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Outline Review of PSP Levels Introduction Fundamental Process Measures The GQM Paradigm General PSP Objectives, Goals, & Questions An Example Gathering Data Impact of Data Gathering Establishing Your Baseline Homework #6 - Part 1

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GOM: Questions (cf. Humphrey, 1995, p. 213)

- You are starting with rather vague goals and would like to end up with useful numbers (data collected, <u>metrics</u>).
- <u>Questions</u> are the connection between the two.
- Questions tell what you want to know about each goal.

Ex:

- For each process goal, where did I start, where am I now, and where do I want to go?
- What is the best that has been achieved against this goal?
- Is there a limit above which this goal cannot be improved?
- cf. Manager/Developer GQM paper

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GOM: Metrics (cf. Humphrey, 1995, p. 213)

- Metrics are the precise, exact ways you will collect the data.
- Start, be precise, recognize the need for additional data, and refine or add to the metrics you are collecting.
- Designing forms facilitates the data collection. It:
 - Is precise
 - Makes data collection easier
 - Improves the data-gathering efficiency
 - Helps point out weaknesses in the process

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