



## *OSS for Quality Monitoring in IT Projects and Services*

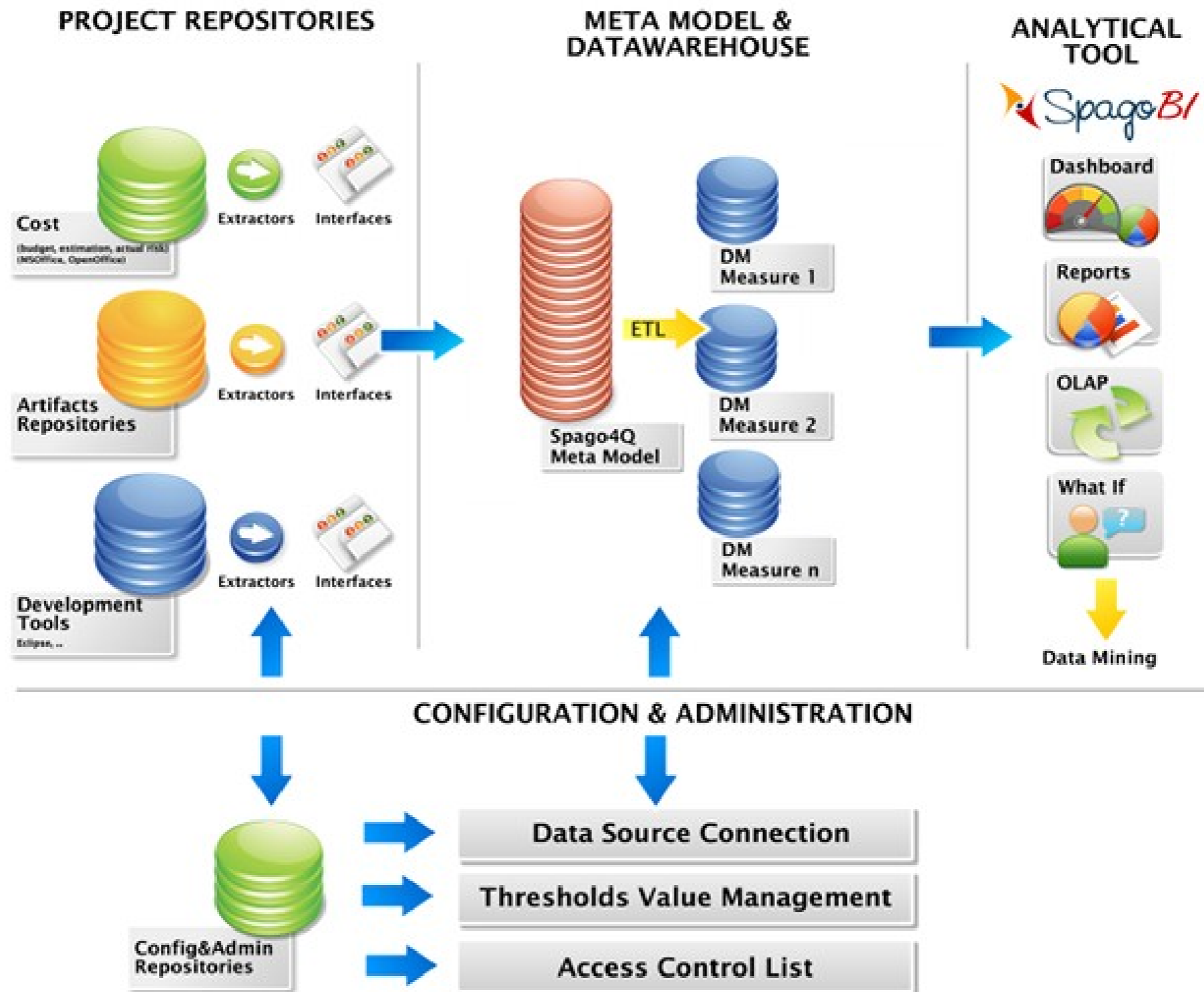
**Davide Dalle Carbonare**

*Engineering's Competence Center for Quality*

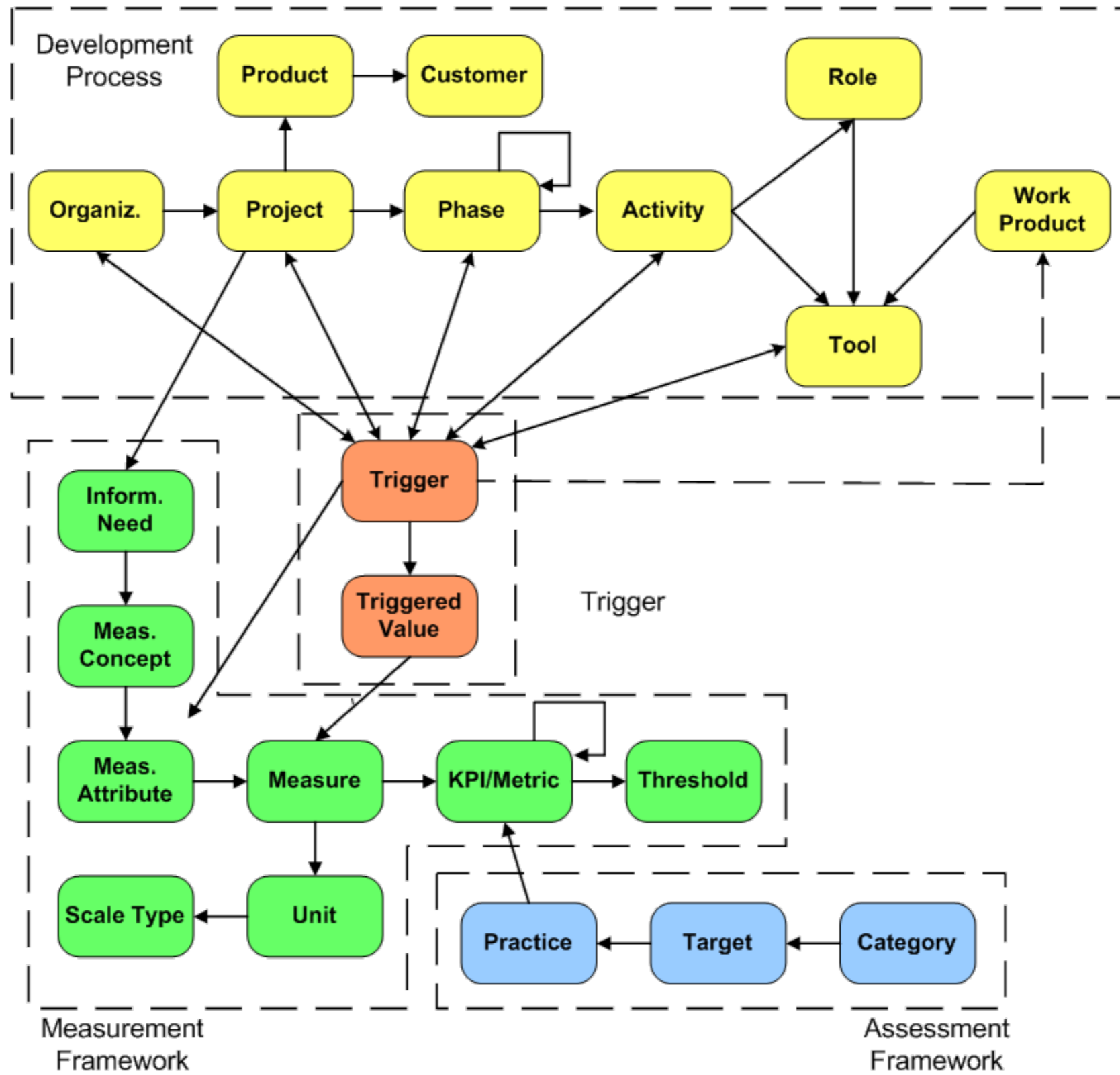
*November 9, 2010 - Grenoble*



# The free/open source platform to measure, analyze and monitor the Quality of Products, Processes and Services



# Metamodel



# PLAN

defining a set of metrics, based on the GQM approach, and possible dimensions of analysis

# MEASURE

including the collection of data, and the computation of metric values and global performance value

