World Academy of Science, Engineering and Technology
International Journal of Computer and Information Engineering
Vol:9, No:12, 2015

# Defining Methodology for Multi Model Software Process Improvement Framework

**Authors :** Aedah Abd Rahman

**Abstract :** Software organisations may implement single or multiple frameworks in order to remain competitive. There are wide selection of generic Software Process Improvement (SPI) frameworks, best practices and standards implemented with different focuses and goals. Issues and difficulties emerge in the SPI practices from the context of software development and IT Service Management (ITSM). This research looks into the integration of multiple frameworks from the perspective of software development and ITSM. The research question of this study is how to define steps of methodology to solve the multi model software process improvement problem. The objective of this study is to define the research approach and methodologies to produce a more integrated and efficient Multi Model Process Improvement (MMPI) solution. A multi-step methodology is used which contains the case study, framework mapping and Delphi study. The research outcome has proven the usefulness and appropriateness of the proposed framework in SPI and quality practice in Malaysian software industries. This mixed method research approach is used to tackle problems from every angle in the context of software development and services. This methodology is used to facilitate the implementation and management of multi model environment of SPI frameworks in multiple domains.

**Keywords :** Delphi study, methodology, multi model software process improvement, service management
**Conference Title :** ICSET 2015 : International Conference on Software Engineering and Technology
**Conference Location :** Penang, Malaysia
**Conference Dates :** December 03-04, 2015