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Measurement Plan

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<Human Resource Management>

Measurement Plan

Version <1.0>

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Revision History

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# Introduction

Measurement Plan base on Goal-Question-Metric to define metrics and measurement for Human Resource Management (HRM) project and plan how to get metrics and scale them.

Measurement Plan help track progress project and evaluate team member.

Measurement Plan includes:

Purpose: Specify the purpose of this Measurement Plan

Scope: A brief description of the scope of this Measurement Plan; what Project(s) it is associated with, and anything else that is affected or influenced by this document

Definitions, Acronyms and Abbreviations: This subsection should provide the definitions of all terms, acronyms, and abbreviations required to properly interpret the Measurement Plan.  This information may be provided by reference to the project Glossary

References: This subsection should provide a complete list of all documents referenced elsewhere in the Measurement Plan.  Each document should be identified by title, report number (if applicable), date, and publishing organization.  Specify the sources from which the references can be obtained. This information may be provided by reference to an appendix or to another document.

Overview: This subsection should describe what the rest of the Measurement Plan contains and explain how the document is organized

## Purpose

Measurement Plan base on Goal Question Metric to measure and evaluate to improve quality, team member productivity. Establish plan to get metric and measure values, how to get metrics from data.

## Scope

It describes measurements for Human Resource Management (HRM) project as product, progress, and team member in HRM group as productivity and effort.

## Definitions, Acronyms and Abbreviations

Definitions, Acronyms and Abbreviations: This subsection should provide the definitions of all terms, acronyms, and abbreviations required to properly interpret the Measurement Plan.  This information may be provided by reference to the project Glossary

## References

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## Overview

Measurement plan document include Goal Question Metric and where collect data, threshold of metric

# Goal Question Metric (GQM):

The goals of measurement program relate:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Goal** | **Question** | **Metric** | **Source of data** | **Threshold** |
| Tracking progress | What is the schedule status? | Percentage of  actual task complete per  estimated | Detail Plan | [-10,10]% |
| How the progress completed product? | Number document completed per Total document each phase  Number function completed vs. Total function in implement phase | Detail Plan | [-10,10]% |
| Tracking and evaluate team members’ productivity | How much time did take to complete a task? | Time to complete a task per time estimate for task | Effort log  Measurement | [-10,10]% |
| How many tasks are completed by person? | Number task of person per total task of project  Number of task complete per number task assign for person | Detail Plan  Effort log | [-10,0]% |
| Increase quality | How do we reduce defects in each phase? | Number of defect detected per artifact |  | Document:  [-50,0]%  comment /pages  Code:  [-40,0]%  Defect/function |
| How many features completed? | Number feature complete/Total feature |  | [-10,10]% |
| Improve customer satisfaction | Is the program execution good? Is the response time shorter? | Mark point / Total point | Survey | [-20,0]% |
| Is the program easier to use? Does that support better for customers? (Do Guides have more detail and completion? Is Feature help more practical?) | Mark point / Total point | Survey | [-20,0]% |
| Is software running stable? Is the frequency of the software which not running (dead time) reduced? | Mark point / Total point | Survey | [-20,0]% |
| How many features are satisfied by customer? | Mark point / Total point | Survey | [-20,0]% |

# Metric

|  |  |  |
| --- | --- | --- |
| Percentage of  actual task complete per estimated | Description | Percent of complete a task per percent which estimated for that task in a |
| Source of data | Detail Plan |
| Counting rule | Only count how much time to spend for this task and works relate this task, don’t count time to relax or doing other works for other task.  Percent actual task complete: base on Task Assignment in dropbox  Percent estimate: get from Detail Plan, %work complete based on (Actual Finish – Start)( Plan Finish – Start) \*100% |
| The condition to have metric | Must have Task Assignment in Dropbox and Detail Plan |
| Reason to choose this metric | We can track progress on time or delay, task delay |
| Number document completed per Total document each phase | Description | Every phase have documents must implement |
| Source of data | Detail Plan |
| Counting rule | Just count documents which project plan identified |
| The condition to have metric | Percent complete is over 80% base on Percent actual task complete: base on Task Assignment in dropbox |
| Reason to choose this metric | This help identify what documents complete, and not complete document to consider and divide task to member |
| Number function completed vs. Total function in implement phase | Description | Functions completed compare with total function in implement phase |
| Source of data | Detail Plan |
| Counting rule | Implement complete, include test |
| The condition to have metric | When a function complete and pass test cases, it’s a function completed |
| Reason to choose this metric | This help us can track and know what functions had implement and test, amount of functions don’t complete, amount of functions completed |
| Time to complete a task per time estimate for task | Description | Time spent for a task compare with time estimate for that task which had assigned |
| Source of data | Effort Log  Task assignment  Detail Plan |
| Counting rule | Completed task, not include review and update |
| The condition to have metric | That task for measure must complete and that task must have estimated for it |
| Reason to choose this metric | To know effort which person spent for a task faster or slower than time estimate for that task |
| Number task of person per total task of project | Description | Tasks which assigned for a member compare with tasks in that project |
| Source of data | Effort Log  Task Assignment  Detail Plan |
| Counting rule | Number of task which member completed, not include tasks no complete |
| The condition to have metric | Tasks must complete, include tasks about review or update |
| Reason to choose this metric | Can calculate number task which a member completed and compare it with others |
| Number of task complete per number task assign for person | Description | Tasks which assigned for a member compare with tasks in that project |
| Source of data | Effort Log  Task Assignment  Detail Plan |
| Counting rule | Number of task which member completed, not include tasks no complete |
| The condition to have metric | Tasks must complete, include tasks about review or update |
| Reason to choose this metric | Can calculate number task which a member completed and compare it with others |
| Number of defect detected per artifact | Description | Defects is in document by comments and code by testing |
| Source of data | Test data  Comments |
| Counting rule | Base on comments and test cases |
| The condition to have metric | Execute test cases  Review from team and mentor |
| Reason to choose this metric | Evaluate document and find how to improve it |
| Number feature complete/Total feature | Description | Features completed compare with total feature which product must have |
| Source of data | Detail Plan |
| Counting rule | System test report |
| The condition to have metric | When a feature complete and pass full test cases. |
| Reason to choose this metric | This help us can track and know what feature had implement and test, amount of features don’t complete, amount of features completed |
| Mark point / Total point | Description | Mark point which customers choose from survey. |
| Source of data | Survey |
| Counting rule | Result of survey |
| The condition to have metric | Customer must choose and raise for every question. Questions base on quality of product as performance, usability… |
| Reason to choose this metric | To know satisfaction’s customer through surveys |

# Annexes

[Computation methods, tables for estimates, detailed procedure, as appropriate.]