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Start page

Welcome

Welcome to the CCU survey.

Complicated questions contain '**help**' text, this information can be accessed by letting the cursor slide over the question.

It is possible to **pause the survey**, this is done by closing the window. All data is saved on the computer, you will only have to make sure you access the survey from the same computer when you are ready to continue. After clicking next in the right bottom of this window you will be able to resume the session. *Make sure your browser does not filter or delete cookies, this will result in the deletion of temporary saved survey data.*

All information gathered in this research is kept **anonymous** and will be **treated confidentially**. If you have any questions you are able to contact us at the following address: wbutts@uci.edu.

We would like to thank you in advance for your effort and interest in the project.

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Main section

Personal information

Please insert your personal information.

Important! This survey should be completed with regard to **one** of your products. If you want to create a benchmark report for more than one of your products, please complete the CCU survey separately for every product.

1. Please provide your name. (Needed for correspondence – sending the benchmark report – this information is treated confidentially, see policy).

2. Please characterize you're job function.

- Product Manager
- Assistant manager
- Development manager
- Developer
- Chief Technology Officer
- Release manager
- Other

3. Please enter your e-mail address (for future correspondence including the delivery of the custom report).

4. What is the name of your company?

5. Please provide the country where your corporate headquarters is located.

Afghanistan
Albania
Algeria
American Samoa
Andorra
Angola
Anguilla
Antarctica
Antigua and Barbuda
Argentina
Armenia
Aruba
Australia
Austria
Azerbaijan
Bahamas
Bahrain
Bangladesh
Barbados
Belarus
Belgium
Belize
Benin
Bermuda
Bhutan
Bolivia
Bosnia and Herzegovina

Botswana
Bouvet Island
Brazil
British Indian Ocean Territory
Brunei
Bulgaria
Burkina Faso
Burundi
Cambodia
Cameroon
Canada
Cape Verde
Cayman Islands
Central African Republic
Chad
Chile
China
Christmas Island
Cocos (Keeling) Islands
Colombia
Comoros
Congo
Congo (DRC)
Cook Islands
Costa Rica
Côte d'Ivoire
Croatia
Cyprus
Czech Republic
Denmark
Djibouti
Dominica
Dominican Republic
Ecuador
Egypt
El Salvador
Equatorial Guinea
Eritrea
Estonia
Ethiopia
Falkland Islands (Islas Malvinas)
Faroe Islands
Fiji Islands
Finland
France
French Guiana
French Polynesia
French Southern and Antarctic Lands
Gabon
Gambia
Georgia
Germany
Ghana
Gibraltar
Greece
Greenland
Grenada

Guadeloupe
Guam
Guatemala
Guernsey
Guinea
Guinea-Bissau
Guyana
Haiti
Heard Island and McDonald Islands
Honduras
Hong Kong SAR
Hungary
Iceland
India
Indonesia
Iraq
Ireland
Isle of Man
Israel
Italy
Jamaica
Japan
Jersey
Jordan
Kazakhstan
Kenya
Kiribati
Korea
Kuwait
Kyrgyzstan
Laos
Latvia
Lebanon
Lesotho
Liberia
Libya
Liechtenstein
Lithuania
Luxembourg
Macao SAR
Macedonia
Former Yugoslav Republic of
Madagascar
Malawi
Malaysia
Maldives
Mali
Malta
Marshall Islands
Martinique
Mauritania
Mauritius
Mayotte
Mexico
Micronesia
Moldova
Monaco

Mongolia
Montenegro
Montserrat
Morocco
Mozambique
Myanmar
Namibia
Nauru
Nepal
Netherlands
Netherlands Antilles
New Caledonia
New Zealand
Nicaragua
Niger
Nigeria
Niue
Norfolk Island
Northern Mariana Islands
Norway
Oman
Pakistan
Palau
Palestinian Authority
Panama
Papua New Guinea
Paraguay
Peru
Philippines
Pitcairn Islands
Poland
Portugal
Puerto Rico
Qatar
Reunion
Romania
Russia
Rwanda
Samoa
San Marino
São Tomé and Príncipe
Saudi Arabia
Senegal
Serbia
Seychelles
Sierra Leone
Singapore
Slovakia
Slovenia
Solomon Islands
Somalia
South Africa
South Georgia and the South Sandwich Islands
Spain
Sri Lanka
St. Helena
St. Kitts and Nevis

St. Lucia
St. Pierre and Miquelon
St. Vincent and the Grenadines
Suriname
Svalbard and Jan Mayen
Swaziland
Sweden
Switzerland
Taiwan
Tajikistan
Tanzania
Thailand
Timor–Leste (East Timor)
Togo
Tokelau
Tonga
Trinidad and Tobago
Tunisia
Turkey
Turkmenistan
Turks and Caicos Islands
Tuvalu
Uganda
Ukraine
United Arab Emirates
United Kingdom
United States
United States Minor Outlying Islands
Uruguay
Uzbekistan
Vanuatu
Vatican City
Venezuela
Vietnam
Virgin Islands U.S.
Virgin Islands British
Wallis and Futuna
Yemen
Zambia
Zimbabwe


6. Please indicate how many people are currently working at your company.

7. Please indicate the turnover scale your product generated in USD in the last closed book year. (including Licenses/License maintenance and services).
(Not mandatory).

1–10,000
10,001–50,000
50,001–100,000
100,001–250,000
250,001–500,000
500,001–1,000,000
1,000,001–5,000,000
5,000,000–10,000,000
10,000,001–30,000,000
30,000,001–100,000,000

100,000,001–200,000,000
200,000,001–400,000,000
400,000,001–1000,000,000
1000,000,001>

8. What percentage of your last closed book years turnover was generated by existing customers? *(Not mandatory)*.

 [Product Profile](#)

B) Product Profile

Product Profile (1/12)

This section contains questions pertaining to the kind of product your organization produces, what is the target market, the number of users and other properties that are specific to the product but not to the CCU process.

1. What is the name of your product?

2. Please indicate in what industry you are active (*select all that apply*).

- System management and business productivity applications (OS, deployment, Office suite apps, Word processors, Graphics apps, etc.)
- Home use applications (Games, reference, home education etc.)
- Cross-industry application software (Professional accounting software, human resource management etc.)
- Utilities software (Compression programs, antivirus, file viewers etc.)
- Vertical market application software (Software for a specific industry (manufacturing, healthcare, telecom, etc.))

Other

3. Please indicate in what/which economic region(s) your company releases her product (select all that apply).

- Africa
 - America (North)
 - America (Central)
 - America (South)
 - Asia
 - Asia subset: China, India, Japan, Pakistan or Taiwan
 - Australia
 - Europe
 - Middle East
-

4. Please indicate in what/which economic region(s) your company builds her product (select all that apply).

- Africa
 - America (North)
 - America (Central)
 - America (South)
 - Asia
 - Asia subset: China, India, Japan, Pakistan or Taiwan
 - Australia
 - Europe
 - Middle East
-

5. Please indicate in what/which economic region(s) your product's property right is managed (e.g. our product is in European hands) (select all that apply).

