



Metrics Matters

The Australian Journal of
Software Metrics

March 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 or send them on 3 ½ “ floppy disk or hardcopy to the address below. The document must be in Word 6.0 or Word 97 format

The Editor, Metrics Matters
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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 Editor.

Editor

Maria Patane`

Editorial Committee

Peter Pollard, Dennis Dragatogiannis

Disclaimer

The opinions expressed here are those of the individual authors and are not necessarily those of the Editor or the Australian Software Metrics Association.

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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 26 and 27.
- ◆ 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 one on the Committee.
- ◆ **ASMA (NSW)** is on Email. The Email address is **asma@cia.com.au**.
- ◆ Did you know that as an ASMA member, you receive a **10% discount** on Conference or Workshop pamphlets that have been posted to you, via ASMA
- ◆ Joint Public Meeting Dates for **ASMA (NSW)** are
 - 6 April 1998 Joint meeting hosted by ASMA (NSW)
 - 6 July 1998 Hosted by SQA
 - 12 October 1998 Hosted by SPIN
- ◆ Public Meeting Dates for **ASMA (VIC)** are
 - 29 April
 - 24 June
 - 26 August
 - 28 October
 - 25 November

Details of Topic and venue to be sent out to Victorian members before meeting.
- ◆ Meeting dates for **CPC NSW** are:
 - Wednesday, March 25th
 - Wednesday, May 27th
 - Wednesday, July 29th
 - Wednesday, September 30th, and,
 - Wednesday, November 25th.

IFPUG Counting Practices Committee Update @ February 1998

From Pam Morris (Total Metrics)

Counting Practices Committee (CPC) Background

The IFPUG Counting Practices Committee (CPC) is made up of 5 members from the USA and 4 international members from Australia, UK, Canada and the Netherlands. It meets quarterly in the USA and two of its meetings are scheduled to coincide with the IFPUG conferences. A member from the USA who is nominated by the IFPUG Executive board chairs the CPC. The current chairperson is Robyn Ragland. The ASMA Australia representative is Pam Morris.

The charter of the CPC is to maintain the IFPUG Counting Practices Manual (CPM) and keep it aligned with current concepts of Function Point Analysis. The most recent version of the CPM is Release 4.0, which was first published early 1994. IFPUG members submit counting issues to the CPC who review the manual contents and make any necessary changes. Changes are usually proposed to improve the correctness, consistency and understandability of the text. Occasionally changes are proposed to alter the counting practices' rules and guidelines. The committee votes on the proposed rules and the resolutions are investigated via an impact study, before being adopted into the manual. The latest version of the CPM manual is at final draft status and due to be released early 1999. It has not been decided if this new release will be Version 4.x or Version 5.0.

Note: Copies of the current CPM Version 4.0 are available from ASMA for \$AUD50 on diskette or \$AUD75 hardcopy. Price includes postage.

New Release of the Counting Practices Manual

The contents and format of the new version of the manual are not significantly different from that of 4.0. It now includes many more examples of counting decisions and has additional chapters that define the difference between boundary and scope and explore the concepts of the User View. It may be noted that the chapter on Application Boundary was originally developed by ASMA Victoria in 1994 and published in their Addendum to the CPM 4.0. (Copies of this addendum are available from the ASMA (Victoria) office)

Proposed changes to the counting rules have not yet been finalised but the rules for distinguishing External Outputs (EOs) from External Enquiries (EQs) and Internal Logical Files (ILFs) from External Logical Files (EIFs) have been clarified. New rules for determining the complexity of EOs and EQs and how to count the Data Elements for an External Input, are currently being investigated. The final rules for the next release will be decided after the results of the impact study are analysed.

IFPUG has not yet closed the vote on whether or not to comply with the ISO standard 14143 for Functional Size Measurement. If the member's vote to accept the criteria and constraints on a Functional Size Measurement Method, as defined within this standard, then the CPM will need to be modified accordingly, particularly with respect to the influence of technical and quality features on the final measured size in adjusted Function Points. Until the vote is finalised, the CPC has decided not to consider the impact of these potential changes on either the manual or the schedule for the release. (Note: Copies of the ISO standard 14143 are available from the offices of Standards Australia).

