Software Metris and Quality Engineering

CSE 8314 — Fall 2017

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Module I: Metrics/QE Overview

- About CSE 8314
- Software Measurement
- ESE, GQM, etc.
- Comparison, Evaluation and M. Theory

CSE 8314 Overview

- Two parts of the CSE 8314 title
  - ▷ Software metrics (or just metrics) – measurement objects and types
  - ▷ Software quality engineering (SQE) – activities/models/etc. in Tian/SQE book

- Metrics as basis to support SQE and beyond (management, process, etc.)

- 5 Core Metrics by Putnam&Myers
  - ▷ size (complexity etc.)
  - ▷ time
  - ▷ effort
  - ▷ reliability (quality etc.)
  - ▷ productivity

Goal of Software Measurement

To achieve the goal of controlled software development, we need to:

- Develop an *engineering* discipline;
- Measure and evaluate the working product;
- Construct a *scientific* model for program measurement:
  - ▷ Techniques from other disciplines;
  - ▷ Develop new techniques if necessary;
  - ▷ Basic questions:
    - – What to measure: goal & environ.
    - – How to measure it: metrics & tools
    - – Selection and validation
- See also measurements and models from Tian/SQE Chapter 19.

How Does CSE 8314 Fit In?

- (Area I) M/QE fundamentals:
  - ▷ Generic concepts, important ideas
  - ▷ Overall framework.
- (Areas II&III) basic metrics:
  - ▷ External metrics
  - ▷ Internal metrics
  - ▷ Relations, classification, usage
- (Area IV) Metrics evaluation:
  - ▷ Empirical $\Rightarrow$ formal model.
  - ▷ Formal models for metrics evaluation.
- (Area V) New frontier:
  - ▷ Hypothesis testing using metrics
  - ▷ Bigger picture (ESE) + new applications/frontier

CSE 8314 Overview

- (Area I) M/QE fundamentals:
  - ▷ Generic concepts, important ideas
  - ▷ Overall framework.

- General concepts
  - ▷ Measurement, ESE, and SE
  - ▷ Measurement of software vs. measurement of other objects
  - ▷ Measurement "maturity" and spectrum

- Overall framework.
  - ▷ GQM/QIP/EF
  - ▷ Other frameworks

- Mathematical foundation
  - ▷ Measurement theory
  - ▷ Types and levels of measurement

CSE 8314 Overview

- (Areas II&III) basic metrics:
  - ▷ External metrics
  - ▷ Internal metrics
  - ▷ Relations, classification, usage

- External metrics
  - ▷ Quality: reliability, safety, dependability, usability, etc.
  - ▷ Cost related
  - ▷ Time/schedule/activity/environment/etc.
  - ▷ Areas and contexts: PPP

- Internal metrics
  - ▷ Complexity
  - ▷ Dimensions and classification of complexity metrics

CSE 8314 Overview

- (Area IV) Metrics evaluation:
  - ▷ Empirical ⇒ formal model.
  - ▷ Formal models for metrics evaluation.
- Empirical evaluation
  - ▷ Data and statistical analysis
  - ▷ Other empirical evidence/corroboration
- Formal models for metrics evaluation.
  - ▷ Historical development
  - ▷ Tian-Zelkowitz model
  - ▷ Other recent development

CSE 8314 Overview

- (Area V) New frontier:
  - ▷ Hypothesis testing using metrics
  - ▷ Bigger picture (ESE) + new applications/frontier

- Hypothesis testing using metrics:
  Koru-Tian and other works

- ESE, the bigger picture
  - ▷ ESE ideas, guidelines, applications
  - ▷ Integrated approach (Putnam/Myers:5CM)

- New applications/frontier/development
  - ▷ Traditional: commercial, telecom, etc.
  - ▷ New: net-centric, SOA, cloud, etc.

Complexity and Other Measurement

Basic assumption: The lower the complexity, the more desirable:

- ▷ cheaper to build;
- ▷ easier to maintain;
- ▷ more reliable;
- ▷ ...