- Africa
 - America (North)
 - America (Central)
 - America (South)
 - Asia
 - Asia subset: China, India, Japan, Pakistan or Taiwan
 - Australia
 - Europe
 - Middle East
-

6. Please indicate how many customers you have for your product.


- <5
- 5–10
- 11–50
- 51–100
- 101–500
- 501–1000
- 1,001–5,000
- 5,001–10,000
- 10,001–50,000
- 50,001–100,000
- 100,001–500,000
- 500,001–1,000,000
- 1,000,001–5,000,000
- 5,000,001–10,000,000
- 10,000,001>

7. Please indicate how many end users your product has presently.

- 5–10
- 11–50
- 51–100
- 101–500
- 501–1,000
- 1,001–5,000
- 5,001–10,000
- 10,001–50,000
- 50,001–100,000
- 100,001–500,000
- 500,001–1,000,000
- 1,000,001–5,000,000
- 5,000,001–10,000,000
- 10,000,001–50,000,000
- 50,000,001–100,000,000
- 100,000,001>

8. Please indicate of how many lines of code your full product consists in KLOC.

- Don't know
- 0–20
- 21–70
- 71–120
- 121–200
- 201–500
- 501–1,000
- 1,001–2,000
- 2,001–3,000
- 3,001–5,000
- 5,001–10,000
- 10,000>

 Please indicate in what programming languages and with which development technologies your product is built? Please indicate as well what percentage of your product is build with each language or technology in the textbox. % should add up to 100. If your answer is 'other' please provide the language and a percentage in the text field (select all that apply).

9. Please indicate in what programming languages and with which development technologies your product is built? Please indicate as well what percentage of your product is build with each language or technology in the textbox. % should add up to 100. If your answer is 'other' please provide the

language and a percentage in the text field (*select all that apply*).

- C
- C++
- Java
- dotNet
- ASP
- PHP
- Perl
- Pascal
(Delphi)
- Basic
(Visual)
- C#
- Progress
- Modula 2
- Foxpro
- Oracle
- Clarion
- Python
- Other

10. In how many translations for international (non-English) markets is your product available?

11. How many developers (in full-time equivalent) work on this product, at this moment?

12. How many years ago was the first line of code written for this product?

13. What is the software architecture of the product (*select all that apply*)?

- Client-server
- Service-Oriented Architecture
- Stand-alone
- Peer-to-peer
- Web-based
- Other

14. Is your product Open Source?

- We use some open source components
 - Yes, our product is completely open source
 - No, our product is not open source
-
-

 Release

C) Release

Release (2/12)

This section contains questions related to the products release process.

1. Looking up the dates for the last 3 major, minor and bugfix releases (the 3 question underneath) may take some time. If you have a web address where this information is publically available, please enter it here and skip to the last question on this page. If not, please leave this field blank and move to the next question.

2. Please provide the dates of what your company would consider as the last three major release updates of your product (day/month/year). If you are not sure about the day, please only fill in the month/year and indicate the first of the month.

Major Release

1	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	<input type="text"/>

3. Please provide the dates of what your company would consider as the last three minor release updates of your product (day/month/year). If you are not sure about the day, please only fill in the month/year and indicate the first of the month.

Minor Release


1	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	<input type="text"/>

4. Please provide the dates of the last three of what your company would consider as bugfix updates of your product (day/month/year). If you are not sure about the day, please only fill in the month/year and indicate the first of the month.

Bugfix Release

1	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	<input type="text"/>

5. How many pilot or beta customers do you use to test the product?

 [Release Planning](#)

D) Release Planning

Release planning **(3/12)**

This section contains questions concerning the planning of the release process.

1. Are updates and products released at times that are convenient with regard to your customers?

- Yes
 - No
-

2. Does your organization utilize a formal release planning process in which specific dates are indicated with regard to the upcoming major, minor, and bug fix releases?

- Yes → Continue with question 30. Is the release planning published in such a way that all relevant internal/company product stakeholders can access this plan
 - No → Continue with question General Release
-

3. Is the release planning published in such a way that all relevant internal/company product stakeholders can access this planning at all times?

- Yes
 - No
-

4. Is there a formal publication policy with regard to this release planning document, which specifies policy decisions important for a specific release?

- Yes
 - No
-

→ General Release

E) General Release

General release (4/12)

This section contains questions concerning the release process and related tools.

1. Is a formalized release scenario present within the organization that describes what happens step by step on release days?

- Yes
 No
-

2. Releases are saved (*select all that apply*):

- At the customer site
 On CDs/DVDs
 On a network drive
 In a configuration management system like CVS or SubVersion
 Other
-

3. All major, minor and bug fix releases can be accessed and used by (*select all that apply*):

- All employees
 All development employees
 All release employees
 All customers
 All partners
 All sales employees
 Other
-

4. Can all releases be downloaded by all stakeholders?

- Yes
 No
-

5. All custom-built tools that are used by the organization to support the CCU process, like installation programs and scripts, are managed explicitly.

- Yes
 No
-

6. All commercial and open-source tools that are being used for development and support of the CCU process are managed explicitly.

- Yes
 No
-

7. Are external dependencies, between your product and external components, managed explicitly (in a computer readable format, e.g., "Our Product requires MySQL")?

- Yes
 No
-

8. Does your product contain off-the-shelf components that are delivered with the product?

- Yes → Continue with question 40. Are these components saved in a repository (at the company side), such that version compatibility is preserved?
 No → Continue with question To F
-

9. Are these components saved in a repository (at the company side), such that version compatibility is preserved?

- Yes
 No
-

→ Customer & delivery

F) Customer & Delivery

Customer & delivery (5/12)

This section contains questions concerning the process of informing customers with regard to new updates and product information/news.

1. You inform your customers through *(select all that apply)*:

- Domain-specific channels (conferences for instance)
- The product itself (pop-ups)
- Paper newsletter
- A website
- Individual E-Mail
- Phone
- We push our updates automatically to the customer
- Online newsletter
- General announcement list
- Advertisements in magazines

Other

2. We inform our customers, about the product (e.g.; new features, updates, tips, help) at least:


- Daily
- Weekly
- Monthly
- Once per three months
- Yearly
- Never

Other

3. Customers report bugs through *(select all that apply)*:

- a online bug system
- E-mail
- Phone
- Fax
- The product sends automatic error reports

Other

 *In which package format(s) is your product delivered (select all that apply)?*

4. In which package format(s) is your product delivered (select all that apply)?

- RPM
- Exe (wise install)
- Exe (Installshield)
- Exe (Powerupdate)
- Portage
- MSI
- MSI WIX
- Zip/Rar archive
- APT-GET
- Our corporate installer format
- Source bundle
- We don't use an explicit release format


Other

5. How long does it take on average for a customer to install a release after its release date?

	1 day	1 week	1 month	1-3 months	3-6 months	1 year	3 years	5 years	Not Applicable
Major Release	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Minor Release	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bugfix Release	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Are you able to remotely deploy your product at the customer platform?

- Yes
 No

 [Delivery Methods](#)

G) Delivery Methods

Delivery methods (6/12)

This section contains questions concerning ways in which you deliver your product.

1. Your product can be delivered as follows (*select all that apply*):

- Floppy
 - CD-ROM
 - DVD
 - E-mail
 - Our website
 - Secure phonenumber or internet connection
 - USB stick
 - Our product is web based which we can update ourself and does not otherwise need to be delivered
 - FTP
 - Other
-

2. Your product can be pushed/pulled as follows (*select all that apply*):

- Manual pull (customers download the product manually)
 - Automatic pull (customers download the software periodically)
 - Manual push (manually transfer the product to the customer)
 - Automatic push (products are automatically and periodically transferred to the customer)
 - Our product is web based
 - Other
-

3. Your product update tool makes it possible to download the product from every location, not only from your release repository.

