

# SCAF Seminar

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## What Should Software Projects Cost?

June 13th 2002 Farnborough

Observations from the Software Support Cost Model

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# The Software Support Cost Model (SSCM)

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## Current Status

- Data collected from 50 projects 1997 - 1999
- Model based on 45 projects Issued July 2000
  
- Update Programme initiated October 2001
- Data collected from 42 projects February 2002
- Analysis of 21 projects reporting costs April 2002

# SSCM Version 1.0.3 (June 2001)

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## Significant Variables

- Age
- Application
- War Fighting
- Support Contract
- Operational Environment Stability

# Use of SSCM

**Software Support Cost Model v1.0.3**

Navigation: [About](#) [Help Desk](#) [The Model](#) [Guidelines](#) [Test Data](#) [History](#)

**Project Details**

Name: \_\_\_\_\_ Classification:

Comment: \_\_\_\_\_ User, Organisation: \_\_\_\_\_

Run Reference: \_\_\_\_\_ Registered User:  Yes  No

**Model Data**

Age This Year:  Stability:  War Fighting:  Yes  No

Support Contract on the basis of Firm/Max Prices:  Yes  No

Application is for Training Simulation or Stimulation:  Yes  No

**Model Results**

No. of Years:  Confidence Limits:

Calculate and Display Results in New Window

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**Software Support Costs for User Guide**

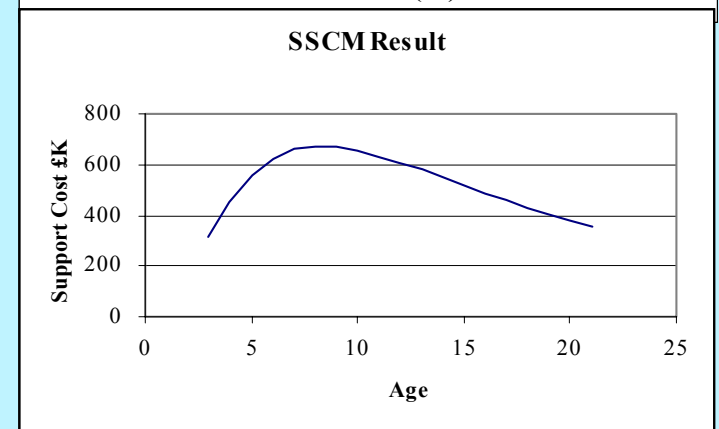
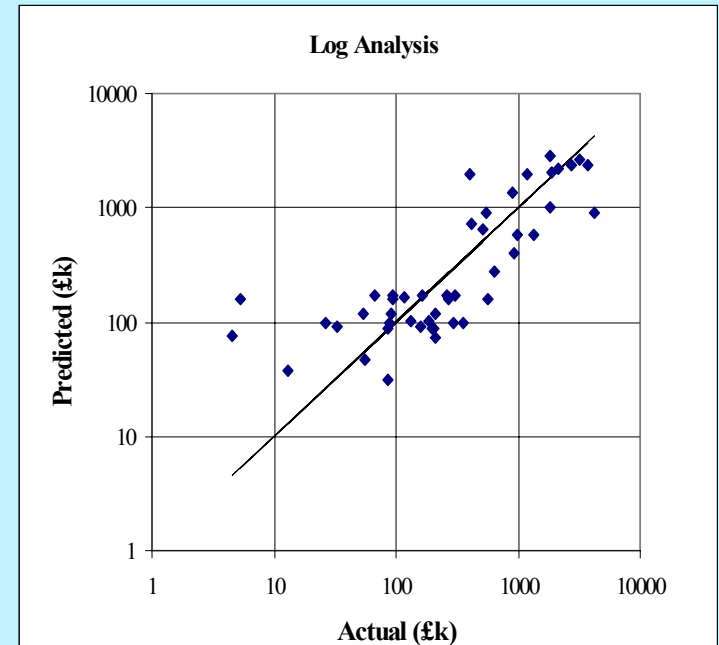
Model Data			
Stability	Average		
Age This Year	7		
War Fighting	Yes		

Cost (to nearest £000) in current year values

Year	FY	Low(10%)	Point	High(90%)
7	2000	£485000	£1303000	£3502000
8	2001	£495000	£1329000	£3568000
9	2002	£493000	£1323000	£3546000