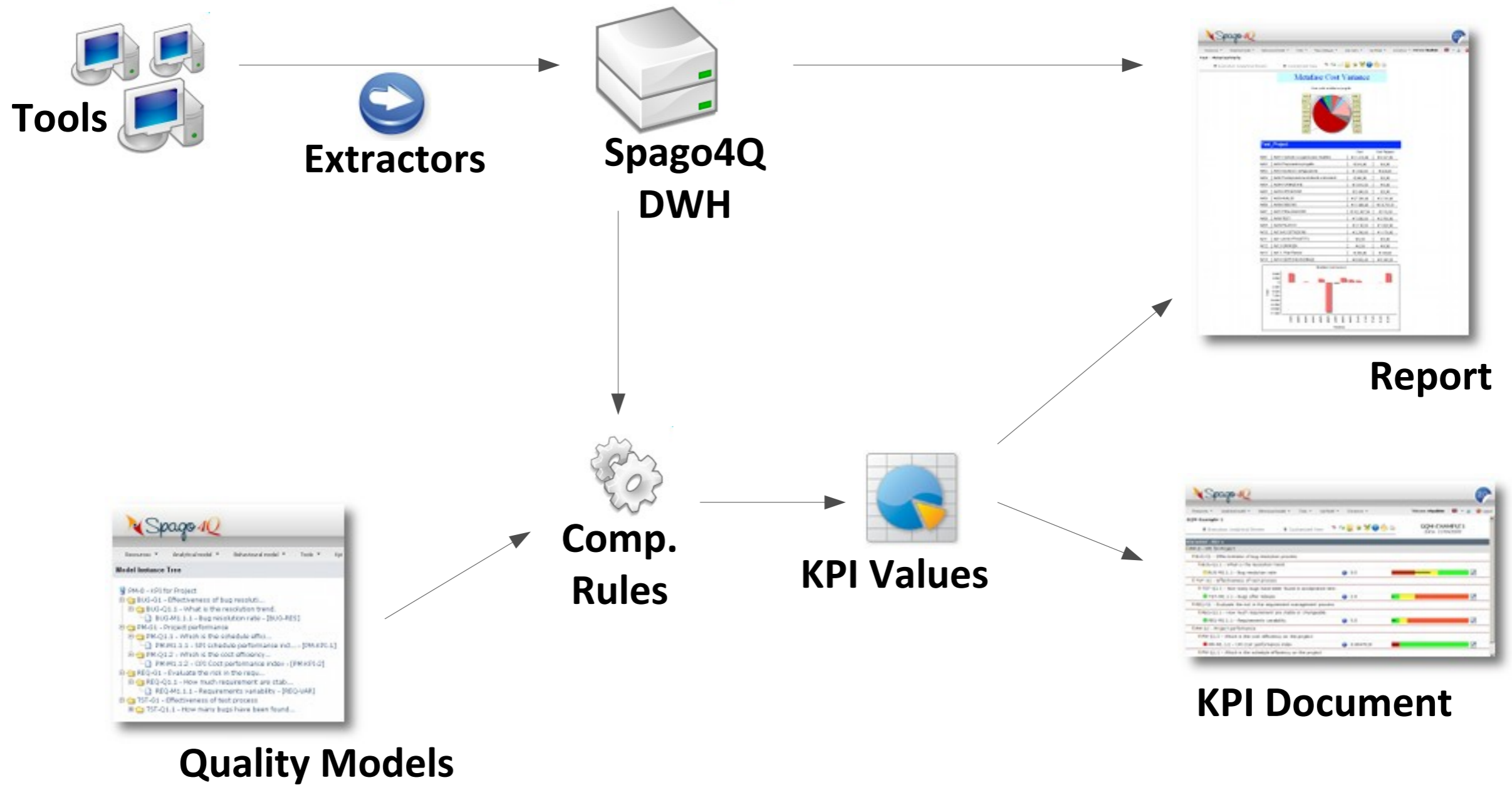
# IMPROVE

analyzing in detail each value below expected thresholds in order to find possible problems

