

INDEX

- Abdel-Ghally 55, 247
 Abrahamsson 15, 247
 Abran 28, 59, 60, 247, 261
 Abts 46, 248
 action research 30, 34
 additive difference model 66
 advantage 129
 Ahn 60, 247
 Allison 117, 247
 alpha testing 22
 Amitai 137, 251
 Anderson 65, 247
 Anthony 138, 247
 Application Composition model 47
 application software 3, 22, 79, 241, 245
 Architecture Tradeoff Assessment Method
 92
 Argyris 171, 172, 247
 Arora 44, 247
 Asseldonk 5, 247
 Asset Value Advantage 129, 130
 Asundi 92, 247
 ATAM *See* Architecture Tradeoff
 Analysis Method
 AVA *See* Asset Value Advantage
 Bacdayan 163, 250
 Bach 58, 247
 Balasubramanian 119, 247
 Bana e Costa 67, 247
 Baron 151, 153, 247, 255
 Barron 67, 251
 Basic NPV 118
 Basili 8, 9, 248
 Bassin 53, 247
 Bates 11, 12, 247
 Bayesian net 49, 50, 57, 251
 Beck 15, 247
 Bedell 118, 247
 Bedell's method 118
 Beedle 15, 261
 Beizer 52, 57, 209, 247, 248, 265
 Bell 30, 248, 257
 Ben Zur 153, 248
 Benarich 248
 Benaroch 119, 248
 Benbasat 29, 248
 Berghout iv, ix, 3, 4, 6, 11, 72, 88, 117,
 118, 121, 190, 216, 237, 248, 260, 261,
 273, 275
 Beroggi 62, 64, 248
 beta testing 22, 58
 Biklen 28, 248
 Binder 17, 248
 Birsch 43, 248
 Boehm 3, 8, 9, 37, 46, 47, 92, 93, 103,
 119, 132, 237, 248
 Bogdan 28, 248
 Boland 53, 55, 248
 Boskma 72, 190, 248
 bounded rationality 152, 156, 169, 179,
 180, 211, 241, 261, 267
 Bourgue 28, 109, 248
 Brassard 17, 248
 Braybrooke 152, 248
 Brealey 118, 248
 Brettschneider 55, 248
 Breznitz 153, 248
 Briand 46, 237, 249
 British Standards Institute 18, 249
 Brooks 3, 9, 209, 249, 257, 265
 Brown 158, 172, 248, 249
 Browning 97, 249
 Broy 5, 6, 249
 Bruine de Bruin 64, 172, 255
 Bryant 171, 262
 Bryman 28, 249
 BS7925-2 18, 20, 45, 249
 Buchanan 139, 249
 Burke 21, 249
 Burnstein 19, 249
 Butcher 53, 249
 Butler 119, 249
 Buuren 29, 253
 Calantone 32, 260
 Capability Maturity Model 9, 259, 261
 Capability Maturity Model Integration 9
 Carchia 43, 249
 Card 9, 41, 249
 Carey 33, 249
 Carr 5, 249
 case studies ix, 23, 24, 29, 30, 31, 32, 33,
 34, 38, 45, 46, 59, 61, 68, 69, 71, 72, 91,
 99, 103, 104, 109, 113, 115, 133, 137,
 147, 148, 149, 154, 180, 181, 186, 189,
 190, 204, 205, 206, 209, 211, 212, 213,
 214, 215, 216, 219, 222, 248, 249, 261,
 263
 case study protocol 32, 72, 190, 222
 category I decisions 64, 65
 category II decisions 64, 65
 CBAM .. *See* Cost Benefit Analysis Method
 certainty 21, 58, 63, 64, 142, 148, 180,
 181, 184, 217, 241
 Chand 102, 259

- Chao 55, 263
- Charles..... 28, 249
- Chen 67, 249
- Chiera 45, 263
- Chillarege 53, 238, 249
- Chrissies 9, 16, 249
- Chulani 53, 132, 238, 249
- Churchill..... 151
- Ciampoli..... 60, 257
- Clarke 180, 249
- Clarkson..... 155, 250
- Cleanroom 15, 258
- closure axiom 117
- CMM .. 9, 16, 19, 72, 73, 75, 76, 77, 78, 79, 80, 82, 84, 85, 86, 87, 98, 191, 195, 203, 261
- CMMI.. 9, 10, 16, 17, 20, 45, 204, 249, 261
- COCOMO II... 46, 47, 48, 53, 92, 103, 132, 248
- coercive power 160, 163
- cognitive limitations ... 30, 65, 99, 100, 108, 109, 117, 152, 156, 167, 179, 180, 215
- cognitive syndromes..... 152
