



# **Be Careful What You Pay For: Applying the Fundamentals of Quality to Software Acquisition**

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# How to acquire quality software

- **Define what we mean by quality**
- **Understand how quality is achieved**
- **Apply this to the acquisition process:**
  - **Specify quality processes**
  - **Select the right developer**
  - **Follow the acquisition process rules**

# What is Software Quality?:

An Application of the Basic Principles of Quality Management

Spoiler alert:

**I can't do this without  
showing you some of my  
favorite quotes first**

# What is Software Quality?:

## An Application of the Basic Principles of Quality Management

**“Quality is free. It’s not a gift, but it is free. What costs money are the unquality things – all the actions that involve not doing jobs right the first time.”<sup>1</sup>**

<sup>1</sup> “Quality Is Free: The Art of Making Quality Certain”, Philip B. Crosby. McGraw-Hill Companies (January 1, 1979)

# What is Software Quality?:

An Application of the Basic Principles of Quality Management

**“You can’t inspect quality into a product.”<sup>2</sup>**

<sup>2</sup> Harold F. Dodge, as quoted in “Out of the Crisis”, W. Edwards Deming. MIT, 1982

# What is Software Quality?:

An Application of the Basic Principles of Quality Management

**“Trying to improve software quality by increasing the amount of testing is like trying to lose weight by weighing yourself more often.”<sup>3</sup>**

<sup>3</sup> “Code Complete 2” Steve McConnell. Microsoft Press 2004

# A Fundamental Approach

## ■ Define quality:

- Quality is:

“Meeting the requirements.”

- Quality is *not*:

“Exceeding the customer’s expectations.”

## ■ Quality improvement requires changes in processes

- Fixing problems earlier in the process is more effective and less costly than fixing them later.

- The *causes* of defects must be identified and fixed in the processes

- Fixing defects without identifying and fixing the causes does not improve product quality

***Setting higher standards will help drive better development practices***

# Ways to Get Started

- **Classical Quality Management:** start fresh in identifying and fixing process defects which may be unique to your organization
- **Richard Hamming:** “How do I obey Newton’s rule? He said, ‘If I have seen further than others, it is because I’ve stood on the shoulders of giants.’ These days we stand on each other’s feet”

***If we want to profit from the work of pioneers in the field of software quality, we owe it to ourselves and them to stand on their shoulders.***

# Phases of Software Development

## ■ Requirements Definition

■ Architecture

Doing the right thing now

■ Design

■ Construction ←

Can give better results later

■ Testing

■ Documentation

■ Training

■ Deployment

■ Sustainment

# What's Wrong With Software Construction?

- Historically a “write-only” exercise:  
If it doesn't break, no one else reads it
- Ad-hoc or absent standards
- Testing is a separate activity
- Re-work (patch) to fix defects (“bugs”)
- Features take precedence over quality
- Definition of quality is not rigorous



***Standards and best practices are not uniformly followed because they are not normally stated as requirements***

# What's Missing in Software Construction?

If we built buildings this way....

They might not stay standing



Or, we might not

# Buildings are *not* built this way

Building construction has standards!

Typical Building Code Requirements:

- Building Heights and Areas
- Types of Construction
- Soils and Foundations
- Fire-Resistance and Fire Protection Systems
- Means of Egress
- Accessibility
- Interior Finishes and Environment
- Energy Efficiency
- Exterior Walls
- Roof Assemblies
- Rooftop Structures
- Structural Design
- Materials (Concrete, Steel, Wood, etc.)
- Electrical, Mechanical, Plumbing....

