

# The International Software Benchmarking Standards Group (ISBSG)

The global and independent source of  
data and analysis for the IT industry

[www.isbsg.org](http://www.isbsg.org)



# ISBSG Mission

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“To improve the management of IT resources by  
both business and government  
*through*  
the provision and exploitation of public repositories  
of software engineering knowledge that are  
standardised, verified, recent and representative of  
current technologies.”

# To deliver the mission

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The ISBSG has established and now grows, maintains and exploits two international repositories of IT history data:

- Software Development & Enhancement
  - Over 6,000 projects
- Maintenance & Support
  - Over 1,000 applications

# ISBSG repositories

A new body-of-knowledge with the potential to **transform** the processes, relationships, structure and performance of the Software Engineering Industry

australiainf.com.au

9/12/2005

## Blood IT system fails all its tests

Ben Hicks  
•Blood management

programmers are based. Earlier this year, a concerted effort by the Department of Health and Ageing resulted in the first national blood management system to be so far failed all its evaluation tests.

The latest failure by the Program blood management system, made by French registered company MAK SYSTEM, means the use of a novel flat file database and MAK's 'black box' approach to programming is code is such a vital area, and its 'superior' account, which give a wide access to the ARCBS systems.

The Ozcoms report found the delays in introducing the national bloodstock system were 'surprised to short-

## Customs busted in \$100m overrun

The Australian Financial Review  
www.afr.com • Tuesday 27 July 2004

INFORMATION 33

### Crane's mettle tested by software glitch

Ben Woodhead

Metals manufacturer Crane Group intends to pour back technology spending in 2005 following a long-running tussle with a troubled software project that blew a \$28.7 million hole in its 2004 financial result.

The cost-cutting drive, outlined in Crane's 2004 full-year results yesterday, comes after a tripling of the computer and communications cost over three years from \$14.6 million fiscal 2002 to \$45.5 million in the 2004 financial year.

The surge in spending was caused primarily by a long struggle at the company to get a major PeopleSoft software project back under control

after it ran amok, driving up costs and hobbling the performance of several Crane Group business units. While the project was finally completed on July 19, it is expected to continue to weigh down the over-

increase in IT costs, which will plateau in 2005 and which reflect the full implementation of the IT system." Crane said in late June it may take legal action against PeopleSoft over the botched project, which uses tech-

nology depreciation and amortisation costs also took a big jump, surging from \$2.5 million in 2003 to \$10 million in 2004. Only a small increase to \$1.8 million is expected in fiscal 2005.

Crane had already disclosed some of the steps it will take to cut costs and about 30 IT information technology jobs are expected to be slashed. Cash has already been put aside for the redundancies under a \$1.1 million management restructuring expense.

With the implementation project now complete, the Crane Group can focus on using the system to improve business processes and working capital management," Mr Selgwick said.

support costs, in \$7.1 million in 2004 and to \$11 million in 2005, communication

**'Nobody expects software projects to be delivered on time'**  
Richard White  
Eagle Datamation chief executive

## Telstra billing system delayed

Michael Sainsbury  
Telecommunications

AFTER three years and more than \$30 million, a Telstra project to deliver its customers DSL and voice services has been delayed until at least December.

The project was originally code named FAST but was changed last year to BAAB (Broadband Activation Billing).

Quizzed about the delay at Telstra's profit results last week, Telstra chief executive Ziggy Swilkowski promised the bill would be available by December.

## Analyst blasts 'abysmal' project costing skills

Kelly Mills  
•Pricing

AUSTRALIAN IT professionals are criticised for producing the cost of IT projects, according to analyst the META Group.

Speaking at the research company's annual conference, META's corporate IT, vice president and international data services and publications product manager Charlie Macgregor said project cost estimation was treated as an "art".

"IT professionals rely on expert opinion. As they often don't have time to prove up all the pieces required they rely on past experience and gut instinct," he says.

Macgregor says many IT professionals overestimate project costs as they are usually done "top-down and done once".

"IT tends to overestimate to pad for things that come up during a project," he says.

It is well known that a large percentage of IT projects come in over budget and late. Macgregor says META Group Asia Pacific managing director Paul Venturi.

Macgregor says many IT professionals are partly to blame for the project's inability to correctly estimate costs. "Maybe users don't really know what they want," he says.

Nevertheless, Macgregor says less than 10 per cent of companies that seek advice from the META Group are able to fully describe the project the company is about to undertake.

Additionally, Macgregor says IT departments are on shaky ground as the world's top IT firms increasingly showed as a cost centre in many organisations. "The notion of driving value out of IT cannot exist, as IT is a supplier to

the business. It has to sit at the executive table to become more proactive about what is being deployed," he says.

