

Factors that affect Effectiveness and Efficiency

- Cost control
- Quality assurance
- Scope management
- Risk management
- Stakeholder management
- Resource management
- Time-to-market

Intangible benefits of software projects

- Improved customer satisfaction
 - Evaluate by surveys
- Increased employee morals
 - Evaluate by surveys
- Enhanced organisational reputation
 - Evaluated nu brand awareness surveys

9 Belbin team roles

- Plant
 - Creative problem solver
- Monitor evaluator
 - Impartial judge
- Coordinator
 - Dominant positive thinker who focuses on objectives
- Resource investigator
 - Networker
- Implementer/company worker
 - The practical strategist who does jobs others will not
- Completer finisher
 - The team's quality assurer
- Team worker
 - Keeps the team running smoothly
- Shaper
 - Keeps the team focused
- Specialist
 - In-depth knowledge of a key area

Software Project Managers is more difficult

- Output is intangible
 - Difficult to measure process or assess quality
 - May require more documentation and testing to meet standards
 - Difficult to estimate costs and timeline accurately
- Processes are less mature
 - Make it difficult to compare different progress or assess their performance

- Processes and methodologies can quickly become outdated and obsolete
- Can create challenges in terms of training and education with qualified personnel
- Projects are often novel or innovative
 - Project manager must be creative and adaptable in their approach
 - Project requirements are not well-defined, creating challenges to scope
 - Creating challenges to risk management as it may not be well-understood

Top-down Methodology

- Example = waterfall, spiral, RUP, Incremental
- Weakness:
 - Difficulty in obtaining complete, correct and appropriate specifications of what the user actually needs
 - Creating a unique software solution for every project requires a lot of time and effort in development and testing and can also be expensive

Effective in SEPM

- Ability to achieve the desired project goals and objectives

Efficient in SEPM

- Ability to use resources effectively to achieve desired project goals and objectives

Exception-based Reports

- Focuses on reporting only significant exceptions or issues that require attention
- Designed to highlight significant deviations from the project plan or expected outcomes
- Useful in situations where a large amount of data needs to be monitored regularly but most of the data falls within acceptable tolerance levels

Refactoring

- Elimination of duplicated codes
- Improvement of structure
- Structuring of data
- Removal of redundant code

Considering UML and issues

- What is the purpose of the model?
 - Ensures that the UML is appropriate for the intended purpose
- Who is the intended audience for the UML?
 - Be able to know what level of detail and complexity is appropriate
- What specific modelling techniques and notations will be used?
 - Need to consider the needs of the project and use appropriate model
- What are the potential limitations and drawbacks of using UML?
 - Can be complex and difficult to understand

Standards

- A set of guidelines, rules or criteria that defines how software projects should be managed, developed and maintained
 - Provide common framework
- Advantages:
 - Ensure readability and completeness
 - Ensure accuracy and readability
 - Ensure consistency
 - Ensure maintainability
 - Ensure decisions are taken at correct times by the correct person
 - Ensure decision is known
 - Ensure changes are known and correct version is in use

Functionality, Usability, Reliability, Performance, Supportability (FURPS)

- By considering these, developers and stakeholders can better understand and prioritise the requirements for the system for its intended purpose
- **Functionality** - Capability (Size & Generality of Feature Set), Reusability (Compatibility, Interoperability, Portability), Security (Safety & Exploitability)
- **Usability** (UX) - Human Factors, Aesthetics, Consistency, Documentation, Responsiveness
- **Reliability** - Availability (Failure Frequency (Robustness/Durability/Resilience), Failure Extent & Time-Length (Recoverability/Survivability)), Predictability (Stability), Accuracy (Frequency/Severity of Error)
- **Performance** - Speed, Efficiency, Resource Consumption (power, ram, cache, etc.), Throughput, Capacity, Scalability
- **Supportability** (Serviceability, Maintainability, Sustainability, Repair Speed) - Testability, Flexibility (Modifiability, Configurability, Adaptability, Extensibility, Modularity), Installability, Localizability
- Framework to categorise and prioritise the requirements of a software project
- Functionality
 - Features and capabilities of a system
- Usability
 - How easy the system is to use for the intended userbase
- Reliability
 - System's ability to perform its functions correctly and consistently
- Performance
 - System's speed, efficiency and resource usage
- Supportability
 - System's maintainability, scalability and compatibility with other systems

