BLG 475E
SOFTWARE QUALITY and TESTING

HOMEWORK II

Students:

TEOMAN TURAN 040100014

TUĞRUL YATAĞAN 040100117

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The Story Selected from the Article: Case Study #2

Company: Sydney Water Corp.

Failure: Project to automate customer information and billing for Australia's largest water provider is canceled in 2002, due to inadequate planning, numerous change requests, and cost and schedule overruns.

Cost: $33.2 million

1. What happened

The project failed since the reworking on the project costs much more than the budget allocated to the accretion value work. Project is delayed by 18 months and exceeds its original budget by more than 100%.

As a result of the series of the factors that gave the failure of the project, Sydney Water needed to abort the project midway, but had been spending AU(Australian Dollar) $61 million (US $33.2 million) before that happened.

2. What the problem was in the software process

Australian Auditor General investigated the issue, then concluded that the major reason of this failure was inadequate planning and specifications. These created a requirement for plenty of changes, and these consequences led huge costs and delays for the deadline of the project's completion.

3. Which phase of the project the actual error was, how the error caused fault and which situation the failure was

Correct requirement analysis could not be done at the beginning of the project. This leads to incorrect software requirements specification also wrong deadline estimation and budget estimation. Incomplete analysis created errors but these errors did not make faults until the development process done so after the analysis, design, implementation and testing phases; these faults started to make failure. Administration of the water corp. Tried to solve these problem by investing more money to project and delaying the deadline. This leads endless software process and finally project failed.

4. Why the development team could not realize these problems earlier and how they overcome the accident

Development team did not get the adequate information from the authorities at the beginning of the project also they did not understand correct needs of the water corp. and they did not verified specifications which they given. After that the development team tended to overcome deficient requests by requesting more budget and more time. This of course made incessant delays and budget increases of the project.

References

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