



# Metrics Matters

The Australian Journal of  
Software Metrics

July 1998

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# About Metrics Matters

The Metrics Matters journal is a publication of the Australian Software Metrics Association and is circulated to ASMA members Australia wide.

## Contributions

Metrics Matters is seeking contributions from IT professionals. If you have any form of contribution, such as:

- ◆ Case studies
- ◆ Seminar notes and write-ups
- ◆ Research work
- ◆ Industry surveys
- ◆ Current practices
- ◆ Methods and techniques

Please email them to [asma@cia.com.au](mailto:asma@cia.com.au) or send them on 3.5" floppy disk or hardcopy to the address below. The document must be in Word 6.0 or Word 97 format

The Publisher, Metrics Matters  
ASMA (NSW)  
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Leichhardt. NSW. 2040

## ADVERTISEMENTS

If you wish to advertise your products or services in Metrics Matters and reach over 400 metrics-aware individuals and companies, please contact the Publisher.

### **Publisher**

Maria Patane`

### **Editorial Committee (for this publication)**

Peter Pollard, Dennis Dragatogiannis, Lee Wadwell

### **Disclaimer**

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# ASMA News

- ◆ Executive Committees of ASMA are available for your contact at any time. Phone numbers, Fax numbers and E-mail addresses are indicated on pages ??????.
- ◆ If you have any suggestions, comments or topics you wish discussed at presentations throughout the year, please do not hesitate to contact an Administrative Support person or any Committee member.
- ◆ Did you know that as an ASMA member, you receive a **10% discount** on Conferences or Workshops that have been posted to you, via ASMA
- ◆ The next IFPUG Conference will be the Fall Conference. It is planned for September 21-25, 1998 and will be held at the Hilton at Walt Disney World Village in Orlando, Florida, USA.
- ◆ Joint Public Meeting Dates for **ASMA (NSW)** are
 

6 August 1998	Joint meeting hosted by SQA
	Topic: Requirements Management
12 October 1998	Joint meeting hosted by SPIN
- ◆ Meeting dates for **CPC NSW** are:
  - Wednesday, July 29th
  - Wednesday, September 30th, and,
  - Wednesday, November 25th
- ◆ Public Meeting Dates for **ASMA (VIC)** are
  - 26 August 1998
  - 28 October 1998
  - 25 November 1998

# IFPUG Affiliate Meeting - Washington

– Fall Meeting , Sunday April 5<sup>th</sup> 1998

## Attendees

Carol Dekkers (Chair)	- IFPUG
John Van Orden	- IFPUG (Treasurer)
Jean Marc Desharnais	- CIM
Adri Temp	- NESMA
Pam Morris	- ASMA
Peter Fagg	- UKSMA
Grant Rule	- ASMA
Gordan Lunquist	- IFPUG
Domenico Natale	- GUFPI
Grant Rule	- UKSMA
Karen Peterson	- Chicago Area Software Metrics

## .....*Affiliate Member Reports*

### **1. CASMA (USA Local -Chicago Area Software Metrics Association)**

- ❑ Submitted data to ISBSG – total of (40) projects were received for contribution to ISBSG repository – only 10 projects were approved and were submitted to ISBSG.

### **2. UKSMA (United Kingdom Software Metrics Association)**

- ❑ Held a successful Conference Meeting in February. The meeting included a day of tutorials followed by a conference day. They had over 70 people to the two days. The next conference is the 10<sup>th</sup> anniversary conference in November 1998. They plan to widen their product set beyond uses of Function Points. Charles Symons has issued a call for papers. This meeting will be held one week before the ISO WG12 (functional size measurement standards) meeting in London which the UK will host in November.
- ❑ UKSMA will be constructing a WWW site. They have asked to have a reciprocal link to other software metrics associations including ASMA.
- ❑ They recently held an Inter-counter consistency experiment – they will integrate the results into development cycle of Mark11 and production of case studies. Consistency check was exclusively for Mark II. Results concluded that FPA MARK II experts are more consistent. However, in general participants undercounted by an average of 15%. Inter-counter consistency was +-15% of experts. Across all counters there was  $\pm 23\%$  variation in results with most errors due to different interpretation of Requirements.

### **3. CIM (Canadian Software Metrics Association)**

- ❑ CIM – although they attended the affiliate meeting, they abstained from providing a report due to an outstanding objection they have lodged with IFPUG administration. (CIM submitted their training course for certification 3 years ago and it has not yet been processed. This has caused significant inconvenience for Canada and they have withdrawn their affiliation to IFPUG until

this matter is resolved. (Note: 2 weeks after the Washington meeting IFPUG approved the CIM training course).

#### **4. GUFPI (Italian Software Metrics Association)**

- ❑ Italy – hosted the recent ISBSG meeting in Rome in February. They are anticipating increasing their participation in ISBSG in the coming year.
- ❑ Looking at holding another IFPUG CFPS certification exam in May 1999.
- ❑ Participating in the FESMA conference to be held in Belgium next year.
- ❑ Italy has about 150 people certified to IFPUG CPM 4.0.