As in other countries, Australian companies are under pressure to reduce IT spending in declining years, Macgregor says.

"Increasingly IT spending is just to keep the lights on," he says.

Issues foremost on IT departments' minds include outsourcing management, security, re-engineering organisations to be customer-centric, and infrastructure strategy - how to be more agile with less budget, says Macgregor.

Discussion at the roundtable also focused on a growing trend for IT departments to outsource all non-core processes.

Venturi says, from discussions with clients, organisations are increasingly outsourcing security and risk management.

"A small but growing percentage of businesses are outsourcing everything, including security and finance," he says.

META Group product management senior vice president Dave Cooney commented this issue by enterprises. "If they can't get patch management right, what chance have they got? They need to get their own house in order first," he says.

www.isbsg.org



# The ISBSG is unique

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- The only international data repositories accessible to all for a modest fee
- All ISBSG data is...
  - Validated and rated in accordance with its quality guidelines
  - Current, independent and trusted
  - Captured from a range of organisation sizes and industries
- Industry leaders around the world contribute to the ISBSG's development, offering the highest metrics expertise worldwide

# International membership

Current members of the ISBSG represent eleven IT and Metrics Associations from eleven countries: Australia, China, Finland, Germany, India, Italy, Japan, Netherlands, Spain, Switzerland, UK, USA.

The logo for FISMA (Financial Information Systems Metrics Association) features the letters 'FISMA' in a blue, sans-serif font. The 'I' is stylized with a vertical bar through it.The logo for SWISS ICT, with 'SWISS' in red and 'ICT' in black, set against a white background.The logo for DASMA (Data Analytics and Systems Metrics Association), with 'DASMA' in a green, bold, sans-serif font.The logo for GUPPI ISMA (Global User Proficiency and Productivity Institute for Software Metrics Association), featuring a green bar chart and the text 'GUPPI ISMA'.The logo for Nesma (Netherlands Software Metrics Association), featuring a stylized 'N' and the text 'Nesma'.

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# How does the ISBSG work?

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1. Collects data
2. Analyses data
3. Packages research results
4. Shares knowledge through products and services

# ISBSG customers

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- IT professionals
  - Require metrics data to support their business decisions (including estimating, outsourcing, off-shoring, benchmarking and/or migration to new technologies)
- IT providers
  - Use the ISBSG data for estimation and benchmarking and to validate project deliverables and cost when tendering
- Software metrics practitioners
  - Use the ISBSG data for benchmarking, sizing and reality checking
- Academic researchers and educational institutes
  - Use the ISBSG data to support their teaching and for research work



# Development & Enhancement Repository

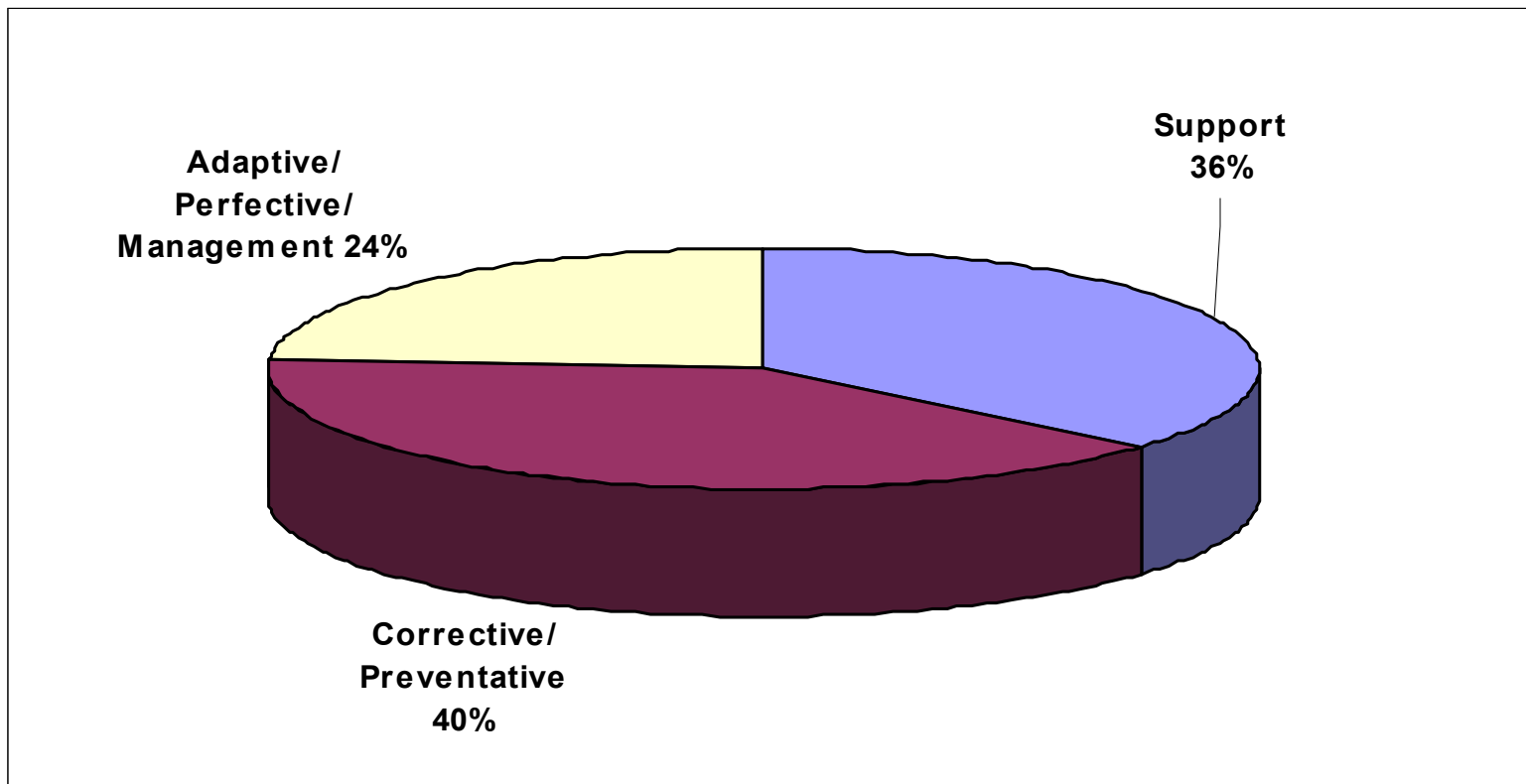
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- Over 6,000 projects
- Probably represents top 25% of industry
- 36% since 2005
- Data from a wide range of countries, organisations, application types and development types
- Offers users the ability to improve project performance through estimation, benchmarking, trend awareness and comparison of platforms, languages and tools

