

# Identification, selection and evaluation of COTS selection criteria using Fuzzy Set Theory

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## Abstract

In the last decades, the development of the reliable and stable software with less development time and cost, has led to a great interest in CBSE (component based software engineering). The success of such component based systems mainly depends on the effective selection of COTS components among the various alternatives that meet the user's requirements. So, a set of predefined selection criteria must be obtained for the effective selection and evaluation of various COTS components. In this research paper, the identification of various criteria for the selection of COTS component is done, and then these selection criteria are ranked according to their local and global weights.

**Keywords:** Commercial Off-the-Shelf; Fuzzy Set Theory; Selection Criteria; CBSE.

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## 1. Introduction

A significant proportion of the IT portfolio now a day is comprised by the component based software development (CBSD). Component based software development focuses on the development of large software systems by integrating the already existing reusable software components named as COTS. Commercial-off-the-shelf (COTS) is defined as the software pieces that can be further reused by the software developers to build the new software systems. The COTS products are readymade and can be used by the software developers “as it is” and can be easily installed and incorporated with the existing system components. The use of COTS products provides many potential benefits as: (i) Reduction in development cost (ii) Reduction in development time and effort (iii) Improved quality of target software. In spite of many potential benefits, some disadvantages are also associated with the COTS products as (i) Incomplete knowledge of inner working code (ii) Compatibility issues (iii) Unavailability of correct and complete specifications. Unlike the other software development approaches, the success of component based software engineering is dependent on the identification, selection and evaluation of the COTS components. So, before the integration of the various COTS components in the final software there is a need of to qualify adapt these components. For the accurate evaluation of these COTS components, a set of the COTS selection criteria must be identified.

The rest of the paper is structured as follows: Section 2 review various COTS selection criteria available in open literature. The methodology of assigning priority weights to the identified criteria is explained in section 3. Ranking procedure for the COTS selection criteria based on fuzzy set theory is described in section 4. Priority weights and results of ranking of the COTS selection criteria and sub-criteria are provided in section 5. References used in the present research work are given at the end of the paper.

## 2. Review of COTS selection criteria

COTS selection has become very crucial in the component based development approach for the developers and researchers. A lot of research has been done by various researchers to find the COTS selection criteria. Bertoa and Vallecillo [1] proposed a quality model for the component based software development (CBSD) based on ISO 9126, that defines a set of quality attributes as Functionality, Reliability, Usability, Efficiency, Maintainability , Portability etc. and their associated metrics for the effective selection and evaluation of COTS components. Wanyama and Homayoun [2] found that the COTS selection is a complex multi-criteria decision making (MCDM) problem characterized by uncertainty, complexity, multiple stakeholders and multiple objectives. In the contemporary work Rehman et al. [3] present vendor dependence as a major factor in COTS selection.

Huan-Jyh Shyur [4] presented cost, supplier’s support, technological risk, closeness of fit to company’s

business, ease of implementation, flexibility to easy change as the company business change and system integration (CO, SS, TR, FB, EI, FC, SI) as the COTS selection criteria. Neubauer and Stummer [5] solved the problem of COTS selection by categorizing the different COTS selection factors mainly in functional criteria, quality criteria (defect rate, performance, usability, security etc.), strategic criteria (cost, available time etc.) and domain and architectural criteria. Wanyama and Far [6] had addressed the problem of COTS selection using reliability, maintainability, security, portability, compatibility, vendor ability, initial product price, initial hardware price, implementation costs, training costs, license conditions as selection criteria.

Basem Suleiman [7] has addressed the COTS selection problem using system integration interface, functionality aspects, COTS vendor maturity, conformity to system environment (consistency between system requirements, hardware, software application systems and COTS component infrastructure), budget, time, vendor support as selection criteria. Ibrahim et al. [8] proposed the selection criteria for the COTS component such as usability, security, functionality, performance, recoverability and impact. Ravi chandran et al. [9] listed a large number of COTS selection attributes such as reliability, stability, portability, consistency, completeness, interface and structural complexity, understandability of software documents, security, usability, accuracy, compatibility, performance, serviceability and customizability.

Baharom et al. [10] introduced vendor characteristics such as vendor stability, vendor reputation, vendor supportability and organization characteristics as system platform, development environment, culture and financial characteristic for COTS component selection. Gupta et al. [11] used quality, cost, probability of failure on demand, average no. of invocations, no. of lines of code, execution time, delivery time and quality characteristics as selection criteria. Mittal and Bhatia [12] applied AHP technique for the COTS selection by considering the reusability as selection criteria. Faridi et al. [13] presented the COTS selection on the basis of software quality model ISO/IEC 25010. Faundes et al. [14] proposed PBEC-OTS technique by accounting six criteria as Coverage, Automation, Implementation, Cost, Collaboration, and Participation.