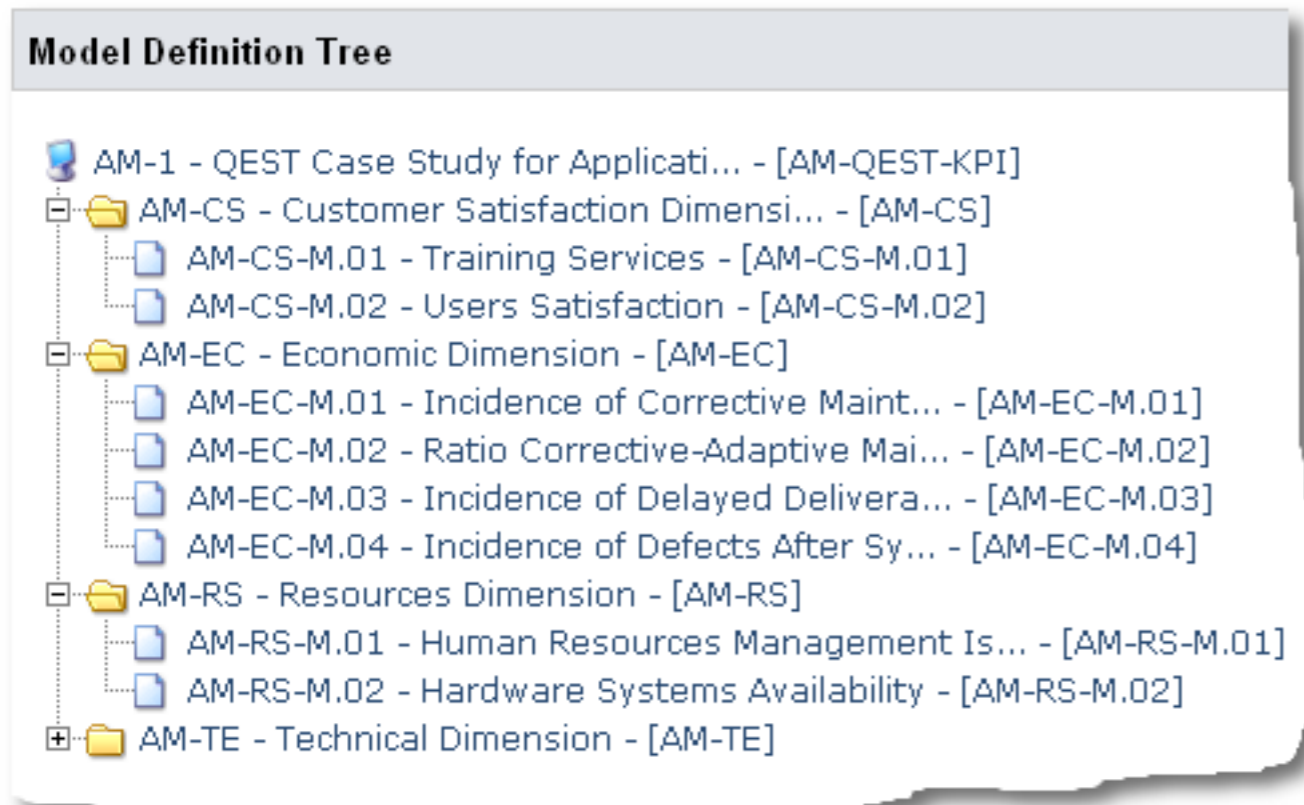
# ASSESS

presenting results through dashboards and reports according to the user profile and role

**Source:** Buglione L., Misurare il Software. Quantità, qualità, standards e miglioramento di processo nell'Information & Communication Technology, FrancoAngeli, 3/ed, 2008, ISBN 978-88-464-9271-5



# Declaration of a complete Quality Model, with the definition of the analysis dimensions the concepts to measure the metrics to apply to project's workproducts