- Cohen 163, 250
- Coleman..... 57, 250, 262
- collective decision-making process... 61, 62
- Comer 9, 249
- comparative analysis and benchmarking 39
- compensatory models of choice 66
- complete uncertainty 64, 73, 75, 82, 87, 97, 98, 101, 104, 134, 142, 148, 184, 216, 217, 242
- conjunctive model..... 66
- Constable..... 15, 261
- constituency..... 163, 242, 245
- construct validity 31, 32
- Cook 59, 94, 250, 252
- COQUALMO.. 53, 132, 216, 238, 249, 272
- Corbin..... 28, 262
- Cost Benefit Analysis Method..... 92
- cost estimation approaches 46
- cost of software quality 55
- Cottrell..... 44, 119, 250
- creative decision-making..... 158
- Cyert..... 153, 164, 250
- Daft..... 164, 250
- Davidson..... 180, 250
- Davis..... 52, 251
- DCI..... *See* Development Cost Incentive
- De Lucia 60, 250
- decision success..... 21, 22, 23, 37, 62, 68, 108, 110, 115, 165, 169, 175, 177, 179, 180, 181, 185, 186, 194, 199, 202, 203, 204, 206, 212, 213, 215, 218, 242
- Decision Tree Analysis 118, 119
- decision type..... 61, 216
- decision-making model 62
- deductive reasoning..... 28
- defect density..... 6, 7, 46, 47, 242
- defect potential 6
- defect removal efficiency 6
- Delbecq 64, 250
- DeLong..... 40, 250
- Delphi technique 158
- Deming..... 101, 250
- Denskat..... 60, 251
- dependence on software 3, 23
- descriptive character... vii, 22, 26, 186, 189, 193, 194, 198, 201, 204, 212
- design cycle..... 26
- Design for Six Sigma 17
- DeSimone..... 92, 250
- deutero-learning 172, 242
- Development Cost Incentive 130
- development methodologies 13, 15, 20, 22, 204, 206
- DFSS *See* Design For Six Sigma
- Dijksterhuis 185, 250
- Dilley..... 152, 254
- disjunctive model..... 66
- Dixit..... 119, 250
- Dobbins 55, 250
- Dobrica..... 237, 250
- Dohi..... 45, 250
- Doise 160, 258
- Dooley..... 68, 250
- Dörner 152, 250
- Dorofee..... 237, 250
- double-loop learning 171, 172, 174, 212, 242, 268
- Dromey..... 94, 250
- Drucker..... 64, 117, 170, 174, 250
- DSDM *See* Dynamic Systems Development Method
- Dunn..... 180, 250
- duopoly..... 44, 242
- Dutta..... 43, 251
- Dutton..... 155, 263
- Dynamic Systems Development Method 15
- Early Design model..... 47
- Early Entry Premium..... 129
- Eastwood 59, 251
- Eden..... 30, 251
- Edwards..... 67, 117, 172, 251
- EEP..... *See* Early Entry Premium
- Ehrlich 55, 251
- elimination-by-aspects model..... 66
- Elster 143, 251

- empirical cycle 26
- Engelen 25, 26, 251
- England..... 153, 251, 262
- entrant 43, 44, 45, 242
- entrapment 153
- Erdogmus..... 118, 119, 120, 128, 251
- Erlikh 59, 251
- Etzioni 137, 251
- exchange... 74, 77, 78, 83, 84, 85, 141, 142,
161, 163, 164, 165, 167, 184, 211, 230,
233, 245, 267
- experience good 40
- experiments 30, 163, 249
- expert power 161, 163
- Explanation phase..... 23, 27, 29, 32
- explanation-building..... 32, 190
- Exploration phase 23, 27, 29, 30, 31, 33,
34, 38, 209, 222
- Extended Net Present Value 120
- external validity .. 31, 32, 33, 100, 205, 206,
209, 213, 214, 216
- eXtreme Programming 15
- fault count models 54
- FDD *See* Feature-Driven Development
