

ISBSG Maintenance and Support Repository Application Benchmark Report

ISBSG ID: 00002
As At: 04-Oct-08

Your Submitter ID: Example application

ISBSG ID: 00002

Your Contact Person: Un-named

Submission Date: 31-Mar-08

This Application Benchmark Report intends to provide the following information:

- * Provide you with the ISBSG ID assigned to this maintenance and support submission.
- * Confirm the data recorded about your submission is accurate.
- * Provide a benchmark of this application against similar ones in the ISBSG M and S repository.
- * Provide your organisation with data to assist future planning.

Maintenance Effort Benchmarking

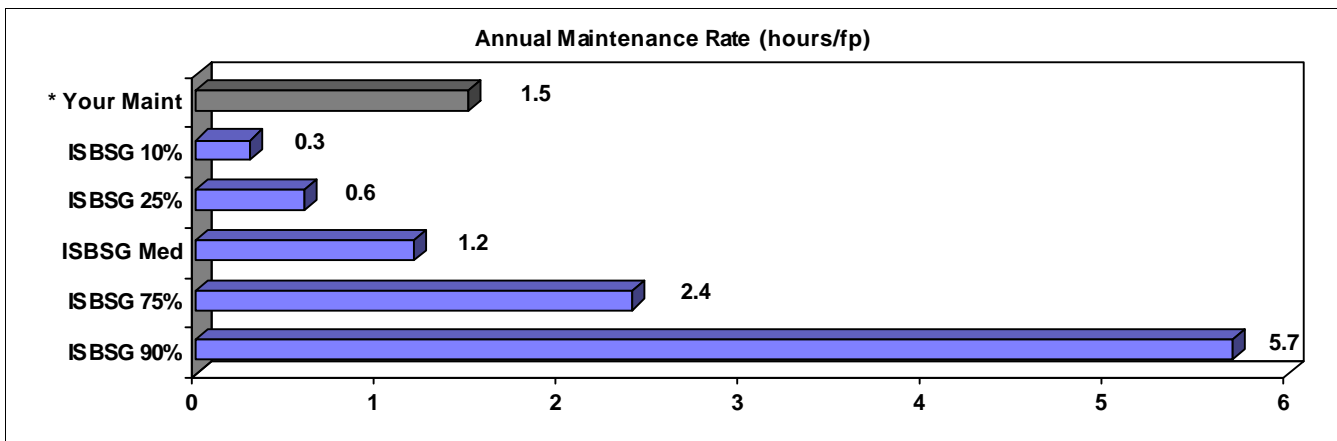
This section of the report compares your annual maintenance rate per fp for this application to those in the ISBSG repository, using functional sizing (FSM). Calculation of your annual effort and rate is explained in the section 'Normalisation of Rate and the Comparison Data-Set' on the third page of this report:

Your maintenance effort:	1256 hours	Annual maintenance effort:	1256 * hours
Your application size was:	846 function points	Count approach:	IFPUG
Your application age was:	2.7 years	ISBSG median age is:	3.2 years
Your maintenance rate was:	1.5 * hrs per fp	Benchmark year:	1993

Using your submitted data, the table below shows how your application's maintenance rate compares to the distribution of maintenance rates in the repository. Although factors influencing maintenance rate may be identified in the future, the table presents only maintenance rate values for all valid entries in the repository at present regardless of any influencing factors. Valid entries are those rated 'A' or 'B' with functional sizing.

Influencing Factor	N	P10%	P25%	Med	P75%	P90%
Annual Maintenance Rate						
hrs/fp for all fp sized data	164	0.3	0.6	1.2 * 1.5	2.4	5.7
Time % on small enhance'ts						
of maint. for all valid data	75	12.8	24.5	47	77 87	100

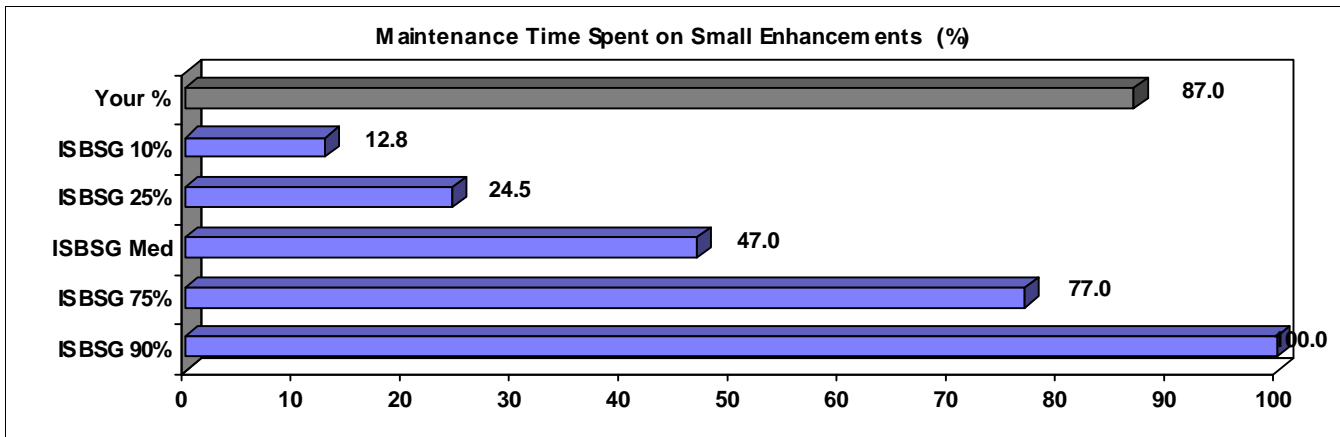
The graph below shows how the maintenance rate of your application compares to functionally sized applications in the ISBSG Maintenance and Support repository.



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The graph below shows how small enhancements time compares to applications in the ISBSG repository.



Support Effort Benchmarking

This section of the report compares the your annual support rate per fp for this application to those in the ISBSG repository, using functional sizing (FSM). Calculation of your annual effort and rate is explained in the section 'Normalisation of Rate and the Comparison Data-Set' on the third page of this report:

Your support effort:	1466 hours	Annual support effort:	1466 * hours
Your application size was:	846 function points	Count approach:	IFPUG
Your application age was:	2.7 years	ISBSG median age is:	3.2 years
Your support rate was:	1.7 * hrs per fp	Benchmark year:	1993

Influencing Factor	N	P10%	P25%	Med	P75%	P90%
Annual Support Rate						
hrs/fp for all fp sized data	72	0.0	0.1	0.3	0.8	* 1.7 2.5
Incident Resolution Time						
hrs for all valid data	56	2.7	5.9	6.6 12	18.8	71.4

