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SOFTWARE MAINTENANCE METRICS AND ITS IMPORTANCE FOR DERIVING IMPROVEMENT IN SOFTWARE MAINTENANCE PROJECT: AN EMPIRICAL APPROACH

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Abstract

When development of a software product is complete and it is released to the market, it enters the maintenance phase of its life cycle. During this phase the defect arrivals by time interval and customer problem calls (which may or may not be defects) by time interval are the de facto metrics. However, the number of defect or problem arrivals is largely determined by the development process before the maintenance phase. Not much can be done to alter the quality of the product during this phase. Therefore, these two de facto metrics, although important, do not reflect the quality of software maintenance. What can be done during the maintenance phase is to fix the defects as soon as possible and with excellent fix quality. Such actions, although still not able to improve the defect rate of the product, can improve customer satisfaction to a large extent.

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