- Feature-Driven Development 15, 259
- Felsing 15, 259
- Fenton..... ix, 5, 46, 48, 49, 50, 57, 58, 143,
237, 238, 251, 258
- Fielder..... 43, 248
- financial approach 117
- first mover 41, 43
- five forces analysis 38
- five forces model 113
- formulation school..... 38
- framing 153, 262
- French..... 160, 163, 251
- Friedman..... 143, 251
- Froomkin 40, 250
- Fryxell 68, 250
- Fuggetta..... 3, 9, 251
- Gaffney 52, 251
- Gage 7, 251
- Garg 55, 255
- Garland..... 102, 251
- Genuchten..... 46, 252
- Gerhart..... 51, 252
- Gerlich..... 60, 251
- Getty 71
- Gibbs 10, 252
- Gigch 112, 113, 255
- Gigerenzer 4, 143, 252
- Glass 8, 252
- Goal Structuring Notation 58, 216, 238,
272
- Goel 53, 54, 55, 231, 252, 258
- Gokhale 54, 55, 57, 252
- Golafshani 32, 252
- Golder..... 43, 262
- Goodenough 51, 252
- Gore..... 64, 252
- Grams 57, 252,
- Greve 153, 156, 252
- grooved thinking 152
- groupthink 163, 262
- GSN..... *See* Goal Structuring Notation
- Guba 32, 252
- Guitouni..... 67, 252
- Habermas..... 164, 252
- Hagemeister..... 60, 258
- Halo effects 32, 33
- Hamlet 56, 57, 252
- Harrison.. 21, 22, 59, 61, 62, 63, 64, 65, 68,
95, 98, 100, 107, 108, 114, 116, 137,
138, 155, 158, 179, 180, 213, 252, 269
- Harrold 51, 252
- Hatch 43, 252
- Hecht 56, 57, 252
- Heijltjes 38, 39, 252
- Herweyer 72, 190, 248
- Hetzel 51, 52, 252
- heuristics 97, 152, 153, 155, 156, 163,
243
- Hill..... 153, 252
- Hinloopen..... 67, 253
- Hirschey 121, 128, 133, 137, 253
- Hirschheim 28, 253
- Hoch 3, 253, 258
- Hogarth..... 66, 253
- Hollander..... 113, 253
- Hoppe 43, 253
- Hou..... 55, 253
- Huang 55, 253
- Huber..... 173, 180, 253
- Huizenga 153, 253
- Humphrey..... 3, 5, 6, 7, 9, 58, 253
- Hutchinson 152, 258
- Hutjes 29, 253
- Huxham 30, 251
- Hwang 67, 249, 253
- Hyatt..... 6, 260
- Iberle 23, 40, 253
- ideal point model 66
- IEEE ... 3, 18, 243, 245, 246, 247, 248, 249,
250, 251, 252, 253, 255, 256, 257, 258,
259, 260, 261, 262, 263
- IEEE 1008 18, 20, 45
- IEEE 1219 60
- implementation school 39
- impossible region..... 48
- In 237, 253

- incentive 129
 incrementalism 152
 incumbent 45, 243
 inductive reasoning 28
 infinite regress 143, 150, 172, 210
 information distribution 173
 Information Economics method 118
 information good 40
 information interpretation 173
 informed uncertainty 64, 243
 integration school 39
 interacting group technique 158
 intercoder agreement 33
 Internal Rate of Return 117, 118
 internal validity 31, 32
 interpretivistic philosophy 28
 inter-rater agreement 33
 intransitivity of preferences 153
 intuition 63, 185, 243
 Investment Mapping 118
 Investment Portfolio 118
 Ionita 237, 253
 IRR *See* Internal Rate of Return
 ISO/IEC 12207 .. 9, 16, 18, 20, 45, 253, 254
 ISO/IEC 14598 18, 20, 45, 253, 254
 ISO/IEC 15288 17, 20, 45
 ISO/IEC 15504 9, 254
 ISO/IEC 9001 17, 20, 45, 254
 ISO/IEC 9126 6, 18, 93, 94, 254
 ISO/IEC TR 15504 18, 253
 IT Infrastructure Library 19
 IT Service Capability Maturity Model ... 19
 IT Service CMM 19, 20, 45
 ITIL 19, 20, 45, 258
 Janis 151, 160, 163, 254
 Jelinski 54, 254