CPC Meeting February 1998 (Florida USA)

Pam Morris (Total Metrics) represented ASMA at the IFPUG Florida Counting Practices Committee meeting in early February 1998. ASMA partially sponsored her attendance at the meeting.

Robyn Ragland (USA Chairperson) was unable to attend the meeting and notified the group of her impending resignation. Robyn has held this office since 1992 and her contributions have been substantial. In her absence Mary Bradley (USA) chaired the meeting which was attended by 3 USA representatives and one representative from Australia, UK, Netherlands and Canada.

The main activities on the agenda for the meeting were to:

- refine the latest drafts of the CPM manual ready for final review prior to publication.
- Review a case study developed by the New Environments committee and determine if it correctly represented Function Point Analysis in the Real-time domain.

The chapters of the CPM were modified in the meeting and member's comments on both the draft version of the manual and the new case study will be discussed at the next CPC Meeting in April at the IFPUG Washington Spring Conference.

VICTORIA Counting Practices Committee

Report of Events - 1st Quarter 1998

Committee Members

Rob Favata	Total Metrics
Robyn Lawrie	Charismatek
Pam Morris	Total Metrics
Neil Finnegan	Dept of Justice
Ewa Wasylkowski	Total Metrics
Anna Fernando	BMM

Meetings Held:

Date Meeting Held	Location of Meeting	Numbers in Attendance
18 February 1998	Department of Justice	2

Note, January meeting cancelled due to lack of attendance

Presentations Given:

Presentation Name	Presenter	Numbers in Attendance	Resolution Passed	Resolution Paper Available?
When is a RET not a RET?	Pam Morris (Total Metrics)	5	Yes	Yes

Future Presentation:

Presentation Name	Presenter
How to Identify and Deal with Layered Functionality	TBA

Next Meeting:

Date Meeting Held	Time	Location of Meeting
Wednesday 25 March 1998	5 PM Presentation 6 PM Committee Meeting	IBMGSA 28 th Floor 300 LaTrobe Street

NSW Branch forms Counting Practices Committee

The Counting Practices Committee (CPC) of NSW has “got started”.

The goal of the CPC in NSW is essentially to:

- * review and clarify existing counting practices
- * recommend changes or additions to the counting practices
- * provide a focal point for resources on counting practices

CPC meetings will be held every two months and will always cover one or more questions on counting that need to be resolved. So, if you have any questions re counting, any counting decisions that have been made by your organisation, or any other hot gossip you may have about counting, please feel free to contact the CPC NSW contact.

Some questions that have already come up include:

- ◆ How to count Robots or Mechanisms
- ◆ Dealing with time driven events
- ◆ Counting of Delete Transactions
- ◆ How to define a user ,e.g. is production support a user?
- ◆ Comparing ASMA guidelines to Corporate rules

Do you have more counting questions?????????????????

Feel free to contact Mark Briffa on

Phone: 02 9342 8343 (BH)

Fax: 02 9342 7511 (BH) or

Email: mbriffa@ozemail.com.au (home)

The proposed schedule for CPC (NSW) is to meet on the Last Wednesday of each odd month and more often if necessary. The dates are;

- * Wednesday, March 25th
- * Wednesday, May 27th
- * Wednesday, July 29th
- * Wednesday, September 30th, and,
- * Wednesday, November 25th.

ISBSG UPDATE

From Steve Wise

Last year ISBSGs embarked on a program to determine how to deliver greater value to metrics associations members on a global basis. For the last 8 years ISBSG has operated to a global audience from Victoria, largely through the effort of the untiring Terry Wright, assisted by Pam Morris and Robyn Smith.

Key elements recommended for future directions were: -

- Establish separate independent organisation
- Focus on provision of software benchmarking data, standardised and verified.
- Each country represented by software benchmarking organisation
- Benefits include:
 - Full marketing rights of all ISBSG material
 - Rights to discounted ISBSGs conference seats
 - Position on ISBSG board
 - Training material
- Executive Director to be appointed with objectives to ensure ISBSG becomes fully self-funding within 3 years
- Initial funding from the public arena

At the recent ISBSG conference in Rome, it was agreed that ISBSG would be incorporated. Terry Wright was elected as President, Charlie Gold (USA) elected as Vice President and Kevin Luxford was elected as Treasurer.