#### **5. NESMA (Netherlands Software Metrics Association)**

- ❑ In November 1997 they held a two-day metrics workshop in the Netherlands where 50 people attended.
- ❑ Reported that they have finished translating the latest the NESMA FPA Counting Practices Manual into English.
- ❑ Function point analysis has been incorporated into the official curriculum of the Information science. Department of the University, to start in September – this will enroll about 200 students per year.
- ❑ They are currently working hard on their certification program with the Netherlands Examination Institute. This involves establishing a 2 level examination structure
  - Level 1 = CFPA (Certified Function Point Analyst) very similar to IFPUG CFPS exam. They expect 50 – 100 candidates per year. Expect first exam will be held this June 1998.
  - Level 2 = Senior CFPA. In order to pass this exam candidates will need to be very experienced in applying FPA in real situations with all the possibilities of a real specification. They are currently in the process of establishing a specification for the examination but do not anticipate being ready until the beginning of next year
- ❑ NESMA opened a WWW site last week. ([WWW.NESMA.NL.com](http://WWW.NESMA.NL.com)). It will be developed further over the next few months, but currently has 15 pages.

#### **6. ASMA (Australian Software Metrics Association)**

- ❑ Held their annual ACOSM meeting in Canberra in November 1997. It consisted of a day of workshops and the CFPS examination, plus a day of presentations. It had significant international contribution and was well attended.
- ❑ ASMA has just published the latest release of the ISBSG's Repository (Release 5) and has made it available for sale at the IFPUG Washington conference, where it has been well received.
- ❑ ASMA CPC has been working on some Function Point Counting Issues in the CPM 4.0 manual and providing input into the IFPUG CPC.

### **IFPUG Board Update**

- ❑ Survey of IFPUG members – Recent International, member and mail-out surveys. They have compiled the results, which have been published in the latest Metrics Views. Main observation was that IFPUG needed to be more responsive to members needs, particularly in the international arena.
- ❑ Have developed 'Vision plan 2000' based on the results of survey. They plan to track goals identified against what actually occurs.

- Gordan Lunquist – ISBSG update.
  - Put a constitution together for ISBSG – Terry Wright (ASMA) is President, Charlie Gold (IFPUG) vice president, Kevin Luxford (ASMA) Treasurer.
  - Are currently establishing the infrastructure, which will enable ISBSG to progress.
  - Looking at criteria for acceptance for new functional size measurement methodologies into ISBSG
  
- Different membership categories have been established. They have different responsibilities and roles and voting rights.
- ISBSG will be self-sustaining using the new infrastructure.
- Each country is trying to resolve constraints for participation.
- It was expressed that Terry Wright's presentation to the board was vital in encouraging IFPUG to participate and highlight the urgency. IFPUG expressed their gratitude and looked forward to continued contribution.
- Planned Conference Meetings for IFPUG 1999 – New Orleans (spring - April) and Las Vegas (Fall- September).
- Board of Directors agenda – year 2000 potential joint meeting with IFPUG and FESMA (Federation of European Software Metrics Associations).

### ***Call for papers***

- UKSMA invited all Affiliates and their members to submit papers for their conference in London the last week of October this year.
- Please find enclosed a copy of the call for papers.

### **Metrics Views**

- IFPUG informed all affiliates that they are invited to submit a column for Metrics Views.
- The end of next month after each conference is the deadline for submission of articles. Need to have a yearly calendar of international metrics meetings etc.
- Metrics Views will be available on the WWW public site.

**Next Affiliates Meeting dates: 4:30 – 6:30 Monday of next IFPUG Conference meeting September 20<sup>th</sup>, 1998.**

***Prepared by:  
Pam Morris  
ASMA Representative.***

# Supplier Partnership Program

.....*Summary of members meeting*.....

**Peter Kelo** of Optus reported to a joint meeting of SQA, ASMA, and SPIN on **6<sup>th</sup> April 1998**, about **how Optus manages its software suppliers**.

In a program started late last year, the supplier managers at Optus concentrated their attention on the top 10 to 20 suppliers who supply the bulk of Optus' software. These suppliers were ranked according to their perceived value for money and, unsurprisingly, some were perceived to be high value and others low value.

Optus then devised a Supplier Partnership Program to

- Maximise effectiveness overall.
- Partner the best in class.
- Retain management control to allow maximum flexibility.

The SPICE standard is used to assess relevant supplier processes and this information, along with project risk assessments, effectiveness metrics, improvement plans, and the perceived relationship quality between Optus and the supplier goes to rank the supplier into one of three tiers. Those in the top tier are favoured suppliers whom Optus can depend on to deliver quality product to a predictable schedule. Those on the bottom tier are either just starting to supply or in danger of ceasing to supply Optus.

Importantly this whole program is openly discussed with the supplier as is the supplier assessment of Optus.

