ABSTRACT

Researcher: Kenneth James Cunningham

Title: Descriptive Study Analyzing Discrepancies in a Software Development Project Change Request (CR) Assessment Process and Recommendations for Process Improvements

Institution: Embry-Riddle Aeronautical University

Degree: Master of Science in Technical Management

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The Change Request (CR) assessment process is essential in the display development cycle. The assessment process is performed to ensure that the changes stated in the description of the CR match the changes in the actual display requirements. If a discrepancy is found between the CR and the requirements, the CR must be returned to the originator for corrections. Data will be gathered from each of the developers to determine the type of discrepancies and the amount of time spent assessing each CR. This study will determine the most common types of discrepancies and the amount of time spent assessing those issues. The results of the study will provide a foundation for future improvements as well as a baseline for future studies.