
| Sergey Nizamov | Russoft’s Team Lead | The project lead on the Russian side |
| **Another relative character** | Yuri Kashnovsky | Had just founded LearnIT, Inc. | software training consultancy  in the Russian capital |
| Emillio Arroyo-Lopez | the Argentinean-born director of the department’s distance education program |  |
| Mukhit Ashgirov | a student from Kazakhstan |  |
| Natalya Girienko | a student from Russia |  |
| Oksana Milov | a student from the Ukraine |  |
| Peter Kower | The partner with Russ Laughlin in a few business initiatives |  |
| John Foote | faculty member |  |
| Levin | professor of computer science |  |

This is organizational structure of Team SEWeb and their outsourcing in Reading



**Figure 1: UV Madison project team**

****

**Figure 2: Project organization**

## 3.2 EVENTS

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Time** | **Event** | **Characters** |
| E1 | in fall 2002 | Peter Johnson, the new director of the Master of Software Engineering Program at the University of Madison (UV Madison), he gave the project to Fisher, who had joined the department only a few months before, because of Fisher’s previous experience at successfully designing and implementing such a system for a different department on campus and because of his willingness to take on the project | Peter Johnson and Gene Fisher |
| E2 |  | The budget was small ($5000) so Fisher decided to look for an offshore development team instead of one in the United States due to hourly rates in the United States for Web development were expensive | Gene Fisher |
| E3 |  | Fisher decided to send out requests for proposals to four other companies besides Russoft are LogicArt, Wisto Technologies, Grapple Effects and DesignIT solutions. | Gene Fisher |
| E4 |  | Fisher went to Russoft Technologies Corporation and choose it for SEWeb project, a decision that conﬁrmed his initial “gut feeling.” | Gene Fisher |
| E5 | Toward the end of their visit | Fisher and Arroyo-Lopez also met with the two co-chairs of the Information Technology and Telecommunications Committee of the American Chamber of Commerce in Moscow.  Russoft Founded originally by Russ Laughlin, a Canadian residing in Toronto, Russoft Technologies Cooperation was a small software development house that specialized in custom development for the local North American market with a small established clientele in Canada and the United States. | Gene Fisher and Arroyo Lopez |
| E6 | Three months later of end of their visit | To get the list of requirements, Fisher and Rau interacted for more than three months with Johnson and Arroyo-Lopez, the other full-time faculty, the department support personnel and program managers, current students, some of the program alumni, program mentors, and so on. | Gene Fisher,  Alex Rau and  Peter Johnson, Arroyo-Lopez |
| E7 | in late summer 2002 | Prof. Peter Johnson was taking over the position of program director from Prof. Ed Schubert. Johnson, a pioneer in the ﬁeld of software architecture, decided to increase the Web presence of the professional programs in software engineering through a rollout of a new Web interface. | Peter Johnson |
| E8 | When Fisher shared the designs with UV Madison team | Levin adamantly did not like having the site page in a three-column template in the center with equal margins on both sides. Fisher instructed Rau to search for samples from known Websites with a similar look and feel to get some of the faculty comfortable with the particular design they had chosen. | Gene Fisher  Alex Rau |
| E9 | August 2003 | Fisher was in Moscow for a teaching seminar. He used the business excursion to also meet with Russoft and discuss how things were going. He approached Sergey Nizamov and Russ Laughlin from Russoft to arrange a meeting to see their office firsthand and to discuss project specifics. He also spoke to Bramer in the US to learn how the project was going from his perspective and to obtain a detailed account of the hours spent, though the later information was not provided. | Gene Fisher  Russ Laughlin  Sergey Nizamov |
| E10 | September 2003 | Fisher and Russ Laughlin brought in Sergey Nizamov and Mikhail Pisarev to discuss the specifics on GUI design, ongoing issues that needed to be resolved, and the planning that lie ahead on them. | Gene Fisher  Russ Laughlin  Sergey Nizamov  Mikhail Pisarev |
| E11 |  | Fisher updated both Bramer and his own department about his visit in Moscow. He asked Bramer to provide him with a formal count of the hours spent on the project thus far. | Gene Fisher  Dennis Bramer |
| E12 | June 2003 | The project plan was laid out |  |
| E13 | The new semester had already started | Fisher was uncertain whether the ongoing communication issues that he and Rau were observing were caused by an issue they themselves had created, a cultural or language barrier, or a misinterpretation of the requirements communicated by Bramer to the Russians when the project originally started. | Gene Fisher and Rau |
| E14 | In late October 2003 | With the project already two months past its estimated completion date (originally planned for August) with no end in sight, Fisher was notiﬁed that Bramer was leaving the project and Russoft. For various occupational and personal reasons, Bramer, who by now was friendly and on a ﬁrst-name basis with Fisher, decided to move on with his life. Laughlin called from Moscow to reassure Fisher that he would be keeping a close eye on the project while Russoft were busy searching for a replacement in the United States | Gene Fisher, Bramer |
| E15 | November 2003 | Fisher traveled to Russia for yet another teaching engagement, he finally met with Russ Laughlin and his new ly appointed U.S. project manager, Mark Urlanski, at a local restaurant in Moscow. | Gene Fisher  Russ Laughlin  Mark Urlanski, |
| E16 | Back in his ofﬁce the following week  November 2003 | Fisher heard from Alex Rau that there was yet another snag in the project. This time the issue concerned the database implementation. 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 | Fisher, Alex Rau, Sergey |
| E17 |  | Fisher had negotiated our hourly cost down to the bare minimum for a fixed-cost contract. I thought that he might have gotten the price he wanted but that we were left with “no fat on the bones” from a profit perspective. | Gene Fisher |