Full members of ISBSG are seen as distribution channels for ISBSG products. ISBSG would provide full marketing assistance to all members.

Initially the position of executive director is likely to be filled on a part-time basis while premises and funding issues are clarified and resolved.

Release 5 of The Benchmark is available. Significant new analysis marks this new release, however for the first time the ladders will not be included. Ladders will be available separately with increased data fields available to increase the value of the data analysis.

It's early days yet; updates will be available in each edition of Metrics Matters. Any queries can be directed to your ASMA representative.

Australian Software Metrics Association (Victoria)

(Incorporated in Victoria)

International Software Benchmarking Standards Group



Release 5 Report - March 1998

Name:.....Tel:

Organisation:.....Fax:.....

Address:.....Email:

I WISH TO ORDER:

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(Please tick)

- Report Only (ASMA /ACS Members) \$A150
- Report Only (Non-Members) \$A300

ISBSG DATA

- Diskette (ASMA/ACS Members) \$A500
- Diskette (Non Members) \$A750

REPOSITORY DATA SUBMISSION PACKAGE

- Venturi (version 4.0) Software on Diskettes \$A30

Venturi ver.4.0 software also available FREE from our web site <http://www.isbsg.org.au>

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Email: asmavic@ozonline.com.au

Report on ISBSG Workshop and Conference, Rome, 9th - 13th February, 1998

ISBSG Workshop

The ISBSG Workshop was held at the offices of Sogei, EUR, Rome, Mon 9th to Wed 11th February 1998. Thursday 12th February was devoted to the ISBSG conference, details of which will be found below. The workshop continued on Friday 13th at GUFPI (the Italian function point users group).

The following national software metrics associations were represented: ASMA (Australia), CIM (Canada), DASMA (Germany), GUFPI (Italy), IFPUG (United States of America), NESMA (The Netherlands) and UKSMA (United Kingdom)

Workshop Highlights

The following were the principal achievements:

1. The meeting ratified the incorporation of ISBSG as a company limited by guarantee under Australian law.
2. The Memorandum and Articles of Association were agreed.
3. Election of officers resulted in Terry Wright of Australia being appointed president, Charles Gold of the U.S.A. vice-president, and Kevin Luxford of Australia treasurer.
4. The draft Business Plan, Marketing Plan and Financial Plan were all discussed, modified and agreed.
5. Classes of ISBSG membership and membership rights and obligations were agreed.
6. Frequency and broad format of future workshops / conferences were also agreed.
7. Subject to ratification by their Executives the seven countries present agreed to become members of the new organisation.

ISBSG Conference

This was held at the University of Rome "La Sapienza" on Thursday 12th February.

Several papers were presented by leading practitioners and researchers working in the area of software metrics.

At the conference the first international presentation of Release-5 of 'The Benchmark' drawn from over 450 projects from 14 countries around the world was made. The analysis was performed by Mr. Barrie Milne, a senior lecturer within the School of Business Systems, Faculty of Information Technology, Monash University, Melbourne.

Thanks

We are grateful to Dr. Domenico Natale and his GUFPI colleagues for the excellent organisation of the workshop and conference. We are also grateful to SOGEI and to the University of Rome "La Sapienza" for the use of their facilities.

Fixing PC software a one-person job

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.

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

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

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, ISBGS 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.

Quality, Productivity and Capability Maturity

From Bruce Hodgen

When the Software Quality Institute published a table, in the Quality Matters 1993 Newsletter, showing the impact of increasing capability maturity on software quality and productivity, no-one took much notice. The table was based on work done by Stan Rifkin from data stored in the proprietary Quantitative Software Management database (by Larry Putnam). A copy of that original table is reproduced below.

Over the past two months the SQI has received a number of requests for further information about the publication. Typical of those requests are the following questions with answers provided by the SQI.

Question

I have seen an Excel spreadsheet from the article that shows the differences in defects, time and cost associated with each level of the CMM... and I am wondering if there is an explanation for the huge improvement between the levels?

Answer

This level of improvement only occurs when the client and the developer have compatible process capability levels. Recent work done at OPTUS shows that both the acquirer and the developer gain significant cost reductions in software acquisition if both organisations are performing at level 4, compared to both at level 1.

For example, if both organisations are operating at level 4 or better, then the benefits of techniques like JAD/RAD can be realised.