## Missing: the “Building Code” for software

- **There is a lack of uniformity and standards**
- **Historically, these are created *ad hoc* by each organization**
- **There is no penalty for inadequate standards**
- **Best practices are often discarded under cost and schedule pressure**

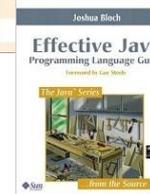
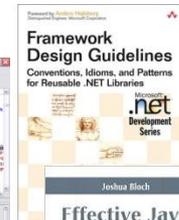
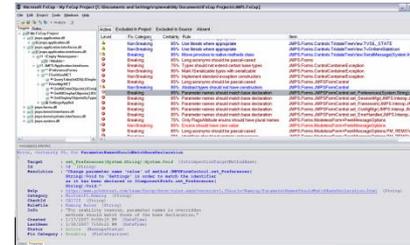
## How Do We Fix This?

- We must *identify* and *implement* industry best practices
- We must *enforce* best practices
  - Requirements (acquisition)
  - Rules (implementation)
- This is the way to make sure our software doesn't burn up or fall down!

# Improving Development Practices: Best Practices in Software Development

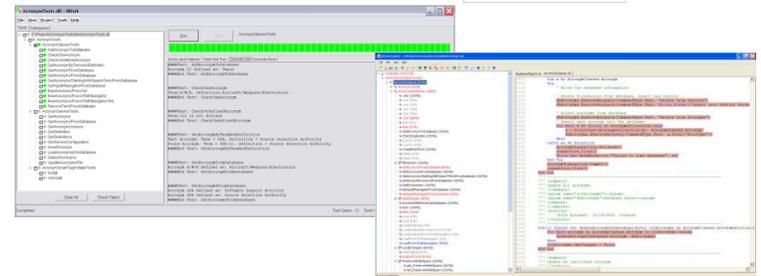
## ■ Uniform Coding Standards

- References
- Tools
- Practices



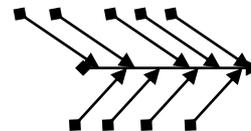
## ■ Automated Unit Testing

- Design for test
- Tools for testing
- An Enterprise approach



## ■ Root Cause Analysis and Classification

- Analytic methods
- Taxonomy



Top level categories :

- 0xxx Planning
- 1xxx Requirements and Features
- 2xxx Functionality as Implemented
- 3xxx Structural Bugs
- 4xxx Data
- 5xxx Implementation
- 6xxx Integration
- 7xxx Real-Time and Operating System
- 8xxx Test Definition or Execution Bugs
- 9xxx Other

## ■ Code Reuse

- Development techniques
- Reliable sources

# Improving Development Practices: Uniform Coding Standards

## ■ References

### — .NET

- **Framework Design Guidelines: Conventions, Idioms, and Patterns for Reusable .NET Libraries**
- **Practical Guidelines and Best Practices for Microsoft Visual Basic and C# Developers**

### — Java

- **Effective Java Programming Language Guide**
- **The Elements of Java Style**

## ■ Tools and Techniques

### — Static Code Analysis

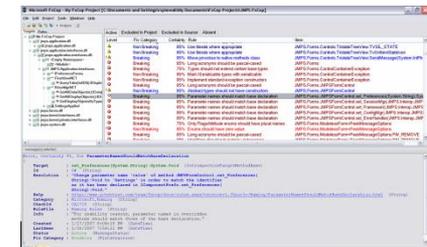
#### ■ .NET

- FxCop
- DevPartner Studio

#### ■ Java

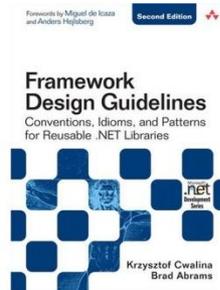
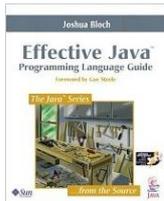
- FindBugs (Eclipse plug-in)
- ParaSoft JTest