Usage of Complexity Measurement:

activity	time	nature
assessment	a posteriori	passive
prediction	a priori	passive
control	persistent	active

Other Measurement : Internal and external ones (next).

Internal/External Measures

Internal Measures: depend on programs only. complexity measures $\subset$ internal measures;

External Measures: depend also on other external factors — so called *-lities.*

Relations: correlated but not uniquely determined. To use internal measures to predict external measure, we need:

- ▷ Discover *appropriate* internal measures;
- ▷ Establish *predictive* relations;
- ▷ Use and validate predictions.

Measures and Dimensions

Complexity measures are multi-dimensional because of:

1. Multi-facet *internal* organization:
   - ▷ Presentation;
   - ▷ Control;
   - ▷ Data.

2. Multi-purpose *external* usage under different activities.
   - ▷ Assessment: Basili's GQM;
   - ▷ Prediction: Boehm's COCOMO;
   - ▷ Control: Boehm's spiral.

Software Measurement

- In the measurement spectrum: "maturing"

- Example: testing evaluation
  - ▷ Test results and expenditure.
  - ▷ Test cases and measurement.
  - ▷ Internal measurements: size/complexity/etc.
  - ▷ Environmental data: process/people/setup
  - ▷ Evaluation results: reliability.

- Data/analysis from other phases:
  - ▷ Product: code, documents etc.
    - – external: quality, cost, schedule etc.
  - ▷ Process: entities/relations/environment
  - ▷ People: experience etc.
  - ▷ Various assessment/prediction/improvement.

Software Product Measurement

- Product specific (static):
  - ▷ Code, test case, document
  - ▷ Structure vs. information flow
  - ▷ Control/data/presentation
  - ▷ Metrics and data collection
  - ▷ ESE: product quality/etc. questions?
- Execution specific (dynamic):
  - ▷ Path verification (white-box)
  - ▷ Usage to component mapping (black-box)
  - ▷ Measurement along the path
  - ▷ Usage of the measurement data
  - ▷ ESE: performance/reliability/etc.?

Other Software Measurement

- Process characteristics
  - ▷ Entities, relationships, and integration
  - ▷ Preparation, execution and followup
- People characteristics
  - ▷ Skills and experience
  - ▷ Roles: planners/developers/testers
  - ▷ Process management and teams
- Environmental characteristics
  - ▷ Hardware/software environment
  - ▷ Product/market environment

Measurement and ESE

- *Empirical Software Engineering (ESE):* Applying empirical techniques/methods to solve software engineering problems.

- Objects of study:
  - ▷ Observation of SE activities.
  - ▷ Case studies in SE.
  - ▷ Controlled experiments.

- Analysis and conclusions:
  - ▷ Data from the above activities.
  - ▷ Statistical and other analyses.
  - ▷ Conclusions draw based on data/analyses.

- Measurement plays a central role in ESE.

Software Engineering Perspective

- Key components of S/W Eng.
  - ▷ Methods and processes
  - ▷ Formal foundations (math/theory)
  - ▷ Experimentation (scientific)

- Methods and process
  - ▷ Methods and methodologies
    - – structured programming, OO, SOA
    - – specialized methods
      specification: formal vs informal
      testing: black-box/white-box/random
  - ▷ Process models (and measurement)
  - ▷ Mixing method and process
    - – agile, XP, TDD, etc.
    - – clean room example
  - ▷ 7313, 7314 and other MS/CS courses.

Software Engineering Perspective

- Formal foundations
  - ▷ Mathematics/logic/statistics
    - – formal specifications
    - – program verification
    - – statistical models
  - ▷ Computer science
    - – language and ADT $\Rightarrow$ OO
    - – systems/tools/CASE
  - ▷ Formal models on metrics: Area IV.

- Experimentation (scientific)
  - ▷ Trace/case studies
  - ▷ Controlled experiment
  - ▷ Measurement and analysis
  - ▷ Empirical validation
  - ▷ Observation-based vs. goal-oriented

Software Processes

- Mega-Process: Initiation, Development, Maintenance, Termination.

- Components: Requirement, Specification, Design, Coding, Testing, Release.

