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Software engineering — Controlling frequently occurring risks during development and maintenance of custom software

National foreword

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Foreword

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Introduction

Information and communication technology (ICT) projects run many risks. ICT projects often have to contend with delay, budget overruns, and an end result of low quality.

ICT projects in which custom software is developed and/or maintained often run extra risks, on top of the risks that are part and parcel of ICT projects in general[31]. This seems to be caused by the sheer size and complexity of such custom software projects, and by a failure to mitigate the risks inherent to software development in general, despite the fact that they are well known, and that there are suitable controls for their management.

This document describes controls for some of the risks inherent in custom software development. The purpose of this document is that during the development of custom software stakeholders can avail themselves of a collection of suitable controls. The controls included are common of themselves, making this collection of controls a logical starting point for assuring the quality of custom software development. Controls were selected for inclusion based on the experience and opinion of the subject matter experts contributing to this document.

Two target groups are important when mitigating risks during the development of custom software:

a) the software development acquirers and suppliers;

b) the end users and maintainers of the software developed.

This document details risks and controls specific to custom software development. Risk management in the context of software development is covered in ISO/IEC/IEEE 12207 and its elaboration standard ISO/IEC/IEEE 16085. Generic risk management is covered by ISO 31000 and its related standards.

This document is based on NPR 5326 developed by Royal Netherlands Standardization Institute Foundation (NEN, https://www.nen.nl/).

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Software engineering — Controlling frequently occurring risks during development and maintenance of custom software

1 Scope

This document:

— describes frequently occurring risks during development and maintenance of custom software;

— describes possible controls for frequently occurring risks;

— describes the related:

  — activities, facilities and roles typically used for these controls;

  — properties of products and processes;

  — standards, measurements, testing and assessment of the properties of products and processes.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at https://www.electropedia.org/

3.1
acceptance test-driven development
ATDD
development method where team members with various backgrounds [*developers* (3.18), testers and business analysts] jointly write the acceptance tests prior to development of the relevant functionality

Note 1 to entry: Although the name of the method, acceptance test-driven development, suggests that ATDD is a specialization of *test-driven development* (3.46) (TDD), this is not the case. Rather, TDD focuses on driving development by writing *unit tests* (3.48) first and ATDD focuses on driving development by writing acceptance tests first.

[SOURCE: NEN NPR 5326:2019, 3.1, modified —Added note 1 to entry.]

3.2
acquirer
stakeholder that acquires or procures a product or service from a *supplier* (3.44)

Note 1 to entry: Other terms commonly used for an acquirer are buyer, customer, owner, purchaser or internal/organizational sponsor.

[SOURCE: ISO/IEC/IEEE 12207:2017, 3.1.1]

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