 Jensen 138, 254
 Jepsen 152, 254
 Johnson 39, 45, 254
 Jones 6, 8, 9, 10, 49, 58, 247, 255
 Jørgensen 60, 255
 judgmental character .. vii, 22, 26, 177, 186,
 189, 193, 195, 198, 199, 201, 202, 204,
 205, 213
 judgmental decision strategy 109, 194,
 199, 202
 Jung 25
 Kahn 153, 255
 Kahneman 151, 153, 255, 262
 Käkölä 39, 255
 Kallberg 119, 120, 255
 Kan 6, 52, 54, 255
 Kapur 55, 255
 Kaufmann 119, 248
 Kazman 92, 247, 250, 255
 KBA 11, 12, 255
 Keene 51, 255
 Keeney 67, 255
 Keller 139, 255
 Kelly 58, 255
 Kemerer 60, 255
 Keren 64, 172, 255
 Kickert 112, 113, 255
 Kimura 53, 55, 255
 Kitchenham 93, 255
 Klein 28, 253
 Klompé 217, 255, 273
 knowledge acquisition 173
 Knox 55, 255
 Kogut 119, 256
 Kolstoe 21, 256
 Koomen 18, 256
 Korsgaard 170, 256
 Koskinen 60, 256
 Kranton 44, 256
 Krasner 55, 94, 256
 Krosnick 154, 256
 Kruchten 15, 256
 Kulatilaka 119, 256
 Kunreuther 21, 256, 258
 Lagrangian Multiplier Method 132
 Lammers 29, 256
 Lant 156, 256
 large-scale surveys 30, 31
 Laurin 119, 120, 255
 Lawson 159, 160, 260
 Le Guin 137, 256
 Lederer 12, 13, 256
 Lee 152, 256
 Leeuw 31, 112, 113, 256
 legitimate power 161, 163
 Lehmann-Grube 43, 253
 Leung 55, 256
 Leveson 4, 7, 8, 256
 Lévesque 43, 256
 Levi 30, 153, 256
 Levinthal 156, 256
 Levitt 123, 124, 256
 Lewin 189
 lexicographic model 66
 Li q56, 57, 256
 Lientz 59, 94, 256
 Lin 43, 257
 Lincoln 32, 252
 Lindblom 65, 152, 248, 257
 Linders ix, 53, 257
 linear dimension model 66
 literal replication 33, 189, 205
 Littlewood 3, 52, 54, 55, 57, 257
 Liu 121, 122, 257

- LMP..... *See* Long-term Maintenance Premium
- Long-term Maintenance Premium..... 130
- Lootsma 67, 257
- Lopes 64, 257
- Lyu 51, 257
- Macher..... 43, 252
- Maidique..... 96, 257
- Maier 160, 257
- Maintainability Index 60
- Mallick..... 41, 257
- management of meaning..... 163, 164, 165, 167, 184, 186, 194, 198, 201, 202, 204, 211, 212, 239, 267, 269
- Mancini..... 60, 257
- Mandron 119, 257
- Maneck 62, 257
- Mann..... 151, 254
- manpower-buildup equation..... 48
- March.. 4, 86, 138, 143, 153, 154, 156, 164, 170, 174, 220, 250, 251, 252, 256, 257, 258, 259, 275
- market entry strategy 37, 42, 44, 45, 90, 91, 103, 213
- Marsick..... 30, 257
- Martel 67, 252
- maturity models ... 9, 13, 15, 16, 17, 20, 22, 45
- Maturity Profile Update..... 10
- maximizing behaviour.... 23, 107, 110, 116, 117, 121, 133, 136, 137, 138, 142, 143, 150, 151, 209, 210, 243, 244, 245
- Maxwell..... 31, 257
- MBASE *See* Model Based Architecting and Software Engineering
- McCall..... 93, 257
- McClelland..... 180, 257
- McConnell..... 15, 28, 257
- McCormick..... 7, 251
- McGregor 158, 160, 163, 167, 211, 257, 267
- McKinsey..... 12, 257
- McQuire..... 138, 257
- Meckling..... 138, 254
- Meertens 118, 248
- memory recall biases 32, 33
- Mercer Management Consulting 12, 13, 258
- Messerschmitt..... 40, 258
- Meyer..... 152, 258
- MI *See* Maintainability Index
- Miller 39, 258
- Mills 15, 54, 258
- Mintzberg 64, 258
- Model Based Architecting and Software Engineering..... 92
- models of choice..... 37, 62, 66, 67, 68, 69, 100, 109, 228
