

Jessica Keyes

Software Engineering Handbook



Contents

SECTION I	1	
1	Introduction to Software Engineering.....	5
The Software Developer	6	
The SDLC: Systems Development Life Cycle	8	
The Feasibility Study: The First Step	9	
Information-Gathering Channels	10	
Diagramming or Modeling the System	12	
Developmental Methodologies	14	
System Design	20	
Object-Oriented Methodologies	22	
Testing.....	25	
Standards and Metrics	27	
Procedure	29	
Installation	30	
Documentation.....	30	
Maintenance.....	31	
Training.....	32	
Conclusion	32	
2	The Feasibility Study and Cost/Benefit Analysis.....	35
Feasibility Study Components	35	
Cost/Benefit Analysis	38	
Scheduling the Feasibility Study	40	
The Feasibility Study Process	41	
Conclusion	45	
3	Writing the Project Plan	47
Why Write a Project Plan?	47	
Who Writes the Project Plan?.....	48	
What Goes into the Project Plan?	48	
The Project Plan Unwrapped	49	
Is It Worth It?	58	
4	Requirements Elicitation	61
Stakeholder Analysis.....	61	

Elicitation Techniques	62
A Checklist for Requirements Management	71
Conclusion	71
5 Designing User-Oriented Systems	75
Secrets of the Trade	75
Tailoring the System to End Users' Needs	76
Drumming Up Enthusiasm	77
Methodologies	78
Distributing Data to Its Rightful Owner — the End User ...	80
The Systems Choice	81
Conclusion	83
6 The Outsourcing Decision	85
Phase 1: Analysis and Evaluation	85
Phase 2: Needs Assessment and Vendor Selection	85
Phase 3: Implementation	86
An Outsourcing Example	86
Should You Outsource?	91
Questions to Ask Potential Outsourcing Companies	94
Outsourcing Models	95
Conclusion	95
7 Methodology Selection	97
A Brief Summary of Common Generic Methodologies	97
Rating Your Methodology	99
Determining Your Methodology's Rating	107
8 Selecting and Integrating a Repository for Effective Resource Management	109
Effective Information Resource Management	109
How to Use This Chapter	111
Scoring the Repository Workbench	126
9 Structured Methodology Review	129
Rapid Applications Development (RAD)	131
Joint Application Design (JAD)	133
Group Support Systems (GSS)	134
CASE Tools	134
A Variety of Structured Methodologies	135
Extreme Programming	137
Conclusion	138
10 Extreme Programming Concepts	139
The Rules of Extreme Programming	139
Conclusion	145
11 Development Before the Fact Technology	147

	What Is Wrong with Systems	147
	Development Before the Fact.....	149
	The Technology	150
	Integrated Modeling Environment.....	152
	Primitive Structures	154
	Defined Structures.....	156
	FMaps, TMaps, and Their Integration.....	159
	Universal Primitive Operations	160
	Performance Considerations	163
	Inherent Integration with System-Oriented Objects	164
12	The Design Specification	169
	The Process	169
	The Details of Design.....	169
	Logical and Physical Design.....	175
	The Systems Specification	178
	A System Spec Walkthrough.....	179
	Conclusion	179
13	Object-Oriented Design.....	181
	What Is OO?	181
	OO from the Bottom Up	182
	OOAD Methodologies	185
	OOAD Simplified	189
14	User Interface Design	199
	User Interface (UI) Design Principles	199
	The UI Design Process.....	202
	Designing Effective Input and Output.....	203
	Usability Testing	207
	Summary.....	208
15	Software Re-Engineering	211
	What is Software Re-Engineering?	211
	Why We Need Software Re-Engineering	211
	Software Re-Engineering Strategies.....	212
	The Process of Re-Engineering	213
	Forward Engineering.....	218
	Conclusion	220
16	Software Testing	221
	What Is Software Testing?	221
	Software Testing Strategy.....	224
	Test Automation	225
	Practical Approach to Automated Software Testing.....	227
	Using Automated Testing Tools.....	228
	Conclusion	229

Software Engineering Handbook

17	The Process of EDP Auditing	231
Organizing Your Audit	231	
Systemic Audit	234	
Security and Quality	236	
Ergonomics	241	
Customer Service	243	
Legality	244	
Conclusion	244	
18	The Management of Software Maintenance	245
The Maintenance Process	245	
Types of Maintenance	247	
Maintenance Costs	248	
A Model for Maintenance	249	
Managing Maintenance Personnel	250	
Measuring Effectiveness	250	
Controlling Maintenance Requests	251	
Conclusion	252	
19	The Science of Documentation	255
What Exactly Is Documentation?	255	
Methods and Standards	258	
Generating Documentation the Right Way	259	
Maintaining Documentation	268	
Conclusion	269	
20	Survey on IT Productivity and Quality	271
Planning for Quality	272	
The Process of Measurement	273	
The Original Metric	275	
The HP Way	277	
The Function Point Advantage	278	
The Quality Equation	281	
Conclusion	282	
SECTION II		283
21	Putnam's Software Equation and SLIM	287
Abstract	287	
Procedures/Issues/Policies	287	
22	The COCOMO II Model	291
Abstract	291	
Application Composition Model	291	
The Early Design Model	292	
The Post-Architecture Model	293	