Scheduling

- Translation of a process model into a network of activities
- 4 factors that determine how network is constructed
 - The way the project decomposes into tasks (work breakdown structure, GANTT)
 - The availability of the resources needed to execute the tasks
 - The estimated time completion for each task
 - The interdependencies that dictate pre-requisites for starting a task
- 3 factors that affect the duration of the project
 - Reworking caused by design/software errors
 - Reworking caused by changes in customer requirements

- Delays caused by risks that materialises as issues

Checkpoint Reports

- Covers 3 reporting periods
 - Actions outstanding actions from the previous period
 - Progress made in the current period
 - Results planned for the next period
- Confirms that work package is “within tolerance”
 - On the track to meet its planned objectives, within allowed time and cost constraints
- May be required at a specified frequency (weekly,monthly) or on milestone dates
- Fixed frequency reporting should be long enough to avoid burdening staff but short enough to keep the report concise and relevant

Highlight Reports

- Provides high level summary of project progress to stakeholder of senior management
- Includes current status of each work package and product/artefact
- Should include corrective actions taken and projections for the next reporting period
- Should provide summary of the tolerance situation across the project as a whole
- Should itemise the status of any changes requests and any changes in risk status

Process model

- General and incomplete depiction of how a project is controlled and evolves
- Establishes interfaces between actors and workflows and transitions between activities
- The choice of model does not change the project's requirements or need for code testing before and after integration
- Customer requirements remain the reference point for design regardless of process model chosen

Artefact

- Output from the project = product
 - Allows another higher level product to be constructed
- Example = software product
- Should be based on:
 - Project scope definition
 - Cost and schedule definition
 - Risk identification
 - Project feasibility
 - Plans for the project (development) environment

Work Breakdown Structure

- Structure that decomposes the project into phases -> activities -> tasks -> sub-tasks
- Example = GANTT chart, product flow diagram

Managing team performance

- Identify problem
 - Review team's work and compare
- Communicate the issue
 - Explain standards, feedback and discuss how to improve
- Develop a plan
 - Set specific goals
- Monitor progress
 - Provide ongoing support
- Take action if necessary
 - Reassign member's role, provide additional support

Transition phase

- Period of time between completion of construction phase and deployment of the software into production

Construction phase

- Software design is put into action and software is developed according to the specifications and requirements outlined in planning and design phase

Major activities in transition and construction phase

- Development
- Integration
- User Acceptance Test (UAT)
- Documentation
- Deployment

Project Administration

- Provides administrative support to project manager
 - Maintaining documentation, scheduling meetings, coordinating project logistics
- Does not have decision-making authority
 - Provides information and data
- Not a leadership role

Project Manager

- Responsible for overall management of the project
 - Planning, execution, control, communication with stakeholders and team members
 - Motivating and resolving team conflicts
 - Making sure of informed decisions and project progress
 - Determine project scope, develop project plan, allocating resources

Why software projects fail

- Poor requirements gathering, scope not defined and understood

- Leads to miscommunication, misunderstandings, failure to meet the needs of end-users
- Inadequate planning and project management
 - Leads to missed deadlines, cost overruns, poor software quality
- Changing requirements
 - Leads to delays, increased costs, failure to meet the needs of end-users
- Lack of stakeholder involvement
 - Failure to understand their needs and requirements
 - Limited opportunities for feedback and validation
- Inadequate testing
 - Leads to defects, errors, poor software quality
- Limited resources such as time, money, personnel
 - Leads to delays, cost overruns, failure to meet the needs of end-users
- Poor communication among team members, stakeholders, project managers
 - Leads to misunderstandings, delays, failure to meet the needs of end-users

Addressing why projects failed

- Ensuring that requirements are clearly defined and understood by all stakeholders
- Developing a comprehensive project plan that includes timelines, budget and milestones
- Managing changes to requirements effectively to minimize the impact on the project
- Identifying technical challenges early and developing strategies to address them effectively
- Implementing comprehensive testing strategies to ensure that the software is thoroughly tested and meets the needs of the end-users
- Allocating sufficient resources to the project and managing them effectively to ensure that the project is completed on time and within budget
- Developing effective communication strategies and ensuring that all team members, stakeholders and project managers are informed and updated regularly on the project's progress

4 components in RUP

- Workflows
 - Sequence of activities performed by roles which produces artefacts
- Roles
 - Defines responsibilities and skills required for team members
- Artefacts
 - Tangible outputs of the development process
 - E.g. document, codes
- Activities
 - Tasks performed by roles, contributing to the production of artefacts