- monopoly..... 44, 244
- Monte Carlo simulation..... 118
- Moore 5, 41, 42, 45, 90, 103, 228, 258
- Moore's Law 5
- Moranda 54, 254
- Morrison..... 173, 258
- Moscovici..... 160, 258
- Mulder 160, 258
- multi-attribute decision-making models 66, 69
- multi-criteria approach 118
- Myers.. 8, 22, 46, 47, 48, 51, 118, 248, 258, 259
- NAVA *See* Net Asset Value Advantage
- negotiated decision-making..... 158
- Neil..... 57, 58, 238, 251, 258
- Net Asset Value Advantage 130
- Net Present Value..... 117, 118, 131, 251
- Net Present Value Incentive 130, 132, 134, 135
- network benefits 44
- Newton ix
- Nguyenkim..... 59, 247
- Nichol..... 107
- Niemelä 237, 250
- Niessink..... 60, 258
- Nijland..... 11, 248
- nominal group technique..... 158
- non-compensatory models of choice..... 66
- Norden..... 47, 258
- Nosek..... 59, 258
- NPV.. 87, 90, 118, 119, 128, 129, 132, 133, 134, 135, 136, 144, 145, 210, 229, 237
- NPVI-method 132, 133, 134, 135, 184, 210, 215, 271
- Nutt..... 68, 258
- Oberholzer-Gee 180, 258
- OCA *See* Operational Cost Advantage
- Office of Government Commerce.... 13, 14, 19, 258
- Ohba 54, 258
- Okumoto..... 53, 54, 55, 231, 258
- Olsen 4, 170, 174, 257
- Oman 60, 258
- Operational Cost Advantage 130
- operational methodologies 19
- optimizing behaviour..... 23, 107, 110, 116, 137, 138, 141, 142, 143, 148, 150, 154, 155, 209, 210, 244
- organizational learning 111, 171, 173, 174, 212, 244

- organizational memory 173
- Organizational Model 65, 100, 104, 107, 110, 116, 213
- Orthogonal Defect Classification ... 53, 216, 238, 249, 272
- Osaki 55, 263
- Ouchi 160, 258
- overall cost leadership 38
- Paelinck 67, 258
- Palmer 15, 259
- Palvia 59, 258
- Palys 33, 259
- Parker 118, 259
- Parnas 94, 259
- pattern-matching 32
- Patton 28, 259
- Paulk 9, 16, 259
- Payback Method 117, 119
- perceptual inaccuracies 32, 33
- personal value system 153
- Peshkin 31, 259
- PEST analysis 39
- Peters 118, 259
- Pettit 154, 259
- Pfleeger 5, 46, 48, 49, 57, 93, 143, 237, 251, 255
- PFP *See* Product Functionality Premium
- Pham 55, 259
- PI *See* Profitability Index
- Pindyck 119, 250
- PMBOK 14, 20, 45, 114
- point of optimality 138, 139, 142, 143, 147, 150, 154, 155, 210, 244
- Pol 18, 256, 259
- Polit 259
- Political Model 65, 100, 107, 111, 116
- politics 160
- Pondy 155, 259
- Poore 92, 104, 259
- Porter 38, 39, 113, 258, 259
- portfolio approach 118
- positivistic philosophy 28
- Post-Architecture model 47
- Poulin 9, 259
- premium 128
- Present Value Incentive 130
- Pressman 22, 238, 259
- PRINCE 13, 258
- PRINCE2 13, 14, 20, 45, 114, 204
- problemistic search 153
- Process Model 65, 100, 104, 107, 108, 109, 111, 116, 169, 180, 213
- product development strategy 37, 38, 40, 41, 42, 45, 68, 72, 75, 77, 80, 82, 83, 84, 86, 88, 89, 90, 101, 103, 110, 115, 116, 133, 134, 136, 164, 165, 167, 169, 173, 180, 181, 182, 183, 194, 195, 204, 211, 213, 237, 240, 244
- product differentiation 39
- Product Functionality Premium 129
- Product Reliability Premium 129
- Productivity Index 8, 259
- profit models 42, 43