- Yes
 - No
-

 [Installation Methods](#)

H) Installation Methods

Installation methods (7/12)

This section contains questions concerning the installation and de–installation of products and updates.

1. Is it possible to de–install the previous release of your product without executing complicated manual operations?

- Yes
 - No
-

2. Are external relationships between your and other products managed?

- Yes
 - No
-

3. Does your product check the local customer configuration before installation (such as the needed amount of disk space)?

- Yes
 - No
-

4. Is it possible to undo an update?

- Yes
 - No
-

5. Does your product require an update tool, which updates the product on the customer–side?

- Yes → Continue with question 55. When problems occur during installation, which of these are addressed automatically (select all that apply)?
 - No → Continue with question 58. Can your product verify, at any point in time after its been successfully installed, if its critical dependencies are still properly installed and configured?
-

6. When problems occur during installation, which of these are addressed automatically (select all that apply)?

- Harddisk space
 - Third–party components
 - Availability of (your own) other components
 - Data from earlier product installations
 - Operating systems
 - Hardware
 - There is no check
 - Other
-

7. Is the update tool able to update at runtime?

- Yes
 - No
 - Only for this kind of release:
-

8. Is the update tool still able to deploy the product if the customer implements customizations, extensions and/or customer–specific solutions?

- Yes
 - No
-

9. Can your product verify, at any point in time after its been successfully installed, if its critical dependencies are still properly installed and configured?

- Yes
 - No
-

→ Is all the data produced by the user (like configuration settings and documents) stored on a different location from the product (so to make it possible to back up the user data without backing up the product)?

10. Is all the data produced by the user (like configuration settings and documents) stored on a different location from the product (so to make it possible to back up the user data without backing up the product)?

- Yes
 - No
-

11. Is it possible to install the product in a DTAP environment, where new versions progress from an unstable to a stable production environment (i.e. a test environment to the real production environment)?

- Yes
 - No
-

12. Please indicate the rate of deployment failure, for your product, at the first installation attempt, in %.

13. What do you believe can/should be done to improve this figure?

[➔ Licenses](#)

I) Licenses

Licenses (8/12)

This section focuses on supplying licenses and their formats.

1. Which kinds of purchase/payment methods do you use for your customers (Please select all that apply)?

- Pay per usage
- Pay per user(name)
- Pay per time unit
- Pay per floating user
- Pay for services, no purchase cost
- Lump sum
- No payment

Other

2. Do you use a type of license agreement with your customers?

- Yes → [Continue with question 65. What data do your license files contain? \(select all that apply\).](#)
 - No → [Continue with question Tools](#)
-

3. What data do your license files contain? (select all that apply).

- The customers name and adress
- The number of users
- The purchased modules

Other

4. Is the customer able to renew, extend or expand the license without any actions on your part?

- Yes
 - No
-

5. Do your licenses expire?

- Yes
 - No
-

6. Do you regularly provide temporary licenses?

- Yes
 - No
-

7. Are licenses generated automatically from sales contracts?

- Yes
 - No
-

→ [Tools](#)

J) Tools

Tools
(9/12)

This section contains questions about tools that can support the CCU process.

1. Compared to the custom-built tools you use now, what custom-built tool would you rather have purchased commercially (if any)?

2. In the customer configuration updating process, what tools do you believe are missing at this moment (max 4 lines)?

3. What tools for the Customer Configuration Updating process would you like to dissuade others from using based on your experiences?

 [User feedback](#)

K) User feedback

User Feedback (10/12)

This section contains questions about user feedback, like error reports and bug information.

1. Are you aware of the way in which your customers usually customize the product?

- Yes
 - No
-

2. Are you aware of the hard- and software platforms that your customers use to operate your product?

- Yes
 - No
-

3. Does your product send automatic error reports when an error occurs in your product?

- Yes → Continue with question 76. Are these automatic error reports analyzed?
 - No → Continue with question 77. Does your product generate usage reports?
-

4. Are these automatic error reports analyzed?

- Yes
 - No
-

5. Does your product generate usage reports?

- Yes → Continue with question 78. Are these usage reports analyzed?
 - No → Continue with question To L
-

6. Are these usage reports analyzed?

- Yes
 - No
-

→ Maturity & success

L) Maturity & succes

Maturity and succes (11/12)

This section tries to find a connection between the success of a product and the maturity of its CCU process.

1. Please indicate how your Customer Configuration Updating process has evolved over the last two years.

- No changes
- Small improvements (new configuration management system, licences can be sent through e-mail, etc.)
- Large improvements (licences are generated automatically from contracts etc.)
- Complete process re-design
- Other

2. These developments have influenced your organisation in the following way;

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Lower release deployment costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Higher product quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shorter release cycle(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fewer installation problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding and resolving bugs takes less time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More stable product	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More customer knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. In comparison with your competitors, do you feel that your release, delivery and installation processes are:

- Much less advanced
- Less advanced
- Comparable
- More advanced
- Much more advanced

4. Please check the reasons why you would improve, or have improved, your Customer Configuration Updating processes.

- Serve more customers
- Shorten the release cycle
- Shorten the time in which bugs are found
- Serve customers more cost effectively
- Reduce the number of installation problems
- Administer a more flexible licencing price model
- Other

 Please indicate how your product developed over the last two years.

5. Please indicate how your product developed over the last two years.

- The product is much more succesfull than two years ago
- The product is more succesfull than two years ago
- The product is about as succesfull as two years ago
- The product is less succesfull than two years ago
- The product is much less succesfull than two years ago

6. Please indicate how the product itself has been influenced by changes in the release, deliver and installation process?


- The development of the product is strongly influenced by the changes
 - The development of the product is partly influenced by the changes
 - The development of the product is not influenced by the changes
-

7. We see the CCU process as a:

- Very high priority process
 - High priority process
 - Neither high or low priority process
 - Low priority process
 - Very low priority process
-

8. Where did you hear about this survey?

- A personal e-mail invitation
 - CM Crossroads.com
 - The ISR Connector
 - ACDM
 - Other
 -
-

 [Future of the CCU process](#)

M) CCU process future

Future of the CCU process
(12/12)

This section tries to determine what the future of the CCU process will look like.

This is the final section. We would like to ask you to provide us with a short answer for each of the open questions mentioned below (max 4 lines each).

Please note that these questions are not mandatory, by clicking next the survey will be finished. We would appreciate it however, if you complete these last questions.

1. What Customer Configuration Updating best practices would you recommend to others?

2. What are your major concerns for the next 5 years, with regard to the CCU process?

3. Where do you see release processes evolve to?

4. Please provide the top three problems you would like to see solved in your CCU processes.

5. What is the highest priority problem to solve for your product (please indicate why)?

6. What tools that you use for supporting the Customer Configuration Updating process would you recommend to others?

7. What would your ultimate solution look like?

➔ **End questionnaire**

End page

Thank you

This is the **end** of the survey. We would like to **thank you** for your cooperation. If you have any **questions** or need/want to give any **feedback** with regard to the survey please contact us at the following email address:

wbutts@uci.edu

Your answers will be treated **confidentially** and with care. They will not be exposed to third party entities. Your answers will be used to create a custom made release, delivery, deployment and activation and usage report. This **report** will be send to the e-mail address provided earlier.

Finally, the results will be used to write a **general report** and paper about the state of the practice of American product software companies.

You will receive your **benchmark report** by e-mail before **July 1, 2008**.

An elaborate look at this subject can be found in the dissertation document of dr. Slinger Jansen which can be found [here](#).

