Information Technology Measurement and Governance – International Strategies

Ottawa, Canada, May 1, 2013

Fidelity & Defect Metrics . . . Joe Schofield


Assertion – *In the absence of defect data*:

- **Productivity metrics are misleading**
- **Quality metrics are inadequate**
- **Value is impossible to ascertain**

Opportunity – *Reduce development and support costs*

- **Industry data has demonstrated a ROI for peer reviews of 2:1 to 3:1**
- **30 – 60 percent of all development work is rework from changing or misunderstood requirements**
- **Instead of removing defects early in product development, organizations often rely on more testing to improve the quality of their products. It's the other 50 percent of defects from requirements and design that aren't found by testing, and which are the most expensive to resolve.**

Fidelity – *Quantifying how often we do what we say . . .*

- **We have a policy for product development, how often do we follow it?**
- **We have a process for product development, how often do we use it?**
- **We have criteria for tailoring our work, how often do we apply it?**
- **During "911" events, do we rely on process or abandon it?**
- **Is it useful or possible to benchmark with other organizations if we characterize our own capability?**
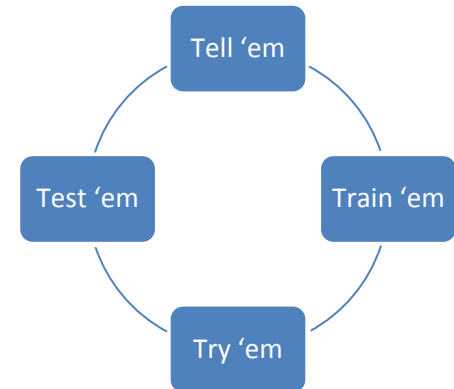
"7" Types of Waste – Toyota
1. Overproduction
2. Inventory
3. Wait Time
4. Transportation
5. Processing
6. Motion
7. Defects
8. Underutilized People