



Q/P MANAGEMENT
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Innovative Approaches to Application Boundaries to meet Client Objectives

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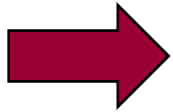
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Innovative Approaches to Application Boundaries to meet Client Objectives

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Presentation Objectives



- Defining Application Boundaries
- Application Boundary Issues
- Guidelines on Establishing Application Boundaries in a Perfect World
- Guidelines on Establishing Application Boundaries in an Imperfect World

Defining Application Boundaries

IFPUG Definition of “application”:

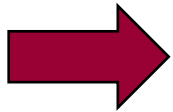
- cohesive collection of automated procedures and data supporting a business objective; it consists of one or more components, modules, or subsystems

IFPUG Examples for “application”:

- accounts payable, accounts receivable, payroll, procurement, shop production, assembly line control, air search radar, target tracking, weapons firing, flight line scheduling and passenger reservations.

Presentation Objectives

- Defining Application Boundaries



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Application Boundary Issues

- IT Development – structure of development organization
- IT Outsourcing
- IT Outsourcing to multiple vendors
- And the list goes on

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Guidelines on Establishing Application Boundaries in a Perfect World

Conduct an Interview with Subject Matter Experts and/or Users using a list of Application Boundary Questions:

- Does the application fulfill a specific business requirement?
- Does the user of the application recognize it as a standalone entity?
- Does this application share a large number of files with other applications?

Guidelines on Establishing Application Boundaries in a Perfect World

- Does the application have at least one ILF?
- Is this a subsystem of a larger application? If so, does the user recognize the subsystem as a standalone solution?
- Are other metrics (defects, support hours) aligned with the application?
- When the user requests maintenance/enhancement, does the request use the application's name?

Guidelines on Establishing Application Boundaries in a Perfect World

- Is this application dependent on another application to complete an elementary process?
- Does this application fulfill a single business purpose, as part of a larger application (example, Client versus Server)?
- If the application is based on reused code, did the developers modify the code to support new or changed edits in order to meet a new business need of the client?

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Guidelines on Establishing Application Boundaries in an Imperfect World

Real-Life Client scenario:

- Multiple applications are outsourced to multiple vendors
- The same business application is supported by multiple vendors
- A specific vendor may support one or more business applications
- Business requirements for a project are defined at the business application/vendor level
- Different project managers/project SMEs support each business application/vendor.
- Productivity is measured using FP analysis for each vendor

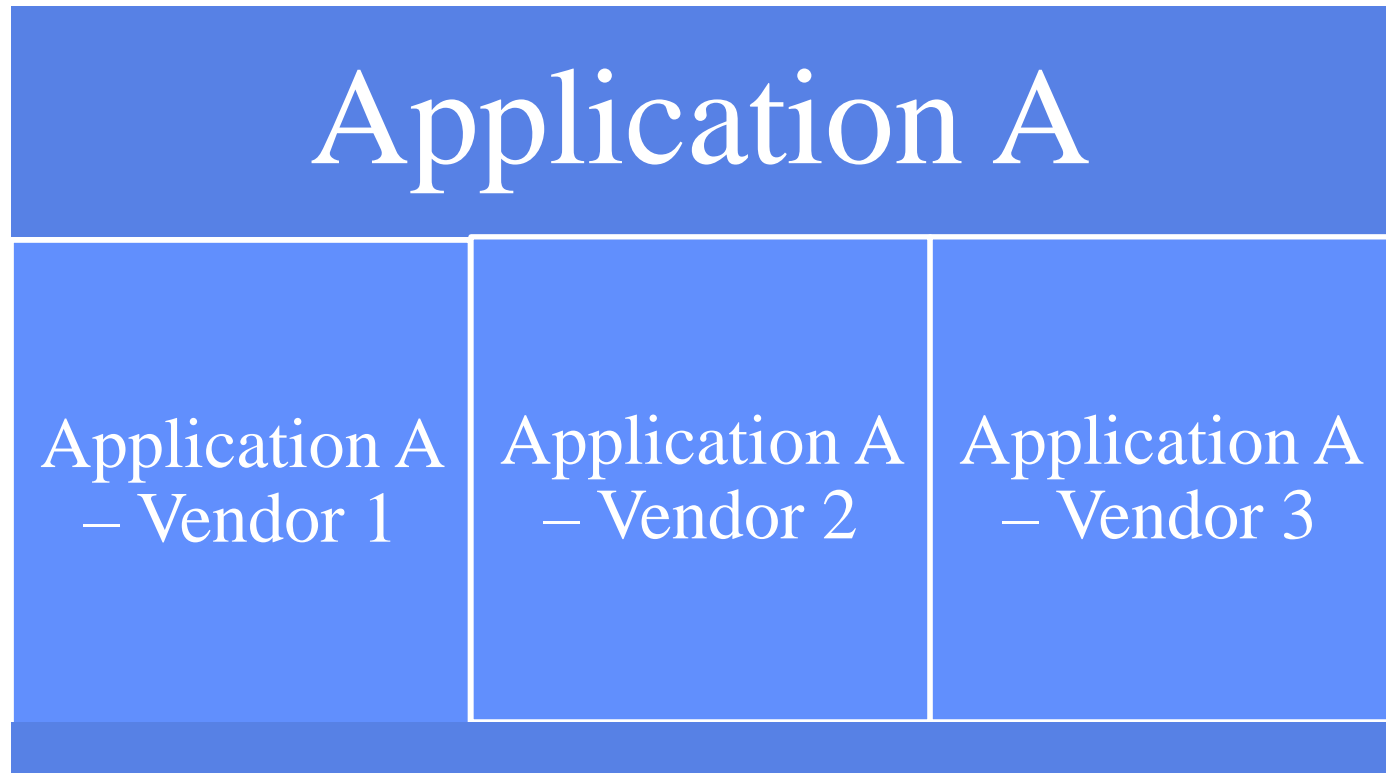
Guidelines on Establishing Application Boundaries in an Imperfect World

