



Q/P MANAGEMENT  
GROUP, INC.

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# Function Point Counting via the Internet

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# Presentation Objectives

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- Facilitated sessions with Subject Matter Experts (SME) are the most effective way to obtain an accurate Function Point count
- With today's global organizations it is not always possible or economical to have face to face meetings with the SME
- With proper planning, structure, and facilitation skills it is possible to have effective Function Point counting sessions utilizing internet meeting tools

# Internet Function Point Counting – The Pros

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- Allows access to all SMEs (multiple locations)
- Allows flexibility in scheduling multiple counts
- Internet tools allow for having backup documents with notations to record session results
- Saves money (less travel expenses)
- Avoids issues related to scheduling conference rooms
- Saves time and frustration associated with travel

# Internet Function Point Counting – The Cons

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- Sometimes it may be difficult to confirm understanding if not face to face
- Communication can be more difficult if language or cultural barriers exist
- Flexibility of scheduling can result in odd work hours
- Counting sessions can take longer
- Increased preparation is required
- Technology can create issues

# Effective Planning Leads to Successful Function Point Counting Sessions

To effectively plan FP counting sessions it is important to:

- Understand the Purpose of the Count
- Identify the Appropriate People to Involve
- Identify the Necessary Supporting Documentation
- Schedule the Counting Session
- Test the Technology

# Supporting Documentation Must Be Accessible

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The accuracy and appropriateness of the documentation used in the FP counting sessions will affect the accuracy of the FP count.

Having appropriate supporting documentation will:

- Reduce the chance of missed functionality
- Support the results of the session if questions arise
- Assist in planning and conducting future counting sessions

Supporting documentation must be accessible:

- Must be able to share documentation in the meeting tool
- SMEs should know where to access the information
- May be counting from production system
- May need to share application or desktop with SME

# Scheduling the Session

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Consider the following when determining the length of the counting sessions:

- Approximate size of the project/applications involved
- Number and personalities of the subject matter experts involved (may need to plan for multiple sessions)
- Experience of the counting facilitator
- Corporate meeting expectations and culture
- Schedule less sessions per day than when on site
- Allow for time zone differences
- For long sessions plan for more frequent breaks
- Add 5% more time for internet count

## Scheduling the Session (Continued)

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Scheduling internet sessions involves additional communication

- Send meeting notification well in advance with access and call information
- Work with site contact in advance to identify any security issues with loading documentation or sharing desktops
- Allow for time at the start of the session to explain the tools associated with the meeting facility



# Facilitating the Function Point Counting Session

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Effective planning will aid in a successful counting session; however there are specific items related to the meeting itself that should also be considered.

The facilitator needs to:

- Establish a comfortable meeting environment
- Utilize meeting mechanic techniques effectively
- Conduct the meeting in an effective and efficient manner
- Provide closure at the end of the meeting

# Meeting Mechanics

Utilize meeting mechanics to aid in the effectiveness of the counting sessions:

- Start on time
- Make sure participants understand the agenda/flow of the count
- Use visuals (diagram, notate on documentation)
- Check process throughout (participation, on track, understanding)
- Take notes
- Use 'chat' tools if there is difficulty in understanding terms or language

## Meeting Mechanics (Continued)

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- Speak slowly and avoid slang or jargon
- Pay attention to tone and pauses
- Control the pace to focus on one function at a time
- Identify function being examined by specific name (e.g. screen CUST1234)
- Set guidelines for communication (e.g. state name before speaking, specify key SME, don't talk over one another)
- Leave time to summarize what was accomplished, what needs to be done, and follow-up actions
- **Listen, Question, Restate**

