Aplicaciones Web

Fracasos de proyectos web

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POOR PROJECT MANAGEMENT NUMBER-ONE PROBLEM OF OUTSOURCED E-PROJECTS

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by Cutter Consortium

A recent survey by Cutter Consortium found that the number-one problem with outsourcing a Web-based project is inadequate project management.

"A great number of outsourced Web systems are being deployed, but they aren't the successes they were envisioned to be," says Cutter Consortium Senior Consultant Mike Epner. "For most respondents, schedule delays plagued their e-projects 79% of the time and the delivered systems met business needs only 16% of the time."

The other top problem areas include:

- Project exceeded budget (63%).
- System delivered didn't have required functionality (53%).
- Deliverables were of poor quality (52%).

Effectively implementing project management fundamentals on Web-based projects is the challenge. The following actions are recommended:
• Los sistemas entregados no cumplieron con las necesidades del negocio el 84% de las veces.
• Los retrasos se produjeron en el 79% de los proyectos.
• Los proyectos superaron el presupuesto el 63% de las veces.
• Los sistemas entregados no tenían las funcionalidades requeridas un 53% de las veces.
• Los entregables eran de mala calidad el 52% de las veces.
Many organisations are heading toward a Web crisis in which they are unable to keep the system updated and/or grow their system at the rate that is needed. This crisis involves the proliferation of quickly ‘hacked together’ Web systems that are kept running via continual stream of patches or upgrades developed without systematic approaches.”

Guest Editors’ Introduction

Web Engineering: An Introduction

Athula Ginige and San Murugesan
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Within a short period, the Internet and World Wide Web have become ubiquitous, surpassing all other technological developments in our history. They’ve also grown rapidly in their scope and extent of use, significantly affecting all aspects of our lives. Industries such as manufacturing, travel and hospitality, banking, education, and government are Web-enabled to improve and enhance their operations. E-commerce has expanded quickly, crossing national boundaries. Even traditional legacy information and database systems have migrated to the Web. Advances in wireless technologies and Web-enabled appliances are triggering a new wave of mobile Web applications. As a result, we increasingly depend on a range of Web applications.

Now that many of us rely on Web-based systems and applications, they need to be reliable and perform well. To build these systems and applications, Web developers need a sound methodology, a disciplined and repeatable process, better development tools, and a set of good guidelines. The emerging field of Web engineering[1] fulfills these needs. It uses systematic, engineering, and management principles and systematic approaches to successfully develop, deploy, and maintain high-quality Web systems and applications. It aims to bring the current chaos in Web-based system development under control, minimize risks, and enhance Web site maintainability and quality.

Table 1. Categories of Web applications.

<table>
<thead>
<tr>
<th>Category</th>
<th>Examples</th>
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<tbody>
<tr>
<td>Informal</td>
<td>Online newspapers, product catalogs, newsletters, service manuals, online classifieds, online electronic books</td>
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<tr>
<td>Interactive (user-provided information or customized access)</td>
<td>Registry forms, customized information presentation, online games</td>
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<tr>
<td>Transactional</td>
<td>Electronic shopping, ordering goods and services, online banking</td>
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<tr>
<td>Workflow</td>
<td>Online planning and scheduling systems, inventory management, item monitoring</td>
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<tr>
<td>Collaborative work environments</td>
<td>Distributed authoring systems, collaborative design tools</td>
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<tr>
<td>Online community, marketplace</td>
<td>Chat groups, recommender systems, product or service, online marketplaces, online auctions</td>
</tr>
<tr>
<td>Web portals</td>
<td>Electronic shopping malls, online intermediaries</td>
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Complexity of Web applications

Currently, we use the Web quite differently than the purpose for which it was originally conceived—sharing static information among a few scientists. The scope and complexity of current Web applications vary widely: from small-scale, short-lived services to large-scale enterprise applications distributed across the Internet and corporate intranets and extranets. Web-based applications can be grouped into the seven categories in Table 1, although a given application may belong to more than one category.