Wouter Butts Bsc.
dr. Slinger Jansen
Prof. dr. Sjaak Brinkkemper
Prof. André van der Hoek

[Institute for Software Research](#) at the University of California, Irvine.
[Center for Information and Organization](#) at the University of Utrecht, Netherlands.

Variables

Variable	Description	Values
A1	Please provide your name. (Needed for correspondence – sending the benchmark report – this information is treated con	
A2	Please characterize you're job function.	{1,Product Manager} {2,Assistant manager} {3,Development manager} {4,Developer} {5,Chief Technology Officer} {6,Release manager} {7,Other}
A27	Please characterize you're job function. – Other (Open)	
A3	Please enter your e–mail address (for future correspondence including the delivery of the custom report).	
A4	What is the name of your company?	
A5	Please provide the country where your corporate headquarters is located.	{1,Afghanistan} {2,Albania} {3,Algeria} {4,American Samoa} {5,Andorra} {6,Angola} {7,Anguilla} {8,Antarctica} {9,Antigua and Barbuda} {10,Argentina} {11,Armenia} {12,Aruba} {13,Australia} {14,Austria} {15,Azerbaijan} {16,Bahamas} {17,Bahrain} {18,Bangladesh} {19,Barbados} {20,Belarus} {21,Belgium} {22,Belize} {23,Benin} {24,Bermuda} {25,Bhutan} {26,Bolivia} {27,Bosnia and Herzegovina} {28,Botswana} {29,Bouvet Island} {30,Brazil} {31,British Indian Ocean Territory} {32,Brunei} {33,Bulgaria} {34,Burkina Faso} {35,Burundi} {36,Cambodia} {37,Cameroon} {38,Canada} {39,Cape Verde} {40,Cayman Islands} {41,Central African Republic} {42,Chad} {43,Chile} {44,China} {45,Christmas Island} {46,Cocos (Keeling) Islands} {47,Colombia} {48,Comoros} {49,Congo} {50,Congo (DRC)} {51,Cook Islands} {52,Costa Rica} {53,Côte d'Ivoire} {54,Croatia} {55,Cyprus} {56,Czech Republic}

{57,Denmark}
{58,Djibouti}
{59,Dominica}
{60,Dominican Republic}
{61,Ecuador}
{62,Egypt}
{63,El Salvador}
{64,Equatorial Guinea}
{65,Eritrea}
{66,Estonia}
{67,Ethiopia}
{68,Falkland Islands (Islas Malvinas)}
{69,Faroe Islands}
{70,Fiji Islands}
{71,Finland}
{72,France}
{73,French Guiana}
{74,French Polynesia}
{75,French Southern and Antarctic Lands}
{76,Gabon}
{77,Gambia}
{78,Georgia}
{79,Germany}
{80,Ghana}
{81,Gibraltar}
{82,Greece}
{83,Greenland}
{84,Grenada}
{85,Guadeloupe}
{86,Guam}
{87,Guatemala}
{88,Guernsey}
{89,Guinea}
{90,Guinea–Bissau}
{91,Guyana}
{92,Haiti}
{93,Heard Island and McDonald Islands}
{94,Honduras}
{95,Hong Kong SAR}
{96,Hungary}
{97,Iceland}
{98,India}
{99,Indonesia}
{100,Iraq}
{101,Ireland}
{102,Isle of Man}
{103,Israel}
{104,Italy}
{105,Jamaica}
{106,Japan}
{107,Jersey}
{108,Jordan}
{109,Kazakhstan}
{110,Kenya}
{111,Kiribati}
{112,Korea}
{113,Kuwait}
{114,Kyrgyzstan}
{115,Laos}
{116,Latvia}
{117,Lebanon}
{118,Lesotho}
{119,Liberia}
{120,Libya}
{121,Liechtenstein}
{122,Lithuania}
{123,Luxembourg}
{124,Macao SAR}
{125,Macedonia}
{126,Former Yugoslav Republic of}
{127,Madagascar}
{128,Malawi}
{129,Malaysia}
{130,Maldives}

{131,Mali}
{132,Malta}
{133,Marshall Islands}
{134,Martinique}
{135,Mauritania}
{136,Mauritius}
{137,Mayotte}
{138,Mexico}
{139,Micronesia}
{140,Moldova}
{141,Monaco}
{142,Mongolia}
{143,Montenegro}
{144,Montserrat}
{145,Morocco}
{146,Mozambique}
{147,Myanmar}
{148,Namibia}
{149,Nauru}
{150,Nepal}
{151,Netherlands}
{152,Netherlands Antilles}
{153,New Caledonia}
{154,New Zealand}
{155,Nicaragua}
{156,Niger}
{157,Nigeria}
{158, Niue}
{159,Norfolk Island}
{160,Northern Mariana Islands}
{161,Norway}
{162,Oman}
{163,Pakistan}
{164,Palau}
{165,Palestinian Authority}
{166,Panama}
{167,Papua New Guinea}
{168,Paraguay}
{169,Peru}
{170,Philippines}
{171,Pitcairn Islands}
{172,Poland}
{173,Portugal}
{174,Puerto Rico}
{175,Qatar}
{176,Reunion}
{177,Romania}
{178,Russia}
{179,Rwanda}
{180,Samoa}
{181,San Marino}
{182,São Tomé and Príncipe}
{183,Saudi Arabia}
{184,Senegal}
{185,Serbia}
{186,Seychelles}
{187,Sierra Leone}
{188,Singapore}
{189,Slovakia}
{190,Slovenia}
{191,Solomon Islands}
{192,Somalia}
{193, South Africa}
{194, South Georgia and the South
Sandwich Islands}
{195,Spain}
{196,Sri Lanka}
{197,St. Helena}
{198,St. Kitts and Nevis}
{199,St. Lucia}
{200,St. Pierre and Miquelon}
{201,St. Vincent and the
Grenadines}
{202, Suriname}
{203, Svalbard and Jan Mayen}
{204,Swaziland}
{205,Sweden}

		{206,Switzerland} {207,Taiwan} {208,Tajikistan} {209,Tanzania} {210,Thailand} {211,Timor–Leste (East Timor)} {212,Togo} {213,Tokelau} {214,Tonga} {215,Trinidad and Tobago} {216,Tunisia} {217,Turkey} {218,Turkmenistan} {219,Turks and Caicos Islands} {220,Tuvalu} {221,Uganda} {222,Ukraine} {223,United Arab Emirates} {224,United Kingdom} {225,United States} {226,United States Minor Outlying Islands} {227,Uruguay} {228,Uzbekistan} {229,Vanuatu} {230,Vatican City} {231,Venezuela} {232,Vietnam} {233,Virgin Islands U.S.} {234,Virgin Islands British} {235,Wallis and Futuna} {236,Yemen} {237,Zambia} {238,Zimbabwe}
A6	Please indicate how many people are currently working at your company.	
A7	Please indicate the turnover scale your product generated in USD in the last closed book year. (including Licenses/License maintenance and services). (Not mandatory).	{1,1–10,000} {2,10,001–50,000} {3,50,001–100,000} {4,100,001–250,000} {5,250,001–500,000} {6,500,001–1,000,000} {7,1,000,001–5,000,000} {8,5,000,000–10,000,000} {9,10,000,001–30,000,000} {10,30,000,001–100,000,000} {11,100,000,001–200,000,000} {12,200,000,001–400,000,000} {13,400,000,001–1000,000,000} {14,1000,000,001>}
A8	What percentage of your last closed book years turnover was generated by existing customers? (Not mandatory).	
B1	What is the name of your product?	
B3A	Please indicate in what industry you are active (select all that apply). – System management and business produc	{1,Yes} {0,No}
B3B	Please indicate in what industry you are active (select all that apply). – Home use applications (Games, referen	{1,Yes} {0,No}
B3C	Please indicate in what industry you are active (select all that apply). – Cross–industry application software ({1,Yes} {0,No}
B3D	Please indicate in what industry you are active (select all that apply). – Utilities software (Compression progr	{1,Yes} {0,No}
B3E	Please indicate in what industry you are active (select all that apply). – Vertical market application software	{1,Yes} {0,No}
B3F	Please indicate in what industry you are active (select all that apply). – Other	{1,Yes} {0,No}