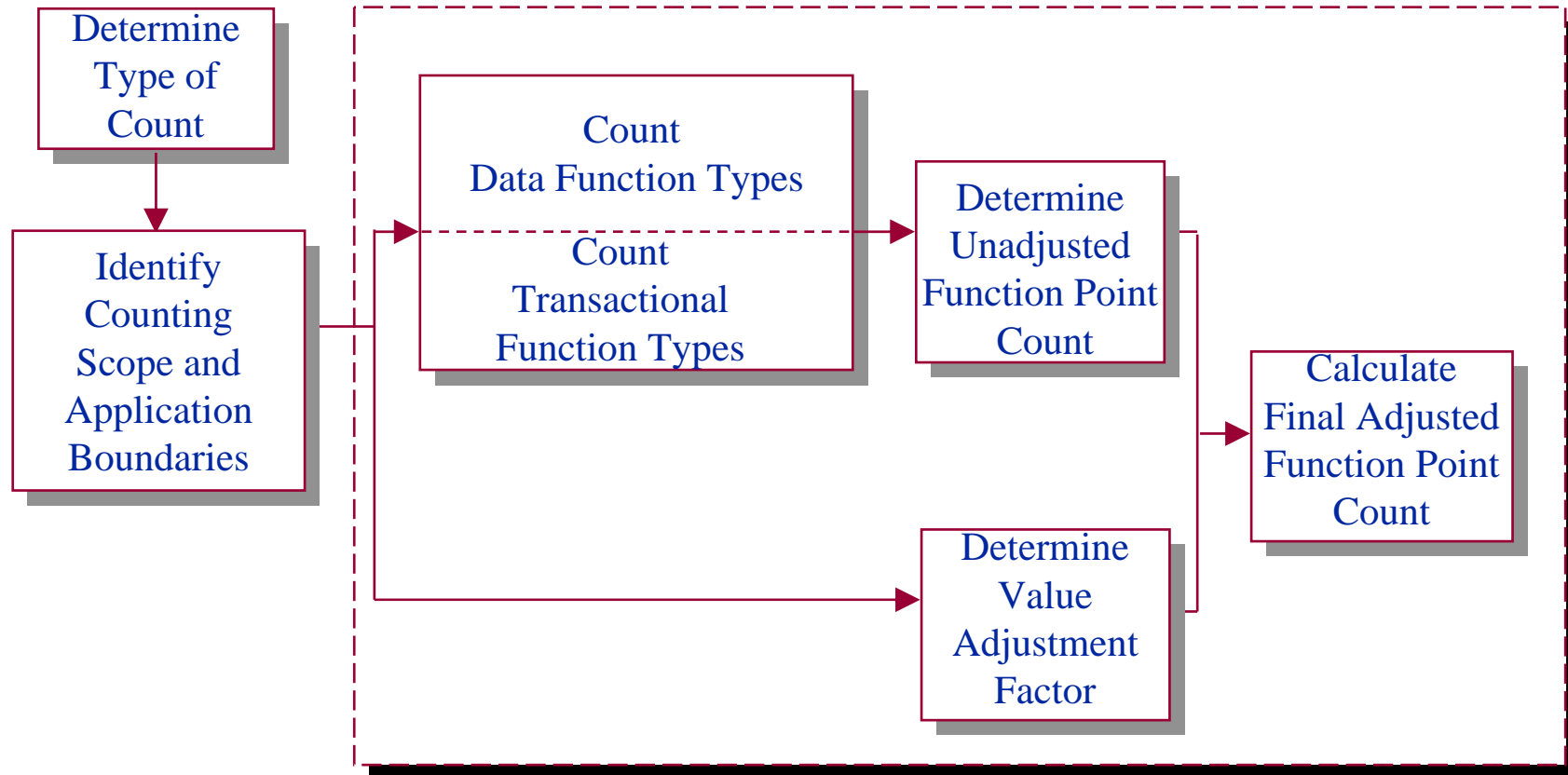
# Conducting the Count

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To effectively conduct a function point counting session via the internet it is important to:

- Follow a defined process – set process up front, but adjust if necessary
- Know the IFPUG counting rules
- Know what questions to ask
- Diagram/Document
- Utilize Helpful Hints

# Overview of the Counting Process



# Process May Be Dictated by Documentation

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The number of times through the process may be impacted by the documentation being used to complete the count.

## Requirements Document - List

- Go through each requirement and ask about data and transactions for each
- Be careful not to count functions twice

## Existing System or Completed Project

- Start with data
- Go through menus for transactions

# Structure is Essential to Function Point Counts Conducted Via the Internet

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Have subject matter experts provide a short overview of the project/application being counted.

Once the project/application is understood the following questions will maintain the flow of the session:

- What applications are involved?  
If multiple, choose the order to count them
- For a particular application, what data is involved?  
Determine inclusion, definition, and complexity
- Once the data is defined, ask what transactions are involved?  
Determine inclusion, definition, and complexity

