Maintenance Questionnaire and List of Respondents*

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University of California, Los Angeles

Abstract

This paper contains the maintenance questionnaire and list of respondent organizations for a maintenance survey conducted in 1976.

Nov. 1976

*This work was partially supported by the Information Systems Program, Office of Naval Research under contract N000 14-75-C-0266, project no. NR 049-345.
1. Introduction and Summary

There has been an increasing concern with the operational phase of the life cycle of software systems. This phase is concerned with the maintenance and enhancement of computer-based information systems. Maintenance is the process of having the system meet the requirements specified in development. Enhancements are changes made to the system to meet new requirements.

To analyze these processes a questionnaire was constructed, field tested, and finalized. A copy appears in section 2. The questionnaire, which is divided into two parts: one dealing with the systems data processing and programming department and the other with a specific application system being maintained and enhanced. The questionnaire includes items of both technical and managerial interest.

The questionnaire was distributed to 120 organizations. Responses were collected for 69 applications. The organizations responding are also listed in section 3.

The analysis of results and existing literature will appear in separate papers.
2. Questionnaire on Application Software Maintenance

The actual questionnaire begins on the next page.
A QUESTIONNAIRE ON APPLICATION SOFTWARE MAINTENANCE

INTRODUCTION

The purpose of the questionnaire is to assess some characteristics of application software maintenance, as it is performed by Systems & Programming departments of various types and sizes. The term maintenance includes enhancements.

The questionnaire consists of two parts. The first contains questions on the Systems & Programming department. The second questions on a particular application system maintained by the department.

The questionnaire should be completed by the manager of the Systems & Programming department, with the assistance of his or her staff.

Some of the questions call for facts which may not be readily determined within the Systems & Programming department. These questions are followed by a set of three queries requesting the basis of the answer given, vis-a-vis:

| Check the applicable statement: |
| The above answer is: |
| Reasonably accurate, based on good data | |
| A rough estimate, based on minimal data | |
| An estimate, not based on any data | |

1
Space for "remarks" is also frequently included. Where you feel that your answer can be usefully clarified, please enter your remarks accordingly. It is imperative that every question be answered.

Your assistance and cooperation is greatly appreciated.
A QUESTIONNAIRE

CN

APPLICATION SOFTWARE MAINTENANCE

PART I

Questions on the Systems & Programming Department

July 1976
1. To what industry does the organization served by your department belong? (Check the one which most closely applies.)

Manufacturing industries:
   a. Data Processing Equipment
   b. Instruments/Electrical
   c. Chemical/Allied Products
   d. Printing/Publishing
   e. Food/Tobacco
   f. Primary/Fabricated Metal
   g. Transportation Equipment
   h. Petroleum/Coal/Rubber
   i. Paper/Paper Products
   j. Textiles/Apparel
   k. Other (Please indicate) ____________________

Non-manufacturing industries:
   a. Insurance
   b. Banking/Credit Agency
   c. EDP Services
   d. Education
   e. Government
   f. Public Utility
   g. Investment
   h. Mining/Construction
   i. Transportation
   j. Consultants
   k. Other (Please indicate) ____________________
2. What is the annual budget of your company for data processing equipment rental, maintenance, and amortization expense? (Check the category which applies.)

   a. $2,000,000 or more
   b. Less than $2,000,000, but $1,500,000 or more
   c. Less than $1,500,000, but $1,000,000 or more
   d. Less than $1,000,000, but $500,000 or more
   e. Less than $500,000, but $250,000 or more
   f. Less than $250,000, but $125,000 or more
   g. Less than $125,000

3. What is the total number of personnel in your Systems & Programming department?

   4. Of the total number of personnel, how many are employed as systems analysts and/or programmers?

   Remarks:
5. Of the total number of systems analysts and programmers, how many work in each of the following categories:

<table>
<thead>
<tr>
<th>New application system development, but not application system maintenance</th>
<th>Systems analysis, but not programming</th>
<th>Both programming and systems analysis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application system maintenance but not new application system development</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Both new application system development and application system maintenance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Neither new application system development nor application system maintenance (e.g. systems programming)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Remarks:**
6. Within your department, are formal lines of authority and responsibility drawn so as to separate the management of programming from the management of other activities?

Yes: |___|  No: |___|

Remarks:

7. Within your Systems & Programming department, are formal lines of authority and responsibility drawn so as to separate the management of application system maintenance from the management of other activities?