Questions from the audience examined the view that this seems like Optus retains a high level of control in this relationship as the program is performance based. In reality most other large organisations would like to be in a similar situation to Optus.

In Optus' case the program is openly discussed and it seems that the higher performing suppliers do like the system.



# Interesting Facts/opinions from Howard Rubin's 1997 Survey

.....*Summary of points discussed in ASMA NSW Members meeting on 16 February 1998*.....

- ❖ In the single year of 2005, business will spend around 1.4 trillion dollars, i.e. twice as much on information technology as it did during the entire 1980's. 1980's expenditure was 800 billion, 1990's was 3-4 trillion
- ❖ In one day, there are more IT jobs advertised in the Internet than the entire year's graduating class of IT students for the year.
- ❖ Advertised jobs by demand, by category in descending order: database, network, software engineers, programmers, quality assurance, management, architects, testers, security.
- ❖ From the World Competitiveness Yearbook for 1997 from IMD.

	<b>Competitiveness</b>	<b>FIRST</b>	<b>US Position</b>	<b>Australia Position</b>	<b>NZ Position</b>
1	Overall competitiveness	US	1	18	13
2	IT assets	US	1	13	8
3	Process	Singapore	2	24	10
4	Aggressiveness	US	1	23	14
5	Attractiveness	US	1	12	NZ
6	GDP	US	1	14	43
7	GDP per capita	Switzerland	10	18	23
8	GDP Growth	China	29	23	41
9	\$'s into Tele's	Venezuela	35	22	23
10	Right person for the job	Finland	12	14	8
11	Computers per capita	US	1	3	9
12	Internet Connectivity	Finland	4	7	8
13	Cell phones in use	Norway	7	5	11
14	GDP in Tele'n	Venezuela	34	20	26
15	Labour costs	Japan	9	20	
16	TQM application	Japan	17	18	4
17	Time to Market	Hong Kong	8	32	2
18	Customer Satisfaction	Japan	8	25	4
19	Adequacy of education	Singapore	35	15	16
20	US has 35% of world's computer power. Australia 2%				

- ❖ IT spending now about 5.1% of company revenue
- ❖ Insurance industry has increased IT spending by an average of 55%
 

Prudential	54%	
State Farm	77.9%	
Travelers	46.67%	
Aetna Life and Casualty		-20.8%
Cigna	-1.08%	
Equitable	-4.26%	
Reliance Group		56.14%
Liberty Mutual		184.61%
- ❖ Canada is the fastest producer of defects in the world
- ❖ Life cycle distribution
 

Analysis	14%,	Design	16%,	Coding	33%,	Testing	20%,	Documentation	10%,	Implementation	7%
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- ❖ In 1970 hardware consumed 80% of IT budgets now software is 80%
- ❖ 50% drop in productivity 1974 – 21 FP's/month 1997 10 FP's/month
  - the end to end process has extended
  - high labour content
  - architecture
  - interconnectivity
  - explosion in languages
    - diversion of experienced COBOL to Y2000
    - ISBSG database 1996 – 12.9 1997 – 14.1
- ❖ Buying power is plummeting
  - 30% of costs on non-value added effort
    - canceled projects
    - defect repair
  - 25% on Y2000
  - Labour costs rising 20% to 25% per year until 2000
- ❖ **A 1990 IT budget dollar will only buy you 18c in 1997.**

# New ISO Standard for Software Measurement Process

**By Terry Rout**  
**Chair, Australian Software Engineering Standards Committee**  
**Software Quality Institute, Griffith University**

The International Software Engineering Standards Committee, ISO/IEC JTC1/SC7, has started work on a project to develop a standard for the software measurement process. The proposed Standard will define the common activities that are necessary to successfully identify, define, select, apply, validate, and improve software metrics within an overall project or organizational measurement structure. It will also identify those principles and characteristics of the measurement process required to effectively address software technical and management information needs within a project or organizational context.

The purpose of the proposed Standard is to:

- ❑ Provide a commonly defined but tailorable measurement process, which supports the implementation of specific metrics required by diverse software engineering domains.
- ❑ Establish the characteristics of a measurement process which support the aggregation of process and product measurement data into meaningful information (measurement results).
- ❑ Establish a basis for the collection and use of measurement data over a range of projects to support project estimation and tracking, product evaluation, and process assessment and improvement requirements.
- ❑ Define common measurement terminology applicable to all users and to the entire life cycle. This work does not address the standardization of specific software metrics or software attribute measurement primitives; this issue is addressed in the current revision of ISO/IEC 9126. The proposed Standard will not prescribe the use of particular metrics for specific software processes, products, and process assessment activities.

Software measurement directly supports the evaluation, monitoring, and improvement of software resources, processes and products. Measurement is a primary tool for managing software life cycle activities and ensuring the feasibility of project plans, and the adherence of project activities to those plans. Software measurement is also a key discipline in evaluating the quality of software products and the capability of organizational software processes, and has become increasingly important in two party business agreements, where it provides a basis for specification, management, and acceptance criteria.

