PONDER 03 : DISAGREEMENT

Ryan Dockstader

# Point

In the article, the author first describes what Software Configuration Management is in their words. Then, they try to put those words in context. Near the beginning of the article, it states:

“More formally stated, product integrity is defined to be the intrinsic set of attributes that characterize a product:

* That fulfills user functional needs;
* That can easily and completely be traded through its life cycle;
* That meets specified performance criteria;
* Whose cost expectations are met;
* Whose delivery expectations are met.” [1, pg 79]

While these are good aspects of product integrity, I think the first point needs to be much more then fulfilling the functional needs of the user. I think leaving form completely out of this text, makes it so a major point in software is completely missed.

# Rational

The reasoning behind this is that no matter how functional an application is, if the user doesn’t understand how to use it, they simply will not. For instance, take an example from the workplace. In my place of employment, we implement software for various agencies across the world. This requires working closely with them to see their functional needs and fulfil them through the software. However, in one instance this one done very well, but the users that it was implemented for refused to use it. When questioned the users stated they like the old system better. When pushed on this issue, it was determined that it came down to having to use the mouse more on the new system vs. the old. Luckily, the implementation team was able to redesign the system to be more keyboard based. Then, with another round or two of testing the users really started to not only use the system but to like it.

This story illustrates the fact that you also must consider how the user actually wants to use the system when talking about the integrity of a product.

# Works Cited

1. E. Bersoff, "Elements of software configuration management," IEEE Trans. on Softw. Eng., vol. SE-10, no. 1, pp. 79-87, Jan. 1984,[Online] Available: <http://ieeexplore.ieee.org/stamp/stamp.jsp?tp=&arnumber=5010202&isnumber=5010187>