**Model Definition** Kpi Advanced

**Name** Training Services \*

**Description**

**Code** AM-CS-M.01

**Couple each metric with the respective weight**

**Define the specific thresholds**

Main Advanced

**Name** Test Cases Coverage \*

**Description** Monitoring the coverage of test cases designed over requirements

**Code** VA-1 \*

**Algorithm description**

**Interpretation**

**Weight default value**

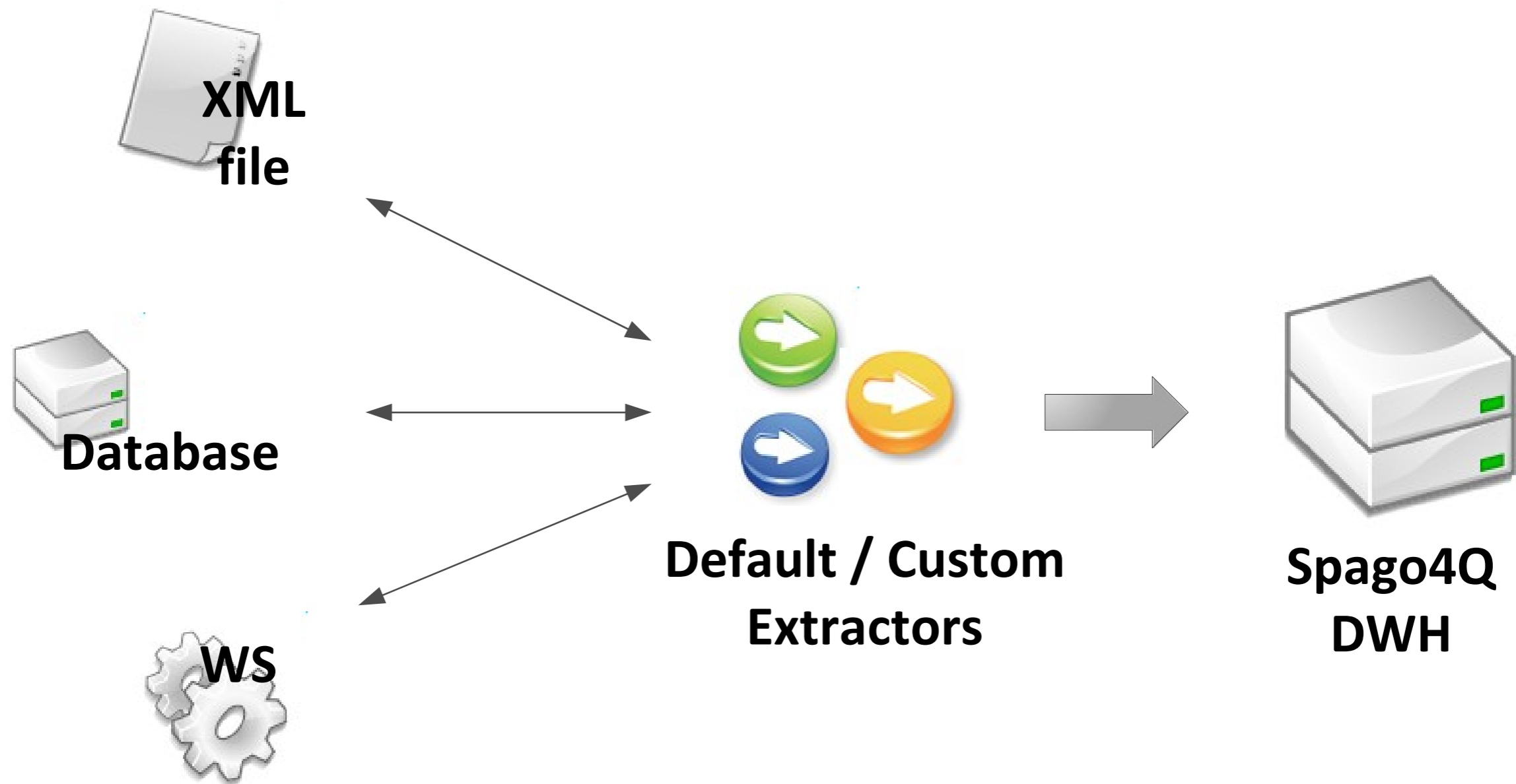
**Threshold Name** [VA-1] Test Cases Coverage