Few international projects/organizations have implemented software measurement as a technical management discipline. Measurement has proven to result in significant cost savings per software intensive project, if implemented properly. Savings result from more realistic planning, tracking, and controlling software tradeoffs and constraints, and by providing more objective information to

make project decisions. Additionally, measurement facilitates the evaluation of the effectiveness and efficiency of an organization’s software processes, and their subsequent improvement.

In the cases where measurement is implemented and/or discussed, there frequently is an inconsistency in the terminology that is used to describe the same concepts and activities across projects or organizations. This inhibits effective communication within the community, and retards the dissemination of good practices.

The international software engineering standards and technical guidance define diverse requirements for measuring software processes, products, and process capabilities throughout the software life cycle. However, no existing international standard addresses how a life cycle software measurement process is defined and integrated within project and business contexts, or how metrics validation is integrated into the measurement process.

The proposed Standard is intended to be used by developers, maintainers, acquirers, integrators, operators, evaluators, and end-users of software products and services, as well as project and organizational managers. The proposed Standard is also intended to be used in the context of applied software engineering measurement research by researchers and for setting up large multi-project and/or multi-organization databases, for example, for benchmarking purposes.

Australia has taken a leading role in the development of international software engineering standards, through the Standards Australia committee IT-15. We intend to represent the interests of Australian industry in the development of the new Measurement Process Framework standard; however, to do this effectively, the active involvement of industry groups and individual professionals is needed. Interested people can taken an active part in reviewing documents and commenting on drafts, and may attend meetings of the international working group – **the next is in Germany in October.**

%%%%%%%%%

*For more information, contact the Australian representative in this work, Tom McBride, [tomm@jna.com.au](mailto:tomm@jna.com.au), or from Terry Rout, Chair of the IT-15 Committee, [T.Rout@sqi.gu.edu.au](mailto:T.Rout@sqi.gu.edu.au).*

## Invitation to work with World Experts on Software Evaluation .

A meeting of the International Standards Working Group on Software Metrics and Evaluation **will be held in Sydney in November 1998.**

Working Group 6 of the international software engineering standards committee, ISO/IEC JTC1/SC7, has been responsible for the development (and current revision) of ISO/IEC 9126, *Software Quality Characteristics*, and is nearing completion of its work on ISO/IEC 14598, *Software Product Evaluation*.

Any people wishing to attend this meeting as Australian delegates should contact the Australian representative for this work,

Vipula Godammune, [vipula@au1.ibm.com](mailto:vipula@au1.ibm.com), or

Terry Rout, Chair of the IT-15 Committee, [T.Rout@sqi.gu.edu.au](mailto:T.Rout@sqi.gu.edu.au).

# ISBSG and ASMA - Status at June 1998

By Peter R Hill  
ISBSG Interim Executive Officer

## Introduction

ASMA has been instrumental in the establishment of the International Software Benchmarking Standards Group Limited, (ISBSG). So, ASMA members will be interested to know that ISBSG has now been set up as an independent, not for profit organisation with membership made up of the metrics associations around the world. To date, the UK, USA, Canada, Netherlands, Italy and Germany have agreed to join Australia in the Group. Each member commits to agreed membership fees, to attracting a major sponsor, to sales of The Benchmark and Data Disk and to the submission of an agreed number of projects per year.

## Administration

*Administration Secretary* - The Australian Software Metrics Association – National Secretary - Robyn Smith, is willing to continue in her role as secretary. The secretary looks after receipt/acknowledgment of projects, processing them through the steps of: entry into the repository, rating and reporting. The secretary then sends the reports back to the submitter. Other secretarial duties include controlling the financial matters and handling the day to day business including shipment of Benchmark and other products.

*The Repository Manager* - I am temporarily taking on this role so that I have a thorough understanding of what is involved and I can document the process for a future manager.

## Product Development

*A New Look Benchmark* - We have canvassed comments on Release 5 and will combine these with some new ideas for Release 6. **Comments from any Benchmark users are welcomed. Please email them to ISBSG or directly to me, (peter.r.hill@bigpond.com).** The intent is to improve the physical presentation of The Benchmark as well as adding more “practitioner” content to complement the quality statistical analysis of Release 5. November is being proposed for the next release with the idea that we can then have a November annual release and in May have research analysis reports and presentations.

*“White Papers”* - I am keen to see ISBSG introduce three, quarterly, (Feb, May, August), publications which expand on the current Benchmark release. I envisage two or three papers covering practitioners use or analysis of the Benchmark. I have two volunteers for the first issue, but would welcome another dozen or so! When we get this going it will provide ASMA members with a wider view of the uses of Benchmark and the data in the Repository.

*Data Disk* - The Data Disk has been prepared and will be shipped in the week ending 12 June. The disk will contain data, a guide on its use and ISBSG information.