Kaur and Singh [15] used Promethee method for the COTS selection by considering performance, reliability, maintainability, cost and integrability as selection criteria. Khan et al. [16] presented a component based software engineering framework for software reusability. Shah et al. [17] presented various quality criteria as effectiveness, efficiency, satisfaction, safety and usability as component selection criteria. A review of different COTS component selection criteria [1-29] is given in table 1.

### **3. Methodology adopted**

In this research, Fuzzy set theory is used for the ranking of various COTS selection criteria. Fuzzy logic theory which was introduced by Zadeh [18] has proved to be essential for numerous applications. As compared to conventional scale in problems of researches exploratory in nature and where primary data is needed to be collected through surveys i.e. questionnaires, interviews, etc. It is capable to model the vagueness and impreciseness. In fuzzy set theory, the data is collected from the respondents in linguistic variables, qualitative in nature, i.e. Extremely Less Important, Very Less Important, Less Important, Important, More Important, Very More Important, Extremely More Important etc. these linguistic variable are then converted into crisp score, a single numerical value, through fuzzy numbers using membership functions. The algebraic functions can easily be applied on fuzzy numbers. The details on conversion of linguistic variables of a seven point fuzzy scale into corresponding crisp score values is explained in Table 2.

**Table 1: Review of COTS component selection criteria**

Criterion/ Sub-Criterion	Year	Author(s)																								
		Jung and Choi	Leung and Leung	Iribane and	Beetoa and Vallecillo	Wanyama and	Rehman et al.	Carvallo et al.	Cortellssa et al.	Sassi et al.	Huan- Jyh shyur	Mohamed et al.	Neubauer and	Wanyama and H. Far	Basem Suleiman	Rao and Ramesh	Ibrahim et al.	Kaur and Mann	Kwong et al.	Indumati et al.	Tang et al.	Ibrahim et al.	Ravichandran et al.	Baharom et al.	Gupta et al.	Gupta et al.
Quality	199	Y										Y													Y	Y
Cost	200	Y					Y	Y	Y		Y	Y	Y	Y	Y	Y	Y		Y						Y	Y
Suitability	200		Y																							Y
Functionality	200	Y		Y				Y		Y	Y	Y		Y				Y			Y				Y	
Reliability	200			Y				Y						Y							Y				Y	
Reusability	200			Y								Y								Y		Y			Y	
Efficiency	200			Y																					Y	
Maintainability	200			Y									Y												Y	
Cohesion	200																		Y	Y						
Coupling	200																		Y	Y						
Compatibility	200												Y								Y		Y			
Recoverability	200																					Y				
Delivery Time	200							Y				Y												Y		
Interoperability	200																								Y	
Compliance	200																								Y	
Maturity	200																								Y	
Operability	200																								Y	
Testability	200																								Y	
Adaptability	200																								Y	
Installability	200																								Y	
Replaceability	200																								Y	
Time Behavior	200																								Y	
Resource Behavior	200																								Y	
Conformance	200														Y										Y	
Technological Risk	200									Y						Y										
Closeness of Fit	200									Y	Y					Y										
Ease of Implementation	200									Y						Y										



More Important	$M_5(0.6, 0.7, 0.8)$	$\mu_{M_5}(x) = \begin{cases} (x - 0.6)/(0.1) & 0.6 \leq x \leq 0.7 \\ (0.8 - x)/(0.1) & 0.7 \leq x \leq 0.8 \end{cases}$	0.7273	0.3636	0.6818
High/ Very More Important	$M_6(0.8, 0.9, 1)$	$\mu_{M_6}(x) = \begin{cases} (x - 0.8)/(0.1) & 0.8 \leq x \leq 0.9 \\ (1 - x)/(0.1) & 0.9 \leq x \leq 1 \end{cases}$	0.9091	0.1818	0.8636
Very high/ Extremely More Important	$M_7(1, 1, 1)$	$\mu_{M_7}(x) = 1, \quad x = 1$	1	0	1

#### 4. Ranking Procedure

In this section, a ranking procedure for the ranking of various COTS selection criteria based on their local and global weights is described as:

##### 4.1 Ranking Criteria: Identification and Selection

The COTS components can be compared by means of several criteria, collectively termed as ranking criteria. An exhaustive list of such ranking criteria available in open literature has been tabulated in previous section. The major emphasis of the researchers for the selection of COTS components is on the quality characteristics, cost, vendor issues etc. However, each of the ranking criteria relates to some particular aspect of the COTS considered important to the objective of present research work. Using the experience gained from the literature and peer group discussions, seventeen ranking criteria are identified and grouped in four major categories namely (i) Quality characteristics (ii) Technology factors (iii) Domain and architectural factors and (iv) Strategic factors. A hierarchical structure of these ranking criteria is given in Figure 1.