Process Modelling's Importance

- Essential for project success
 - Ensures systematic approach, clarity and structure

- Improved communication
 - Clear understanding of tasks, roles and responsibilities
- Risk management
 - Identifies potential issues early, supports mitigation strategies
- Quality assurance
 - Enables verification, validation and testing throughout development

Advantages of incremental delivery of software

- Faster feedback loop
 - Early identification of issues -> Quicker course of correction and improvements
- Early value delivery
 - Clients can use it faster -> benefits it early as compared to waterfall model, spiral model
- Improved risk management
 - Reduces the scope of potential problems -> Easier to identify problems
- Increased customer satisfaction
 - Demonstrates progress to them and see if it meets their needs
- Easier integration and testing
 - Encourages modular design and development -> Easy to facilitate each component
- Better resource allocation
 - Enables better prioritisation and management of development tools
- Enhanced team motivation
 - Visible progress boosts team morale and motivation
 - Encourages collaboration and shared responsibility for project success
- Adaptability to change
 - Supports flexibility and responsiveness to change
 - Easier to accommodate shifting priorities or new requirements

Disadvantages of incremental delivery of software

- Increased management overhead
 - More frequent planning, tracking and coordination efforts
- Potential for scope creep, increases project duration or costs
 - Adding additional features or functions of a new product, requirements or work
- Incomplete functionality
 - Clients may still need to wait for critical features to be delivered
- Frequent releases
 - May disrupt client operations, version management problems
- Inefficient use of resources
 - Can lead to delays in other aspects of project
- Increased client involvement
 - Can be time consuming and distract workflow
- Dependency challenges
- Difficulty in estimating project duration

- Due to frequent feedback and requirement changes

Software Requirement Specifications

- Introduction
 - Purposes
 - Describes the objective and scope
 - Audience
 - Defines the intended readers (developers, client, stakeholder)
 - Clarifies terminology for clear communication
- Project overview
 - System context
 - Describes how the software fits within the larger system or business environment
 - User roles and responsibilities
 - Outlines user categories and their needs
 - Assumptions and dependencies
 - Lists any external factors or conditions impacting the project
- External features
 - Interface requirements
 - Details user, hardware and software interfaces
 - Data requirements
 - Describes data inputs, outputs and storage needs
 - Compliance
 - Specifies any relevant industry standards or regulations the software must meet
- Supplementary requirements
 - Non-functional requirements
 - Addresses aspects such as reliability, usability and security
 - Quality attributes
 - Defines expected system quality levels, maintainability, scalability
 - Constraints and limitations
 - Outlines any technical or business constraints affecting the project

Delphi Method disadvantages

- Time consuming
 - Delays in obtaining and processing expert feedback
- Expert availability
 - Difficulty in finding and obtaining suitable experts
- Subjectivity and bias
 - Estimation may be influenced by personal opinions and experiences
- Inaccurate or outdated expertise
 - May not be applicable to specific project
- Lack of transparency
- Limited scope

- Potential for overreliance on expert input
- Inefficiency in reaching consensus
 - Result in delays and additional resources
- Difficulty in documenting rationale
 - Challenging to provide detailed explanations for estimations

Delphi Method advantages

- Anonymity
 - Encourages honest and unbiased input
- Aggregated expertise
 - Uses collective knowledge of experts, increasing accuracy
- Iterative process
 - Allows for identification and resolution of discrepancies
- Controlled feedback
 - Facilitator summarises and shares feedbacks, minimising conflicts
- Adaptability
 - Flexible approach for diverse industries and domains
- Reduced groupthink
 - Encourages diverse opinions and perspectives
- Fosters learning
 - Encourages continuous improvement and knowledge sharing

Verification

- Ensures the product is being built according to specified requirements
- Focus
 - Evaluates the process, checks conformity with design documents and specifications
- Example
 - Inspecting code to ensure it follows coding standards and design patterns

Validation

- Ensures the built product meets the user's needs and expectations
- Focus
 - Evaluates the product functionality, assess if it solves the intended problem
- Example
 - User acceptance testing
 - Confirms that the software meets user requirements and expectations

Inception Phase Completed tasks

- Project scope definition
 - Establishing project boundaries, objectives and high-level requirements
- Stakeholder identification
 - Identifying and documenting key stakeholders and their roles
- Initial risk assessment