## What to do

- ◆ If you are involved in Software Development in any way but have not used The Benchmark to help you size projects or compare your productivity to other similar projects around the world, it's time you bought a copy of The Benchmark and found out what the rest of the world is doing.
- ◆ Comments from any Benchmark users are welcomed. Please email them to ISBSG or directly to me ([peter.r.hill@bigpond.com](mailto:peter.r.hill@bigpond.com)).
- ◆ Check out the Web Site at [HTTP://WWW.ISBSG.ORG.AU](http://WWW.ISBSG.ORG.AU)

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# ISBSG Financial Review Article

TUESDAY, MARCH 10, 1998  
THE AUSTRALIAN FINANCIAL REVIEW

## Fixing PC software a one-person job

**Beverley Head**



■ New data proves that a group of programmers will not always solve a problem faster.

■ ISBSG data shows more than one person working on a project can slow PC development down.

■ ISBSG's data was drawn from an international sample of 450 software projects.

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Hard evidence has emerged to validate long-held suspicions that throwing more software programmers at a problem will not necessarily speed up its resolution.

The International Software Benchmarking Standards Group will on Wednesday release data which shows that in the case of personal computer development, having more than one person working on a project can slow it down.

ISBSG's data, drawn from an international sample of 450 real software projects, shows that in the case of mainframe development, doubling the size of a team increases the amount of work done in a particular time frame by just 31 per cent. For mid-range machine development projects, doubling the team increases work done by about a third.

But the equation which most closely maps PC software development is described by the group as "the equation from hell", and shows that in general there is no point having more than a single member in a PC software development crew, or the project may be slowed down.

Besides examining optimal team sizes for software development, the data has been used to generate a management tool, which can determine the likely cost, and time it will take to develop bespoke software.

"Business can now do a quick reckoner of how much it costs to get an application up and running, said Mr Terry Wright, who was appointed International chairman of the group at a meeting in Rome last month.

"Business really can start scoping a project from Day 1, and start translating it into costs."

Mr Wright said the tool - which involves mapping the size of the project, along with the optimal team size and the required delivery date, then costing is based on the average cost of a programmer - would also make clear when management ambitions could not realistically be met by current IT practice.

Formed out of the Australian Software Metrics Association, ISBSG has become a more formal

body following the meeting in Rome. Nations joining the alliance are Australia, the United States, Canada, the United Kingdom, Italy, Germany and the Netherlands.

An executive director of the organisation is expected to be appointed in Melbourne shortly.

With a database of 450-plus software projects, and the promise of at least 300 new projects a year, the database is stabilising according to Mr Wright, and bearing useful fruit.

It is already being used as the basis for research into global software development at Monash University and the University of Quebec.



**Pam Morris-South Africa**



# First Call for Papers for the Australian Software Engineering Conference ASWEC 1998

## Adelaide : 9 -13 November 1998

The 1998 Australian Software Engineering Conference, the premier academic and professional software engineering meeting in the SE-Asia/SW-Pacific region, will be held in Adelaide, South Australia, from 9 to 13 November (*note: the date has changed from earlier announcements*). The conference is being sponsored by the IREE Society of the Institution of Engineers Australia, with the support of the Australian Computer Society.

The technical program will include:

- refereed research papers
- refereed software tool reports
- panel and workshop sessions
- keynote and invited presentations

Papers in the technical program will appear in the Conference Proceedings, which are intended to be published by the IEEE Computer Society Press, as was the case for ASWEC'97. A selection of the best papers will have the opportunity to be revised and expanded for publication in the Australian Computer Journal. Five (5) hard copies of papers should be submitted by 15 May 1998 to the ASWEC'98 Program Chair (see below). Papers should not exceed the equivalent of 5,000 words.

The conference program will also include:

- tutorials
- workshops
- industry experience reports
- poster sessions
- tool demonstrations

Proposals and submissions should be made to the appropriate chair (see below).

ASWEC'98 also invites the co-location of related activities (eg SIG meetings), before, after or in some cases, during, the ASWEC activities. Proposals should be made to the General Chair. Approved co-located events will be announced in ASWEC'98 publicity.

### Important Dates

Tutorial, panel, workshop, & co-located events proposals:	30 Apr 1998
Submission of research papers and tool reports:	15 May 1998
Acceptance advice of proposals and submissions:	15 Jul 1998
Camera-ready copy due (research papers, tool reports):	15 Aug 1998
Submission of industry experience reports:	15 Sep 1998
ASWEC'98 Tutorials:	9 November 1998

ASWEC'98 Technical Program: 10-12 November 1998

ASWEC'98 Workshops: 13 November 1998

### Contact Details

General: (also Workshops & Co-located Events):

Stefan Landherr ASWEC'98 General Chair  
Information Technology Division KSB-2C-27  
Defence Science and Technology Organisation (DSTO)  
SALISBURY SA 5108 AUSTRALIA

Tel: +61 8 8259 6609

Fax: +61 8 8259 5589

stefan.landherr@dsto.defence.gov.au

Research Papers, Software Tool Reports, Panels:

Assoc. Prof. Doug Grant, ASWEC'98 Program Chair  
Head, School of Information Technology  
Swinburne University of Technology  
PO Box 218  
HAWTHORN VIC 3122 AUSTRALIA

Tel: +61 3 9214 8764

Fax: +61 3 9819 0823

dgrant@swin.edu.au

Industry Experience Reports, Tool Exhibits, Posters:

Dr David Bover, ASWEC'98 Industry Chair  
Mission Critical Computing Pty Ltd  
PO Box 261  
BLACKWOOD SA 5051 AUSTRALIA

Tel: +61 8 8358 6788

Fax: +61 88 8358 6788

dbover@camtech.net.au

Tutorials:

Jenny Harvey, ASWEC'98 Tutorials Chair  
Department of Computer Science  
Flinders University of SA  
GPO Box 2100  
ADELAIDE SA 5001 AUSTRALIA

Tel: +61 8 8201 3750

Fax: +61 8 8201 3626

jenny@cs.flinders.edu.au

<b>Articles from Terry Wright</b>
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# **1998 Australian Information Technology Metrics and Benchmarking Services Directory**

*Australian Software Metrics Association*

## **1998 Australian Information Technology Metrics and Benchmarking Services Directory**

### **Purpose of Directory:**

To list, for the use of ASMA members and others in the Information Technology Industry, commercial metrics/measurement and benchmarking service providers.

### **Publisher:**

Australian Software Metrics Association (ASMA) - A non-profit organisation that is a special interest group of the Australian Computer Society. Contact ASMA (NSW) on 02-9716 7525 or email [asma@cia.com.au](mailto:asma@cia.com.au), if you have any queries.

*The factual material contained in this publication has been obtained from information supplied by the vendors. The publishers can take no responsibility for inaccuracies or incomplete information, which have been presented in this publication.*

*All entries have been entered alphabetically.*

## **ArithMETRICS**

ACN 078 644 041

**Principals:**

Arthur Gerozisis

**Contact Details:**

PO Box 186  
Croydon NSW 2132

Ph 02-9420 8885  
Fax 02-9420 8886

Services:

- ◆ Function Point Analysis Training
  - ◆ Using the Function Point Workbench or
  - ◆ Without the Function Point Workbench
- ◆ Function Point Consulting
  - ◆ Benchmarking
  - ◆ Project Estimation
  - ◆ Project Management Using FPA Metrics
  - ◆ Managing Metrics Infrastructure

## **CAPSTONE**

ACN 078 717 763

**Principals:**

Ann Kelly & Ann Jackson

**Contact Details:**

26 Manning Road  
Double Bay NSW 2028

Phone 02- 9327 3759  
Fax 02- 9327 3879  
e-mail capstone@envoye.com.au

- ◆ Is your organisation under outsourcing pressures?
- ◆ Do your software estimates processes need improvement?
- ◆ Are you lacking the expertise within your company to implement a technology measurement program?
- ◆ Do you find it difficult to be a prophet in your own land?
- ◆ Or do you just need another pair of skilled hands?

Then Sydney's own team of specialists in the field of Information Technology measurement and metrics can help. CAPSTONE!

CAPSTONE provides consulting services to Technology Management across a diverse set of Information Technology disciplines such as:

- ◆ Software Quality Assurance and Audits
- ◆ Facilitation
- ◆ Methodology Selection/Build
- ◆ Metrics
  - Strategies
  - Training
  - Implementation
  - Tools
  - Function Point Counting

## **CHARISMATEK**

ACN. 058 381 990

### **Principals:**

Mr Paul Radford     Ms Robyn Lawrie

### **Contact Details:**

175 Dorcas St  
South Melbourne Vic 3205 Australia

Ph: +61-(0)3-9696 1255

Fx: +61-(0)3-9696 1204

E-Mail: [info@charismatek.com.au](mailto:info@charismatek.com.au)

WEB: <http://www.charismatek.com.au>

### **Products & Services:**

Charismatek Software Metrics was created in 1991 as the first and only specialist software metrics organisation in Australia. Now well established as a significant influence and contributor across the world, Charismatek provides only the highest level of specialist services and products to its clients.

The **Function Point WorkBench** - invented, developed and published by Charismatek Software Metrics - has now achieved the status of the premier world product in the field of software sizing and quantitative analysis. Charismatek has many partners throughout the world who help support the Function Point WorkBench and deliver constant field information to assist in the continuous process of improvement necessary to providing the world's leading software tool.

These product and service partners augment powerful Charismatek services, which are focussed on using software sizing, metrics and quantitative analysis as a basis to solve specific business issues. Using real business and IT experience in conjunction with technical expertise means that Charismatek can provide practical and realistic assistance to clients.