- Process Variations:

  ▷ Waterfall: sequence and dependencies;
  ▷ Iterative: incremental, divide&conquer;
  ▷ Spiral: risk management;
  ▷ Mixed/synthesized.

- Measurement and analysis throughout different components of the products and processes.

- Relation to CSE 7313, 7314, etc.

ESE in SE Activities

- Observational studies:
  - ▷ Passive observations of industrial practice, etc.
  - ▷ Try to draw preliminary conclusions based on observations and related data.
  - ▷ Multiple observations $\Rightarrow$ validation.

- Case studies:
  - ▷ Semi-active.
  - ▷ Pre-set study goals.
  - ▷ Conclusions need further validation.

- Controlled experiments:
  - ▷ Active design and experimentation.
  - ▷ Closest to scientific experiments.
  - ▷ Solid conclusions.

Measurement Framework: GQM

- Background:
  - ▷ Software Engineering Laboratory
  - ▷ TAME projects
  - ▷ Key personal: Basili et al.

- Software Engineering Laboratory
  - ▷ NASA/GSFC
  - ▷ University of Maryland
  - ▷ Computer Sciences Corp.
  - ▷ 1st SEI process award recipient
  - ▷ Software measurement and ESE:
    - among the first ESE studies
    - software measurement and analysis
    - goal-question-metric (GQM) paradigm
    - experience factory (EF)

GQM

- GQM: what is it?
  - ▷ Goal: goal of the (measurement) study.
  - ▷ Questions: questions related to goals.
  - ▷ Metrics: metrics answering questions.

- GQM background/foundations:
  - ▷ Goal oriented approach.
  - ▷ Measurement based.
  - ▷ Scientific experimentation.
  - ▷ Hierarchy or paradigm: diagram.

- Relation to ESE:
  - ▷ Can serve as general guidelines for ESE.
  - ▷ Related EF: similar to scientific labs in ESE.

GQM and EF

- EF: What is it?
  - ▷ Experience Factory
  - ▷ Separation of concerns
  - ▷ In connection with GQM/TAME
  - ▷ In ESE: Similar to scientific labs that conducts scientific experiments.

- Experience Factory
  - ▷ Input from product organization
  - ▷ Output to product development
  - ▷ Internal organization
  - ▷ Implementation in NASA/SEL

GQM/EF Recent Development

- Research activities:
  - ▷ New NSF-funded Center:
    - – Univ. Maryland and USC (Boehm)
    - – GMQM and other activities
  - ▷ Fraunhofer Institute and Centers
  - ▷ Others

- GQM extensions:
  - ▷ GMQM: success model
  - ▷ Specialized guidelines
    - – Kitchenham et al.
    - – Tian measurement/model, etc.
  - ▷ More emphasis on scientific experimentation

- EF beyond NASA/SEL.

GQM/EF Work at SMU

- NSF Net-Centric and Cloud Software and Systems I/UCRC
  - ▷ SMU/UNT/UTD founding members
  - ▷ EF for industrial partners of I/UCRC
  - ▷ Quality/dependability/performance
  - ▷ Application domain:
    - net-centric, service-oriented, and
    - more recently cloud computing

- MRI and other projects
  - ▷ Instruments for dependability evaluation for CCS (cloud computing systems)
  - ▷ Again, a kind of EF

- J. Tian, An Emerging Experience Factory to Support High-quality Applications Based on Software Components and Services. Journal of Software, Vol.6, No.2, pp.289-297, Feb., 2011.

