Index

A
accessibility index 251
acquisitions 132, 231
activity based cost (ABC) 56
added value 14-15, 82, 88, 110
agency theory 115
Analysis of Variance (ANOVA) 21
Application Service Provider (ASP) 82
artefacts 244-245
asset specificity 115

B
benchmarking 68, 70, 74, 78, 177, 197, 200, 217, 231
black box 109, 134-135
blogs 153, 155-158, 161-167, 170-172
Bodies of Knowledge (BoK) 14
business intelligence (BI) 118

C
Chief Information Officers (CIOs) 84
client acceptance 39, 41-43, 45-46
client firms 97-98, 102, 104, 106, 109
client-vendor relationship 100, 109
collaborative-authoring 154
collective code ownership 8-9, 11
commercial off-the-shelf (COTS) 74
complicated project (CP) scenario 18
Computer-Aided Manufacturing (CAM) 200
consistency testing 258
constraint set 253
construction brief 188
Constructive Cost Model (COCOMO) 229
Basic COCOMO 229
Intermediate COCOMO 229
consulting and systems integration (CSI) 118
continuity testing 256
contract management 87
Control Account Plans (CAP) 271
costing techniques 51
customer relationship management (CRM) 118

D
Data Envelopment Analysis (DEA) 229
Data Flow Diagrams (DFD) 177
decision making 16, 27, 42, 68-69, 88, 142, 188-189, 229, 248, 252, 268
degeneracy testing 258
delayed reciprocity 116
Delphi 71
Disaster Recovery Planning (DRP) 241
disaster related planning 249

E
Earned Value Analysis (EVA) 270
e-commerce 237, 246-247
terprises 36, 90, 111, 154, 158
Entity Relationship Diagrams (ERD) 177
environmental uncertainty 115
Expert Systems (ES) 200
eXtreme Programing (XP) 2

F
four-variable model 45
functional user requirements (FUR) 226
Function Point Analysis (FPA) 227
Function Points (FP) 70, 270

G
Gantt chart 179-180
genetic algorithms 252, 266
GIS simulation 255
global information systems (GIS) 41
globally distributed teams (GDT) 151
goal setting 144, 224, 235-241, 243-244, 246-248

H
heterogeneous teams 87
hidden costs 82, 88
Hofstede’s Cultural Dimensions 136, 145
human resource management 1-2, 167-168, 200

I
incremental and iterative development (IID) 52
information security 169, 235-236, 238-246, 248
Information Systems Function (ISF) 84
information technology (IT) 34, 39, 188, 200, 216
initial operational capability milestone (IOC) 54
intellectual capital 41, 76, 78, 233
intercultural management 117
interfirm relationship 117
internal communication 27
International Function Point User Group (IFPUG) 231
international sourcing 97, 109-110
interpretivism 239
Irish companies 81-82, 84-86, 88
ISO 10006 standard 15
IT access 202, 207, 209-212
IT Barometer Survey 201-202, 207, 218
failure 34-35
success factors 25, 31, 33-34
Washington-Baltimore Metropolitan area 25, 31

J
Job Characteristics Model 269, 282
Jordan Construction Contractors Association (JCCA) 206, 218
Jordan Engineers Association (JEa) 206, 218

K
Key Result Area (KRA) 225
knapsack problem 268, 281-282
Knowledge Worker Productivity Assessment (KWPA) 230

L
lifecycle costing (LCC) 52
lifecycle objective milestone (LCO) 54
lines of coding (Loc) 220, 226
Local Area Network (LAN) 202

M
makespan 19-22, 173, 179-180
Man Month 47, 74
maximisation problem 276
Measurement and Analysis Infrastructure Diagnostic (MAID) 269, 283
mergers 132
Ministry of Defense (MoD) 191
Ministry of Education (MoE) 191
Ministry of Health (MoH) 191
Minnesota Satisfaction Questionnaire (MSQ) 207
Model of Culture 137
mutual trust 88, 105