23	Putnam's Cost Estimation Model.....	297
	Abstract	297
	Procedures/Issues/Policies	297
24	Malcolm Baldrige Quality Award	299
	Abstract	299
	Procedures/Issues/Policies	299
25	Zachman's Framework	303
	Abstract	303
	Procedures/Issues/Policies	303
26	Linkman's Method for Controlling Programs through Measurement	305
	Abstract	305
	Procedure	305
27	Kellner's Nontechnological Issues in Software Engineering	309
	Abstract	309
	Procedures/Issues/Policies	309
28	Martin and Carey's Survey of Success in Converting Prototypes to Operational Systems	313
	Abstract	313
	Procedures/Issues/Policies	314
29	Putnam's Trends in Measurement, Estimation, and Control.....	317
	Abstract	317
	Procedures/Issues/Policies	318
30	Sprague's Technique for Software Configuration Management in a Measurement-Based Software Engineering Program.....	319
	Abstract	319
	Procedures/Issues/Policies	321
	Procedures for Developing an SCM Process	321
31	Corbin's Methodology for Establishing a Software Development Environment.....	325
	Abstract	325
	Procedures/Issues/Policies	325
32	Couger's Bottom-Up Approach to Creativity Improvement in IS Development	329
	Abstract	329
	Procedures/Issues/Policies	329

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

	Abstract	381
	Procedures/Issues/Policies	381
45	Contel's Software Metrics in the Process Maturity Framework	385
	Abstract	385
	Procedures/Issues/Policies	385
46	Kydd's Technique to Induce Productivity through Shared Information Technology	389
	Abstract	389
	Procedures/Issues/Policies	389
47	Bellcore's Software Quality Metrics	391
	Abstract	391
	Procedures/Issues/Policies	391
48	Keyes' Value of Information	393
	Abstract	393
	Procedures/Issues/Policies	393
49	Pfleeger's Method for CASE Tool Selection Based on Process Maturity	395
	Abstract	395
	Procedures/Issues/Policies	395
50	McCabe's Complexity Metric	399
	Abstract	399
	Procedures/Issues/Policies	399
51	Halstead's Effort Measure	401
	Abstract	401
	Procedures/Issues/Policies	401
52	DEC's Overview of Software Metrics	403
	Abstract	403
	Procedures/Issues/Policies	403
53	Hewlett Packard's TQC (Total Quality Control) Guidelines for Software Engineering Productivity	407
	Abstract	407
	Procedures/Issues/Policies	407
54	Motorola's Six Sigma Defect Reduction Effort	411
	Abstract	411
	Procedures/Issues/Policies	411
55	Lederer's Management Guidelines for Better Cost Estimating	413
	Abstract	413

56	Kanter's Methodology for Justifying Investment in Information Technology	417
	Abstract.....	417
	Procedures/Issues/Policies.....	417
57	The "Make-Buy" Decision.....	421
	Abstract.....	421
	Procedures/Issues/Policies.....	421
58	Software Selection from Multiple Packages	423
	Abstract.....	423
	Procedures/Issues/Policies.....	423
59	The Boehm COCOMO Model	425
	Abstract.....	425
	Procedures/Issues/Policies.....	425
60	IEEE Standard Dictionary of Measures to Produce Reliable Software	427
	Abstract.....	427
	Procedures/Issues/Policies.....	427
61	IEEE Framework for Measures	435
	Abstract.....	435
	Procedures/Issues/Policies.....	435
62	Gillies' Method for Humanization of the Software Factory	439
	Abstract.....	439
	Procedure	440
63	Pfleeger's Approach to Software Metrics Tool Evaluation	443
	Abstract.....	443
	Procedures/Issues/Policies	443
64	Maiden's Method for Reuse of Analogous Specifications through Human Involvement in Reuse Process	447
	Abstract.....	447
	Procedures	448
65	Tate's Approaches to Measuring Size of Application Products with CASE Tools	451
	Abstract.....	451
	Procedure	452
SECTION III	455
Appendices	457

Appendix A	System Service Request Form.....	459
Appendix B	Project Statement of Work.....	461
Appendix C	Feasibility Study Template	489
Appendix D	Sample Cost/Benefit Analysis Worksheets	499
Appendix E	Sample Business Use Case	509
Appendix F	Sample Project Plan	519
Appendix G	Sample SRS	535
Appendix H	Sample Survey.....	577
Appendix I	Sample Architectural Design.....	579
Appendix J	Sample SDS	593
Appendix K	Sample Data Dictionary	639
Appendix L	Sample OO SDS.....	643
Appendix M	Sample Class Dictionary	749
Appendix N	Control Sheet.....	753
Appendix O	Test Plan	755
Appendix P	QA Handover Document	795
Appendix Q	Software Metrics Capability Evaluation Questionnaires	797
Appendix R	IT Staff Competency Survey	819
Appendix S	Function Point Counting Guide.....	825
Index	859	

the information technology industry. In the background of this, the push is on for more reuse of existing software and quality. Innovation just will not wait for any longer. The reuse-driven project wait until software reuse forces them down the reuse road in many projects in as many years.

This book was written to push the information technology industry up the learning curve of one tell example. Selected here are 16 chapters, the Appendices, 16 appendices to 16, with practical (the keyword here is practical) techniques, policies, actions, checklists, and guidelines and concepts. The examples are methodology, reuse, productivity, and reliability. The author, an information systems graduate from over 25 years of experience on the reuse trail and developer as a professor of computer science as well.