**KEEP THE SME ENGAGED BY ASKING QUESTIONS!**

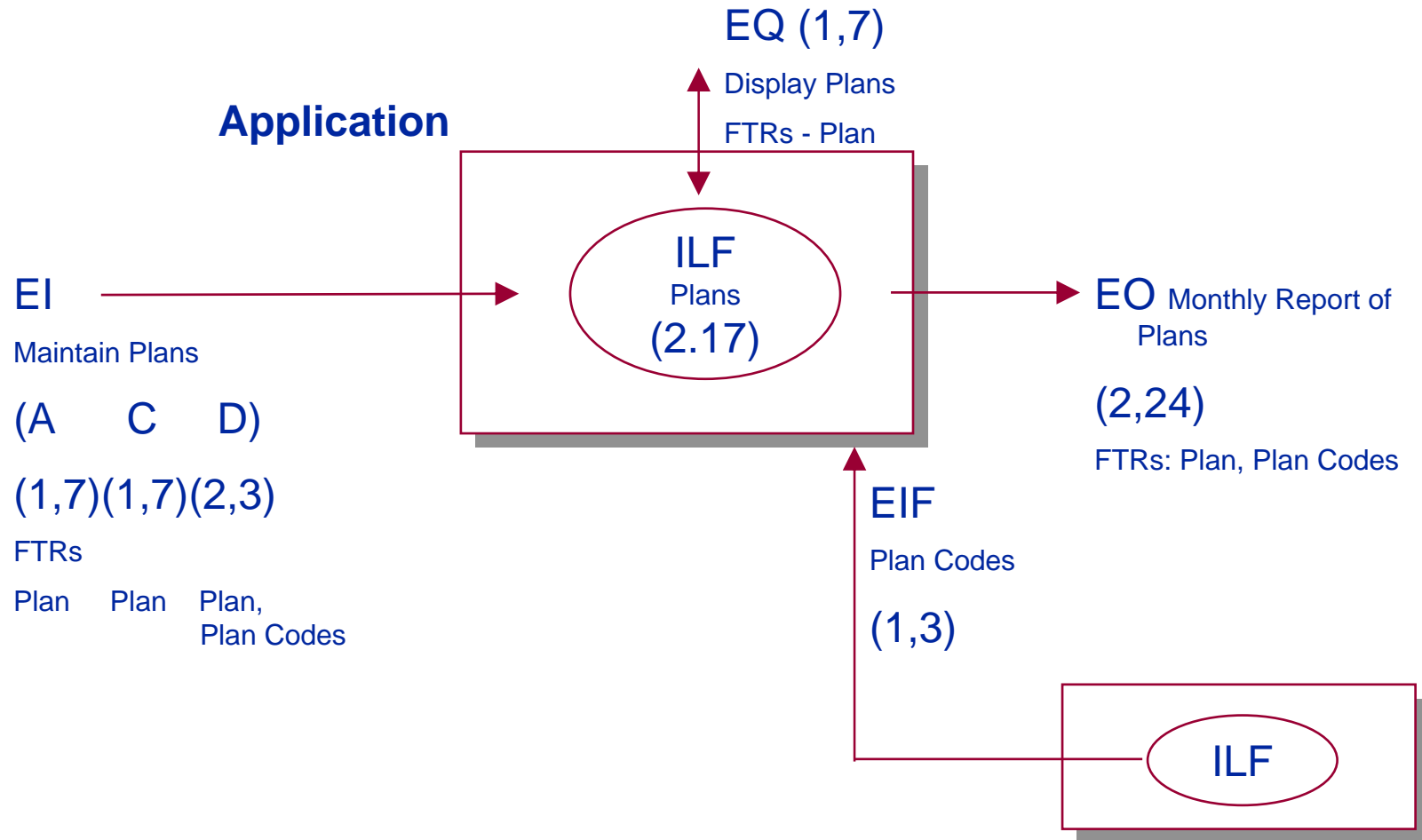
# Function Point Documentation

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- Use the Internet meeting tools (e.g. white board, annotation)
- Notate on the supporting documentation
- Document function, complexity, and why counted
- Diagram when possible
- Explain to the SME what is being documented for their understanding and to keep them involved
- If counting from production system may have to document outside of the internet tool not visible to the SME. Functions should be recapped periodically instead of waiting until the end of the session.



# Some Internet Meeting Tools Have Diagramming Capabilities



\* This technique is consistent with the IFPUG Counting Practices manual, and is recommended by Q/P Management Group.

# Internet Function Point Counting Facilitation - Helpful Hints

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- **Stay focused**
- Follow the counting process
- Diagram/Notate
- Document completely
- Don't rush - take time and ask questions
- Get detailed answers
- Confirm understanding of the answers with the SMEs

# Concluding the Count

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The following activities should occur to close the counting session:

- Recap the state of the count
- Outline the next steps
- Assign responsibilities and due dates for any outstanding items
- Thank participants

# Summary

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Facilitating FP counts in person may be the ideal, but when necessary counts can be conducted via the internet

- Facilitation of counts gets more comfortable with experience of both facilitators and SMEs
- Planning and preparation make a big difference
- Follow a process, but be adaptable
- Know how to use the internet meeting tools
- Have a backup plan if the technology fails