Measurement: Comparison

- Physics(and other physical sciences)
  - ▷ Motion: static and dynamic aspects
    - – distance metrics
    - – time metrics
    - – energy, force, etc.
    - – other metrics: speed, acceleration etc.
  - ▷ Similar for other areas in physics:
    - – heat, sound, electricity, atomic/nuclear

- Some common characteristics
  - ▷ Well-defined, quantitative metrics:
    - – usually interval or ratio type (later)
    - – "unit": important standard of references
  - ▷ Importance role of measurement and data in "scientific" experiment: observation, hypothesis testing.
  - ▷ Theory and models: both basis and guide

Measurement: Comparison

- Other "hard" sciences:
  - ▷ Chemistry: mostly quantities
    (other focus: reactions, pathways, etc.)
  - ▷ Biological/life sciences:
    – similar role of measurement
  - ▷ Geo-/astro-/etc.
    – important role of measurement

- Engineering:
  - ▷ Mechanical/civil/chemical/electrical/etc.
  - ▷ Emerging: measurement also maturing.
  - ▷ Measurement: Similar to foundational scientific disciplines

- Software measurement: "maturing" towards these

Measurement: Comparison

- Psychology:
  - ▷ Example: IQ test and IQ score
  - ▷ Less well-defined
    - subjective vs objective
    - data validity and interpretation
    - usually unit-less
  - ▷ Other quantitative measurements and statistics
  - ▷ Non-quantitative: classification/type

- Other "soft" sciences and disciplines:
  - ▷ Social sciences, humanities, arts
  - ▷ Type of measurement as a distinguishing factor

- Software measurement: more "mature" than these?

Measurement in ESE

- Measurement: central activity in ESE
  - ▷ context of measurement/expr/study
  - ▷ measurements associated with different experimental designs
  - ▷ measurement and data collection
  - ▷ measurement result analysis
  - ▷ measurement/analysis result presentation, interpretation, and drawing conclusions

- Interpreted as measurement activities:
  - ▷ definition: context, design
  - ▷ gathering: data collection
  - ▷ analysis/followup: analysis, presentation, interpretation

Measurement: Evaluation

- Measurement typically used to evaluation SE artifacts/activities.

- Also need to evaluate measurements/metrics themselves:
  - ▷ properly defined?
  - ▷ properly used?
  - ▷ lead to useful results?

- Use of evaluation results:
  - ▷ selecting existing measures/metrics
  - ▷ proposing new ones
  - ▷ under what context?

Measurement: Evaluation

- Types of metrics evaluation:
  - ▷ self evaluation
  - ▷ empirical evaluation
  - ▷ formal model based evaluation

- Self evaluation of new metrics:
  - ▷ when proposed/defined
  - ▷ demonstrate the use & usefulness
  - ▷ possible subjective bias
  - ▷ limited scope & validity

Measurement: Evaluation

- Empirical evaluation of metrics:
  - ▷ a set of given metrics
  - ▷ empirical study set up
  - ▷ focus: how these metrics work
  - ▷ other performance measures not subjected to evaluation
  - ▷ typical evaluation objects: internal (complexity) metrics

- Evaluation based on formal models:
  - ▷ based on empirical studies/evidences
  - ▷ generalized theory/models
  - ▷ development: after many empirical evaluation studies

- More later (Area IV of CSE 8314).

Measurement Theory

- Best book on the subject:
  Fred S. Roberts, "Measurement Theory, with applications to decision making, utility, and the social sciences", Addison-Wesley, 1979.

- Formalization of measurement:
  - ▷ R: relation
    reflexive, symmetric, transitive, complete?
  - ▷ f(x): measurement as functional mapping
  - ▷ aRb $\leftrightarrow$ f(a) ¿ f(b)

- Basic questions
  - ▷ representation: defines mapping/scale
  - ▷ meaningfulness: truth unchanged by admissible transformations

Measurement Theory

- Scale types defined by admissible transformations

- Some common scale types (from strongest to weakest):
  - ▷ absolute: $\phi(x) = x$, e.g., counting
  - ▷ ratio: $\phi(x) = \alpha x,\ \alpha > 0$, e.g., mass, temperature (K), time interval
  - ▷ interval: $\phi(x) = \alpha x + \beta,\ \alpha > 0$, e.g., temperature (C, F), time (calendar), IQ standardized score
  - ▷ ordinal: $x \geq y \quad iff \quad \phi(x) \geq \phi(y)$, e.g., preference, hardness, air quality, IQ raw score
  - ▷ nominal: any one-to-one, label alt plans, CSE/EMIS/EE/etc course code