Question

For example, how does the cost go from \$5.44MM to \$140K for the same system?

Answer

At level 5 the amount of re-use, the stability of the development environment, the effective use of appropriate tools, and the sophistication of the client reduce the ambiguity and other causes of injected errors.

The trade-off is basically due the fact that the developer has higher investment costs in the support infrastructure, and the cost of production is lower due to shorter development cycle times and lower risks.

Question

Why hasn't this kind of benefit been seen before?... or has it!

Answer

They have, but mainly in defence contractor circles. The SEI and the US defence contractors have published extensively. Motorola in Australia have demonstrated high levels of quality and productivity.

The major stumbling block for the realisation of these benefits is the necessary investment by the developers. This investment is not usually successful in organisations with immature software and project management processes.

In the case of the US defence environment, they are also now getting substantial benefits from the decision to use the ADA language on their software development projects (with substantial reductions in the cost of maintenance and higher levels of re-use).

Question

Have the results been correlated with other projects?

Answer

Recent publications by Boeing in the CrossTalk Journal provide a good example of the benefits realisation from CMMsm level 5. See the URL:

<http://stsc.hill.af.mil/CrossTalk/crostalk.html>

For the current edition and back copies of CrossTalk (see August-November 97 for Boeing articles).

The Australian Software Metrics Association have been collecting project data for a number of years as part of their International Software Benchmarking Standards Group (ISBSG). This data now shows productivity rates for some organisations improve by factors of 10 to 50 times, with corresponding reductions in defects. The measure *Project Delivery rate (PDR)* is defined as the number of hours per function point delivered to the client. The top performing projects are recording delivery rates of less than 1 hour per function point. For further information see URL:

<http://www.bs.monash.edu.au/asmavic/prdsrvis.htm>

Closer to home, the SQI is working with the International SPICE community to collect data for benchmarks on these very issues.

Tables shows figures based on the new development of a software product of approximately 200,00 lines of code (about 3000 function points). The SEI Level corresponds to the Software Engineering Institute's Capability Maturity ModelSM

SEI Level	Calendar Mths	Effort person mths	Defects found	Defects shipped	Total cost
1	29.8	593.5	1348	61	5,440,000
2	16.5	143.0	328	12	1,311,000
3	15.2	79.5	182	7	728,000
4	12.5	42.8	97	5	392,000
5	9.0	16.0	37	1	146,000

Bruce Hodgen is a senior consultant with the Software Quality Institute at Griffith University, in Queensland. If you have any queries, please email Bruce on B.Hodgen@cit.gu.edu.au.

ASMA (NSW) Members Meeting on 6 April 1998

JOINT ASMA, SQA and SPIN meeting.

Sponsored by ASMA

Date and Time

Monday, **6th April 1998**

5.30pm for 6.00pm start. Access to the building is restricted after 6.00pm
Light refreshments are available from 5.30pm.

Venue

The Auditorium, Level 25 Coopers & Lybrand Tower,
580 George street, Sydney (opposite Town Hall station)

Supplier Management at OPTUS

Speaker: Peter Kelo
IT Supplier Services Manager Optus

Optus was established in 1992 without any internal IT resources and established a joint venture, OPCO, with the prime supplier Digital. Within a year this venture was able to ramp-up Optus to where billing and essential IT support was in place. Since those years Optus has matured as an organisation and terminated the Digital joint venture and over the last year has established direct relationships with all existing suppliers.

Optus has now experienced over 5 years of supplier provide IT solutions and has developed a comprehensive measurement program to provide an analysis on many performance indicators of their suppliers.

This presentation will detail how measurements are being used to assist Optus in reducing the number of suppliers (keeping the good ones) and gaining control of the relationships.

Peter Kelo is the IT Supplier Services Manager for Optus and manages the relationships with the suppliers at a strategic level. The aim of Optus IT Supplier Management is to deliver greater business benefit than Optus can do on its own. Peter has established the Supplier Management approach and has gained an insight into how to manage the relationship as Optus has over 150 IT suppliers.

This presentation is essential viewing for those in or about to enter into an IT supplier relationship. Highly recommended.

All visitors welcome.

