THE REQUIREMENTS MANAGEMENT PRACTICES: A STUDY AT UUM IT

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Abstract

Requirements engineering is a main process in software engineering that focusing on development and managing the user requirements. One of the requirements engineering activities is requirements management. It plays an important role when it comes to the support of product development teams. Despite this, there is a lack of practice in requirements management activity in the software project development. Malaysian software markets are still facing several problems in requirements management practices such as requirements quality, requirements inadequately, and identification of requirements; with limited studies that address it. In this study, UUM IT as computer services provider in a local universities in Malaysia is design as case study, to represent as one organization in Malaysia software markets. This study aims to investigate the current situation for the requirement management in UUM IT, and assess the relationship CMMI level 2 with the requirements management practices in UUM IT. This study adopted mixed method through used questionnaire with the UUM IT team, as well as, interviews with managers of UUM IT for more reliability. The outcome of study showed that the UUM IT are used requirements management activities but there is a need for more attention and improve. Moreover, the study proposes CMMI appraisal method to enhance the performance of software development team.

Keywords: requirements engineering, CMMI level 2, UUM IT

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CHAPTER ONE
INTRODUCTION

1.1 Introduction

The software industry is one of the fastest growing industries in the world due to the huge and increasing demand for software applications. The ways of software development can be by standards, needs and company's circumstances. Software engineering is the application of a systematic, disciplined, quantifiable approach to the development, operation, and maintenance of software (Hoda, Noble, & Marshall, 2012; De Lemos, et al., 2013; Fitzgerald & Stol, 2014; Šmite, Wohlin, Galviņa, & Prikladnicki, 2014). However, the development of the software has become a challenge in order to support the complexity in this domain. Although there are various ways of software development; the weaknesses from the management perspective in software development are always being criticized (Shahid, Ibrahim, & Mahrin, 2011; Osman, 2013).

Requirements Engineering (RE) is a main process in software engineering that is focusing on development and managing the user requirements (Laplante, 2013; Katina, Keating, & Ra'ed, 2014); it is essential during software development in order to ensure the successfulness of software development projects. Theoretically, Requirements Management (RM) is one of the RE activist that focuses on managing requirements over the entire software development (Shahid, Ibrahim, & Mahrin, 2011). According to (Zainol & Mansoor, 2008), there is a lack of practices of RM activist during software project development. With the intention to guarantee the quality of a software product,

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