HW Assignment 1

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SSW 533 – Cost Estimation & Metrics

"I pledge my honor that I have abided by the Stevens Honor System."

You are a software developer for UBER. You need to instrument it to understand how well it is working.

1) Create a simple model and RELEVANT attributes of UBER software.

2) Who is probably the customer for this work (NOT THE INSTRUCTOR)

3) Using GQM, define a set of metrics to be used to evaluate and monitor UBER software.

Solution:

SUMMARY: GQM method is used to evaluate the usage or functionality of an app with all metrics points as listed below to be monitored. However, we can extend the scope by adding various languages for non-natives. Also, we can add flight rides and make it international rather than a limited scope of only car rides. Below are the detailed points for effective UBER app usability.

Customer: Software Development Manager

Questions:

- How effective payment and return in case of cancellation or other reason is?
- How is the GPS performance in case of weak signals?
- Whether an app is user-friendly for almost all age groups and non-natives or newcomers?
- Whether searched location has suggested location name, whether previously searched name is automatically generated the same before other location?
- Is the app competitive enough with other similar apps and how can we make it a high rated and most commonly used app?

- An arrangement of 24*7 fast availability of drivers

Using the GQM (Goal Question Metric) approach, set of **metrics to be used to evaluate and monitor UBER:**

- Issues in the payment method and returns.
- Performance of GPS and an app under an unstable network
- User-friendly
- Map Accuracy
- System Responsiveness
- Competitive: Offers, Discounts, Coupons, Ratings
- Instant Availability
- Ease of access