Yes: |___|  No: |___|

Remarks:
8. In terms of the total person-hours worked annually by your programming and systems analysis personnel, what percentage is spent in each of the following activities:

- Application system maintenance: ___%  
- New application system development: ___%  
- Other: ___%  
- TOTAL: 100%

Remarks:

9. In your judgment, how important are the problems which arise in application system maintenance when compared to those of new application system development? (Check one of the following.)

a. Maintenance problems by far the more important  
   [ ]

b. Maintenance problems somewhat more important  
   [ ]

c. Maintenance and new system development problems of equal importance  
   [ ]

d. New system development problems somewhat more important  
   [ ]

e. New system development problems by far the more important  
   [ ]

Remarks:
10. Suppose that the programming and systems analysis capacity of your department could be increased by 10% (in terms of the number of equivalent persons available). Assuming that needed skills are reflected in the increase, how would you allocate this additional capacity?

Application system maintenance: ___%  
New application system development: ___%  
Other Activities: ___%  
TOTAL: 10%  

Suppose instead that the capacity could be increased by 25%. How would you allocate this larger percentage increase?

Application system maintenance: ___%  
New application system development: ___%  
Other Activities: ___%  
TOTAL: 25%
11. Suppose that the programming and systems analysis capacity of your department was to be decreased by 10% (in terms of the number of equivalent persons available). Assuming that you could determine where the cut-back was to be made, how would you allocate the reduction?

Application system maintenance: ___%  
New application system development: ___%  
Other Activities: ___%  
TOTAL: 10%

Suppose instead that the capacity was to be decreased by 25%. How would you allocate this larger percentage reduction?

Application system maintenance: ___%  
New application system development: ___%  
Other Activities: ___%  
TOTAL: 25%
12. Relative to the tasks at hand, how would you evaluate your current level of programming and systems analysis staffing, on the whole? (Check one of the following.)

a. Substantially understaffed: [ ]
b. Somewhat understaffed: [ ]
c. Neither understaffed nor overstaffed: [ ]
d. Somewhat overstaffed: [ ]
e. Substantially overstaffed: [ ]

Remarks:
A QUESTIONNAIRE

ON

APPLICATION SOFTWARE MAINTENANCE

PART II

The following questions are addressed to the maintenance of a particular application system by your department

July 1970
1. Please identify an application system maintained by your department which: (i) has been operational one year or longer; (ii) represents a significant investment of time and effort by your department; and (iii) is considered by management to be of fundamental importance to the organization.

Name of application system: ________________________________

Basic function (Describe briefly): __________________________

2. What organizational units are the primary users of the application system? (A "primary user" is defined here as a unit which receives outputs from, or provides inputs to the application system.)
3. What is the total number of personnel in the primary user units, taken together?

Check the applicable statement:

- The above answer is:
  - Reasonably accurate, based on good data
  - A rough estimate, based on minimal data
  - An estimate, not based on any data

4. Of the total number of personnel in the primary user units, what percentage is actively engaged in receiving the outputs or providing the inputs?

Check the applicable statement:

- The above answer is:
  - Reasonably accurate, based on good data
  - A rough estimate, based on minimal data
  - An estimate, not based on any data

5. On what date (month and year) did the application system become operational?

Year ______
Month ______

Remarks:
6. What is the total number of programs in the application system maintained? (The term "program" is associated here with a block of source language statements compiled or assembled as a unit.)

Check the applicable statement:
- The above answer is: Reasonably accurate, based on good data
- A rough estimate, based on minimal data
- An estimate, not based on any data

7. What is the total number of source language statements (excluding comments) included in the application system maintained?

Check the applicable statement:
- The above answer is: Reasonably accurate, based on good data
- A rough estimate, based on minimal data
- An estimate, not based on any data
8. Of the total number of source language statements maintained, what percentage is written in each of the following languages?

- COBOL
- FORTRAN
- Assembler
- PL/1
- RPG
- Others (Please indicate):

<table>
<thead>
<tr>
<th>Language</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>COBOL</td>
<td>___%</td>
</tr>
<tr>
<td>FORTRAN</td>
<td>___%</td>
</tr>
<tr>
<td>Assembler</td>
<td>___%</td>
</tr>
<tr>
<td>PL/1</td>
<td>___%</td>
</tr>
<tr>
<td>RPG</td>
<td>___%</td>
</tr>
<tr>
<td>Others</td>
<td>___%</td>
</tr>
</tbody>
</table>

TOTAL 100%

Check the applicable statement:

- The above answer is: Reasonably accurate, based on good data
- A rough estimate, based on minimal data
- An estimate, not based on any data
9. Of the total number of source language statements maintained, what percentage originated in each of the following time periods?

