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Software Project Metrics: Errors are the flaws that are detected or uncovered before software is delivered.

Defects are flaws that are uncovered after the software is delivered to the user base.

Common used measurements are: power, SNR, length, weight etc. We need to collect information which was originally private.

Software Metrics etiquette that is appropriate for both managers and practitioners as they institute a process metrics program.

- ① Use common sense and organizational sensitivity when interpreting metrics data.
- ② Provide regular feedback to the individuals and teams who collect measures and metrics.
- ③ Don't obsess on a single metric to the exclusion of other important metrics.

More use of this in a disciplined manner gives way to statistical software process improvement (SSPI).

It works in the following manner:

- ① All errors and defects are categorized by origin (eg, flaw in specification, flaw in logic, non-conformance to standards).
- ② The cost to correct each error and defect is recorded.
- ③ The number of errors and defects in each category is counted and ranked in descending order.
- ④ The overall cost of errors and defects in each category is computed.
- ⑤ Resultant data are analyzed to uncover the categories that result in highest cost to the company.
- ⑥ Plans are developed to modify the process with the intent of eliminating (or reducing the frequency of) the class of errors and defects that is most costly.