### **Partners (in Australia)**

Benchmarking Partners: Compass Analysis, SPR

Estimating Tools: Knowledge Plan (SPR)

Function Point Analysis Tools: Function Point Workbench (Charismatek)

Rapid Application Development: I-Case International

FPA Training: ArithMETRICS, AEDC

## **EMPRISE PTY LTD**

ACN: 060 359 195

### **Principals:**

Carole O'Brien & Shaun O'Brien

### **Contact Details:**

PO Box 1047  
South Perth WA 6951

Ph 08-9450 7553

Fax 08-9450 7554

### **Services:**

EMPRISE Software Process Assessments identify improvement opportunities in an organisation's software development processes and recommend specific, prioritised activities to realise improvements. EMPRISE can also complete Software Process Assessments of outsourcing organisations and software houses to identify the most capable external provider to develop or supply software.

Specific services that EMPRISE's consultants provide include:

- ◆ Software Process Assessments for process Improvement or Capability Determination
- ◆ Process Improvement consulting to design and implement specific improvements.
- ◆ Software Measures and Metrics for Efficiency and Effectiveness throughout the software life cycle.
- ◆ Training courses on Process Improvement and Process Change Management

Other services EMPRISE's consultants provide include Data Warehousing, Project Management, Training Course Development, and Tool Implementation.



## **FENWICK** **SOFTWARE**

ACN 005 237 543

### **Principals:**

Peter Fenwick & Steve Langmaid

### **Contact details:**

114 William street,  
Melbourne. VIC. 3000

Ph 03- 9670 9265

Fax 03- 9670 8265

### **Services:**

- ◆ Function Point Analysis
- ◆ Cost estimation for proposed software projects
- ◆ Advice on control of software projects
- ◆ Advice on software productivity
- ◆ Establishment of metrics programs

## **GARTNER GROUP /** **REAL DECISION**

ACN (PACIFIC) – 003-708-601

### **Principals and Contact Details:**

Regina Paolillo, President

56 Top Gallant Road,

Stamford, CT, USA

Ph (203) 316-6784

Fax (203) 316-3292

Email : [regina.paolillo@gartner.com](mailto:regina.paolillo@gartner.com)

Jim Watson, Vice President

3<sup>rd</sup> floor, 424 Upper Roma st,

Brisbane, QLD. 4003. Australia

Ph 07-3405 2525 M 0419 729517

Fax 07-3405 2570

Email: [jwatson@gartner.com](mailto:jwatson@gartner.com)

Carsten Sennov, Operations Director

6<sup>th</sup> Floor, 80 Alfred St

Milsons Point. NSW. 2061. Australia

Ph 02-9941 4860 M 0418 960339

Fax 02-9941 4868

Email: [csennov@gartner.com](mailto:csennov@gartner.com)

The **Applications Development and Support Management Service** evaluates the relative cost of productivity and quality of applications development and support functions from both a top-down business management perspective as well as a bottom-up project management perspective. Our **Productivity Manager software** tracks time, cost, defects, function points, project attributes and application attributes. Another integral part of the service includes the **Applications Development and Support Benchmark Analysis** in which we compare your applications development and support functions to our database of leading-edge organisations. The evaluation results help you to improve systems development processes and to influence future directions through identification of strategies for improved performance. The **Enterprise Software – SAP Service** covers the implementation and support of SAP R/3. Costs for configuration of SAP modules, ongoing application support and managing the infrastructure are compared. Also integrated into the analysis are service level, user satisfaction and issues of technology, organisation and process.

## **MIDKARA PTY LTD**

ACN: 068 653 154

**Principal:**  
Peter Pollard

**Contact Details:**  
PO Box 197  
Burwood NSW 2134

Ph 02-9715 1243  
Fax 02-9715 1249

### **Services:**

- ◆ Function Point Analysis (counting & estimating)
- ◆ Auditing of Function Point Counts
- ◆ Benchmarking
- ◆ Advise on Productivity
- ◆ Estimation of Metrics Programs

## **TOTAL METRICS**

ACN : 061 893 669

Director: Pam Morris (CFPS)  
Address: Suite 1 , 667 Burke Road  
Camberwell VIC 3124  
Phone: 61 (0) 3 9882 7611  
Fax: 61 (0) 3 9882 7633  
Email: Totalmetrics@compuserve.com

### **SERVICES PROVIDED**

*Total Metrics deliver quality Services worldwide and is based in most of the major Australian states (VIC, NSW, ACT and QLD).*

### **CONSULTING SERVICES**

We assist organisations to establish software measurement programs, and specialise in the following Function Point Analysis services:

- ◆ Function Point counting projects and determining the applications portfolio baseline size and asset evaluation.
- ◆ Reviewing and validating an organisation's function point counts.
- ◆ Establishing a metrics methodology and developing documented procedures for collecting and reporting function point related metrics.
- ◆ Function Point counting in real-time control systems and embedded systems.