B3F1	Please indicate in what industry you are active (select a – Other (Open))	
B13A	Please indicate in what/which economic region(s) your company releases her produ – Africa	{1,Yes} {0,No}
B13B	Please indicate in what/which economic region(s) your company releases her produ – America (North)	{1,Yes} {0,No}
B13C	Please indicate in what/which economic region(s) your company releases her produ – America (Central)	{1,Yes} {0,No}
B13D	Please indicate in what/which economic region(s) your company releases her produ – America (South)	{1,Yes} {0,No}
B13E	Please indicate in what/which economic region(s) your company releases her produ – Asia	{1,Yes} {0,No}
B13F	Please indicate in what/which economic region(s) your company releases her produ – Asia subset: China, India, Japan, Pak	{1,Yes} {0,No}
B13G	Please indicate in what/which economic region(s) your company releases her produ – Australia	{1,Yes} {0,No}
B13H	Please indicate in what/which economic region(s) your company releases her produ – Europe	{1,Yes} {0,No}
B13I	Please indicate in what/which economic region(s) your company releases her produ – Middle East	{1,Yes} {0,No}
B14A	Please indicate in what/which economic region(s) your company builds her product – Africa	{1,Yes} {0,No}
B14B	Please indicate in what/which economic region(s) your company builds her product – America (North)	{1,Yes} {0,No}
B14C	Please indicate in what/which economic region(s) your company builds her product – America (Central)	{1,Yes} {0,No}
B14D	Please indicate in what/which economic region(s) your company builds her product – America (South)	{1,Yes} {0,No}
B14E	Please indicate in what/which economic region(s) your company builds her product – Asia	{1,Yes} {0,No}
B14F	Please indicate in what/which economic region(s) your company builds her product – Asia subset: China, India, Japan, Pak	{1,Yes} {0,No}
B14G	Please indicate in what/which economic region(s) your company builds her product – Australia	{1,Yes} {0,No}
B14H	Please indicate in what/which economic region(s) your company builds her product – Europe	{1,Yes} {0,No}
B14I	Please indicate in what/which economic region(s) your company builds her product – Middle East	{1,Yes} {0,No}
B15A	Please indicate in what/which economic region(s) your product's property right i – Africa	{1,Yes} {0,No}
B15B	Please indicate in what/which economic region(s) your product's property right i – America (North)	{1,Yes} {0,No}
B15C	Please indicate in what/which economic region(s) your product's property right i – America (Central)	{1,Yes} {0,No}

B15D	Please indicate in what/which economic region(s) your product's property right i – America (South)	{1, Yes} {0, No}
B15E	Please indicate in what/which economic region(s) your product's property right i – Asia	{1, Yes} {0, No}
B15F	Please indicate in what/which economic region(s) your product's property right i – Asia subset: China, India, Japan, Pak	{1, Yes} {0, No}
B15G	Please indicate in what/which economic region(s) your product's property right i – Australia	{1, Yes} {0, No}
B15H	Please indicate in what/which economic region(s) your product's property right i – Europe	{1, Yes} {0, No}
B15I	Please indicate in what/which economic region(s) your product's property right i – Middle East	{1, Yes} {0, No}
B4	Please indicate how many customers you have for your product.	{1, <5} {2, 5–10} {3, 11–50} {4, 51–100} {5, 101–500} {6, 501–1000} {7, 1,001–5,000} {8, 5,001–10,000} {9, 10,001–50,000} {10, 50,001–100,000} {11, 100,001–500,000} {12, 500,001–1,000,000} {13, 1,000,001–5,000,000} {14, 5,000,001–10,000,000} {15, 10,000,001>}
B5	Please indicate how many end users your product has presently.	{1, {2, 5–10} {3, 11–50} {4, 51–100} {5, 101–500} {6, 501–1,000} {7, 1,001–5,000} {8, 5,001–10,000} {9, 10,001–50,000} {10, 50,001–100,000} {11, 100,001–500,000} {12, 500,001–1,000,000} {13, 1,000,001–5,000,000} {15, 5,000,001–10,000,000} {14, 10,000,001–50,000,000} {16, 50,000,001–100,000,000} {17, 100,000,001>}
B6	Please indicate of how many lines of code your full product consists in KLOC.	{1, Don't know} {2, 0–20} {3, 21–70} {4, 71–120} {5, 121–200} {6, 201–500} {7, 501–1,000} {8, 1,001–2,000} {9, 2,001–3,000} {10, 3,001–5,000} {11, 5,001–10,000} {12, 10,000>}
B7A	Please indicate in what programming languages and with which development techn – C	{1, Yes} {0, No}
B7A1	Please indicate in what programming languages and with whi – C (Open)	
B7B		

	Please indicate in what programming languages and with which development techn – C++	{1,Yes} {0,No}
B7B1	Please indicate in what programming languages and with whi – C++ (Open)	
B7C	Please indicate in what programming languages and with which development techn – Java	{1,Yes} {0,No}
B7C1	Please indicate in what programming languages and with whi – Java (Open)	
B7D	Please indicate in what programming languages and with which development techn – dotNet	{1,Yes} {0,No}
B7D1	Please indicate in what programming languages and with whi – dotNet (Open)	
B7E	Please indicate in what programming languages and with which development techn – ASP	{1,Yes} {0,No}
B7E1	Please indicate in what programming languages and with whi – ASP (Open)	
B7F	Please indicate in what programming languages and with which development techn – PHP	{1,Yes} {0,No}
B7F1	Please indicate in what programming languages and with whi – PHP (Open)	
B7G	Please indicate in what programming languages and with which development techn – Perl	{1,Yes} {0,No}
B7G1	Please indicate in what programming languages and with whi – Perl (Open)	
B7H	Please indicate in what programming languages and with which development techn – Pascal (Delphi)	{1,Yes} {0,No}
B7H1	Please indicate in what programming languages and with whi – Pascal (Delphi) (Open)	
B7I	Please indicate in what programming languages and with which development techn – Basic (Visual)	{1,Yes} {0,No}
B7I1	Please indicate in what programming languages and with whi – Basic (Visual) (Open)	
B7J	Please indicate in what programming languages and with which development techn – C#	{1,Yes} {0,No}
B7J1	Please indicate in what programming languages and with whi – C# (Open)	
B7K	Please indicate in what programming languages and with which development techn – Progress	{1,Yes} {0,No}
B7K1	Please indicate in what programming languages and with whi – Progress (Open)	
B7L	Please indicate in what programming languages and with which development techn – Modula 2	{1,Yes} {0,No}
B7L1	Please indicate in what programming languages and with whi – Modula 2 (Open)	
B7M	Please indicate in what programming languages and with which development techn – Foxpro	{1,Yes} {0,No}
B7M1	Please indicate in what programming languages and with whi – Foxpro (Open)	
B7N	Please indicate in what programming languages and with which development techn – Oracle	{1,Yes} {0,No}
B7N1	Please indicate in what programming languages and with whi – Oracle (Open)	
B7O	Please indicate in what programming languages and with which development techn – Clarion	{1,Yes} {0,No}
B7O1	Please indicate in what programming languages and with whi – Clarion (Open)	
B7P	Please indicate in what programming languages and with which development techn – Python	{1,Yes} {0,No}
B7P1	Please indicate in what programming languages and with whi – Python (Open)	