N
Net Present Values (NPV) 59
network vulnerability model 251
Nominal Group Technique (NGT) 71
Non-linear cost-behaviour 58, 60
non-polynomial (NP) algorithms 173

O
offshore delivery model 99-100
cost savings 102
quality 104
Onion model 136
outsourcing 26, 70, 72, 81-92, 94, 97, 101, 103, 105, 110-111, 113-115, 119-120, 122, 125-130, 151, 170, 236

P
partnership 102-103, 111, 115, 128
Pearson correlation 209, 211
performance measurement 51-53, 66, 68, 77, 224, 226, 268-271, 281-282
plan-driven methods 134
Index

point-biserial correlation 44
POM (Processes for Organizational Meanings) model 29
precedence network 175, 180-181
predictor variables 43-44
Principal 83, 115, 144
process models
  SCRUN 2, 4, 133-134, 149
  XP 2, 4-5, 13, 134
process protocol 190, 197
productivity 223
productivity analysis 69, 224
productivity management 69, 73, 132
product management 133
product release milestone (PR) 54
project
  implementation profile 42-43, 49-50
  life cycle 19, 40, 47, 50
  performance model 41
  planning 17, 19-20, 27, 29, 49, 67, 153, 173, 187, 195, 228, 241, 282
project management
  course 16, 21
Project Management Body of Knowledge (PMBOK) 14, 22-23, 28, 38, 50, 134, 149, 283
Project Management Office (PMO) 23, 36
Project Management Trainer (PMT) 16
Public Work Department (PWD) 189

Q
Q-Q plots 208

R
recovery phase models 249-250
Resource Constrained Project Scheduling (RCPSP) 174
resource reallocation 268
Resource Variance (RV) 273
rolling horizon approach 173-174
Royal Institute of British Architects (RIBA) 190
RSS feeds 153, 155, 158, 161-162, 165-167

S
Shelby County test 259
simple project (SP) scenario 18
single-objective optimization model 249, 256
social bookmarking 153, 159, 164, 172
social exchange theory 115
social learning theory 237
social networking 153, 158
software design 75
software development 1-4, 8-10, 12-13, 48, 51-57, 60, 66-68, 70, 72-73, 75-79, 81-82, 86, 89, 111, 132-134, 138, 141, 143-144, 147-148, 150-152, 154-158, 166, 170-173, 201, 222, 224, 227, 229, 231-234, 268-269, 271, 276, 282-283
  agile 7-11
  rigid 7-9
Software Engineering Process Management (SEPM) 270
software industry 66, 71, 76, 132-133, 138, 148-149, 221
software production 72-73, 75, 132
source lines of code (SLOC) 52, 70
staff turnover 1-2
stakeholders 12, 16, 25-28, 34-36, 52, 73, 96-111, 155, 157, 188, 191, 224, 236, 241, 243, 251
strategic needs analysis (SNA) 188
stress levels 1-2, 4, 10-11
Subjective productivity measurement (SPM) 224, 230
supplier dependency 82

T
Team Characteristics Model 269, 283
Team Software Process (TSP) 224
the resource-based view (RBV) 225
Time-Driven Activity Based Costing (TDABC) 52
To Complete Performance Index (TCPI) 271
Total Measurement Development Method (TMDM) 226
transaction costs 114-115, 126-127
Transaction Costs Economics 115
transferability effect 113, 120
Traveling Salesperson Problem (TSP) 174
triangulation 240, 244-245
trouble shooting 46

U
Unified Process model 51, 271

V
value-focused thinking 237-238
vendor firms 96-98, 103, 106, 109-110
Virtual Reality (VR) 200
virtual teams 151-152, 170-172, 224, 233, 237
Vision 2020 187
Vision Bank 240-242, 248
volatility 27, 38, 40, 48, 50, 70, 72

W
Web 2.0 tools 150, 153, 159-165, 167-171
web mashup 158
wikis 142, 153-156, 161-165, 167, 170-172
Wilcoxon rank sum test 6-10
Work Breakdown Structure (WBS) 177, 271
work management 133