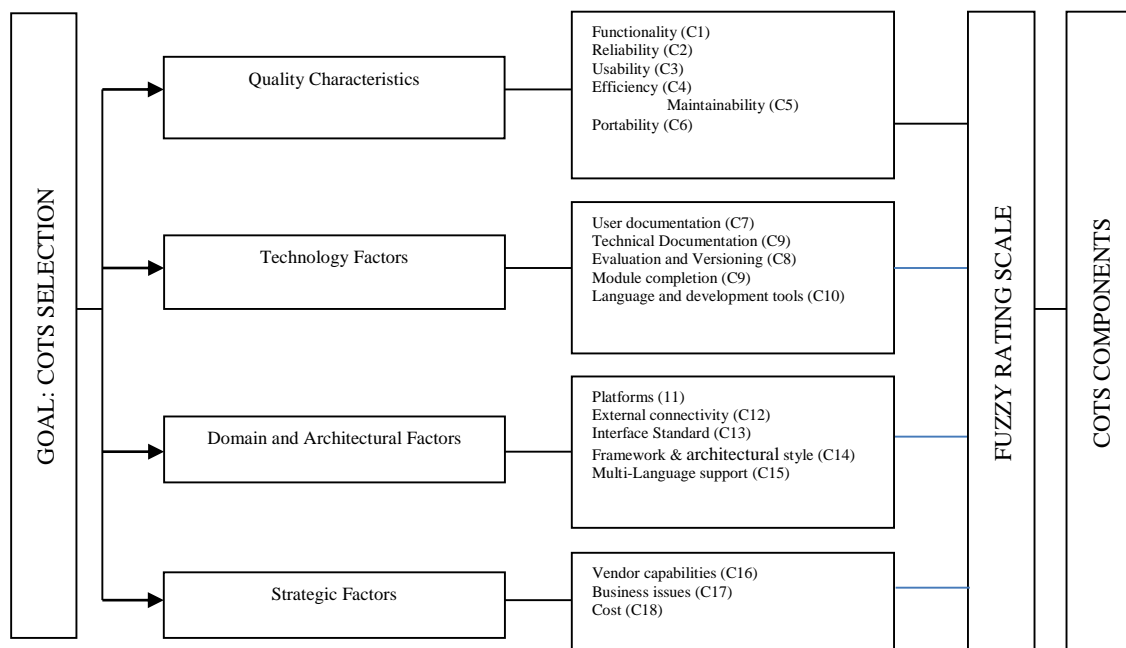


Figure 1: Hierarchical structure of COTS selection criteria

##### 4.2 Experts Identification and Selection

There exists a lack of maturity in this field and it is impossible to identify secondary data in the open literature that could constitute the basis for ranking the various COTS selection criteria. Consequently, there is only an alternate to collect primary data and under such circumstances, reliance on expert opinion is the only optimal approach for collection of data. A single expert is sufficient for an expert elicitation process if possesses infinite knowledge and never errs meaning thereby perfect in the field of specialization. The chances of making a mistake or due to limited and inadequacy of the knowledge, it is always better to have more than one expert.

For the present research work, the researchers prepared a list of twenty five potential experts taking experts dependencies' into consideration. Finally, ten experts are selected based on their expertise, subject knowledge going through brain storming, experience and current position in academia/industry.

### **4.3 Questionnaire Design**

The present research is exploratory in nature. Questionnaire is considered to be the best way of collection of data in survey researches which are exploratory in nature. Since, no secondary data is available in the open literature and hence questionnaires are used to collect primary data. A questionnaire is designed to estimate the weights of the various COTS selection criteria identified in this research from the literature. The weights by the experts are provided on a seven point fuzzy scale. The questionnaire is designed in three parts: First part of each questionnaire contains a covering letter which explains the purpose of the research study and statement of confidentiality. Second part consists of demographic details e.g. name of the organization, field of expertise (software development, software design, software purchasing and procurement, etc.); length of experience, qualification and designation, etc. Third part of the questionnaire consists of assigning weights to the selection criteria of the COTS components on a predetermined seven point fuzzy scale.