**Document Label**

**Calculation Rule (Data Set)** VA-1



## The DWH is filled according to the defined Data Interfaces

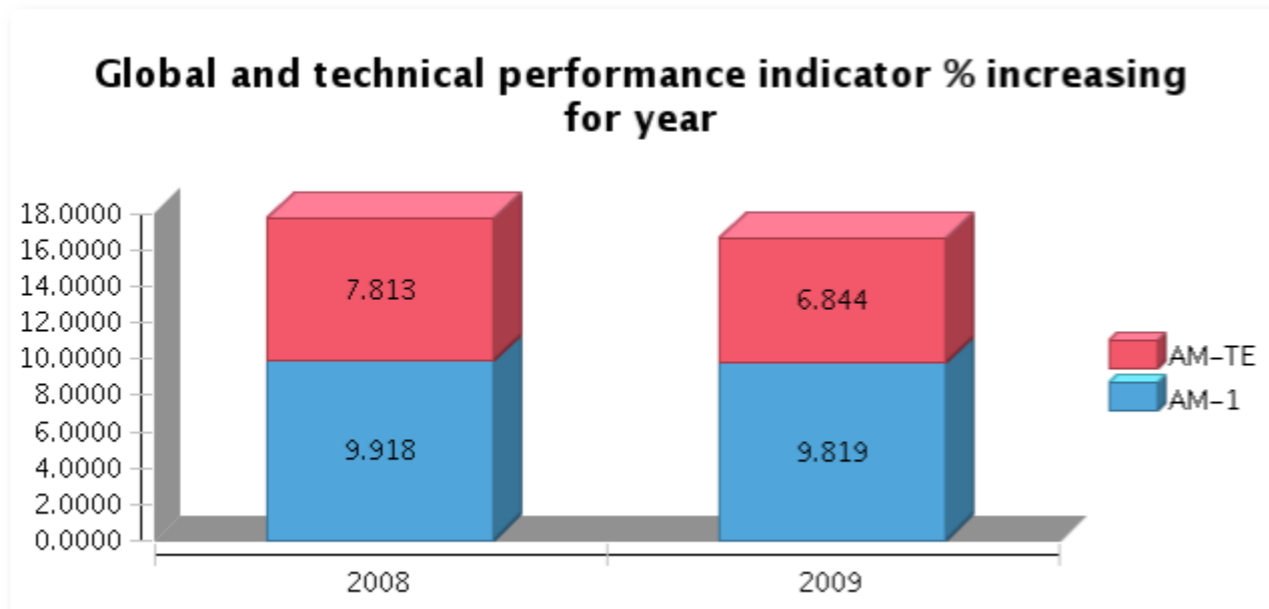
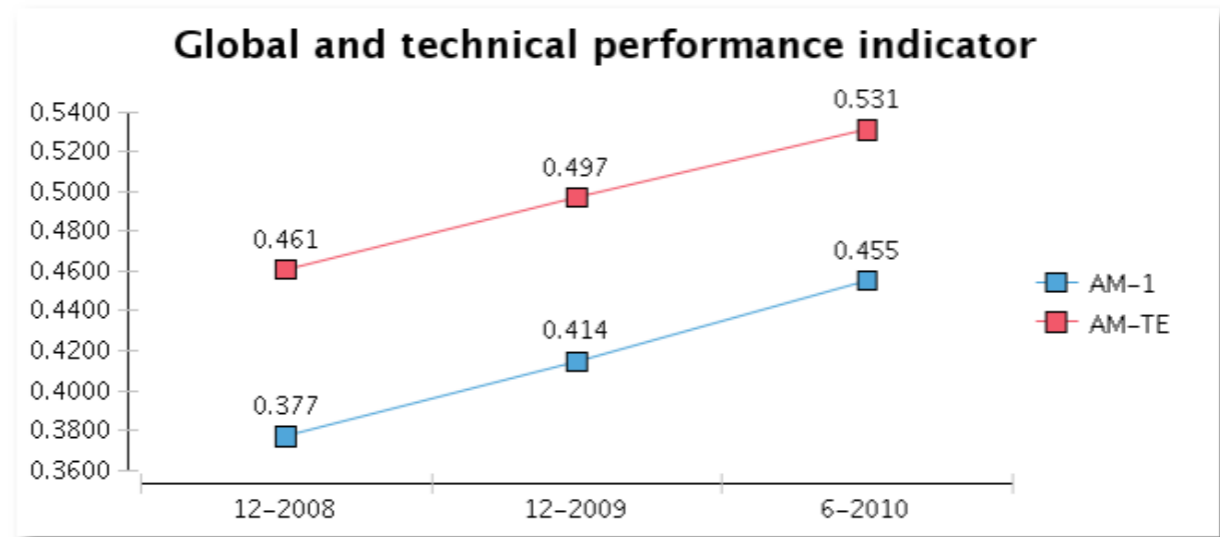