WEB SITES

WEB PAGE ADDRESS OF ASMA:-

HTTP://WWW.ASMA.ORG.AU

WEB PAGE ADDRESS OF ISBSG:-

HTTP://WWW.ISBSG.ORG.AU

NSW EMAIL ADDRESS

.....NEW NEWS

.....ASMA NSW ADMINISTRATIVE SUPPORT IS NOW ON EMAIL.

THE EMAIL ADDRESS IS

Asma@cia.com.au

1998 Australian IT Metrics and Benchmarking Services Directory

In April 1997, members of ASMA (NSW) and the other chapters of ASMA Australia were advised that companies offering commercial services could include their details in an ASMA Services Directory. The Services Directory follows, and is 24 pages in total.

If you wish to add your company Services details to the Services Directory or wish to receive an up to date copy, please contact Maria Patane on 02-9716 7525 or on asma@cia.com.au.

Please note: This directory will **not** be included in every issue of the Metrics Matters Journal. It will be included in the Journal only when major changes have been made, or once a year.

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, 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

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Arthur Gerozisis

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Croydon NSW 2132

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Fax 02-9798 7128

Services:

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

CAPSTONE

ACN 078 717 763

Principals:

Ann Kelly & Ann Jackson

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26 Manning Road
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 - Implementation
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 - Function Point Counting

CHARISMATEK

ACN. 058 381 990

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E-Mail: charisma@magnet.com.au
WEB: <http://www.charismatek.com.au>

Company Profile:

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.

Charismatek Software partners assist us to bring the best estimating tools, benchmarking services and Rapid Application Development methodologies to the Australian market.

These product and service partners augment powerful Charismatek consulting services, which are largely 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 unparalleled technical expertise means that Charismatek can provide practical and realistic assistance to clients in most areas of Information Technology. From portfolio sizing and support cost evaluation to Requirements Definition Assessment, Charismatek has the expertise, experience and business understanding required to address your problems.

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.

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FENWICK SOFTWARE

ACN 005 237 543

Principals:

Peter Fenwick & Steve Langmaid

Contact details:

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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

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Milsons Point. NSW. 2061. Australia

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Fax 02-9941 4868

Email: 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

Principals

Director:

- Pam Morris (CFPS)

Senior Consultants include:

- Ewa Wasytkowski (CFPS)
- Rob Favata (CFPS)
- Elwyn Hurst (CFPS)
- Martin D'Souza (CFPS)

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TOTAL METRICS the company

- specialises in implementing software measurement practices (estimating, benchmarking, contract management and productivity measures) for large and small organisations
- measures commercial applications using Function Point Analysis and specialises in measuring Real time, embedded and control software using the latest Full Function Point technique
- has earned a strong international reputation for delivering quality, services worldwide and is based in most of the major Australian states (VIC, NSW, ACT, and QLD).
- Our team of Consultants :
 - ❑ are internationally recognised metrics experts particularly in Function Point Analysis techniques.
 - ❑ represent Australia on the IFPUG Counting Practices Committee in the USA and hold executive positions (workgroup convenor, project editor and secretariat) of the ISO/IEC standard for Functional Size Measurement.
 - ❑ are all officially accredited by the International Function Point Counting Group as certified function point counting specialists (CFPS).
 - ❑ have worked across a diverse range of organisations, large and small both in the private and public sector where they have earned a reputation for professionally delivering quality services on time and on budget.

CONSULTING SERVICES :

We assist organisations to establish software measurement programs.

We specialise in the following Function Point Analysis services :

- function point counting projects and determining the applications portfolio baseline size
- 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 and control systems.

TRAINING SERVICES

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

- *Applied Function Point Analysis* (either paper based or using the Function Point Workbench™) - half day executive overviews, one day project managers course, two day basic course and three day FPA specialist courses
- *Function Point Analysis Refresher course* - revises basic counting rules, updates to the FPA standard and tackles difficult counting issues
- *Applied Function Point Analysis for Real-time and Control software* - two day course
- *Software Measurement* - half, one or two day course which teaches all you need to know about implementing software measurement in your 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.

**** END OF SERVICES DIRECTORY****

Particulars about ASMA

ASMA NATIONAL

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ASMA VIC

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Committee	Pam Morris	totalmetrics@compuserve.com	03 9882 7611	03 9882 7633
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