- Identifying risks, evaluating their impact and outlining mitigation strategies
- Project feasibility analysis
 - Assessing technical, financial and organisational feasibility for the project
- High-level project schedule
 - Estimating project duration and outlining major milestones
- Resource planning
 - Identifying necessary personnel, equipment and other resources
- Project approval
 - Obtaining stakeholder buy-in and approval to proceed to the next phase

Software reuse

- Leveraging existing software components, code or designs in new project
 - Reduces development effort, improves consistency, promotes standardisation
- Benefits:
 - Reduced development time
 - Existing components can be integrated faster
 - Lower development costs
 - Improves quality
 - Reduced potential for defects/bugs in new projects
 - Consistency and standardisation
 - Simplifies maintenance and support efforts
 - Easier knowledge transfer
 - Reduces learning curve and onboarding time
 - Increased reliability
 - Reused codes have gone through rigorous testing, enhancing reliability
 - Enhanced maintainability
 - Reused codes are well documented, facilitates easier updates and maintenance

Measuring successful project reviews

- Establish review objectives
 - Defines clear goals and align objectives with project quality standard and requirements
- Schedule regular reviews
 - Ensures timely identification and resolution of issues
- Involve relevant stakeholders
 - Encourages diverse perspectives and expertise
- Prepare review materials
 - Compiling of necessary documents, code samples and other artefacts for review
- Conduct structured review sessions
 - Address objectives systematically to encourage constructive feedback and open discussion
- Implement and track improvements
 - Assign responsibilities and deadlines for addressing

- Measuring success
 - Timely issue resolution
 - Monitor progress on action items and measure improvements
 - Quality metrics
 - Track defect rates, customer satisfaction and other relevant indicators
 - Lessons learnt
 - Evaluate review effectiveness and adapt processes for continuous improvement

Issues that might arise when improving success

- Resistance to change
 - Team members may resist altering established routines
 - Requires effective change management and communication strategies
- Training and learning curve
 - Team members may need to learn new tools or methods
 - Could impact productivity in the short term
- Resource availability
 - Implementing new processes may require additional resources
 - Could strain the project budget or schedule
- Integration with existing processes
 - Changes may disrupt other connected processes
 - Requires careful planning and coordination
- Effect on project deliverables
 - Process changes could impact project output, timelines or quality
 - Requires careful risk assessment and management
- Organisational culture
 - Company culture may resist change or prefer established ways of working
 - Requires leadership support and cultural adaptability
- Measuring effectiveness
 - Challenging to measure the impact of process changed accurately
 - Requires clear metrics and tracking mechanisms
- Documentation and standardisation
 - New processes must be documented and standardised
 - Requires time and effort to ensure consistency
- Stakeholder buy-in
 - Changes may need approval from stakeholders or upper management
 - Requires effective communication and persuasion skills
- Legacy systems and compatibility
 - New processes may not be compatible with existing systems or technology
 - Requires careful evaluation and potential technology upgrades

Factors that impact on the maintainability of software

- Code quality
 - Well-structured, clean and efficient code is easier to maintain

- Encourage best practices, code reviews and adherence to coding standards
- Documentation
 - Comprehensive and up-to-date documentation simplified maintenance tasks
 - Includes design documents, user manuals and inline code comments
- Modularity and separation of concerns
 - Modular design with clear boundaries between components enhances maintainability
 - Simplifies updates and reduces the risk of introducing new issues
- Consistency and standardisation
 - Consistent coding conventions, design patterns and naming conventions facilitate maintenance
 - Promotes easier understanding and modification of code
- Testability
 - Well-tested software with thorough test coverage is more maintainable
 - Encourage unit testing, integration testing and automated testing
- Technical debt management
 - Proactively addressing technical debt prevents long term maintainability issues
 - Regularly assess and address code quality, design issues and outdated dependencies
- Dependency management
 - Proper management of third-party libraries and dependencies affects maintainability
 - Stay up-to-date with security patches and compatible versions
- Knowledge transfer and team expertise
 - Effective knowledge sharing and training within the team ensures maintainability
 - Cross -training and onboarding processes help maintain expertise across the team

Risk Register

- Document used in project management to identify, assess and track potential risks
- Key components
 - Risk descriptions, probability of occurrence, potential impact, risk owner and mitigation strategies
- Purpose
 - Helps in proactive risk management, facilitating timely risk identification, assessment and response planning
 - Aids in communication and understanding of risks among project stakeholders