- Profitability Index 117, 118
- Project Management Institute 14, 259
- project management methodologies .. 13, 18
- PRP *See* Product Reliability Premium
- public good 40
- Pure Waterfall 15
- Putnam 8, 46, 47, 48, 259
- PVI *See* Present Value Incentive
- QMMG *See* Quality Management Maturity Grid
- qualitative research 31, 253, 257
- Quality Management Maturity Grid 16
- quality management models 52
- quantitative research 31, 32, 215
- questionnaire 224, 229
- RAD .. *See* Rapid Application Development
- Rae 57, 259
- Raghavan 102, 259
- Raiffa 67, 255
- Rajala 38, 259
- Rapid Application Development 15
- ratio approach 118
- rational choice theory 152
- rational decision-making 152
- Rational Model 65, 100, 107, 109, 110, 116
- Rational Unified Process 15, 256
- Raven 160, 163, 251
- Rayleigh 47, 52
- real option 119, 120, 245
- real options approach 119, 134
- realistic philosophy 28
- Redelmeier 64, 259
- referent power 161, 163
- reflexivity 32, 33
- Reifer 8, 259
- Release Decision Methodology 107, 109, 110, 112, 113, 116, 169, 174, 179, 209, 265
- Reliability Analysis Center 52, 58, 259, 260
- reliability growth models 52
- Remenyi 28, 29, 30, 31, 32, 33, 34, 260
- Renkema 117, 237
- Return on Management 118
- returns to scale 40
- reward power 160, 163

- Ribbers..... 119, 260
Rifkin..... 39, 260
Ritter..... 17, 248
Robert..... 57, 259
Robson..... 31, 260
Rogers..... 102, 260
ROM..... *See* Return on Management
Rome Laboratory..... 53, 260
Rosenberg..... 6, 260
Rosenberger..... 62, 64, 66, 260
Rothwell..... 96, 260
routine decision-making..... 158
Roy..... 67, 260
Royce..... 10, 260
RTI..... 58, 260
RUP..... *See* Rational Unified Process
SAAM..... *See* Software Architecture
Assessment Method
Saaty..... 67, 260
Sachs..... 103, 260
Saggi..... 43, 257
Saint..... 159, 160, 260
sanction power..... 160
Sassenburg..... ii, iii, ix, 3, 4, 41, 46, 53, 55,
88, 124, 131, 238, 257, 260, 275
satisficing behaviour..... 23, 107, 110, 116,
151, 154, 155, 156, 165, 167, 179, 205,
209, 211, 217, 245, 267
satisficing outcome..... 109, 110, 181
Saunders .. 27, 28, 29, 33, 34, 214, 260, 270
Savage..... 67, 260
Sawhney..... 42, 43, 260
Scacchi..... 8, 260
Schick..... 55, 260
Schmidt..... 9, 32, 260, 261
Schneider..... 154, 261
Schofield..... 49, 261
Scholes..... 39, 45, 254
Schön..... 171, 172, 247
Schramm..... 30, 261
Schroeder..... 41, 257
Schwaber..... 15, 261
Scrum..... 15, 261
Seale..... 32, 261
Sellami..... 28, 261
Selten..... 143, 261
Sensitivity Analysis..... 118
Shepherd..... 43, 256
Shepperd..... 49, 261
Short-term Maintenance Premium..... 130
Shull..... 169, 170, 261
Simon..... 64, 138, 143, 152, 153, 164, 252,
257, 261
Singh..... 53, 55, 248
single-loop learning..... 171, 172, 212, 242,
245, 268
Six Sigma..... 17, 20, 248
SLIM-Estimate..... 46, 47, 92
Slovic..... 152, 261
SMI..... *See* Software Maturity Index
Smith..... 91, 261
SMP..... *See* Short-term Maintenance
Premium
Sneed..... 60, 261
Software Architecture Assessment Method
..... 92
software crisis..... 10, 217
Software Engineering Institute..... 9, 10, 16,