### — Code Review (with Government audit)



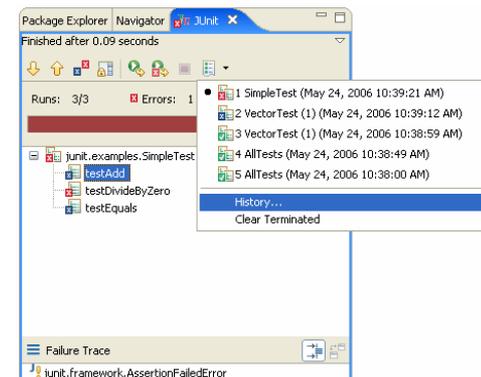
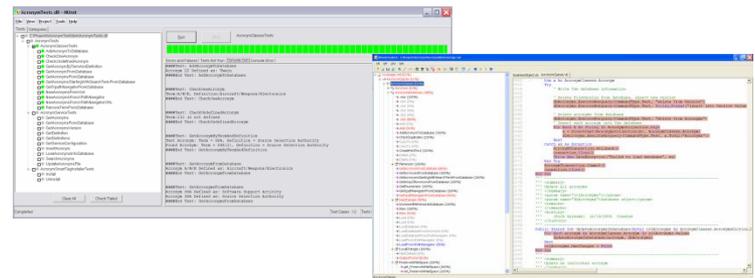
# Improving Development Practices: Coding Standards – Code Review

- Preparation requires inspection of code by developer – may uncover defects
- Review by other programmers – leads to sharing of ideas, improved coding techniques
- Review by others may uncover defects or poor techniques
- To be effective, focus should be on determining causes of defects, fixing causes.
- Government audit provides needed assurance on the level of conduct



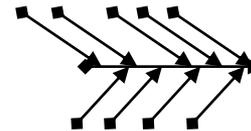
# Improving Development Practices: Automated Unit Testing

- Design Impact
  - Design for Test
  - Test Driven Development
- Tools and Techniques
  - .NET
    - NUnit/NCover/NCover Explorer
    - Visual Studio
  - Java
    - JUnit/Cobertura (etc.)
- Enterprise Impact
  - Extension to Enterprise
  - Uniform Tool Usage
  - Use by Test Organizations



# Improving Development Practices: Root Cause Analysis

- A CMMI 5 practice area – but this should be a requirement *regardless of CMMI level*.
- Find the cause
  - “Five Whys”
  - Kepner-Trego Problem Analysis
  - IBM: Defect Causal Analysis
- Fix the cause => change the process
- Fix the problem: use the changed process
- Problem: How to Preserve Knowledge?
  - Answer: Classify Root Causes
  - Look for patterns
  - Metrics
    - Statistics
    - Pareto Diagrams



- Top level categories :
- 0xxx Planning
  - 1xxx Requirements and Features
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  - 6xxx Integration
  - 7xxx Real-Time and Operating System
  - 8xxx Test Definition or Execution Bugs
  - 9xxx Other

# Acquisition: How to Require Best Practices

## ■ Two areas of focus:

- Instructions for Proposal Preparation
  - IFPP, or Section L
- Evaluation Criteria
  - EC, or Section M

## ■ Why:

- You can't use what you haven't asked for!
- It's too late to adjust your evaluation criteria after the proposals are delivered.

## ■ “Standing on the shoulders...”

- There is existing work you can leverage to build your RFP
- There is precedent for using these criteria

# Shoulders of Giants

- **USAF Weapon Systems Software Management Guide, August 2008.**
  - Appendix C Example Software Content for RFP Section L
  - Appendix D Example Software Content for RFP Section M
- **Guidebook for Acquisition of Naval Software Intensive Systems, September 2008.**
  - 7.5 Section L - Instructions, Conditions, and Notices to Offerors
  - 7.6 Section M - Evaluation Factors for Award

***There is a lot of useful information in these guides  
– here we're focusing on just these two areas.***

# Key Recommendations: Instructions for Proposal Preparation

- **Require a Software Development Plan (SDP)**
  - Describes the offeror's approach to software development
  - Tools and techniques to be used:
    - Development
    - Unit testing
    - Component testing
    - Integration
    - Configuration management
    - Managing defect reports and analysis
    - Root cause analysis
- **Require that this be used as the basis for a final plan**
  - SDP to be made available as a deliverable item, subject to review and approval
  - Provisions of the plan to be followed as described