### **4.4 Data Collection**

In this research, the data to calculate the weights for the various selection criteria is provided by the ten experts through a well designed questionnaire, then these linguistic terms are converted in triangular fuzzy numbers and corresponding crisp values by using table 2 as given in section 3.

A statistical analysis was performed on the data obtained from the experts using SPSS. The Cronbach's alpha value, so obtained, was more than 0.8 in case of importance of the ranking criteria. Such a value of Cronbach's alpha indicates higher reliability and internal consistency among the values assigned by the different experts. Aggregation of expert opinions is necessary irrespective of the method of aggregation i.e. Arithmetic or geometric averages being consistently better than the opinions of individual experts. Keeping in consideration that all experts are equally competent, qualified and experienced, and no significant difference was observed in terms credibility and importance, hence all experts are weighted equally and arithmetic averaging aggregation method is adopted going through in-depth analysis of the responses of the experts.

The weights for the various selection criteria in linguistic terms on a seven point fuzzy scale provided by the ten experts are given in Appendix 1. The linguistic terms are converted into corresponding crisp scores on a scale of 0-1 and the average values of the experts rating are done using fuzzy aggregation methods. The corresponding crisp scores and average aggregation values are provided in Table 3.

**Table 3: Crisp scores and average values of priority weights of COTS selection criteria**

S. No	Criterion/Sub-Criterion	E1	E2	E3	E4	E5	E6	E7	E8	E9	E10	Average
A	Quality Characteristics											
1	Functionality											
1.1	Accuracy	1.00	1.00	1.00	0.86	0.86	0.68	1.00	1.00	0.68	0.86	0.895
1.2	Compliance	0.68	0.50	0.50	0.86	0.50	0.68	0.86	0.50	0.50	0.68	0.627
1.3	Interoperability	0.68	0.50	0.86	0.86	0.50	0.68	0.86	0.68	0.50	0.50	0.664
1.4	Security	1.00	1.00	0.68	0.86	0.68	0.68	0.86	1.00	0.68	0.86	0.832
1.5	Suitability	0.50	0.50	0.50	0.68	0.31	0.50	0.68	0.50	0.50	0.68	0.536
2	Reliability											
2.1	Fault Tolerance	0.68	0.50	0.86	0.68	0.86	0.50	0.50	0.68	0.68	0.86	0.682
2.2	Maturity	0.50	0.31	0.68	0.50	0.50	0.31	0.68	0.31	0.31	0.50	0.464
2.3	Recoverability	0.50	0.68	1.00	0.86	0.68	0.68	0.50	1.00	0.50	0.50	0.691
3	Usability											
3.1	Learn-ability	0.31	0.50	0.13	0.31	0.50	0.13	0.13	0.00	0.31	0.31	0.268
3.2	Operability	0.86	1.00	0.68	0.68	0.50	0.68	0.86	0.86	0.68	1.00	0.782
3.3	Understandability	0.68	0.68	1.00	0.68	0.50	0.68	0.50	0.86	0.50	0.68	0.677
4	Efficiency											
4.1	Resource Behavior	0.50	0.31	0.86	0.50	0.68	0.31	0.50	0.50	0.31	0.68	0.518
4.2	Time Behavior	0.68	0.50	0.86	0.86	0.68	0.68	0.50	0.68	0.50	0.50	0.645
5	Maintainability											
5.1	Analyzability	0.31	0.31	0.68	0.31	0.50	0.50	0.68	0.50	0.31	0.31	0.445
5.2	Changeability	0.50	0.50	0.86	0.68	0.50	0.50	0.68	0.31	0.50	0.31	0.536
5.3	Stability	1.00	0.68	0.86	0.68	0.68	0.86	1.00	0.86	0.86	0.68	0.818
5.4	Testability	0.86	1.00	1.00	0.68	0.86	0.68	0.86	0.86	1.00	1.00	0.882
6	Portability											
6.1	Adaptability	0.68	0.68	0.86	0.68	0.50	0.68	0.68	0.86	0.86	0.50	0.700
6.2	Conformance	0.50	0.50	0.50	0.31	0.68	0.50	0.31	0.31	0.50	0.50	0.464
6.3	Installability	0.68	0.86	0.86	0.50	0.50	0.68	0.68	0.86	0.50	0.68	0.682
6.4	Replaceability	0.31	0.50	0.31	0.31	0.13	0.31	0.50	0.31	0.31	0.50	0.35



