- Section I p. 1
- 1 Introduction to Software Engineering p. 5
- The Software Developer p. 6
- The SDLC: Systems Development Life Cycle p. 8
- The Feasibility Study: The First Step p. 9
- Information-Gathering Channels p. 10
- Diagramming or Modeling the System p. 12
- Developmental Methodologies p. 14
- System Design p. 20
- Object-Oriented Methodologies p. 22
- Testing p. 25
- Standards and Metrics p. 27
- Procedure p. 29
- Installation p. 30
- Documentation p. 30
- Maintenance p. 31
- Training p. 32
- Conclusion p. 32
- 2 The Feasibility Study and Cost/Benefit Analysis p. 35
- Feasibility Study Components p. 35
- Cost/Benefit Analysis p. 38
- Scheduling the Feasibility Study p. 40
- The Feasibility Study Process p. 41
- Conclusion p. 45
- 3 Writing the Project Plan p. 47
- The Project Plan Unwrapped p. 49
- Why Write a Project Plan? p. 47
- Who Writes the Project Plan? p. 48
- What Goes into the Project Plan? p. 48
- Is It Worth It? p. 58
- 4 Requirements Elicitation p. 61
- Stakeholder Analysis p. 61
- Elicitation Techniques p. 62
- A Checklist for Requirements Management p. 71
- Conclusion p. 71
- 5 Designing User-Oriented Systems p. 75
- Secrets of the Trade p. 75
- Tailoring the System to End Users' Needs p. 76
- Drumming Up Enthusiasm p. 77
- Methodologies p. 78
- Distributing Data to Its Rightful Owner--the End User p. 80
- The Systems Choice p. 81
- Conclusion p. 83
- 6 The Outsourcing Decision p. 85
- Phase 1 Analysis and Evaluation p. 85
- Phase 2 Needs Assessment and Vendor Selection p. 85

- Phase 3 Implementation p. 86
- An Outsourcing Example p. 86
- Should You Outsource? p. 91
- Questions to Ask Potential Outsourcing Companies p. 94
- Outsourcing Models p. 95
- Conclusion p. 95
- 7 Methodology Selection p. 97
- A Brief Summary of Common Generic Methodologies p. 97
- Rating Your Methodology p. 99
- Determining Your Methodology's Rating p. 107
- 8 Selecting and Integrating a Repository for Effective Resource Management p. 109
- Effective Information Resource Management p. 109
- How to Use This Chapter p. 111
- Scoring the Repository Workbench p. 126
- 9 Structured Methodology Review p. 129
- Rapid Applications Development (RAD) p. 131
- Joint Application Design (JAD) p. 133
- Group Support Systems (GSS) p. 134
- CASE Tools p. 134
- A Variety of Structured Methodologies p. 135
- Extreme Programming p. 137
- Conclusion p. 138
- 10 Extreme Programming Concepts p. 139
- The Rules of Extreme Programming p. 139
- Conclusion p. 145
- 11 Development Before the Fact Technology p. 147
- What Is Wrong with Systems p. 147
- Development Before the Fact p. 149
- The Technology p. 150
- Integrated Modeling Environment p. 152
- Primitive Structures p. 154
- Defined Structures p. 156
- FMaps, TMaps, and Their Integration p. 159
- Universal Primitive Operations p. 160
- Performance Considerations p. 163
- Inherent Integration with System-Oriented Objects p. 164
- 12 The Design Specification p. 169
- The Process p. 169
- A System Spec Walkthrough p. 179
- The Details of Design p. 169
- Logical and Physical Design p. 175
- The Systems Specification p. 178
- Conclusion p. 179
- 13 Object-Oriented Design p. 181
- What Is OO? p. 181
- OO from the Bottom Up p. 182