# Key Recommendations: Evaluation Criteria

- **Number and type of peer reviews**
- **Use of automated unit testing, code coverage**
- **Use of automated syntax analysis tools**
- **Comprehensiveness of integration and test methods**
- **Readiness requirements for code check-in**
  - Unit test
  - Syntax analysis
  - Peer Reviews
- **Configuration Management and Source Code Control**
- **Use of Root Cause Analysis**
- **Code Re-use**
  - Sources
  - Quality assurance
  - Government rights

# How to Rate the SDP

Parameter/rating	Unacceptable	Marginal	Acceptable	Superior
<b>The number and type of peer reviews</b>	none	1 (any)	2 (design,code)	3 or more (requirements, design,code,test)
<b>The use of automated unit testing including test coverage requirements</b>	none	unit tests written after manual testing or only on selected code	automated tests 75% code coverage on new or modified code	automated tests 85% or more code coverage on all delivered code. The use of Test Driven Development.
<b>The use of automated syntax analysis tools and adherence to the rules incorporated by them</b>	none	used selectively or with heavily modified rules	used consistently with standard rules	additional rules or tools specific to security analysis

# How to Rate the SDP – Cont'd

Parameter/rating	Unacceptable	Marginal	Acceptable	Superior
<b>The comprehensive-ness of integration and test methods including continuous integration tools if used</b>	ad-hoc	formal integration and test	automated processes applied periodically	continuous integration including syntax analysis and unit tests
<b>The use of readiness requirements such as unit test and syntax analysis for code check-in</b>	none	individual manual testing	integrated testing by developer	Automated part of check-in and continuous integration process

# How to Rate the SDP – Cont'd

Parameter/rating	Unacceptable	Marginal	Acceptable	Superior
<b>Configuration management and source code control tools and techniques</b>	manual/ paper trail	by individual developer	system-wide repository	managed tool with pre-check-in requirements
<b>The extent to which root cause analysis of defects is part of the development process</b>	none	“red-team” only	serious defects	routine periodic analysis of defect pool
<b>The selection of software source code to be reused, replaced, or re-written from previous implementations</b>	none or no response	replacement with contractor’s previous work	rework of selected items showing good knowledge of base software	innovative approach to maximum reuse and modernization

# Summary

- **The use of known best practices can improve the quality of software**
- **Better results can be achieved at the same time as lower costs**
- **By including an evaluation of development practices at the proposal evaluation stage, these can be used as source selection criteria**

***Selecting the right developer is the starting point for getting the right results***



# Questions



# Selected References

- Spiewak, Rick and McRitchie, Karen. [Using Software Quality Methods to Reduce Cost and Prevent Defects](#), CrossTalk, Dec 2008.
- McConnell, Steve. [Code Complete 2](#). Microsoft Press, 2004.
- Crosby, Philip B. [Quality Is Free: The Art of Making Quality Certain](#). McGraw-Hill Companies, 1979.
- Jones, Capers. [Software Engineering Best Practices](#). McGraw-Hill, 2010
- [USAF Weapon Systems Software Management Guide, August 2008](#).
- [Guidebook for Acquisition of Naval Software Intensive Systems, September 2008](#).

# Backup

# Improving Development Practices: Root Cause Classification

## ■ Beizer Taxonomy

- Classification System for Root Causes of Software Defects
- Developed by Boris Beizer
- Published in 1990 in “Software Testing Techniques 2<sup>nd</sup> Edition”
- Modified by Otto Vinter (around 1998)
- Based on the Dewey Decimal System
- Extensible Classification
- The uniform use of this taxonomy provides an Enterprise view of problem areas in software development.