### **TRAINING SERVICES**

We emphasize skills transfer to our client organisations by training their staff in:

- ◆ *Applied Function Point Analysis* (either paper based or using Function Point Workbench)-half day executive overviews, one day project managers course, two day basic course or three day FPA specialist courses.
- ◆ *Function Point Analysis Refresher* course revises basic counting rules, updates counters to the current FPA standard and tackles difficult counting issues.
- ◆ *Applied Function Point Analysis for Real-time and Control software* - two day course using extensions of the FPA technique.
- ◆ *Software Measurement* - half, one or two day course which teaches all aspects of implementing software measurement in an organisation.
- ◆ *Establishing Key Performance Indicators Workshops* - one-day management workshop as a pre-cursor to setting up a metrics program. It establishes Key Result Areas for improvement and Key Performance Indicators to monitor improvement strategies.

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# Particulars about ASMA

## ASMA NATIONAL

Administration Support: Robyn Smith

Postal Address ASMA  
PO Box 127  
Warrandyte VIC 3113

Phone: 03 9844 0560 Fax: 03 9844 0561 Mobile: 0411 649909  
Email: [asmavic@ozonline.com.au](mailto:asmavic@ozonline.com.au)

WEB PAGE ADDRESS OF ASMA, ISBSG AND IFPUG:-

[HTTP://WWW.ASMA.ORG.AU](http://www.asma.org.au)  
[HTTP://WWW.ISBSG.ORG.AU](http://www.isbsg.org.au)  
[HTTP://WWW.BANNISTER.COM/IFPUG/HOME/DOCS/IFPUGHOME.HTML](http://www.bannister.com/ifpug/home/docs/ifpughome.html)

## ASMA VIC

Administration support - Robyn Smith

Postal Address ASMA  
PO Box 127  
Warrandyte VIC 3113

Phone: 03 9844 0560 Fax: 03 9844 0561 Mobile: 0411 649909  
Email: [asmavic@ozonline.com.au](mailto:asmavic@ozonline.com.au)

## **Executive Committee**

POSITION	NAME	EMAIL	WORK	FAX
Chairman	Steve Wise	<a href="mailto:Steve_Wise@nag.national.com.au">Steve_Wise@nag.national.com.au</a>	03 9208 2223	03 9208 8583
Committee	Robyn Lawrie	<a href="mailto:info@charismatek.com.au">info@charismatek.com.au</a>	03 9696 1255	03 9696 1204
Committee	Pam Morris	<a href="mailto:totalmetrics@compuserve.com">totalmetrics@compuserve.com</a>	03 9882 7611	03 9882 7633
Committee	Terry Wright	<a href="mailto:terry.wright@mmv.vic.gov.au">terry.wright@mmv.vic.gov.au</a>	03 9651 9006	03 9651 9039

**ASMA NSW**

Administrative Support: Maria Patane  
 Postal address: ASMA NSW  
 PO Box 432  
 Leichhardt. NSW. 2040

Phone: 02 9716 7525 Fax: 02 9716 7525 Mobile : 0416 205070  
 Email: [asma@cia.com.au](mailto:asma@cia.com.au)

**Executive Committee:**

POSITION	NAME	EMAIL	WORK	FAX
Chairman	Peter Pollard	<a href="mailto:Pollardpv@acslink.net.au">Pollardpv@acslink.net.au</a>	9715 1243	9715 1249
Secretary	Dennis Dragatogiannis	<a href="mailto:Szgdwbw@exau01.exch.eds.com">Szgdwbw@exau01.exch.eds.com</a>	9935 4447	
Treasurer	Arthur Gerozisis	<a href="mailto:Artieg@one.net.au">Artieg@one.net.au</a>	9420 8885	9420 8886
Program Director	Ann Jackson	<a href="mailto:Annj@capstone.com.au">Annj@capstone.com.au</a>	9327 3759	9327 3879
ISBSG Liaison	Nick Tolpigin		9238 5823	9238 5177
CPC NSW Liaison	Mark Briffa	<a href="mailto:mbriffa@ozemail.com.au">mbriffa@ozemail.com.au</a>	9342 8343	
Committee Member	Nadia Farag	<a href="mailto:nadia.farag@eds.com">nadia.farag@eds.com</a>	9378 8917	
Committee Member	Ann Kelly	<a href="mailto:Annk@capstone.com.au">Annk@capstone.com.au</a>	9873 6504	
Committee Member	Lee Wadwell	<a href="mailto:Lee.Wadwell@yes.optus.com.au">Lee.Wadwell@yes.optus.com.au</a>	9342 1320	

**ASMA ACT**

Chairman-Oliver Hague

Postal address: ASMA ACT  
 PO Box 287  
 Civic Square. ACT. 2608

Phone: 06 259 1540 Fax: 06 244 7963  
 Email: [cipher@atrax.net.au](mailto:cipher@atrax.net.au)

**ASMA QLD**

Chairman-Bruce Hodgen

Postal address: ASMA QLD  
 PO Box 5220  
 Alexandra Hills. QLD. 4161

Phone: 07 3823 3051 Fax: 07 3823 3169  
 Email: [B.Hodgen@cit.gu.edu.au](mailto:B.Hodgen@cit.gu.edu.au)