B7Q	Please indicate in what programming languages and with which development techn – Other	{1,Yes} {0,No}
B7Q1	Please indicate in what programming languages and with whi – Other (Open)	
B8	In how many translations for international (non–English) markets is your product available?	
B9	How many developers (in full–time equivalent) work on this product, at this moment?	
B10	How many years ago was the first line of code written for this product?	
B11A	What is the software architecture of the product (select all that apply)? – Client–server	{1,Yes} {0,No}
B11B	What is the software architecture of the product (select all that apply)? – Service–Oriented Architecture	{1,Yes} {0,No}
B11C	What is the software architecture of the product (select all that apply)? – Stand–alone	{1,Yes} {0,No}
B11D	What is the software architecture of the product (select all that apply)? – Peer–to–peer	{1,Yes} {0,No}
B11E	What is the software architecture of the product (select all that apply)? – Web–based	{1,Yes} {0,No}
B11F	What is the software architecture of the product (select all that apply)? – Other	{1,Yes} {0,No}
B11F1	What is the software architecture of the product (select all – Other (Open)	
B12	Is your product Open Source?	{1,We use some open source components} {2,Yes, our product is completely open source} {3,No, our product is not open source }
C1	Looking up the dates for the last 3 major, minor and bugfix releases (the 3 question underneath) may take some time. If	
C2A1	Please provide the dates of what your company – 1 (Major Release) (Open)	
C2B1	Please provide the dates of what your company – 2 (Major Release) (Open)	
C2C1	Please provide the dates of what your company – 3 (Major Release) (Open)	
C4A1	Please provide the dates of what your company woul – 1 (Minor Release) (Open)	
C4B1	Please provide the dates of what your company woul – 2 (Minor Release) (Open)	
C4C1	Please provide the dates of what your company woul – 3 (Minor Release) (Open)	
C6A1	Please provide the dates of the last three of – 1 (Bugfix Release) (Open)	
C6B1	Please provide the dates of the last three of – 2 (Bugfix Release) (Open)	
C6C1	Please provide the dates of the last three of – 3 (Bugfix Release) (Open)	
C8	How many pilot or beta customers do you use to test the product?	
D3	Are updates and products released at times that are convenient with regard to your customers?	{1,Yes} {0,No}
D1	Does your organization utilize a formal release planning process in which specific dates are indicated with regard to the upcoming major, minor, and bug fix releases?	{1,Yes} {0,No}
D1_1	Is the release planning published in such a way that all relevant internal/company product stakeholders can access this planning at all times?	{1,Yes} {0,No}
D1_1_1	Is there a formal publication policy with regard to this release planning document, which specifies policy decisions important for a specific release?	{1,Yes} {0,No}
E1	Is a formalized release scenario present within the organization that describes what happens step by step on release days?	{1,Yes} {0,No}

E2A	Releases are saved (select all that apply): – At the customer site	{1, Yes} {0, No}
E2B	Releases are saved (select all that apply): – On CDs/DVDs	{1, Yes} {0, No}
E2C	Releases are saved (select all that apply): – On a network drive	{1, Yes} {0, No}
E2D	Releases are saved (select all that apply): – In a configuration management system	{1, Yes} {0, No}
E2E	Releases are saved (select all that apply): – Other	{1, Yes} {0, No}
E2E1	Releases are saved (select all that apply): – Other (Open)	
E3A	All major, minor and bug fix releases can be accessed and used by(select all t – All employees	{1, Yes} {0, No}
E3B	All major, minor and bug fix releases can be accessed and used by(select all t – All development employees	{1, Yes} {0, No}
E3C	All major, minor and bug fix releases can be accessed and used by(select all t – All release employees	{1, Yes} {0, No}
E3D	All major, minor and bug fix releases can be accessed and used by(select all t – All customers	{1, Yes} {0, No}
E3E	All major, minor and bug fix releases can be accessed and used by(select all t – All partners	{1, Yes} {0, No}
E3F	All major, minor and bug fix releases can be accessed and used by(select all t – All sales employees	{1, Yes} {0, No}
E3G	All major, minor and bug fix releases can be accessed and used by(select all t – Other	{1, Yes} {0, No}
E3G1	All major, minor and bug fix releases can be accessed and – Other (Open)	
F5	Can all releases be downloaded by all stakeholders?	{1, Yes} {0, No}
E4	All custom–built tools that are used by the organization to support the CCU process, like installation programs and scripts, are managed explicitly.	{1, Yes} {0, No}
E5	All commercial and open–source tools that are being used for development and support of the CCU process are managed explicitly.	{1, Yes} {0, No}
E6	Are external dependencies, between your product and external components, managed explicitly (in a computer readable format, e.g., "Our Product requires MySQL")?	{1, Yes} {0, No}
E7	Does your product contain off–the–shelf components that are delivered with the product?	{1, Yes} {0, No}
E8	Are these components saved in a repository (at the company side), such that version compatibility is preserved?	{1, Yes} {0, No}
F1A	You inform your customers through (select all that apply): – Domain–specific channels (conferences	{1, Yes} {0, No}
F1B	You inform your customers through (select all that apply): – The product itself (pop–ups)	{1, Yes} {0, No}
F1C	You inform your customers through (select all that apply): – Paper newsletter	{1, Yes} {0, No}

F1D	You inform your customers through (select all that apply): – A website	{1, Yes} {0, No}
F1E	You inform your customers through (select all that apply): – Individual E-Mail	{1, Yes} {0, No}
F1F	You inform your customers through (select all that apply): – Phone	{1, Yes} {0, No}
F1G	You inform your customers through (select all that apply): – We push our updates automatically to	{1, Yes} {0, No}
F1H	You inform your customers through (select all that apply): – Online newsletter	{1, Yes} {0, No}
F1I	You inform your customers through (select all that apply): – General announcement list	{1, Yes} {0, No}
F1J	You inform your customers through (select all that apply): – Advertisements in magazines	{1, Yes} {0, No}
F1K	You inform your customers through (select all that apply): – Other	{1, Yes} {0, No}
F1K1	You inform your customers through (select all that apply): – Other (Open)	
F3	We inform our customers, about the product (e.g.; new features, updates, tips, help) at least:	{1, Daily} {2, Weekly} {3, Monthly} {4, Once per three months} {5, Yearly} {6, Never} {7, Other}
F37	We inform our customers, about the product (e.g.; new features, updates, tips, – Other (Open)	
F2A	Customers report bugs through (select all that apply): – a online bug system	{1, Yes} {0, No}
F2B	Customers report bugs through (select all that apply): – E-mail	{1, Yes} {0, No}
F2C	Customers report bugs through (select all that apply): – Phone	{1, Yes} {0, No}
F2D	Customers report bugs through (select all that apply): – Fax	{1, Yes} {0, No}
F2E	Customers report bugs through (select all that apply): – The product sends automatic error rep	{1, Yes} {0, No}
F2F	Customers report bugs through (select all that apply): – Other	{1, Yes} {0, No}
F2F1	Customers report bugs through (select all that apply): – Other (Open)	
J3A	In which package format(s) is your product delivered (select all that apply)? – RPM	{1, Yes} {0, No}
J3B	In which package format(s) is your product delivered (select all that apply)? – Exe (wise install)	{1, Yes} {0, No}
J3C	In which package format(s) is your product delivered (select all that apply)? – Exe (Installshield)	{1, Yes} {0, No}

