

PERFORMANCE MANAGEMENT

COST AND QUALITY OF SOFTWARE DEVELOPMENT

Performance Management: cost and quality of software development

Software development is a critical element for business because costs are sometimes excessive, delivery times are rarely respected and quality of the results does not reach expectations.

In recent years companies have focused on the IT service cost reduction, primarily regarding the suppliers.

Cost reduction has reached such a low level that it risks to affect the quality of software. However, if businesses want to reduce costs further, optimizing the software development process becomes a necessity.

This strategy is founded on the knowledge of productivity and quality KPI (Key Performance Indicators) that allows management to evaluate the trend of their own organization and to plan corrective actions aimed at improving

performance and quality of the internal processes.

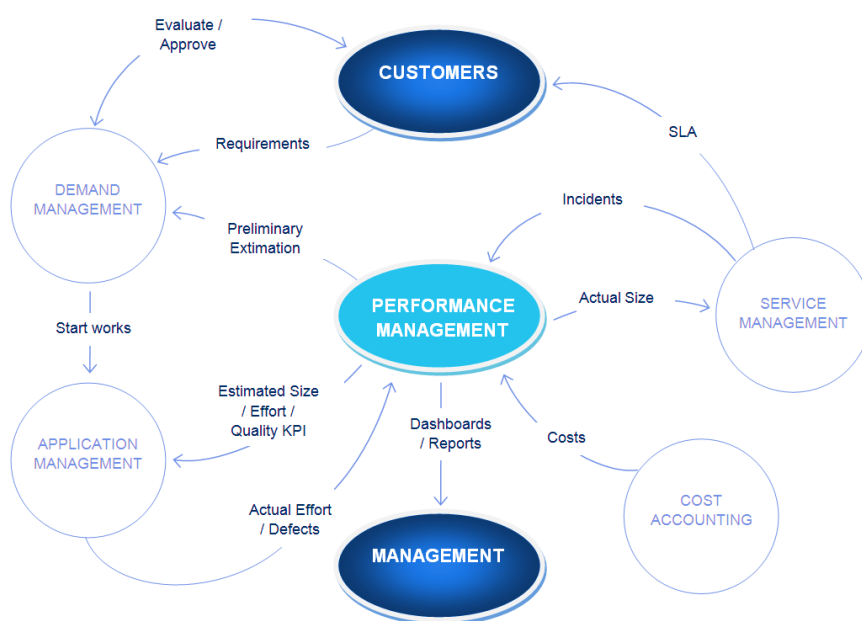
Performance Management (PM) has the objective to define and monitor Key Performance Indicators through the collection of information during the software life cycle.

The process starts by estimating the size of a new product or maintenance in Function Points and we continue by gathering the project data (i.e. actual effort, cost, etc.) and by monitoring the production anomalies (incidents).

Collecting and storing this information in an enterprise repository is fundamental in building dashboards.

Management will be able to analyze indicators and aggregated data, perform drill-down analysis, assess trends and compare productivity and cost of application development of other companies operating in the same market sector.

Process monitoring



The software development process is triggered by a user request (demand). Each request is evaluated initially for estimating the size in Function Points and the cost of the product to be developed.

After approval, the request enters in the software life cycle and the initial estimation can be refined, based on further details available (i.e. use cases, ...).

Starting from the size in FP and final statements (productivity, quality and costs) you can build a first set of metrics (KPIs) that allow management to evaluate the performance of application development.

Function Point Manager© for Performance Management



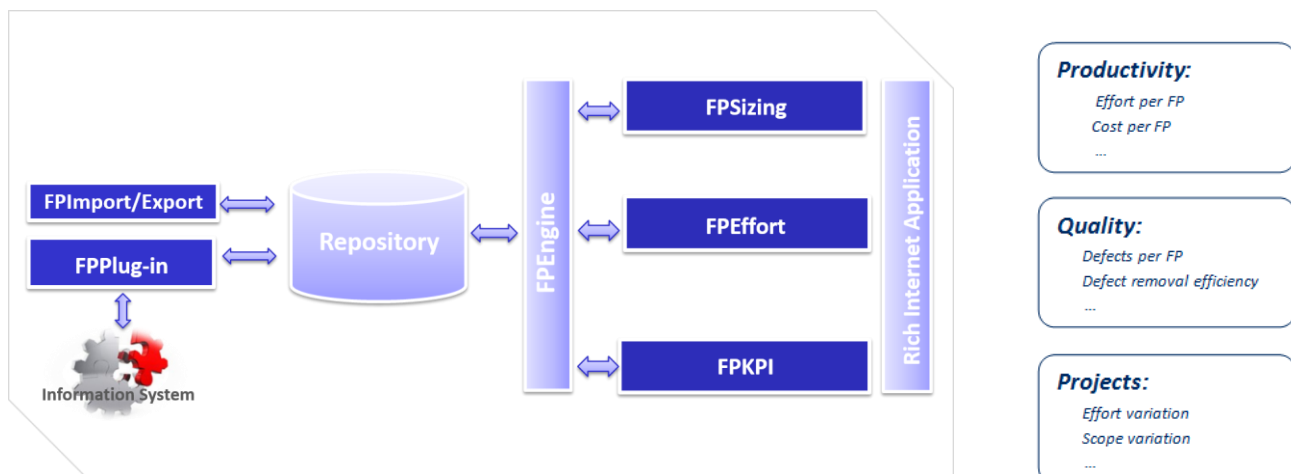
TecnetDati has a long experience in managing major projects in design and implementation of IT governance processes. Function Point Manager©, a result of this experience, allows you to implement an effective Performance Management System.

It is an Enterprise solution that, thanks to its opened, modular and scalable architecture, adapts to all types of business and can be

easily integrated with the Customers System.

Function Point Manager© covers all the Performance Management objectives:

- **SIZING IN FP**, for existing applications, new projects and maintenance and **ESTIMATION** of cost of product to be developed
- **KPIs GATHERING**, starting from the size in FP and final statements (effort, costs, defects, production anomalies, ...)
- **ANALYSIS AND BENCHMARKING**, trend analysis and comparison with the market



A sound experience for a risk free solution

Function Point Manager© can be implemented by following the predefined steps:

- ✓ Review of the organizational model
- ✓ Identification of KPIs
- ✓ Choice of methodologies for Function Points sizing
- ✓ Integration of Function Point Manager© with the customer's system
- ✓ Personalization of dashboards
- ✓ Definition of the user's access profiles.

TECNETDATI, RELIABLE PARTNER

Founded in 1988, TecnetDati has developed sound expertise in Function Points sizing and analysis of quality and productivity KPIs.

ISO9001 certified and accredited as PMI Registered Education Provider, TecnetDati is an IFPUG member and participates actively in the scientific debate on Function Point.



Corso Svizzera 185,
10149 Torino - ITALY
Tel. +39 011 7718090
info@tecnetdati.it
www.tecnetdati.it