		1	0	1	1	3	1	0	1	1	0	5
B	Technology Factors											
7	User Documentation	0.6 8	0.6 8	0.5 0	0.3 1	0.5 0	0.5 0	0.6 8	0.3 1	0.3 1	0.5 0	0.50 0
8	Technical Documentation	0.8 6	0.6 8	0.8 6	0.5 0	0.5 0	0.5 0	0.6 8	0.8 6	0.8 6	0.6 8	0.70 0
9	Evaluation and Versioning	0.5 0	0.6 8	1.0 0	0.6 8	0.8 6	0.6 8	0.6 8	0.5 0	0.8 6	0.6 8	0.71 4
10	Module completion	0.6 8	0.6 8	0.6 8	0.5 0	0.5 0	0.3 1	0.6 8	0.5 0	0.6 8	0.3 1	0.55 5
11	Language and Development Tools	0.3 1	0.6 8	0.8 6	0.6 8	0.6 8	0.5 0	0.3 1	0.3 1	0.5 0	0.6 8	0.55 5
C	Domain And Architectural Factors											
12	Platforms	0.6 8	0.5 0	0.8 6	0.5 0	0.6 8	0.8 6	0.3 1	0.5 0	0.6 8	0.6 8	0.62 7
13	External Connectivity	0.6 8	0.6 8	0.8 6	0.6 8	0.5 0	0.5 0	0.6 8	0.8 6	0.6 8	0.5 0	0.66 4
14	Interface Standard	0.8 6	0.6 8	0.6 8	0.5 0	0.5 0	0.6 8	0.8 6	0.8 6	0.6 8	0.5 0	0.68 2
15	Framework and Architectural Style	0.6 8	0.6 8	0.8 6	0.6 8	0.8 6	0.8 6	0.5 0	0.8 6	0.6 8	0.6 8	0.73 6
16	Multi-Language Support	0.3 1	0.5 0	0.8 6	0.5 0	0.6 8	0.3 1	0.3 1	0.5 0	0.6 8	0.5 0	0.51 8
D	Strategic Factors											
17	Vendor Capabilities											
17.1	Market Trends	0.5 0	0.3 1	0.8 6	0.5 0	0.5 0	0.6 8	0.3 1	0.3 1	0.5 0	0.6 8	0.51 8
17.2	Training and Support	0.6 8	0.3 1	0.5 0	0.5 0	0.5 0	0.6 8	0.6 8	0.6 8	0.3 1	0.5 0	0.53 6
17.3	Vendor Reputation	0.6 8	0.5 0	0.6 8	0.3 1	0.3 1	0.5 0	0.6 8	0.5 0	0.5 0	0.3 1	0.50 0
17.4	Vendor Location	0.5 0	0.5 0	0.6 8	0.5 0	0.5 0	0.5 0	0.3 1	0.6 8	0.3 1	0.5 0	0.50 0
17.5	R & D Technology	0.5 0	0.5 0	0.3 1	0.5 0	0.5 0	0.3 1	0.6 8	0.3 1	0.3 1	0.3 1	0.42 7
17.6	Financial Condition	0.8 6	0.6 8	0.6 8	0.5 0	0.5 0	0.6 8	0.8 6	0.6 8	0.6 8	0.5 0	0.66 4
17.7	Implementation and Serviceability	0.6 8	0.6 8	0.8 6	0.5 0	0.5 0	0.5 0	0.5 0	0.6 8	0.8 6	0.6 8	0.64 5
18	Business Issues											
18.1	Licensing Arrangements	0.8 6	0.8 6	0.5 0	0.6 8	0.6 8	0.5 0	0.8 6	0.6 8	0.5 0	0.5 0	0.66 4
18.2	Organizational Policies	1.0 0	0.6 8	0.8 6	0.6 8	0.6 8	0.6 8	1.0 0	0.6 8	0.8 6	0.6 8	0.78 2
18.3	Risk factors	0.8 6	0.8 6	0.6 8	0.8 6	0.8 6	0.8 6	0.6 8	0.8 6	0.6 8	0.6 8	0.79 1
19	Cost											
19.1	Production Cost	0.6 8	0.6 8	1.0 0	0.8 6	0.6 8	0.8 6	0.8 6	0.6 8	0.5 0	0.6 8	0.75 0
19.2	Installation and Implementation Cost	0.8 6	0.6 8	0.6 8	0.5 0	0.6 8	0.5 0	0.8 6	0.6 8	0.5 0	0.5 0	0.64 5
19.3	License Cost	0.8 6	0.5 0	0.3 1	0.5 0	0.5 0	0.6 8	0.3 1	0.3 1	0.5 0	0.5 0	0.50 0
19.	Upgradation And	0.6	0.5	0.8	0.5	0.6	0.6	0.5	0.8	0.8	0.5	0.66

