ACH - 9620 INVC. <u>AMS. 46/00</u>

SOFTWARE RISK MANAGEMENT TOOL THE STATISTICAL MANAGER

A dissertation submitted to the

FACULTY OF COMPUTER SCIENCE AND INFORMATION TECHNOLOGY UNIVERSITY OF MALAYA

in partial fulfillment of the requirements

for the degree of

MASTER OF SOFTWARE ENGINEERING

SIAH GUAT CHOON

FACULTY OF COMPUTER SCIENCE AND INFORMATION TECHNOLOGY UNIVERSITY OF MALAYA

1999
Perpustakaan Universiti Malaya

Dimikrofiskan pada	26.07.2000
No. Mikrefis	14790
Inclub Mikesfie	3
	OHAMAD ZAHARI
HAMSIAH BUN	
IND UNIT F	EPROGRAFI ISTAKAAN UTAMA
PEAPL	ISTAKAAN UTAMA
	BSITI MALAVA



I am indebted to many individuals who have contributed to the successful development of this project.

The completion of this project owes much to Pn. Rodina bte Ahmad, my project supervisor, who has provided her undivided attention, support and valuable ideas throughout my research. Her patience, inspiration, suggestions and constructive criticisms were essential and much appreciated.

I would also like to convey my thanks, gratitude and deepest appreciation to all my Software Engineering lecturers: Prof. Madya Dr. Khairuddin Bin Hashim, Dr. Lee Sai Peck, Dr. Abdul Azim Bin Abdul Ghani (Universiti Putra Malaysia) and Prof. Madya Dr. Abdullah Bin Mohd. Zin (Universiti Kebangsaan Malaysia) for their detailed and interesting lectures during the course.

To the evaluators of the tool, my sincere thanks to all of you. Your comments and constructive suggestions had been so valuable for my future improvements.

Also not forgetting my classmates, friends and the staff of Faculty Of Computer Science and Information Technology, University of Malaya who have always been willing to help and share their experience and knowledge at all time.

Last but not least, to Pn. Zarinah bte Mohd. Kasirun, the Head of Department of Software Engineering, University of Malaya, who has been so helpful and resourceful. And, to all the enthusiastic authors and writers of various reference books and Internet sites for their valuable information and resources. Thank you. Abstract

Software risk management, as one of the fields in software engineering discipline, has been gaining more and more attention in software developer community. However, literature on software risk management is meager. More studies are needed so that software organizations will have better understanding on software risks and will be able to deal with risks more effectively.

This dissertation addresses the current software project problems, with a detailed discussion on the current software development approaches and the available risk management techniques, as well as a comparative look at the available automated risk management tools. It is followed by the development of a Windows-based risk management tool named 'Risk Management Tool: A Statistical Manager'. The objectives of this tool are to aid software developers to capture and analyze various types of project data statistically. Statistical Manager has two main parts: the Database and the Statistic. The Database deals with the gathering and retention of project and risk information. The goal of this database is to create a body of information/knowledge and make it available to the software organization. The Statistic deals with the subsequent manipulation of the project data. Basic statistics, regression and correlation are included here. It can help users to resolve a number of key software engineering decisions, such as to answer guestion like, " Is there a relatively high correlation between risk level and project size?" New projects can review the organization's risk factors and methods of handling specific risks.

The tool is well accepted by evaluators. They have commented that this is a very interesting tool. The ideas of regression and correlation based on concrete data sources are much commented. Many evaluators are happy with the statistical part and the simple and friendly interface. The tool is also easy to learn and use. C

1

19

57

Contents

Chapter One: Introduction

1.1 What Is Software Risk Management?	1
1.2 Risk Definitions	2
1.3 Benefits of Performing Risk Management	4
1.4 Reasons Why Software Risk Management Is Not Performed	5
1.5 The Current Problems	7
1.6 Causes of Software Problems	10
1.7 The Importance of Software Risk Management Tool	15
1.8 Structure of the Thesis	16

Chapter Two: Research Objectives

hapter Three: Literature Reviews	23
3.1 Formal/Traditional Risk Management Services	50

Chapter Four: The Development of A Risk Management Tool

4.1 Introduction to Risk Management Tool: Statistical Manager	57
4.2 Objectives of the Tool	60
4.3 Functional Requirements	62
4.4 Non-Functional/Performance Requirements	63
4.5 Development Methodology	65
4.6 Targeted Users	67
4.7 Software Selections	68
4.8 Hardware Selections	70
4.9 Design of the Tool	72
4.10 Screen Design of The Statistical Manager	79

4.11 Testing Strategies	88
4.11.1 Black Box Testing	88
4.11.2 Functional Testing	92
4.11.3 Graphical User Interfaces Testing	95
4.11.4 Help Facilities Testing	98

Chapter	Five:	Tool	Evaluations	
			121-1 P. 102 P. 100 T. 10 P. 10 P. 10	

5.1 Achievements of Statistical Manager with respect to the Non-functional	
Requirement/Performance Requirements	104
5.2 Comparison of Statistical Manager with Similar Existing Tools	107

Chapter Six: Conclusions and Future Work

Bibliography

Appendix A: Definitions

Appendix B: Class Design 143

Appendix C: Screen Design and Snapshots

Appendix D: Evaluation Questionnaires

Appendix E: Software Risk Management Guilding Principles, FAQ and 221 Myths

Appendix F: Installation Guide

100

114

120

129

198

218

227