## ■ Orthogonal Defect Classification

## ■ Defect Causal Analysis

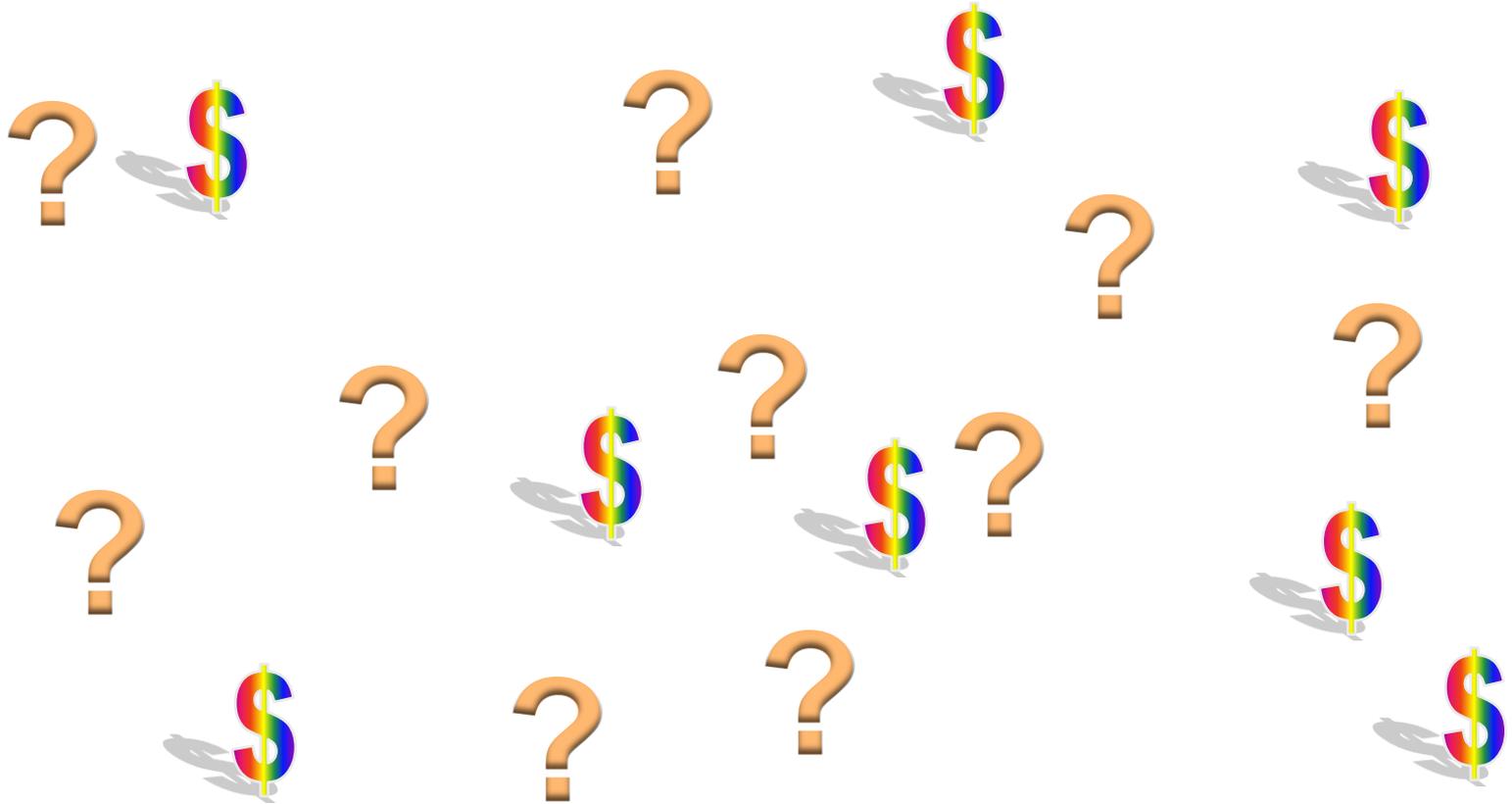
# Classifying Root Causes: Beizer\* Taxonomy