4	Maintenance Cost	8	0	6	0	8	8	0	6	6	0	4
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#### 4.5 Calculation of Criteria Weights

The weights (local and global) of the ranking criteria are estimated using the adopted methodology as explained in previous sections and are summarized in Table 4.

**Table 4: Weights (Local and Global) for ranking criteria**

S. No.	Criterion/Sub-Criterion	Local Wt.	Global Wt.	S. No.	Criterion/Sub-Criterion	Local Wt.	Global Wt.
<b>Quality Characteristics</b>		0.470	0.470	<b>Domain &amp; architectural factors</b>		0.115	0.115
C1	Functionality	0.270	0.127	C12	Platforms	0.194	0.022
C2	Reliability	0.131	0.066	C13	External connectivity	0.206	0.024
C3	Usability	0.131	0.062	C14	Interface standard	0.211	0.024
C4	Efficiency	0.088	0.042	C15	Framework & architectural style	0.228	0.026
C5	Maintainability	0.204	0.096	C16	Multi-language support	0.161	0.019
C6	Portability	0.167	0.079	<b>Strategic Factors</b>		0.307	0.307
<b>Technology Factors</b>		0.108	0.108	C17	Vendor capabilities	0.442	0.135
C7	User Documentation	0.165	0.018	C18	Business Issues	0.261	0.080
C8	Technical Documentation	0.232	0.025	C19	Cost	0.298	0.091
C9	Evaluation and versioning	0.236	0.026				
C10	Module completion	0.184	0.020				
C11	Language and development tools	0.184	0.020				

#### 4.6 Ranking of Criteria Weights

Finally, the various selection criteria and sub-criteria identified in this research are ranked on the basis of their global weights as given in tables 5 and 6 respectively.

**Table 5: Ranking of selection criteria**

S. No.	Criterion	Global	Ranking
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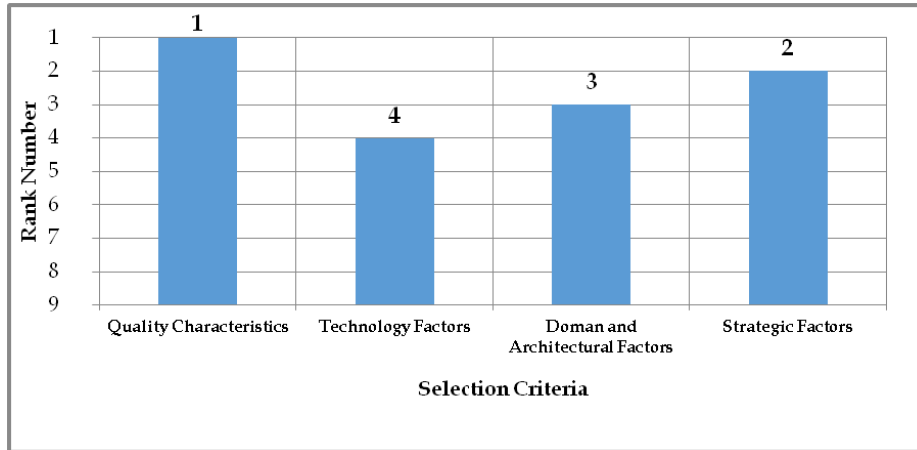
		<b>Weight</b>	
1	Quality Characteristics	0.470	1
2	Technology Factors	0.108	4
3	Doman and Architectural Factors	0.115	3
4	Strategic Factors	0.307	2

**Table 6: Ranking of selection sub-criteria**

<b>S. No.</b>	<b>Sub-Criterion</b>	<b>Global Weight</b>	<b>Ranking</b>
1	Vendor capabilities	0.135	1
2	Functionality	0.127	2
3	Maintainability	0.096	3
4	Cost	0.091	4
5	Business Issues	0.08	5
6	Portability	0.079	6
7	Reliability	0.066	7
8	Usability	0.062	8
9	Efficiency	0.042	9
10	Evaluation and versioning	0.026	10
11	Framework & architectural style	0.026	11
12	Technical Documentation	0.025	12
13	External connectivity	0.024	13
14	Interface standard	0.024	14
15	Platforms	0.022	15
16	Module completion	0.02	16
17	Language and development tools	0.02	17
18	Multi-language support	0.019	18
19	User Documentation	0.018	19

