

## Software Endgames

"In the endgame, nerves are frayed, problems are nasty, and people are getting exhausted. Whoever isn't working to complete the endgame is staring at you and asking, 'Can we ship now? If not now, when?' Before entering the endgame on your next software project, you don't need theory—you need proven, practical advice from an endgame veteran. Read Robert Galen's *Software Endgames*."

—Timothy Lister, coauthor of *Peopleware*  
Principal, The Atlantic Systems Guild, systemsguild.com

"... exposes you to the key practical work flows and realities of software issue triage. I recommend this book to anyone in software development ... who wants to get high-quality software developed and shipped consistently on-time and on-budget."

—Robert Sabourin, President & Principal Consultant  
Amibug.com, author of *I Am a Bug!*

"*Software Endgames* is a wonderful book. This technical book is surprisingly entertaining. ... The information is well organized, straight to the point, and does not attempt to force concepts down the reader's throat. ... Readers will find the book to be a valuable addition to their library, and I would recommend it to software development professionals involved in all areas of the software development life cycle. ...

"If you are looking for a fast, efficient, and effective way to inject quality into your projects, this book will certainly kick-start those efforts."

—Mark L. Krug, posted on StickyMinds.com

"Early in my career, the endgame appeared to be simply a chaotic, ad hoc, reactive period during the final phases of project delivery. ... a time when defects ran rampant and were unpredictable, amorphous things. You didn't plan to fix them—you simply reacted to them. ... if it was a high priority defect, you could expect every leader on the team to stop by to check if he or she could 'help' you with the resolution. And feature creep didn't happen just at Halloween—it occurred steadily and consistently throughout the endgame."

—from the preface

### About the Author



Robert Galen has been building software and leading teams for nearly 25 years. A nationally recognized conference speaker, he regularly writes and consults on the "softer side" of leading teams toward successful project delivery. Visit [www.rgalen.com](http://www.rgalen.com).

### Partial Contents

#### Preface

#### 1 Introduction

#### Part 1: Endgame Basics

##### 2 Triage and Change Control Process and Meeting Framework

##### 3 Developing Release Criteria and Working Views

##### 4 Endgame Release Framework

##### 5 Reducing the Rate of Change

##### 6 Configuration Management in the Endgame

#### Part 2: Endgame Defects

##### 7 Defect Basics: Terms, Tools, Methods, and Management

##### 8 Useful and Relevant Metrics

##### 9 The Many Ways to Fix Defects

#### Part 3: Endgame Workflow

##### 10 Work Queues and Packaging

##### 11 Defect Repair Selection: Other Considerations

##### 12 Endgame Estimation: A Few Useful Collaborative Techniques

#### Part 4: Endgame Management

##### 13 Management Dynamics

##### 14 Leadership Practices

##### 15 Endgame Retrospectives and Conclusions

#### Appendix A: Pre-Endgame Preparation Checklist

#### Appendix B: Collaborative Estimation, Data Focus Checklist

#### Appendix C: Sticky Note Guidelines

#### Appendix D: Guidelines for Constructing Endgame Release Frameworks

#### References

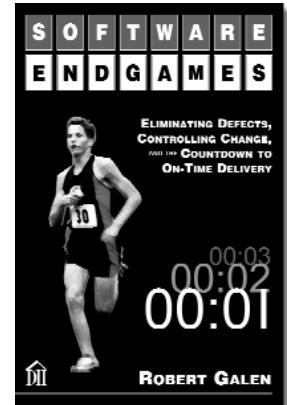
#### Index

# Software Endgames

Eliminating Defects,

Controlling Change, and the  
Countdown to On-Time Delivery

by Robert Galen



ISBN: 978-0-932633-62-0  
©2005 328 pages softcover  
\$39.95 (includes \$6 UPS in US)

Conduct Triage and Track Defects in the Final Stage of Software Development

In software development, projects are won or lost during the project endgame—that final stage between release for testing and release to customers.

*Software Endgames* presents realistic strategies for delivering working software to your customers. Focusing solely on the endgame, the book provides hard-won, hands-on practices that you can implement right away.

In the endgame, effective management of defect repairs is crucial. Experienced project manager and consultant Robert Galen shows readers how to conduct effective defect triage—analyzing, categorizing, and determining the priority of defects for repair.

Readers learn how to transform the endgame from a time of rampant defects and utter chaos into a time of focused repairs, effective

teamwork, and change management. You'll set release criteria, establish endgame release plans, and utilize a variety of change reduction and endgame management techniques.

Topics include • release criteria and how to leverage them to guide your teams' efforts • strategies for reducing the rate of change • change control and triage techniques that lead to efficient and effective defect repair decisions • alternative methods for defect repair and decision-making flexibility • setting up a defect-tracking system, managing defects and gathering standard metrics for endgame defect trending • techniques for repair planning and efficiency • agile extensions—how to apply these techniques to agile projects • how to mine your endgames for overall software development improvements.

Read more about this book at  
[www.dorsethouse.com/books/send.html](http://www.dorsethouse.com/books/send.html)