# RELATING TO SUBJECT AT HAND

# WHAT DID PEOPLE DO CORRECTLY AND RECOMMENDATION

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Did | Comment | The reason | The changed | Related at |
| Redesign and implementation of a new student-faculty-staff Web site to expand the national and international reach of the program. Johnson wants to simplify and coordinate the information of software engineering program because the current Web site is outdated and doesn’t look good. | Correct | The obsolete systems so Johnson wanted to replace it and adjust the working procedures to maximize efficiency and reduce cost. |  | E1 |
| Johnson gave the project to Fisher with the small budget, minimal approval and oversight required. | Something correct and The other incorrect | Correct: Because of Fisher’s previous experience at successfully designing and implementing such a system for a different department on campus and because of his willingness to take on the project.  Incorrect: But Fisher had joined the department only a few months before so Fisher could not understand about old system and estimate budget. | If Fisher wanted to do well, before start this project he must learn more about the old system to get experience and understand it. | E2 |
| Fisher conducted a search to understand both the technical capabilities that the potential service provider would need and the costs associated with implementing the system.  Fisher recalled what had led to the decision to look for an offshore development team instead of one in the United States. | Something correct and The other incorrect | Correct: A typical development hour for a U.S. software house was close to (if not more than) $100. The same development hour would cost $6  In China, $8 in India, and $12 in Russia.  Incorrect: Did not learn about this traditional | Before choose a resource to outsource a project, we must collect information about them, such as: traditional, how do they do, level. | E3 |
| Fisher to go with Russoft Technologies Corporation, a decision that confirmed his initial “guts feeling.” | Incorrect | Formal criteria for deciding among them were not explicitly defined.  Fisher’ decision is based on a simple analysis including cost, references or reputation, location, and experience convinced of Russoft. | When consider choosing resource for project, we need pay a lot of attention to understand our colleagues. We need to analyze trade off to make the best decision. | E4 |
| Fisher received the assistance of Alex Rau to fathering Initial Requirements. Rau 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. | Incorrect | Because Rau is new person with very little experience. Rau has just returned from Africa where  I taught English with the Peace Corp | When consider choosing resource for project, we need pay a lot of attention to understand our colleagues. We need to analyze trade off to make the best decision. When applied into Web position. | E6 |
| Used a list of questions given to Fisher by Russoft as one of the tools to gather requirements.  This was a standard way of doing business for them, and they used our input to make the final proposal. | Incorrect | Because a list question cannot gather fully requirement | Must combine more skill, tool to gathering requirement, From that, we must analyses to go finally requirement what is used like standard. | E6 |
| Divided the project into two phases.  It was agreed that currently only Phase 1 would be contracted, estimated, and budgeted. When time and budget permitted, a business arrangement would be further negotiated to the satisfaction of both the client and the software developer. | Incorrect |  | Before start a project, you must estimate, plan, and make schedule for project to used and control resource effectiveness. | E7 |
| Didn’t want to spend too much time collecting requirements. There wasn’t enough time in the plan anyway for it.  Get into design fast so that using most of our hours for coding rather than talking. | Incorrect | Because Russoff had a budget of only 400 working hours for this project. | You can negotiate with customer to be confirmed resource to do. | E14 |
| Fisher instructed Rau to search for samples from known Websites with a similar look and feel to get some of the faculty comfortable with the particular design they had chosen. | Incorrect | Because Fisher wants to speed things up and clear any misunderstandings. Fisher instructed Rau to search for samples from known Web sites with a similar look and feel to get some of the faculty comfortable with the particular design they had chosen. | Còn suy xét | E9 |
| Sergey  had decided to use Microsoft SQL Server while the requirement was to use an open source MySQL implementation | Incorrect | Because this was a different and costly database.  The change might not have been a problem, but the stakeholders had not discussed it beforehand.  Sergey had indicated in an email that he thought Microsoft SQL Server was a better choice for them, but Fisher was not convinced. Fisher, who had to give a status report to his boss the next morning, was truly at a loss. | You must develop a management plan to control project in resource which you have.  Specially, you must have Change management plan which is response when have change. | E18 |
| Communication by mail in project. | Incorrect | When have change, Russoff had notify for Fisher, but Fisher did not read this mail, Fisher lost information when report for boss. | Change how to communicate with other to not lost information. Before change something, you must notify and wait for to be confirm form customer. | E15 |

# QUALITY CHARACTERISTIC IN THE 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

## SCHEDULE, BUDGET

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.

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.

# REFLECTION

**N/A

**TEAM ASSIGNMENT 01**