- OOAD Methodologies p. 185
- OOAD Simplified p. 189
- 14 User Interface Design p. 199
- User Interface (UI) Design Principles p. 199
- The UI Design Process p. 202
- Designing Effective Input and Output p. 203
- Usability Testing p. 207
- Summary p. 208
- 15 Software Re-Engineering p. 211
- What is Software Re-Engineering? p. 211
- Why We Need Software Re-Engineering p. 211
- Software Re-Engineering Strategies p. 212
- The Process of Re-Engineering p. 213
- Forward Engineering p. 218
- Conclusion p. 220
- 16 Software Testing p. 221
- What Is Software Testing? p. 221
- Software Testing Strategy p. 224
- Test Automation p. 225
- Practical Approach to Automated Software Testing p. 227
- Using Automated Testing Tools p. 228
- Conclusion p. 229
- 17 The Process of EDP Auditing p. 231
- Organizing Your Audit p. 231
- Systemic Audit p. 234
- Security and Quality p. 236
- Ergonomics p. 241
- Customer Service p. 243
- Legality p. 244
- Conclusion p. 244
- 18 The Management of Software Maintenance p. 245
- The Maintenance Process p. 245
- Types of Maintenance p. 247
- Maintenance Costs p. 248
- A Model for Maintenance p. 249
- Managing Maintenance Personnel p. 250
- Measuring Effectiveness p. 250
- Controlling Maintenance Requests p. 251
- Conclusion p. 252
- 19 The Science of Documentation p. 255
- What Exactly Is Documentation? p. 255
- Methods and Standards p. 258
- 20 Survey on IT Productivity and Quality p. 271
- Generating Documentation the Right Way p. 259
- Maintaining Documentation p. 268
- Conclusion p. 269

- Planning for Quality p. 272
- The Process of Measurement p. 273
- The Original Metric p. 275
- The HP Way p. 277
- The Function Point Advantage p. 278
- The Quality Equation p. 281
- Conclusion p. 282
- Section II p. 283
- 21 Putnam's Software Equation and SLIM p. 287
- Abstract p. 287
- Procedures/Issues/Policies p. 287
- 22 The COCOMO II Model p. 291
- Abstract p. 291
- Application Composition Model p. 291
- The Early Design Model p. 292
- The Post-Architecture Model p. 293
- 23 Putnam's Cost Estimation Model p. 297
- Abstract p. 297
- Procedures/Issues/Policies p. 297
- 24 Malcolm Baldrige Quality Award p. 299
- Abstract p. 299
- Procedures/Issues/Policies p. 299
- 25 Zachman's Framework p. 303
- Abstract p. 303
- Procedures/Issues/Policies p. 303
- 26 Linkman's Method for Controlling Programs through Measurement p. 305
- Abstract p. 305
- Procedure p. 305
- 27 Kellner's Nontechnological Issues in Software Engineering p. 309
- Abstract p. 309
- Procedures/Issues/Policies p. 309
- 28 Martin and Carey's Survey of Success in Converting Prototypes to Operational Systems p. 313
- Abstract p. 317
- Abstract p. 313
- Procedures/Issues/Policies p. 314
- 29 Putnam's Trends in Measurement, Estimation, and Control p. 317
- Procedures/Issues/Policies p. 318
- 30 Sprague's Technique for Software Configuration Management in a Measurement-Based Software Engineering Program p. 319
- Abstract p. 319
- Procedures/Issues/Policies p. 321
- Procedures for Developing an SCM Process p. 321
- 31 Corbin's Methodology for Establishing a Software Development Environment p. 325
- Abstract p. 325
- Procedures/Issues/Policies p. 325

- 32 Couger's Bottom-Up Approach to Creativity Improvement in IS Development p. 329
- Abstract p. 333
- Abstract p. 329
- Procedures/Issues/Policies p. 329
- 33 Shetty's Seven Principles of Quality Leaders p. 333
- Procedures/Issues/Policies p. 333
- 35 Gould's Points on Usability p. 341
- 34 Simmons' Statistics Concerning Communications' Effect on Group Productivity p. 337
- Abstract p. 337
- Procedures/Issues/Policies p. 337
- Abstract p. 341
- Procedures/Issues/Policies p. 341
- 36 Prescott's Guidelines for Using Structured Methodology p. 345
- Abstract p. 345
- Procedures/Issues/Policies p. 345
- 37 Kemayel's Controllable Factors in Programmer Productivity p. 349
- Abstract p. 349
- Procedures/Issues/Policies p. 349
- 38 AT&T's "Estimeeting" Process for Developing Estimates p. 355
- Abstract p. 355
- Procedures/Issues/Policies p. 356
- 39 Burns' Framework for Building Dependable Systems p. 361
- Abstract p. 361
- Procedures/Issues/Policies p. 361
- 40 Avison's Multiview Meta-Methodology p. 365
- Abstract p. 365
- Procedures/Issues/Policies p. 365
- 41 Byrne's Reverse Engineering Technique p. 369
- Abstract p. 369
- Procedures/Issues/Policies p. 370
- 42 Prieto-Diaz' Reusability Model p. 373
- Abstract p. 373
- Procedures/Issues/Policies p. 373
- 43 Farbey's Considerations on Software Quality Metrics during the Requirements Phase p. 377
- Abstract p. 377
- Procedures/Issues/Policies p. 377
- 44 Redmill's Quality Considerations in the Management of Software-Based Development Projects p. 381
- Abstract p. 381
- Procedures/Issues/Policies p. 385
- Procedures/Issues/Policies p. 381
- 45 Contel's Software Metrics in the Process Maturity Framework p. 385
- Abstract p. 385