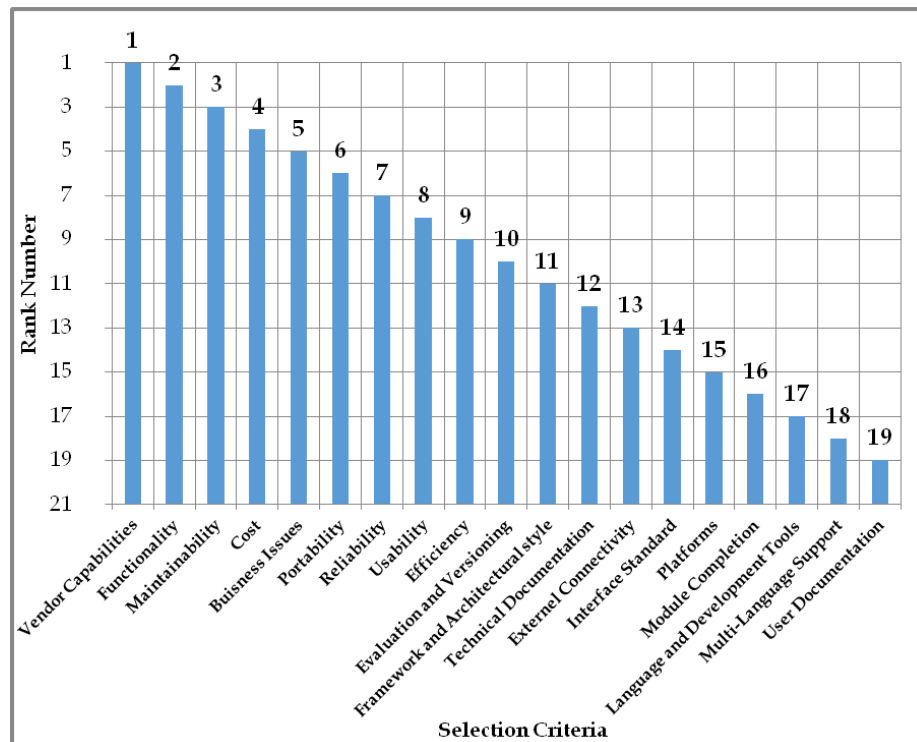
## 5. Results and Conclusion

According to the methodology adopted in the illustrated example, the higher value of global weight of selection criteria depicts the better ranking. The comparative rankings of all four criteria namely quality characteristics, technology factors, domain and architectural factors and strategic factors are given in Fig. – 2.



**Figure 2: Ranking of COTS selection criteria**

Figure depicts that ‘Quality Characteristics’ selection criteria is ranked at number 1 based on global weights and is followed by ‘Strategic Factors’ and ‘Domain and Architectural Factors’. ‘Technology Factors’ selection criterion is ranked at the last position or at number 4. Ranking of sub-criteria based on their global weights is shown in figure 3.



**Figure 3: Ranking of COTS selection sub-criteria**

Figure depicts that ‘Vendor Capabilities’ is ranked at number 1 followed by ‘Functionality’ at number 2 and ‘Maintainability’ at number 3. The ‘User Documentation’ selection criterion is of least importance and ranked at number 19 or at last position.

From the above discussions, it is well established that expert opinion is a better method to determine the priority weights of the various COTS selection criteria and sub-criteria. Fuzzy method is suitable to

overcome the fuzziness of the data and vagueness of the mind while estimating the priority weights of the criteria or sub-criteria.