# Compute the Key Performance Indicators and display them according to their Thresholds

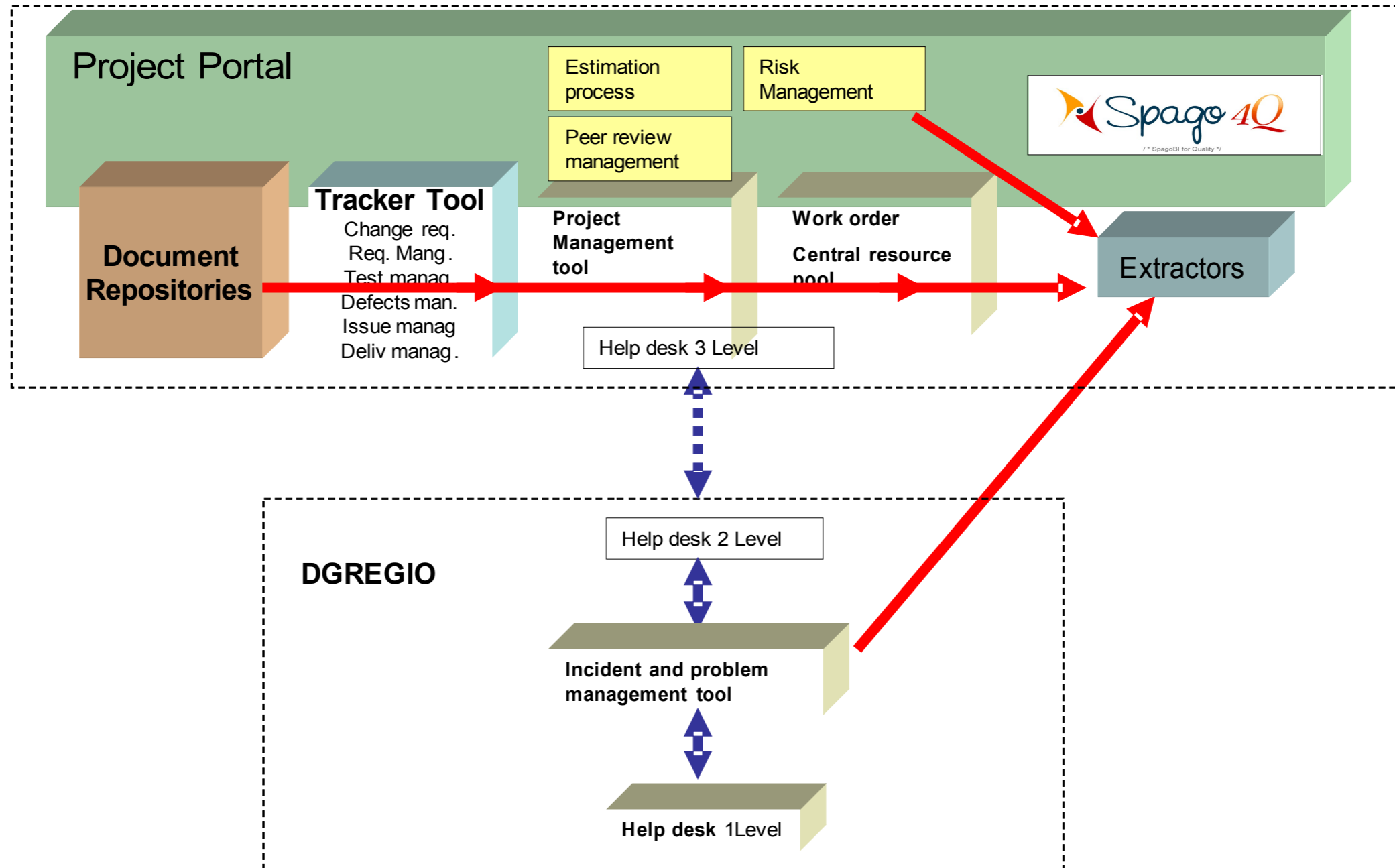
QEST-AM-SERVICE

RESOURCE: AM01			
MODEL	KPI	WEIGHT	KPI CHART
↓ AM-1 - QEST Case Study Application Management	0.4552		
■ ↓ AM-CS - Customer Satisfaction Dimension	0.75	[0.1]	
■ AM-CS-M.01 - Training Services	0.75	[1.0]	
■ AM-CS-M.02 - Users Satisfaction	0.75	[1.0]	
■ ↓ AM-EC - Economic Dimension	0.4516	[0.3]	
■ ... of Corrective	...	[1.0]	