Issues:

- Multiple applications are outsourced to multiple vendors
- The same business application is supported by multiple vendors
- A specific vendor may support one or more business applications
- Business requirements for a project are defined at the business application/vendor level
- The project manager/SME may not have knowledge of the complete elementary process for the application
- A vendor may not have knowledge of the complete elementary process for the application

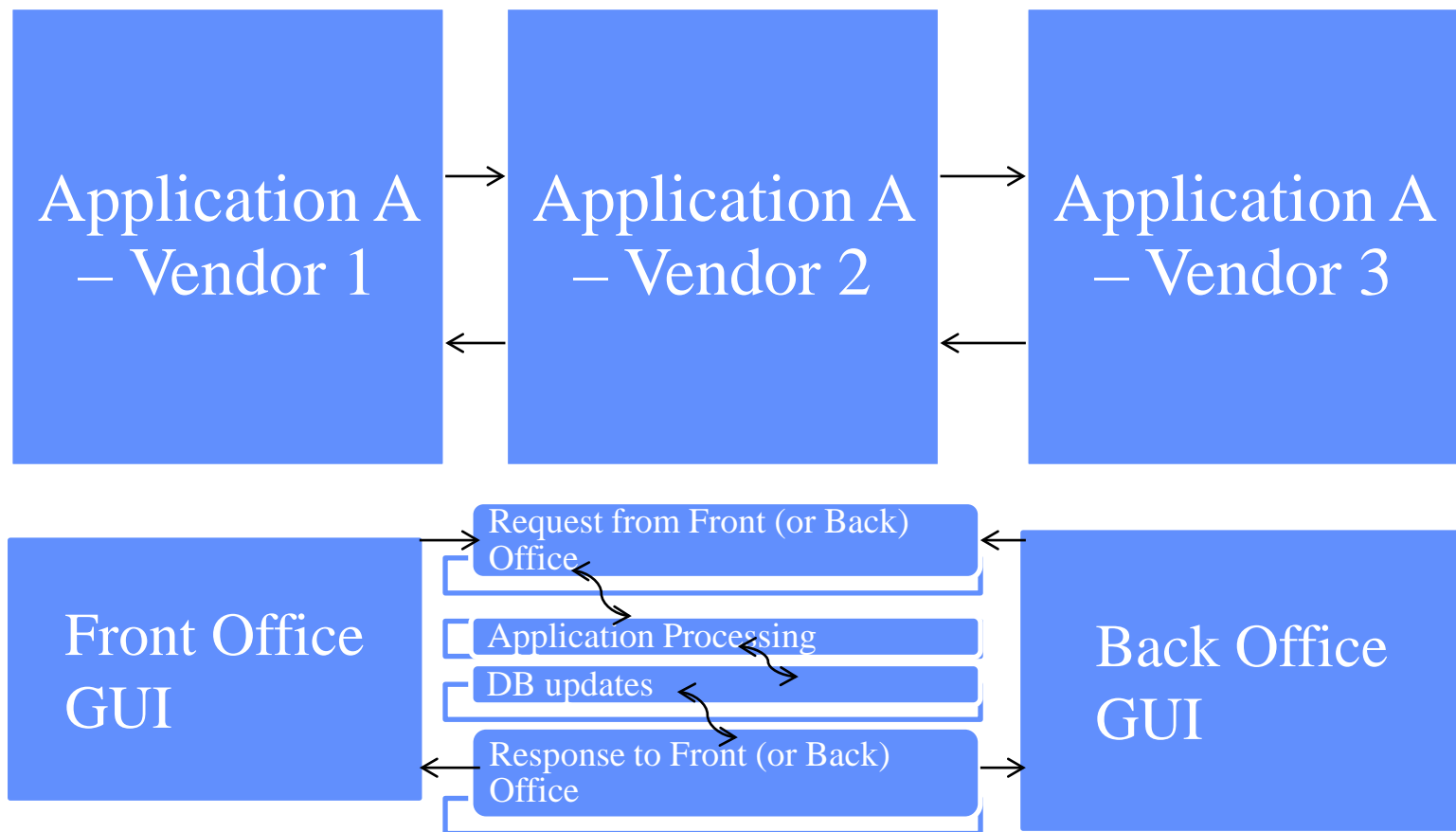
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Resolution:



Guidelines on Establishing Application Boundaries in an Imperfect World

Example:



Guidelines on Establishing Application Boundaries in an Imperfect World

- Conduct an Interview with Subject Matter Experts and/or Users using the list of Application Boundary Questions
- Review the client's business objectives to determine if any uniqueness requires an innovative solution
- Adhere to the IFPUG CPM rules
- Document all resolutions for the business client, each vendor and any other impacted group

Summary

- Application Boundaries must be defined and documented as they impact the definition of all functions for FP analysis (ILF, EIF, EI, EO, and EQ)
- Client business objectives need to be taken into consideration when defining application boundaries
- IFPUG CPM rules can be applied, even if innovative approaches are taken