J3D	In which package format(s) is your product delivered (select all that apply)? – Exe (Powerupdate)	{1, Yes} {0, No}
J3E	In which package format(s) is your product delivered (select all that apply)? – Portage	{1, Yes} {0, No}
J3F	In which package format(s) is your product delivered (select all that apply)? – MSI	{1, Yes} {0, No}
J3G	In which package format(s) is your product delivered (select all that apply)? – MSI WIX	{1, Yes} {0, No}
J3H	In which package format(s) is your product delivered (select all that apply)? – Zip/Rar archive	{1, Yes} {0, No}
J3I	In which package format(s) is your product delivered (select all that apply)? – APT-GET	{1, Yes} {0, No}
J3J	In which package format(s) is your product delivered (select all that apply)? – Our corporate installer format	{1, Yes} {0, No}
J3K	In which package format(s) is your product delivered (select all that apply)? – Source bundle	{1, Yes} {0, No}
J3L	In which package format(s) is your product delivered (select all that apply)? – We don't use an explicit release form	{1, Yes} {0, No}
J3M	In which package format(s) is your product delivered (select all that apply)? – Other	{1, Yes} {0, No}
J3M1	In which package format(s) is your product delivered (select – Other (Open)	
F4A	How long does it take on average for a customer to install a release after its r – Major Release	{1, 1 day} {2, 1 week} {3, 1 month} {4, 1–3 months} {5, 3–6 months} {6, 1 year} {7, 3 years} {8, 5 years} {9, Not Applicable}
F4B	How long does it take on average for a customer to install a release after its r – Minor Release	{1, 1 day} {2, 1 week} {3, 1 month} {4, 1–3 months} {5, 3–6 months} {6, 1 year} {7, 3 years} {8, 5 years} {9, Not Applicable}
F4C	How long does it take on average for a customer to install a release after its r – Bugfix Release	{1, 1 day} {2, 1 week} {3, 1 month} {4, 1–3 months} {5, 3–6 months} {6, 1 year} {7, 3 years} {8, 5 years} {9, Not Applicable}
F6	Are you able to remotely deploy your product at the customer platform?	{1, Yes} {0, No}
G1A	Your product can be delivered as follows (select all that apply): – Floppy	{1, Yes} {0, No}
G1B	Your product can be delivered as follows (select all that apply): – CD-ROM	

		{1,Yes} {0,No}
G1C	Your product can be delivered as follows (select all that apply): – DVD	{1,Yes} {0,No}
G1D	Your product can be delivered as follows (select all that apply): – E–mail	{1,Yes} {0,No}
G1E	Your product can be delivered as follows (select all that apply): – Our website	{1,Yes} {0,No}
G1F	Your product can be delivered as follows (select all that apply): – Secure phoneline or internet connecti	{1,Yes} {0,No}
G1G	Your product can be delivered as follows (select all that apply): – USB stick	{1,Yes} {0,No}
G1H	Your product can be delivered as follows (select all that apply): – Our product is web based which we can	{1,Yes} {0,No}
G1I	Your product can be delivered as follows (select all that apply): – FTP	{1,Yes} {0,No}
G1J	Your product can be delivered as follows (select all that apply): – Other	{1,Yes} {0,No}
G1J1	Your product can be delivered as follows (select all that ap – Other (Open)	
G2A	Your product can be pushed/pulled as follows (select all taht apply: – Manual pull (customers download the p	{1,Yes} {0,No}
G2B	Your product can be pushed/pulled as follows (select all taht apply: – Automatic pull (customers download th	{1,Yes} {0,No}
G2C	Your product can be pushed/pulled as follows (select all taht apply: – Manual push (manually transfer the pr	{1,Yes} {0,No}
G2D	Your product can be pushed/pulled as follows (select all taht apply: – Automatic push (products are automati	{1,Yes} {0,No}
G2E	Your product can be pushed/pulled as follows (select all taht apply: – Our product is web based	{1,Yes} {0,No}
G2F	Your product can be pushed/pulled as follows (select all taht apply: – Other	{1,Yes} {0,No}
G2F1	Your product can be pushed/pulled as follows (select al – Other (Open)	
G3	Your product update tool makes it possible to download the product from every location, not only from your release repository.	{1,Yes} {0,No}
H1	Is it possible to de–install the previous release of your product without executing complicated manual operations?	{1,Yes} {0,No}
H13	Are external relationships between your and other products managed?	{1,Yes} {0,No}
H14	Does your product check the local customer configuration before installation (such as the needed amount of disk space)?	{1,Yes} {0,No}
H2	Is it possible to undo an update?	{1,Yes} {0,No}
H3	Does your product require an update tool, which updates the product on the customer–side?	{1,Yes} {0,No}

H7A	When problems occur during installation, which of these are addressed automatically – Harddisk space	{1, Yes} {0, No}
H7B	When problems occur during installation, which of these are addressed automatically – Third-party components	{1, Yes} {0, No}
H7C	When problems occur during installation, which of these are addressed automatically – Availability of (your own) other comp	{1, Yes} {0, No}
H7D	When problems occur during installation, which of these are addressed automatically – Data from earlier product installation	{1, Yes} {0, No}
H7E	When problems occur during installation, which of these are addressed automatically – Operating systems	{1, Yes} {0, No}
H7F	When problems occur during installation, which of these are addressed automatically – Hardware	{1, Yes} {0, No}
H7G	When problems occur during installation, which of these are addressed automatically – There is no check	{1, Yes} {0, No}
H7H	When problems occur during installation, which of these are addressed automatically – Other	{1, Yes} {0, No}
H7H1	When problems occur during installation, which of these are – Other (Open)	
H5	Is the update tool able to update at runtime?	{1, Yes} {2, No} {3, Only for this kind of release:}
H53	Is the update tool able to update at runtime? – Only for this kind of release (Open)	
H6	Is the update tool still able to deploy the product if the customer implements customizations, extensions and/or customer-specific solutions?	{1, Yes} {0, No}
H8	Can your product verify, at any point in time after its been successfully installed, if its critical dependencies are still properly installed and configured?	{1, Yes} {0, No}
H9	Is all the data produced by the user (like configuration settings and documents) stored on a different location from the product (so to make it possible to back up the user data without backing up the product)?	{1, Yes} {0, No}
H10	Is it possible to install the product in a DTAP environment, where new versions progress from an unstable to a stable production environment (i.e. a test environment to the real production environment)?	{1, Yes} {0, No}
H11	Please indicate the rate of deployment failure, for your product, at the first installation attempt, in %.	
H12	What do you believe can/should be done to improve this figure?	
I2A	Which kinds of purchase/payment methods do you use for your customers (Please see – Pay per usage	{1, Yes} {0, No}
I2B	Which kinds of purchase/payment methods do you use for your customers (Please see – Pay per user(name)	{1, Yes} {0, No}
I2C	Which kinds of purchase/payment methods do you use for your customers (Please see – Pay per time unit	{1, Yes} {0, No}
I2D	Which kinds of purchase/payment methods do you use for your customers (Please see – Pay per floating user	{1, Yes} {0, No}
I2E	Which kinds of purchase/payment methods do you use for your customers (Please see – Pay for services, no purchase cost	{1, Yes} {0, No}
I2F	Which kinds of purchase/payment methods do you use for your customers (Please see – Lump sum	{1, Yes} {0, No}