- 46 Kydd's Technique to Induce Productivity through Shared Information Technology p.
  389
- Abstract p. 389
- Procedures/Issues/Policies p. 389
- 47 Bellcore's Software Quality Metrics p. 391
- Abstract p. 391
- Procedures/Issues/Policies p. 391
- 48 Keyes' Value of Information p. 393
- Abstract p. 393
- Procedures/Issues/Policies p. 393
- 49 Pfleeger's Method for CASE Tool Selection Based on Process Maturity p. 395
- Abstract p. 395
- Procedures/Issues/Policies p. 395
- 50 McCabe's Complexity Metric p. 399
- Abstract p. 399
- Procedures/Issues/Policies p. 399
- 51 Halstead's Effort Measure p. 401
- Abstract p. 401
- Procedures/Issues/Policies p. 401
- 52 DEC's Overview of Software Metrics p. 403
- Abstract p. 403
- Procedures/Issues/Policies p. 403
- 53 Hewlett Packard's TQC (Total Quality Control) Guidelines for Software Engineering Productivity p. 407
- Abstract p. 407
- Procedures/Issues/Policies p. 407
- 54 Motorola's Six Sigma Defect Reduction Effort p. 411
- Abstract p. 411
- Procedures/Issues/Policies p. 411
- 55 Lederer's Management Guidelines for Better Cost Estimating p. 413
- Abstract p. 413
- 56 Kanter's Methodology for Justifying Investment in Information Technology p. 417
- Abstract p. 417
- Procedures/Issues/Policies p. 417
- 57 The "Make-Buy" Decision p. 421
- Abstract p. 421
- Procedures/Issues/Policies p. 421
- 58 Software Selection from Multiple Packages p. 423
- Abstract p. 423
- Procedures/Issues/Policies p. 423
- 59 The Boehm COCOMO Model p. 425
- Abstract p. 425
- Procedures/Issues/Policies p. 425
- 60 IEEE Standard Dictionary of Measures to Produce Reliable Software p. 427
- Abstract p. 427
- Procedures/Issues/Policies p. 427

- 61 IEEE Framework for Measures p. 435
- Abstract p. 439
- Abstract p. 435
- Procedures/Issues/Policies p. 435
- 62 Gillies' Method for Humanization of the Software Factory p. 439
- Procedure p. 440
- 63 Pfleeger's Approach to Software Metrics Tool Evaluation p. 443
- Abstract p. 443
- Procedures/Issues/Policie p. 443
- 64 Maiden's Method for Reuse of Analogous Specifications through Human Involvement in Reuse Process p. 447
- Abstract p. 447
- Procedure p. 452
- Procedures p. 448
- 65 Tate's Approaches to Measuring Size of Application Products with CASE Tools p.
  451
- Abstract p. 451
- Section III p. 455
- Appendices p. 457
- Appendix A System Service Request Form p. 459
- Appendix B Project Statement of Work p. 461
- Appendix C Feasibility Study Template p. 489
- Appendix D Sample Cost/Benefit Analysis Worksheets p. 499
- Appendix E Sample Business Use Case p. 509
- Appendix F Sample Project Plan p. 519
- Appendix G Sample SRS p. 535
- Appendix H Sample Survey p. 577
- Appendix I Sample Architectural Design p. 579
- Appendix J Sample SDS p. 593
- Appendix K Sample Data Dictionary p. 639
- Appendix L Sample OO SDS p. 643
- Appendix M Sample Class Dictionary p. 749
- Appendix N Control Sheet p. 753
- Appendix O Test Plan p. 755
- Appendix P QA Handover Document p. 795
- Appendix Q Software Metrics Capability Evaluation Questionnaires p. 797
- Appendix R IT Staff Competency Survey p. 819
- Appendix S Function Point Counting Guide p. 825
- Index p. 859