# Maintenance & Support Repository

- Over 1,000 applications from 12 countries

Balance of activities:



# Data Collection Process

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- Anonymity and security procedures
- Validation procedures
- Repository entry
- Project Benchmark Report
- Rating comments
- Re-submission
- Re-rating and project/application update

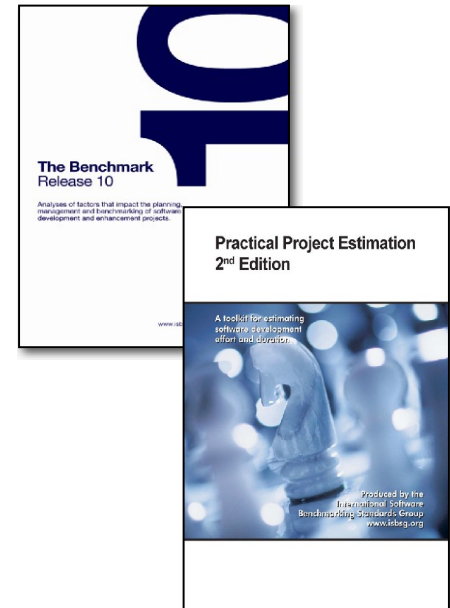
# Incentives for submitting data

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- Free Project Benchmark Report for valid data
- Free ISBSG publications for 5+ projects/applications
- Free copy of the ISBSG Repository data and free Benchmark report for 50+ projects/applications
- Ability to benchmark organisation's projects/applications against others in the Repository

# Sharing knowledge

- ISBSG Web Subscription Services offering valuable reports, charts and tables
  - Maintenance & Support
  - Development & Enhancement
  - Corporate
- Special Analysis Reports
- Industry Data
- Estimating and Analysis Tools
- The Benchmark (books)
- Practical Project Estimation (book)
- Project Benchmarking Service
- Estimation Course (training material)
- Data available for research



# The value of ISBSG industry data

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## Best Practice

- Substantial capability to compare 'like' projects/applications

## Benchmarking

- Project/Application benchmarking available free of charge
- Good organisational benchmarking data

## Outsourcing

- Most contracts based upon outputs (functional units)
- Use of \$\$ per functional unit approach

# ISBSG - Summary of value

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- Benchmark performance against the world's best
  - both individual projects/applications against similar ones, and organisations against the industry
- More accurately estimate size, effort, time and cost
- Verify completeness of requirements
- Lower development risk - check reality of estimates
- Manage the progress of projects
- Reduce "time to market"
- Increase productivity
- Build an experience database of an organisation's productivity
- Acquire custom-built software on a price per functional unit basis