

# SPPI Practices Participant Survey

## 1. Participant information

Survey funded by the Foundation for Science, Research and Technology (FRST), contract #UOAX 0711.

The Department of Computer Science at The University of Auckland would like to invite you to take part in a research study to investigate how software practices are carried out in New Zealand and how these practices might result in benefits and issues during project implementation.

If you would like to participate, please visit the [project home page](#) to learn more about the study. Participating organisations will be assigned a unique code and you may then complete this online survey using the assigned code. The survey will take approximately 15 minutes. All information provided by you will remain anonymous and confidential and will not be reported back to your manager.

The aim of this research is one of discovery - we would like to learn from you. Your participation and feedback will be of great value in helping us identify more effective ways of developing computer software.

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## 2. Your role

**\*1. Please enter the code assigned to your organisation for this survey.**

**2. What roles do you generally have in your own work? (select all that apply)**

- |   |   |
|---|---|
| <input type="checkbox"/> Requirements Engineering | <input type="checkbox"/> Programmer         |
| <input type="checkbox"/> Design                   | <input type="checkbox"/> Project Management |
| <input type="checkbox"/> Testing                  | <input type="checkbox"/> Quality Assurance  |
| <input type="checkbox"/> Architect                |   |

Other (please specify)

**3. Please tell us what aspects of product definition, implementation and support you are involved in (select all that apply).**

- |  |                                      |                                     |
|--|--------------------------------------|-------------------------------------|
| <input type="checkbox"/> Roadmapping     | <input type="checkbox"/> Building    | <input type="checkbox"/> Releasing  |
| <input type="checkbox"/> Release Scoping | <input type="checkbox"/> Testing     | <input type="checkbox"/> Supporting |
| <input type="checkbox"/> Design          | <input type="checkbox"/> Documenting |                                     |
| <input type="checkbox"/> Coding          | <input type="checkbox"/> Maintaining |                                     |

Other (please specify)

**4. Please tell us how well you believe your knowledge and experience support your ability to carry out the tasks you selected above (select ONE in each row).**

	Extensive	High	Reasonable	Low
My knowledge of the application area is ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My experience with the tools I use is ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My experience with the procedures I use is ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[link](#)

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## 3. Organisational culture

The next two questions relate to your organisation's culture. You will be asked how you learn about product requirements and about the formality of the procedures you follow.

**5. We would like to understand how you get to know about the product you are defining, implementing or supporting. For each statement below, choose 'Always' if the statement is true more than 90% of the time, 'Frequently' if it is true 50% - 90% of the time, 'Seldom' if it true less than 50% of the time and 'Never' if the statement is not true.**

	Always	Frequently	Seldom	Never
I consult comprehensive documentation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I consult informal documentation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I learn about the product at planned meetings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I learn about the product by informal discussions with other members of my organisation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I learn about the product by informal discussions with clients.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I innovate based on my knowledge of the application subject area.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am given the information that I need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have to search for the information that I need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have to interpret the documentation I consult.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please describe)

**6. We would like to understand how you do your job i.e. the kinds of procedures you apply. For each statement below, choose 'Always' if the statement is true more than 90% of the time, 'Frequently' if it is true 50% - 90% of the time, 'Seldom' if it true less than 50% of the time and 'Never' if the statement is not true.**

	Always	Frequently	Seldom	Never
I follow documented procedures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I follow informally-defined procedures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I collaborate with others to get things done.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I follow procedure(s) defined by the tools we use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I rely upon my personal experience.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I rely upon my knowledge of the application subject area.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please describe)

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## 4. Practices in your organisation

The next three questions relate to details about how your organisation plans, implements, delivers and supports your software products. If you are not sure about any row in a question, please tick "Don't know".

**\*7. We would like to understand the practices carried out by your organisation while PLANNING your software projects. For each statement below, choose 'Always' if the statement is true more than 90% of the time, 'Sometimes' if it is true 10% - 90% of the time and 'Never' if it is true less than 10% of the time. Please select 'Don't know' if you do not know.**

	Always	Sometimes	Never	Don't know
Product planning is carried out by a team.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We produce formal planning documents.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We receive product requirements from outside the group.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We rely on the innovation of one or two people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Requirements are clearly documented.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Details of requirements are mostly in peoples' heads.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We plan releases well in advance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Everyone is kept informed about product strategy and direction.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We formally track requirements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We use a tool to track features and enhancements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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**\*8. We would like to understand the practices carried out by your organisation while IMPLEMENTING your software projects. For each statement below, choose 'Always' if the statement is true more than 90% of the time, 'Sometimes' if it is true 10% - 90% of the time and 'Never' if it is true less than 10% of the time. Please select 'Don't know' if you do not know.**

	Always	Sometimes	Never	Don't know
We apply an iterative approach for new development.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have dedicated people for architecture and/or high level design.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We implement requirements tracability.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Developers are responsible for high level design and implementation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We follow a strict design review process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We review designs informally within the team.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Design and coding are carried out together.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Features are formally documented and reviewed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We often need to be creative because features and/or enhancements are incompletely documented.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Features and/or upgrades are incompletely documented but we have good access to clients, analysts and/or designers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Features and/or upgrades are incompletely documented but we have a good understanding of the application area.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We produce unit tests for code.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unit tests are formally reviewed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We implement test-driven development.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We build the product at least once per day.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We build when a feature or features are completed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our build process is documented and followed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have a dedicated build person.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unit tests are run after each build.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Code is reviewed before submitting to the build.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have a separate team for testing the product.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Developers and testers work closely together.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The developer tests the product before release.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A tester is allocated to each developer.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A manager, client advocate or support person helps test the product.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
All new features are independently tested by a test team.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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**\*9. We would like to understand the practices carried out by your organisation while DELIVERING and SUPPORTING your software products. For each statement below, choose 'Always' if the statement is true more than 90% of the time, 'Sometimes' if it is true 10% - 90% of the time and 'Never' if it is true less than 10% of the time. Please select 'Don't know' if you do not know.**

	Always	Sometimes	Never	Don't know
We have a formal release gate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Representatives from marketing are involved in release decisions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Representatives from development are involved in release decisions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Representatives from QA or test are involved in release decisions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Representatives from client support are involved in release decisions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
QA alone makes the decision about product release.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We involve clients in the release process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We release only fully tested patches.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We release only fully tested new features.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We release only fully tested upgrades.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patches are independently tested.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We release urgent patches without comprehensive testing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
All patches are released through QA.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A developer releases patches.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We collaborate closely with clients when we release software.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have a separate test and release environment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have a dedicated support team.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We provide tiered support.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our support team, developers and QA work closely together.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We use a tool for client issue tracking.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our client issue tool is separate from our defect tracking tool.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our support team receive formal product training.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A dedicated person is assigned to each major client.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Developers work with clients on-site.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The code can be changed by a developer on-site without going through our normal process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have problems with code being changed on-site.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## 5. Your observations

In the next two questions, we would like to know your opinions about which of the practices you carry out are beneficial and which are unhelpful.

**10. In questions 7-9, you told us which practices are implemented in your organisation. We would like to understand which practices successfully support project outcomes. In the box below, please tell us which three practices or other activities carried out by your organisation are in your opinion the most beneficial, and why.**

**11. In questions 7-9, you told us which practices are implemented in your organisation. We would like to understand which practices are detrimental to project outcomes. In the box below, please tell us which three practices or other activities carried out by your organisation are in your opinion unhelpful, and why.**