As Web applications have evolved, the demands placed on Web-based systems and the complexity of designing, developing, maintaining, and managing these systems have also increased significantly. For example, Web sites such as those for the 2000 Sydney Olympics, 1998 Nagano Olympics, and Wimbledon received hundreds of thousands of hits per minute. They provided vast, dynamic information in multiple media forms (graphics, images, and video). Web site design for these and many other applications demand balance among information content, aesthetics, and performance. Table 2 highlights the characteristics of today’s simple Web-based systems and current, advanced Web-based systems.

Web crisis

Although numerous Web-based systems are in use now, the manner in which they’re developed, deployed, and managed raises serious concerns (see the sidebar, “Problems of Web-Based Systems Development: A Diagnosis”). Web developers...
Problems of Web-Based Systems Development: A Diagnosis

Most Web developers pay little attention to requirements elicitation and analysis, development methodologies and process, quality, performance evaluation, configuration and project management, and maintainability and scalability. Furthermore, application development heavily relies on the knowledge and experience of individual (or a small group of) developers and their individual development practices rather than standard practices. These systems also lack proper testing and documentation.

The Web’s legacy as an information medium rather than an application medium is another problem. Many consider Web development primarily an authoring problem rather than an application development problem. They often get carried away by the myth that “Web development is an art” and it deals with “media manipulation and presentation.” Sure, like the process of designing and constructing buildings, Web development has an important artistic side. However, Web developers need to follow some discipline, as in science and engineering.

The complexity of Web-based applications has also grown significantly—from information dissemination (consisting of simple text and images to image maps, forms, Common Gateway Interface, applets, scripts, and style sheets) to online transactions, enterprise-wide planning and scheduling systems, Web-based collaborative work environments, and so on. The complexity of many of these Web-based systems is often deceptive.

Several attributes of quality Web-based systems such as ease of navigation, accessibility, scalability, maintainability, usability, compatibility and interoperability, and security and reliability aren’t given the due consideration they deserve during development. Many Web applications also fail to address cultural, privacy, moral, and legal aspects.

Web-based systems development isn’t a one-time event, as practiced by many; it’s a process with a long life cycle.
Pets.com latest high-profile dot-com disaster

By Troy Wolkerton
Staff Writer, CNET News

Pets.com is shutting down its retail operations and laying off hundreds of employees, the company said Tuesday.

The Amazon.com-backed company was the leading online pet store and was known for its wildly popular sock puppet spokesdog. The San Francisco-based company said it would sell off its assets, including its catchy URL and the rights to the sock puppet icon.

"I am deeply saddened by this event," chief executive Julie Wanwright said in a statement.

The company said in a notice on its Web site that it will continue taking orders until 11 a.m. PT Thursday. Pets.com plans to shut down its Web site that day, although it may delay the closure depending on its order volume, company spokesman Jason Garcia said.

"I know there are a lot of people who are really disappointed," Garcia said in an interview. "But there was no choice. It was too big an order."
http://en.wikipedia.org/wiki/Pets.com
22,000 file appeals with Obamacare site, report says

Roughly 22,000 Americans have filed requests for the Health and Human Services Department (HHS) to fix errors in their health insurance coverage caused by HealthCare.gov glitches, but the computer program to process those 22,000 requests has yet to be built, the Washington Post reports.
Oregon health exchange technology troubles run deep due to mismanagement, early decisions

On Sept. 28, while a raging storm toppled trees and cut electricity to thousands of Portlanders, Oregon's Health Exchange website was excruciatingly slow to respond to users. The exchange was supposed to be a novella to set up comprehensive health insurance plans for many Oregonians, but from the start, the project has encountered significant difficulties. The website's slow performance delayed the enrollment process and added to the frustration for many people looking to secure coverage.

Tim Lagenhusen, left, and Shailaah Jain of Oracle join dozens of programmers at work completing the Cover Oregon website. With the application deadline looming, the state was forced to seek paper applications to the health insurance exchange when the online process failed. (Michael Lloyd/The Oregonian)

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