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**APPENDIX – 1**

**Priority weights of COTS selection criteria and sub-criteria assigned by Experts in linguistic terms**

S. No.	Criterion/Sub-Criterion	E1	E2	E3	E4	E5	E6	E7	E8	E9	E10
A	Quality Characteristics										
1	Functionality										
1.1	Accuracy	EM I	EM I	EM I	VM I	VM I	MI	EM I	EM I	MI	VM I
1.2	Compliance	MI	I	I	VM I	I	MI	VM I	I	I	MI
1.3	Interoperability	MI	I	VM I	VM I	I	MI	VM I	MI	I	I
1.4	Security	EM I	EM I	MI	VM I	MI	MI	VM I	EM I	MI	VM I
1.5	Suitability	I	I	I	MI	LI	I	MI	I	I	MI
2	Reliability										
2.1	Fault Tolerance	MI	I	VM I	MI	VM I	I	I	MI	MI	VM I
2.2	Maturity	I	LI	MI	I	I	LI	MI	LI	LI	I
2.3	Recoverability	I	MI	EM I	VM I	MI	MI	I	EM I	I	I
3	Usability										
3.1	Learnability	LI	I	LI	LI	I	VLI	LI	ELI	LI	LI
3.2	Operability	VM I	EM I	MI	MI	I	MI	VM I	VM I	MI	EM I
3.3	Understandability	MI	MI	EM I	MI	I	MI	I	VM I	I	MI
4	Efficiency										
4.1	Resource Behavior	I	LI	VM I	I	MI	LI	I	I	LI	MI
4.2	Time Behavior	MI	I	VM I	VM I	MI	MI	I	MI	I	I
5	Maintainability										
5.1	Analyzability	LI	LI	MI	LI	I	I	MI	I	LI	LI
5.2	Changeability	I	I	VM I	MI	I	I	MI	LI	I	LI
5.3	Stability	EM I	MI	VM I	MI	MI	VM I	EM I	VM I	VM I	MI
5.4	Testability	VM I	EM I	EM I	MI	VM I	MI	VM I	VM I	EM I	EM I
6	Portability										
6.1	Adaptability	MI	MI	VM I	MI	I	MI	MI	VM I	VM I	I
6.2	Conformance	I	I	I	LI	MI	I	LI	LI	I	I
6.3	Installability	MI	VM I	VM I	I	I	MI	MI	VM I	I	MI
6.4	Replaceability	LI	I	LI	LI	VLI	LI	I	LI	LI	I
B	Technology Factors										
7	User Documentation	MI	MI	I	LI	I	I	MI	LI	LI	I
8	Technical Documentation	VM I	MI	VM I	I	I	I	MI	VM I	VM I	MI
9	Evaluation and Versioning	I	MI	EM I	MI	VM I	MI	MI	I	VM I	MI

10	Module completion	MI	MI	MI	I	I	LI	MI	I	LI	LI
11	Language and Development Tools	LI	MI	VM I	MI	MI	I	LI	LI	I	MI
C	Domain And Architectural Factors										
12	Platforms	MI	I	VM I	I	MI	VM I	LI	I	MI	MI
13	External Connectivity	MI	MI	VM I	MI	I	I	MI	VM I	MI	I
14	Interface Standard	VM I	MI	MI	I	I	MI	VM I	VM I	MI	I
15	Framework and Architectural Style	MI	MI	VM I	MI	VM I	VM I	I	VM I	MI	MI
16	Multi-Language Support	LI	I	VM I	I	MI	LI	LI	I	MI	I
D	Strategic Factors										
17	Vendor Capabilities										
17.1	Market Trends	I	LI	VM I	I	I	MI	LI	LI	I	MI
17.2	Training and Support	MI	LI	I	I	I	MI	MI	MI	LI	I
17.3	Vendor Reputation	MI	I	MI	LI	LI	I	MI	I	I	LI
17.4	Vendor Location	I	I	MI	I	I	I	LI	MI	LI	I
17.5	R & D Technology	I	I	LI	I	I	LI	MI	LI	LI	LI
17.6	Financial Condition	VM I	MI	MI	I	I	MI	VM I	MI	MI	I
17.7	Implementation and Serviceability	MI	MI	VM I	I	I	I	I	MI	VM I	MI
18	Business Issues										
18.1	Licensing Arrangements	VM I	VM I	I	MI	MI	I	VM I	MI	I	I
18.2	Organizational Policies	EM I	MI	VM I	MI	MI	MI	EM I	MI	VM I	MI
18.3	Risk factors	VM I	VM I	MI	VM I	VM I	VM I	MI	VM I	MI	MI
19	Cost										
19.1	Production Cost	MI	MI	EM I	VM I	MI	VM I	VM I	MI	I	MI
19.2	Installation and Implementation Cost	VM I	MI	MI	I	MI	I	VM I	MI	I	I
19.3	License Cost	VM I	I	LI	I	I	MI	LI	LI	I	I
19.4	Upgradation And Maintenance Cost	MI	I	VM I	I	MI	MI	I	VM I	VM I	I