



Software Product Quality Review

DNV IT Global Services - Centres of Excellence

Reliable and cost effective IT solutions are crucial in order to reach your business goals. Besides controlling your IT expenditure, you need to gain insight into the quality of software products. Low software product quality has a dramatic impact on your IT expenditure: higher maintenance costs, costly rework in later project phases, earlier divestments and more complexity in your IT environment. DNV works with you to control the quality of your software products so you get the software products that meet *your* quality standards.

Using reviews in different project phases dramatically increases the quality of software products delivered. We work with you during projects by reviewing the products produced at project milestones, and at the end of projects. This is achieved by assessing the quality of the overall software product. We review requirements, architecture, designs, documentation and source code. You get a complete picture of the software product quality, implications of this quality, risks and countermeasures. DNV helps you define a software product quality review strategy so you can start reaping the monetary rewards of having high quality software products.

Our services are based on international standards and best practices, e.g. the standard for software product evaluation (ISO-14598) and the standard for software product quality (extended ISO-9126).

Software product quality assessment

Software development is a costly and complex endeavour. At the end of the project, you want to make sure you get a working software product that meets your expectations. By assessing and improving the quality of software delivered we enhance your trust in your IT.

Our Services

- Assessing software product quality based on the Quint model for software product quality (extended ISO-9126)
- Performing automated and manual source code reviews
- Assessing the impact of the handover of the software product to the maintenance organisation.

Your Benefits

- Independent insight on the quality of software products based on factual information, so you can make sure you get the quality you pay for.
- Gaining control of your software development efforts thus reducing development and maintenance costs.

Project risk assessment

Most IT projects fail. Only 29% are successful (Standish group, 2006). For large IT projects the success rate is even lower. In order to reduce risk we work with you to conduct a risk assessment during the start-up phase of the project. We can also help you with the monitoring risks during projects using our EasyRisk Manager tool.

Our Services

- Develop a risk analysis framework for your IT projects.
- Monitoring risks during software development
- Assessing your project against common causes of failure.

Your Benefit

- Increasing success rate of projects
- Enhanced confidence in the outcome of projects
- Means of controlling vendors and product suppliers
- Insight on current project status based on facts.

Quality framework for outsourcing

You may work together with different partners for your software development, both internal as well as external. You need to be able to assess the quality of software delivered. We develop a quality framework tailored to your business needs and IT environment. We work with you to get the processes in place to institutionalise assessments of products delivered.

Our Services

- Developing a reference framework for your software development and business needs
- Training the development organisation in working with the framework
- Raising awareness on the importance of quality
- Performing audits using the developed framework
- Coaching your auditors to perform audits using the quality framework
- Implement the processes to perform assessments on a regular basis.

Your Benefit

- By making your quality standard explicit your supplier knows the level of quality he needs to deliver.
- You get higher software quality by increasing quality awareness in the organisation and by implementing software quality review processes, thus dramatically decreasing your maintenance costs.
- Your IT department delivers constant quality thereby greatly increasing acceptance from the business stakeholders.

Quality assurance

Small problems in early project phases can cause dramatic problems in later project phases. Quality assurance in all project phases results in a proper compromise between time, money, functionality and quality. You make the tough choices early on so you get a controlled development effort that maximises your results.

Our Services

- Analysis of architecture using methods like ATAM and SAAM.
- Reviewing project milestones (architecture descriptions, UML-diagrams, ER-diagrams, Project Initiation Documents)
- Reviewing source code using automated tooling as well as manual code inspection

- Reviewing development processes.
- Performing scenario analysis to evaluate possible solutions.
- Setting up a software monitor in order to review project progress.

Your Benefit

- Gain insight into the real status of your software development effort.
- Less rework in later project phases by identifying problems early on.
- You will be able to make informed decisions based on insight in all critical aspects of the software development effort, thereby increasing trust and confidence in IT.

Mediation

It may be that your software project is out of control. Perhaps the working relationship with your IT supplier is at an all time low. Maybe deadlines are not being met and the end of the project is not in sight. Our independent and impartial judgment on project status coupled with advice on further courses of action can help you to recover a good working relationship.

Our Services

- Redefining project goals based on agreements, current understanding and market standards
- Assessing current status by performing a complete project audit (staffing, software product quality and quality of processes)
- Developing scenarios on possible courses of action based on the information gathered.

Your Benefit

- You protect your investment by revitalising the software development project that has gone astray.
- Increasing chances of project success by getting back to good working relationship with your supplier.

Key benefits

- Making sure you get the quality you pay for based on factual information.
- Being in control of your software development efforts.
- Less rework in later project phases by identifying quality problems early on.

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