## Top level categories :

- **0xxx Planning**
- **1xxx Requirements and Features**
- **2xxx Functionality as Implemented**
- **3xxx Structural Bugs**
- **4xxx Data**
- **5xxx Implementation**
- **6xxx Integration**
- **7xxx Real-Time and Operating System**
- **8xxx Test Definition or Execution Bugs**
- **9xxx Other**

\* Boris Beizer, "Software Testing Techniques", Second edition, 1990, ISBN-0-442-20672-0

# How Much Does It Cost?



# Cost/Benefit Analysis Example:

## Automated Unit Testing (AUT)



### ■ Cost and Benefits of Automated Unit Testing

#### ■ The situation:

- Organizations either use AUT or don't
- No one will stop to compare  
(or, if they do, they won't tell anyone what they found out!)



#### ■ The basic cost problem:

- To test  $n$  lines of code, it takes another  $n$  to  $n + 25\%$  lines
- Why wouldn't it cost more than twice as much to do this?
- If there isn't any more to it, why use this technique?



#### ■ The solution:

- Use a more complete model
- There's more to the cost of software than lines of code!



# The SEER-SEM<sup>1</sup> Modeling tool

- **Based on analysis of thousands of projects**
- **Takes into account a wide variety of factors:**
  - **Sizing**
  - **Technology**
  - **Staffing**
  - **Tool Use**
  - **Testing**
  - **QA**
- **Delivers outputs:**
  - **Effort**
  - **Duration**
  - **Cost**
  - **Expected Defects**

# Cost/Benefit Analysis: Technique

- **Consider the cost of defects:**
  - Legacy defects to fix
  - New defects to fix
  - Defects not yet fixed (legacy and new)
- **Model costs using SEER-SEM scenarios**
  - Cost model reflecting added/modified code
  - Comparison among scenarios with varying development techniques
  - Schedule, Effort for each scenario
  - Probable undetected remaining defects after FQT for each scenario



# Cost-Benefit Analysis: Example

## ■ The Project:

- Three major applications
- Two vendor-supplied applications
- Moderate criticality

## ■ The cases:

- Baseline: no AUT
  - Nominal team experience with environment, tools, practices
- Introducing AUT
  - Increases automated tool use parameter
  - Decreases development environment experience
  - Increases volatility
- Introducing AUT and Added Experience
  - Increases automated tool use parameter
  - Previous changes to experience and volatility are eliminated

# Cost-Benefit Analysis: Results

- **Estimated schedule months**
- **Estimated effort**
  - Effort months
  - Effort hours
  - Effort costs
- **Estimate of *defect potential***
  - Size
  - Complexity
  - ....
- **Estimate of delivered defects**
  - Project size
  - Programming language
  - Requirements definition formality
  - Specification level
  - Test level
  - ...

# Defect Prediction Detail\*

	Baseline	Introducing AUT	Difference	AUT + Experience	Difference
Potential Defects	738	756	2%	668	-9%
Defects Removed	654	675	3%	600	-8%
Delivered Defects	84	81	-4%	68	-19%
Defect Removal Efficiency	88.60%	89.30%		89.80%	
Hours/Defect Removed	36.52	37.41	2%	35.3	-3%

\* SEER-SEM Analysis by Karen McRitchie, VP of Development, Galorath Incorporated

# Cost Model\*

	Baseline	Introducing AUT	Difference	AUT + Experience	Difference
Schedule Months	17.09	17.41	2%	16.43	-4%
Effort Months	157	166	6%	139	-11%
Hours	23,881	25,250	6%	21,181	-11%
Base Year Cost	2,733,755	2,890,449	6%	2,424,699	-11%
Defect Prediction	84	81	-4%	68	-19%

\* SEER-SEM Analysis by Karen McRitchie, VP of Development, Galorath Incorporated