<table>
<thead>
<tr>
<th>Year Range</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1975 - 76</td>
<td>___%</td>
</tr>
<tr>
<td>1973 - 74</td>
<td>___%</td>
</tr>
<tr>
<td>1971 - 72</td>
<td>___%</td>
</tr>
<tr>
<td>1969 - 70</td>
<td>___%</td>
</tr>
<tr>
<td>1967 - 68</td>
<td>___%</td>
</tr>
<tr>
<td>1966 or earlier</td>
<td>___%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

**Check the applicable statement:**
- The above answer is: Reasonably accurate, based on good data
- A rough estimate, based on minimal data
- An estimate, not based on any data

10. Of the total number of source language statements maintained, what percentage is associated with programs which carry out online processing?

___%  

**Check the applicable statement:**
- The above answer is: Reasonably accurate, based on good data
- A rough estimate, based on minimal data
- An estimate, not based on any data
11. What is the total number of machine language instructions (object lines or code) of the application system maintained?

[Check the applicable statement:]
- Reasonably accurate, based on good data
- A rough estimate, based on minimal data
- An estimate, not based on any data

12. How many computer systems - hardware - are employed in the operational processing of the application system maintained?

If more than one, please specify their operational processing function in terms of the application system maintained:
13. Please identify the following characteristics of each computer system - hardware and software - employed in the operational processing of the application system:

Manufacturer(s) ________________________________
Model(s) ________________________________
Month/year when model(s) became operational ________ ________
Operating System Software ________________________________

14. Is distributed processing employed in the processing of the application system? (The term "distributed processing" implies segmenting data bases and distributing application software processing among computers at different locations.)

Yes: [___]  No: [___]

15. Is a data base management system employed in the processing of the application system?

Yes: [___]  No: [___]

If so, which? ________________________________
16. How many individual data files make up the data base associated with the application system? (The term "data base" is defined here simply as the set of master files associated with a system.)

Remarks:

17. What is the average size of the data base, measured in total number of bytes (or the equivalent)?

Check the applicable statement:

- The above answer is: reasonably accurate, based on good data
- A rough estimate, based on minimal data
- An estimate, not based on any data
18. Of the total number of bytes contained in the data base, what percentage is the result of an update made during each of the following time periods, on the average?

The most recent day: ____%
Not the most recent day, but the most recent week: ____%
Not the most recent week, but the most recent month: ____%
Not the most recent month, but the most recent quarter: ____%
Not the most recent quarter, but the most recent year: ____%
Not the most recent year: ____%

TOTAL 100%

Check the applicable statement:

The above answer is:
Reasonably accurate, based on good data
A rough estimate, based on minimal data
An estimate, not based on any data
19. How many pre-defined user reports are associated with the application system maintained?

Check the applicable statement:

The above answer is:
- Reasonably accurate, based on good data
- A rough estimate, based on minimal data
- An estimate, not based on any data

Remarks:
20. Of the pre-defined user reports, how many are issued in each of the following forms:

Visual display or printed, on demand
Visual display or printed, daily
Visual display or printed, weekly
Visual display or printed, monthly
Visual display or printed, quarterly
Visual display or printed, semi-annually
Visual display or printed, annually

Others (Please indicate):

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Check the applicable statement:

- The above answer is: 
  - reasonably accurate, based on good data
  - A rough estimate, based on minimal data
  - An estimate, not based on any data

Remarks:
21. Which of the following tools and techniques were employed in the development of the application system? (Check those which apply.)

a. Decision tables
b. Data base dictionary
c. Test data generators
d. Structured programming
e. ISDOS (Information System Design and Optimization System)
f. Chief Programmer Team
g. On-line Programming
h. Automated flowcharting
i. HIPO (Hierarchy plus Process-Output) Design Aid Technique
j. Structured walk-thru

Others (Please indicate):

k. __________________________
l. __________________________
m. __________________________

22. What is the total number of person-hours now expended annually on maintenance of the application system?

Check the applicable statement:
The above answer is:
Reasonably accurate, based on good data
A rough estimate, based on minimal data
An estimate, not based on any data
23. Of the total number of person-hours now expended annually on maintenance of the application system, what percentage is expended in each of the following problem areas:

a. Emergency program fixes  
   _____ %

b. Routine debugging  
   _____ %

c. Accommodation of changes to data inputs and files  
   _____ %

d. Accommodation of changes to hardware and system software  
   _____ %

e. Enhancements for users  
   _____ %

f. Improvement of program documentation  
   _____ %

g. Recoding for efficiency in computation  
   _____ %

Others (Please indicate):

h. ___________________________  
   _____ %

i. ___________________________  
   _____ %

j. ___________________________  
   _____ %

TOTAL 100%

Check the applicable statement:

The above answer is:
Reasonably accurate, based on good data
A rough estimate, based on minimal data
An estimate, not based on any data
24. Of the total number of person-hours now expended annually on maintenance of the application system, what percentage is spent on maintenance of programs which perform online processing?