I2G	Which kinds of purchase/payment methods do you use for your customers (Please se – No payment	{1, Yes} {0, No}
I2H	Which kinds of purchase/payment methods do you use for your customers (Please se – Other	{1, Yes} {0, No}
I2H1	Which kinds of purchase/payment methods do you use for your – Other (Open)	
I1	Do you use a type of license agreement with your customers?	{1, Yes} {0, No}
I3A	What data do your license files contain? (select all that apply). – The customers name and adress	{1, Yes} {0, No}
I3B	What data do your license files contain? (select all that apply). – The number of users	{1, Yes} {0, No}
I3C	What data do your license files contain? (select all that apply). – The purchased modules	{1, Yes} {0, No}
I3D	What data do your license files contain? (select all that apply). – Other	{1, Yes} {0, No}
I3D1	What data do your license files contain? (select all that ap – Other (Open)	
I4	Is the customer able to renew, extend or expand the license without any actions on your part?	{1, Yes} {0, No}
I5	Do your licenses expire?	{1, Yes} {0, No}
I6	Do you regularly provide temporary licenses?	{1, Yes} {0, No}
I7	Are licenses generated automatically from sales contracts?	{1, Yes} {0, No}
J1	Compared to the custom–built tools you use now, what custom–built tool would you rather have purchased commercially (if	
J2	In the customer configuration updating process, what tools do you believe are missing at this moment (max 4 lines)?	
J5	What tools for the Customer Configuration Updating process would you like to dissuade others from using based on your ex	
K1	Are you aware of the way in which your customers usually customize the product?	{1, Yes} {0, No}
K2	Are you aware of the hard– and software platforms that your customers use to operate your product?	{1, Yes} {0, No}
K3	Does your product send automatic error reports when an error occurs in your product?	{1, Yes} {0, No}
K4	Are these automatic error reports analyzed?	{1, Yes} {0, No}
K5	Does your product generate usage reports?	{1, Yes} {0, No}
K6	Are these usage reports analyzed?	{1, Yes} {0, No}
L1	Please indicate how your Customer Configuration Updating process has evolved over the last two years.	{1, No changes} {2, Small improvements (new configuration management system, licences can be sent through e–mail, etc.)}

		{3, Large improvements (licences are generated automatically from contracts etc.)} {4, Complete process re-design} {5, Other}
L15	Please indicate how your Customer Configuration Updating process has evolved over – Other (Open)	
L6A	These developments have influenced your organisation in the following way; – Lower release & deployment	{1, Strongly agree} {2, Agree} {3, Neither agree nor disagree } {4, Disagree} {5, Strongly disagree}
L6B	These developments have influenced your organisation in the following way; – Higher product quality	{1, Strongly agree} {2, Agree} {3, Neither agree nor disagree } {4, Disagree} {5, Strongly disagree}
L6C	These developments have influenced your organisation in the following way; – Shorter release cycle(s)	{1, Strongly agree} {2, Agree} {3, Neither agree nor disagree } {4, Disagree} {5, Strongly disagree}
L6D	These developments have influenced your organisation in the following way; – Fewer installation problems	{1, Strongly agree} {2, Agree} {3, Neither agree nor disagree } {4, Disagree} {5, Strongly disagree}
L6E	These developments have influenced your organisation in the following way; – Finding and resolving bugs takes less	{1, Strongly agree} {2, Agree} {3, Neither agree nor disagree } {4, Disagree} {5, Strongly disagree}
L6F	These developments have influenced your organisation in the following way; – More stable product	{1, Strongly agree} {2, Agree} {3, Neither agree nor disagree } {4, Disagree} {5, Strongly disagree}
L6G	These developments have influenced your organisation in the following way; – More customer knowledge	{1, Strongly agree} {2, Agree} {3, Neither agree nor disagree } {4, Disagree} {5, Strongly disagree}
L2	In comparison with your competitors, do you feel that your release, delivery and installation processes are:	{1, Much less advanced} {2, Less advanced} {3, Comparable} {4, More advanced} {5, Much more advanced}
L3A	Please check the reasons why you would improve, or have improved, your C – Serve more customers	{1, Yes} {0, No}
L3B	Please check the reasons why you would improve, or have improved, your C – Shorten the release cycle	{1, Yes} {0, No}
L3C	Please check the reasons why you would improve, or have improved, your C – Shorten the time in which bugs are fo	{1, Yes} {0, No}
L3D	Please check the reasons why you would improve, or have improved, your C – Serve customers more cost effectively	{1, Yes} {0, No}
L3E		

	Please check the reasons why you would improve, or have improved, your C – Reduce the number of installation pro	{1, Yes} {0, No}
L3F	Please check the reasons why you would improve, or have improved, your C – Administer a more flexible licencing	{1, Yes} {0, No}
L3G	Please check the reasons why you would improve, or have improved, your C – Other	{1, Yes} {0, No}
L3G1	Please check the reasons why you would improve, or h – Other (Open)	
L4	Please indicate how your product developed over the last two years.	{1, The product is much more succesfull than two years ago} {2, The product is more succesfull than two years ago} {3, The product is about as succesfull as two years ago} {4, The product is less succesfull than two years ago} {5, The product is much less succesfull than two years ago}
L5	Please indicate how the product itself has been influenced by changes in the release, deliver and installation process?	{1, The developement of the product is strongly influenced by the changes} {2, The developement of the product is partly influenced by the changes} {3, The developement of the product is not influenced by the changes}
L7	We see the CCU process as a:	{1, Very high priority process} {2, High priority process} {3, Neither high or low priority process} {4, Low priority process} {5, Very low priority process}
L8	Where did you hear about this survey?	{2, A personal e-mail invitation} {1, CM Crossroads.com} {3, The ISR Connector} {5, ACDM} {4, Other}
L85	Where did you hear about this survey? – Other (Open)	
M3	What Customer Configuration Updating best practices would you recommend to others?	
M4	What are your major concerns for the next 5 years, with regard to the CCU process?	
M5	Where do you see release processes evolve to?	
M6	Please provide the top three problems you would like to see solved in your CCU processes.	
M7	What is the highest priority problem to solve for your product (please indicate why)?	
M2	What tools that you use for supporting the Customer Configuration Updating process would you recommend to others?	
M8	What would your ultimate solution look like?	
nqid	Personal data: ID	
nqlastn	Personal data: Last name	
nqfirstn	Personal data: First name	
nqinit	Personal data: Initials	
nqinsert	Personal data: Insertion	
nqgender	Personal data: Gender	{M, Male} {F, Female} {X, Unknown}
nqemail	Personal data: E-mail address	
nqusern	Personal data: User name	

nqpwd	Personal data: Password	
nqstart	Personal data: Started	{1,Yes} {0,No}
nqcompl	Personal data: Completed	{1,Yes} {0,No}
nqsess	Personal data: Sessions	
nqdurat	Personal data: Time taken	
nqdatsta	Personal data: Date started	
nqdatcom	Personal data: Date completed	
nqdatcre	Personal data: Date created	
nqipaddr	Personal data: IP address	