# Universiti Tunku Abdul Rahman

**UECS3383 Software Quality Assurance**

#### Case Study: THE NEED FOR PROJECT MANAGEMENT METRICS (C)

**SELECTING THE RIGHT METRICS**

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| **ID** | **Student Name** | **Email** |
| 1807254 | Low Meng Horng | menghornglow99@gmail.com |
| 1703185 | Tan Andy | dydytan@1utar.my |
| 1703648 | Tan Ying Yao | yyaoutar@1utar.my |
| 1701231 | Lim Thien Chung | thienchung@1utar.my |
| 1704368 | Wong Yin Khye | stevenwong0121@1utar.my |

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**Part A: (100 marks)**

Assuming you have been promoted to the new role of Helpdesk Support Manager for the Software House. There are various on-going projects in the organization; the clients community groups are spread over the South-East Asia countries (i.e. Thailand, Singapore, Vietnam, Indonesia, Philipines, Cambodia, Myanmar, Laos and Brunei). The company is managing all the client calls and feedback via the centralized Helpdesk Support Management Systems (HSMS). In the Year 2020, the helpdesk support services achieved 69% of the Client Satisfaction Index (CSI); where the company target of helpdesk support services is 85% annually.

As a newly promoted Helpdesk Support Manager, you are required to look into CSI rating seriously.

You are required to perform the following task and present to the management for feedback and

recommendation:

A1. Provide a broad overview of activities flow between the Helpdesk Support Management Systems and the Software Development Team; particularly manage the entire life cycle of a ticket (until ticket closure) (50 marks)

Note: You are required to place the numbering of EACH activities

A2. Provide a broad overview of project management activities flow to take over the management of “software change control” from the helpdesk management support team. (50 marks)

Followings are series of project activities (not in chronological sequence), you are required to place the correct activities in the relevant phase(s) of PLC versus SDLC as per provided tabular template in the example section.

**A2**

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| **PLC**  **VS**  **SDLC** | **Software Change Control Management: Project Life Cycle (PLC) Activities** | | | | | |
|  | **Initiation** | **Planning** | **Execution** | **Monitoring & Control** | **Project Closure** |
| **Software Change Control Maaement: System Development Life Cycle (SDLC) Activities** | **Planning** | (1) **Business Case sign-off**  (2) **Charter Sign-off** | (3) **Transform items in BC to CR Form**  (7) **Develop WBS**  (8) **Develop Project Schedule** |  | (11) **Review and Approve Unit Test Plan, System Test Plan, Integration Test Plan, UAT Plan** |  |
| **Analysis** |  | (4) **Perform Analysis on CR Form** |  | (6) **Review and Approve CR Form**  (13) **Review and Approve Unit Test, System Test, Integration Test**  (15) **Code Walkthrough**  (23) **Conduct Conformance Audit**  (24) **IQA Audit**  (25) **Annual Audit** |  |
| **Design** |  | (5) **Perform Design Analysis on CR Form**  (9) **Develop Unit Test Plan, System Test Plan, Integration Test Plan, UAT Plan** | (10) **Design and Develop Prototype** |  |  |
| **Implementation** |  |  | (12) **Fill Test Form**  (14) **Retest failed Test Form**  (16) **Check-in source code** | (17**) UAT Sign-off**  (18) **Prepare Software Release Note**  (19) **Approve Software Release Note** |  |
| **Maintenance** |  |  |  | (20) **Bugs Fixing**  (21) **Send email notification on Patch release**  (22) **Helpdesk Management System take over**  **after Patch release** |  |