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**Check the applicable statement:**

- The above answer is:
  - Reasonably accurate, based on good data
  - A rough estimate, based on minimal data
  - An estimate, not based on any data

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25. Of the total number of person-hours now expended annually on maintenance of the application system, what percentage is spent in communication with the user?

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**Check the applicable statement:**

- The above answer is:
  - Reasonably accurate, based on good data
  - A rough estimate, based on minimal data
  - An estimate, not based on any data

---

26. What is the total number of individuals currently assigned (in whole or in part) to maintenance or the application system?
27. Of the total number of individuals currently assigned to the maintenance of the application system, how many began their assignment in each of the following time periods?

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1975 - 76</td>
<td>_____</td>
</tr>
<tr>
<td>1973 - 74</td>
<td>_____</td>
</tr>
<tr>
<td>1971 - 72</td>
<td>_____</td>
</tr>
<tr>
<td>1969 - 70</td>
<td>_____</td>
</tr>
<tr>
<td>1967 - 68</td>
<td>_____</td>
</tr>
<tr>
<td>1966 or earlier</td>
<td>_____</td>
</tr>
</tbody>
</table>

Remarks:

28. Of the total number of individuals currently assigned to the maintenance of the application system, how many are assigned to each of the following tasks?

a. Programming exclusively: _____

b. Systems analysis exclusively: _____

c. Both programming and systems analysis: _____

d. Neither programming nor systems analysis (e.g. librarian): _____

Remarks:
29. Of the total number of individuals currently assigned to the maintenance of the application system, how many have each of the following levels of on-the-job programming experience?

a. Five years or more: 

b. Less than five years, but three or more: 

c. Less than three years, but one or more: 

d. Less than one year, but some: 

e. None of the above: 

Remarks:

30. Are all changes made to the application system programs logged and documented according to an established organizational procedure?

Yes: |___| No: |___|

How many changes were recorded during the past twelve months?
31. Are all user requests for changes to the application system logged and documented according to an established organizational procedure?

Yes: [___]  No: [___]

How many requests were recorded during the past twelve months?

Of the requests recorded during the past twelve months, how many have now been satisfied by changes made to the application system?

Remarks:

32. Are all troubles encountered in the operational processing of the application system programs logged and documented according to an established organizational procedure?

Yes: [___]  No: [___]

How many trouble reports were recorded during the past twelve months?
33. Is a formal audit of the application system made periodically, according to an established organizational procedure?

Yes: [___] No: [___]

If so, how frequently, on the average?

[___]

34. Is the documentation associated with the application system programs maintained by a program or system librarian?

Yes: [___] No: [___]

Remarks:
35. Is an accounting procedure employed to accumulate the personnel costs in your department associated with operating and maintaining the application system?

Yes: \[\_\_\_\_\]  No: \[\_\_\_\_\]

If so, what was the total personnel cost (in dollars) accumulated during the last twelve months?

Remarks:

36. Is an accounting procedure employed to accumulate the equipment costs in your department associated with operating and maintaining the application system?

Yes: \[\_\_\_\_\]  No: \[\_\_\_\_\]

If so, what was the total equipment cost (in dollars) accumulated during the past twelve months?

Remarks:
37. Are the personnel and equipment costs associated with operating and maintaining the application system charged back (in whole or in part) to the user?

Yes: [___]  No: [___]

If so, on what basis is the charge made? (Check one.)

a. Equipment utilization exclusively: [___]

b. Personnel utilization exclusively: [___]

c. Both equipment and personnel utilization: [___]

d. Neither equipment nor personnel utilization: [___]

If costs are charged back to the user, what was the amount charged during the past twelve months?

Remarks:
38. In your judgment, to what extent have the following been (or are) problems in maintaining the application system you have described?

