

**UNIT I IT ORGANIZATION**

Metrics - Interpreting the metrics - collecting and Managing data - Obstacles graphical analysis -Core of software planning - Measuring the core metrics (Product, Quality, Process Productivity, Time, Effort) - Estimating and controlling with the core metrics - Workoutput measurements.

**UNIT II MEASUREMENT PROGRAM APPROACHES**

EDS Brazil metrics program - Measurement program implementation approaches - Bench marking - Data definition framework for defining software measurements.

**UNIT III SOFTWARE METRICS**

Functional points- Estimation of software reliability -Establishing central support for software sizing activities -metrics forproject management - Tracking software progress -utilizing software metrics.

**UNIT IV SOFTWARE ESTIMATION**

Problems with measurements - Avoiding obstacles and common pitfalls - Unreportedand unpaid overtime - Using software metrics for effective estimating - Estimatingsoftware development projects - Enhanced estimation on time within budget - Metrics inoutsourcing - Lifigaton - The product of non practicing function point metrics - Applyingstatistical process central to software - Metrics in E-Commerce.

**UNIT V KNOWLEDGE MANAGEMENT**

Quality information and knowledge - information quality -organizational knowledge - knowledge as assets -customized solution - Network knowledge infrastructure.

**REFERENCES**

1. Stephen H. Kan, " Metrics and Models In Software Quality Engineering", First Edition, Pearson Education, 2003
2. N. Fenton, S. L. Pfleeger. "Software Metrics. A Rigorous and Practical Approach", Thomson Learning, 1997
3. IT Measurement - A Practical Advice from the Experts". International Function PointUsers Group, Pearson Education, Asia.

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