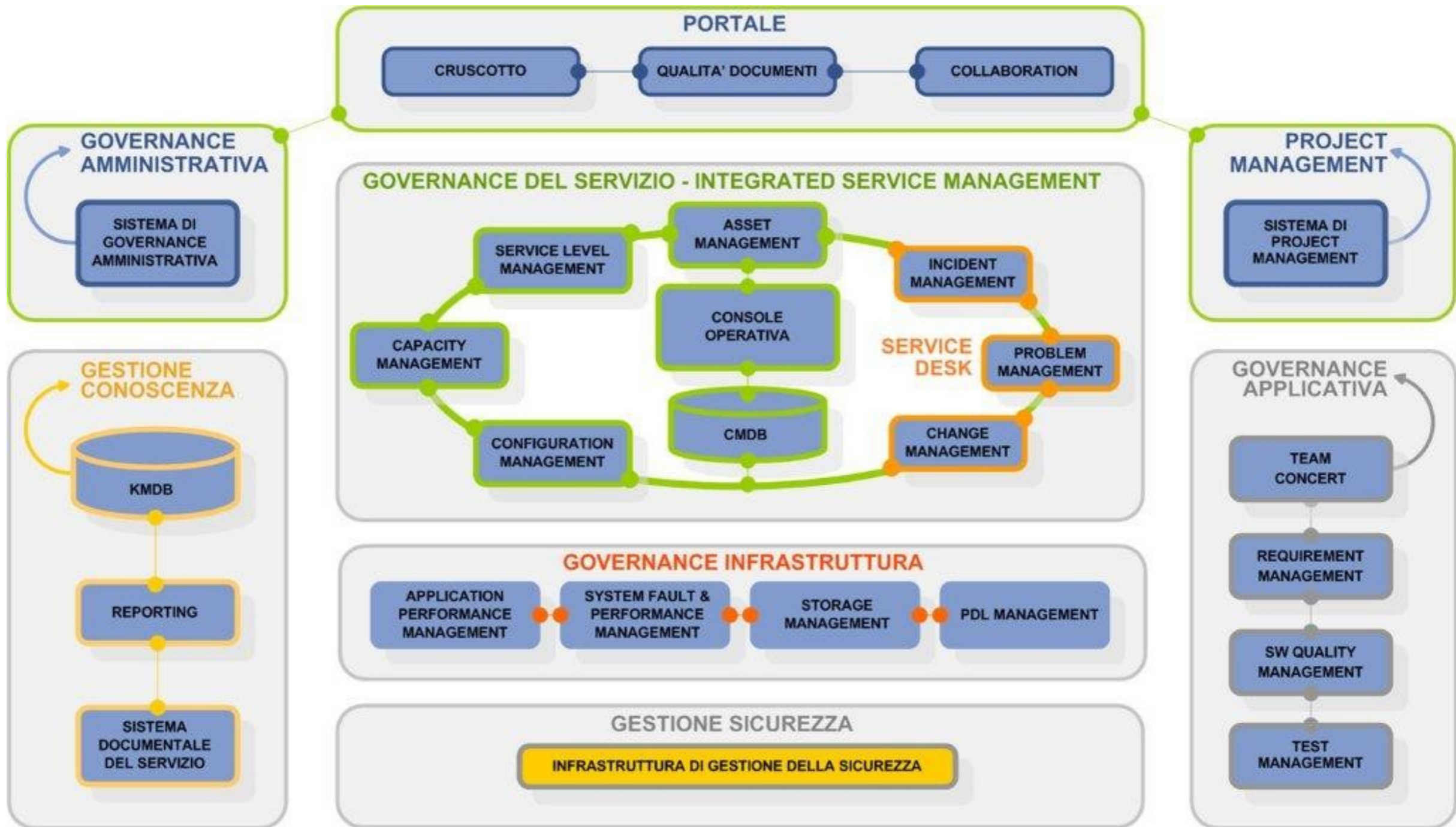
Sets of reports and dashboards could be defined and configured to satisfy reporting and managerial needs



# European Commission Directorate General for Regional Policy (DG-REGIO)



# Use Case – That's a running project for an Italian Region ...



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**Ticket System**

**Surveys**  
Portal integration

**Document Management**

**CTI**  
Computer  
Telephony  
Integration

**Help Desk**

**Service Monitoring**



**Reports**

**KPIs**

**SLA**  
Service  
Level  
Agreement