<table>
<thead>
<tr>
<th>None</th>
<th>At All</th>
<th>Somewhat Minor</th>
<th>Minor Problem</th>
<th>Somewhat Major</th>
<th>Major Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

a. Turnover of maintenance personnel
b. Quality of application system documentation
c. Changes made to system hardware and software
d. User demand for enhancements and extensions to application system
e. Skills of maintenance programming personnel
f. Quality of original programming of application system
g. Number of maintenance programming personnel available
h. Competing demands for maintenance programming personnel time
i. Lack of user interest in application system
j. Application system run failures
k. Lack of user understanding of application system
<table>
<thead>
<tr>
<th>No.</th>
<th>Problem Description</th>
<th>Likelihood</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Storage requirements of application system programs</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Processing time requirements of application system programs</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Motivation of maintenance programming personnel</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Forecasting of maintenance programming personnel requirements</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Maintenance programming productivity</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>System hardware &amp; software reliability</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Data integrity in application system</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Unrealistic user expectations</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>Adherence to programming standards in maintenance</td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>Management support of application system</td>
<td></td>
</tr>
<tr>
<td>11.</td>
<td>Adequacy of application system design specifications</td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td>Budgetary pressures</td>
<td></td>
</tr>
<tr>
<td>13.</td>
<td>Meeting scheduled commitments</td>
<td></td>
</tr>
<tr>
<td>14.</td>
<td>None</td>
<td>At All</td>
</tr>
</tbody>
</table>
None At All

Somewhat Minor

Minor Problem

Somewhat Major

Major Problem

5

4

3

2

1

Others (Please indicate):

y. ______________________

________________________

z. ______________________

________________________
3. Responding Organizations

Below is a list of the organizations that responded to the questionnaire.

1. American Automobile Association
2. Architects Limited
3. Atlantic Richfield Company
4. Avco Financial Services
5. Bankamericard Systems
6. Bank of America
7. Baskins and Robbins
8. Bell Industries
9. B.F. Goodrich Company
11. Burroughs--Management Services
12. Burroughs Corporation--Western Application Development Center
13. Byron Jackson Pump Division
14. City of Los Angeles
15. Coast Community College District
16. Firestone Tire and Rubber Company
17. Ford Motor Company
18. Franklin Computer Services
19. General Motors Corporation
20. Getty Oil Corporation
21. Gibraltar Savings and Loan Association
22. Glendale Federal Savings and Loan Association
23. Great Western Savings
24. Hawaiian Telephone
25. H.C. and D., Limited
26. Honeywell Information Systems
27. Hughes Aircraft
28. Hughes Airwest
29. Hughes Markets, Incorporated
30. Island Insurance
31. Knape and Vogt Manufacturing Company
32. Knudsen Corporation
33. Lever Brothers
34. Litton Industries
35. Lloyd's Bank of California
36. Los Angeles City Schools
37. Los Angeles County
38. Los Angeles Department of Water and Power
39. Los Angeles Times
40. Market Basket
41. May Company
42. NCR
43. Northrop Corporation
44. Occidental Life Insurance
45. Pennsylvania Life Insurance
46. Pertec
47. Petrobas
48. Price Waterhouse and Company
<table>
<thead>
<tr>
<th></th>
<th>Company Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>49.</td>
<td>Revell Incorporated</td>
</tr>
<tr>
<td>50.</td>
<td>San Fernando Board of Realtors</td>
</tr>
<tr>
<td>51.</td>
<td>Security Pacific National Bank</td>
</tr>
<tr>
<td>52.</td>
<td>Sistema and Computacao</td>
</tr>
<tr>
<td>53.</td>
<td>Southern California Edison</td>
</tr>
<tr>
<td>54.</td>
<td>Southern California Gas Company</td>
</tr>
<tr>
<td>55.</td>
<td>State of California Department of Motor Vehicles</td>
</tr>
<tr>
<td>56.</td>
<td>Sunkist Growers</td>
</tr>
<tr>
<td>57.</td>
<td>Thrifty Stores</td>
</tr>
<tr>
<td>58.</td>
<td>Tobias Kotzin</td>
</tr>
<tr>
<td>59.</td>
<td>Transamerica</td>
</tr>
<tr>
<td>60.</td>
<td>UCLA Administrative Center</td>
</tr>
<tr>
<td>61.</td>
<td>UCLA Medical School</td>
</tr>
<tr>
<td>62.</td>
<td>Union Oil Company</td>
</tr>
<tr>
<td>63.</td>
<td>University of California</td>
</tr>
<tr>
<td>64.</td>
<td>United California Bank</td>
</tr>
<tr>
<td>65.</td>
<td>Van de Kamps</td>
</tr>
<tr>
<td>66.</td>
<td>Veterans Administration</td>
</tr>
<tr>
<td>67.</td>
<td>Walt Disney Productions</td>
</tr>
<tr>
<td>68.</td>
<td>Western Airlines</td>
</tr>
<tr>
<td>69.</td>
<td>Xerox Computer Services</td>
</tr>
</tbody>
</table>
4. Acknowledgement

The authors wish to express their appreciation to the responding organizations and in particular to the Atlantic Richfield Company for data processing support.
This paper contains the maintenance questionnaire and list of respondent organizations for a maintenance survey conducted in 1976.