Generated from SSCM 1.0.3 at 15:42:31 on Wed Jul 26 2000 by BMT RCL. (reference: User Guide Issue 1.0.3) Demonstration

[Printing](#) [Saving Results](#) [Graph Plots](#) [Sensitivity Analysis](#) [Calculated Costs](#)



# SSCM Version 1.0.3 (June 2000)

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## Variables Not Covered

- Software Of Unknown Pedigree
- Safety Critical Software

# SSCM 2002 Update

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## Data Collection & Analysis

- Programme Initiated October 2001
- Data sought from 42 projects February - March 2002
- Data received from 28 projects
- 7 projects with no support costs
- Statistical analysis of 20 projects, variety of cost domains
- Variety of results, some statistical significances
- Conclusions so far : inconclusive

# SSCM 2002 Update Observations

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## Based on trends in the analysis results:

- SOUP / COTS presence appears to have little significance
- Safety Critical project support costs are identifiably lower
- Projects with a Help Desk have identifiably lower support costs
- Tactical Management software support costs are higher

# The Software Support Cost Model (SSCM)

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## Issues

- Continuity of access to projects
- Metrics, Data Collection and Modelling
- Customer Requirements
- Boundaries, rules

# The Software Support Cost Model (SSCM)

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## Continuity of access to projects

- Time lapse meant almost starting again
- Significant project changes in 4 years
- Establish and maintain running records

# The Software Support Cost Model (SSCM)

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## Metrics, Data Collection and Modelling

- What to measure, how to define it
- Automatic or Manual Data Collection ?
- Statistical or Causal Models ? - both, please ??

# The Software Support Cost Model (SSCM)

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## Customer Requirements

- Cost Information and/or Cost Models
- All Projects ?
  - Operational/Non-operational;
  - High Cost/Low Cost;
  - Land / Sea / Air;
  - Safety Critical
- Use and Standing of Results

# The Software Support Cost Model (SSCM)

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## Boundaries, rules

- Cost Breakdown Structure
- Once a project, always a project ?
- Value for Money : Performance Measures :
  - how much support required ?
  - how much support delivered ?
  - how much support forgone ?
  - ...and the effect was ... ?

# And Finally

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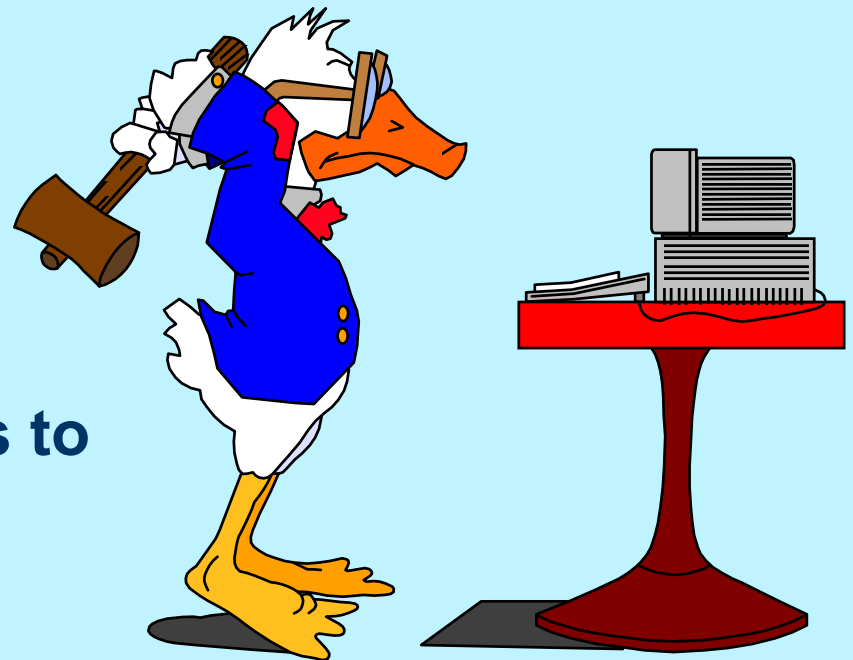
- Project History
- Sponsor support



# And Finally

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- Project History
- Sponsor support
- Mind the duck....
- **Thanks and best wishes to Dave Thombs**



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Any Questions ?