220, 250, 255, 259, 261, 263, 275
software equation..... 48
software manufacturer types..... 40, 45, 88,
90, 119, 228
software markets..... 41
Software Maturity Index..... 60
software productivity..... 8, 9, 10, 49
software reliability estimation models ... 52,
54, 59
software reliability prediction models..... 52
software size..... 6, 7, 9, 49, 51, 217
Sol..... iv
Solingen..... ix, 6, 216, 261, 273
Sommerville..... 22, 238, 261
SPC..... *See* statistical process control
Staelin..... 139, 255
Stake..... 32, 34, 261
standards..... 17
Standish Group..... 3, 11, 37, 46, 89, 261
Stapleton..... 15, 261
statistical process control..... 17
Steinbruner..... 152, 262
Steiner..... 160, 262
Stenbacka..... 32, 262
Stokman.. iv, ix, 20, 61, 156, 157, 160, 161,
162, 163, 167, 184, 211, 262, 267
Strauss..... 28, 262
Strigini..... 3, 37, 52, 57, 257, 262
strong satisficing..... 154
study reliability..... 31, 32, 34
STW Technology Foundation..... 5, 262
Subjective Expected Utility model..... 67
subjective utility..... 152
Sullivan..... 3, 37, 119, 248, 262
sunk costs..... 40, 131
surveys..... 158, 256
Swanson..... 59, 94, 256, 257
SWOT..... 39
system software..... 3, 22, 241, 245
Szyferski..... 40, 258
Tallon..... 119, 262

- Tellis..... 43, 262
 Test Management approach..... 18
 Test Maturity Model..... 18
 Test Process Improvement 18, 256
 Testing phase..... 24, 27, 30, 31, 32, 33, 34,
 209, 222
 Tetlock..... 30, 153, 256
 Thayer..... 54, 262
 theoretical replication 33, 205
 theoretical thinking..... 152
 theory application 25
 theory development 25
 theory of the firm..... 121, 137
 Thomas 132, 262
 Thompson 64, 262
 time between failure models..... 54
 TMap 18, 20, 45
 TMM 18, 20, 45
 TPI..... 18, 20, 45
 transitivity axiom..... 117
 Treacy 39, 262
 triangulation..... 32, 33
 Triantaphyllou 66, 262
 Trigeorgis 119, 262
 Trull 63, 169, 262
 Tsotsos..... 143, 262
 Tuggle..... 155, 250
 Turner 8, 256
 Tversky 64, 151, 153, 255, 259, 262
 uncommitted thinking..... 152
 Usher 171, 262
 validation 24, 51, 245
 value chain analysis..... 39
 Vansnick 67, 247
 Varin..... 37, 40, 262
 Varma 180, 249
 Veblen 209
 verification..... 51, 246
 Visconti 94, 250
 Vliet..... 22, 60, 238, 258, 262
 V-modell 15
 Wallace..... 57, 262
 Walsham..... 30, 262
 Walton 155, 263
 Washington 37, 261
 Watkins 30, 257
 weak satisficing..... 154
 Wei 123, 263
 Weinstock..... 58, 238, 263
 Wheeler 17, 263
 Whittaker..... 51, 56, 57, 58, 263
 Wiczorek 46, 237, 249
 Wiersema..... 39, 262
 Winch 21, 263
 Winter..... 138, 251, 258, 263
 Wisker 38, 263
 Witteloostuijn iv, ix, 38, 180, 252, 263
 Wolverton..... 55, 260
 Wood 56, 57, 263
 Wu 123, 263
 Xie 53, 55, 263
 XP..... *See* eXtreme Programming
 Yamada 55, 263
 Yang 5, 6, 53, 55, 263
 Yin..... 30, 31, 32, 33, 205, 263
 Yoon..... 67, 253
 Zeephongsekul 45, 263
 Zhang..... 55, 259
 Zhao..... 45, 263
 Zirger..... 96, 257
 zone of cost effectiveness..... 143, 147, 150,
 155, 164, 165, 167, 173, 184, 185, 192,
 193, 194, 197, 198, 199, 200, 201, 202,
 203, 204, 211, 215, 216, 217, 220, 239,
 246
 Zwaan 25, 26, 31, 33, 251, 263