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Nota di contenuto	<p>Intro -- Preface -- Organization -- Intertwining Creative and Design Thinking Processes for Software Products (Keynote Abstract) -- Contents -- Testing -- An Empirical Assessment on Affective Reactions of Novice Developers When Applying Test-Driven Development -- 1 Introduction -- 2 Background and Related Work -- 2.1 Affective States and Studies About Developers' Affective States -- 2.2 Effects of TDD -- 3 Experiment Planning -- 3.1 Goals -- 3.2 Experimental Units -- 3.3 Experimental Material -- 3.4 Tasks -- 3.5 Hypotheses, Parameters, and Variables -- 3.6 Experiment Design -- 3.7 Procedure -- 3.8 Analysis Procedure -- 4 Results -- 5 Discussion -- 6 Threats to Validity -- 7 Conclusions -- References -- Applying Surveys and Interviews in Software Test Tool Evaluation -- 1 Introduction -- 2 Related Work -- 3 Case Study Design -- 3.1 Tool Evaluation Survey -- 3.2 Interviews -- 4 Results -- 4.1 Background Information -- 4.2 Overview of Data from Tool Surveys and Interviews -- 4.3 Analysis of the Criteria -- 5 Discussion -- 6 Threats to Validity -- 7 Conclusions and Future Work -- References -- Test-Case Quality - Understanding Practitioners' Perspectives -- 1 Introduction -- 2 Related Work -- 3 Research Method -- 3.1 Research Questions -- 3.2 Data Collection -- 3.3 Data Analysis -- 4 Threats to Validity -- 5 Results and Discussion -- 5.1 Test-Case Quality Definition (RQ1) -- 5.2 Alignment in Understanding of Test-Case Quality (RQ2) -- 5.3 Quality-Related Factors (RQ3) -- 5.4 Improvement (RQ4) -- 5.5 Source of Information (RQ5) -- 6 Conclusions and Future Work -- References -- Test Reporting at a Large-Scale Austrian Logistics Organization: Lessons Learned and Improvement -- Abstract -- 1 Introduction -- 2 Background and Related Work -- 2.1 Software Test Automation -- 2.2 Test Reporting -- 2.3 Engineering Process Improvement -- 3 Research Issues. 4 Study Process -- 4.1 Case Study Company -- 4.2 Study Process -- 4.3 Survey and Interview Structure -- 5 Results -- 5.1 Stakeholder Needs for Test Reporting -- 5.2 Survey Results -- 5.3 Candidate Improvements and Assessment -- 6 Discussion and Limitations -- 7 Conclusion and Future Work -- Acknowledgement -- References -- Software Development -- Embracing Software Process Improvement in Automotive Through PISA Model -- Abstract -- 1 Introduction -- 2 Reference Standards in Automotive Software-Intensive Components Development -- 3 Motivations for a New Process Assessment and Improvement Model in Automotive -- 4 Adequacy Quality Characteristic -- 5 Process Improvement Scheme for Automotive (PISA Model) -- 5.1 Processes Scope and Augmented Framework -- 5.2 Process Structure and Requirements -- 6 Adequacy Measurement System -- 7 Conclusions and On-going Activities -- Appendix A -- References -- Establishing a User-Centered Design Process for Human-Machine Interfaces: Threats to Success -- 1 Introduction -- 2 Industrial Context -- 3 User-Centered Design Principles -- 4 Experiences When Introducing UCD -- 4.1 Integrated and Comprehensive Solution -- 4.2 Focus on Users and Tasks -- 4.3 Active User Participation -- 4.4 Continuous Evaluation and Iteration -- 4.5 Interdisciplinary Teams -- 5 Related Work -- 6 Conclusion -- References -- Combining GQM+Strategies and OKR - Preliminary Results from a Participative Case Study in Industry -- Abstract -- 1 Introduction -- 2 Background</p>

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## Sommario/riassunto

This book constitutes the refereed proceedings of the 20th International Conference on Product-Focused Software Process Improvement, PROFES 2019, held in Barcelona, Spain, in November 2019. The 24 revised full papers 4 industry papers, and 11 short papers presented were carefully reviewed and selected from 104 submissions. The papers cover a broad range of topics related to professional software development and process improvement driven by product and service quality needs. They are organized in topical sections on testing, software development, technical debt, estimations, continuous delivery, agile, project management, microservices, and continuous experimentation. This book also includes papers from the co-located events: 10 project papers, 8 workshop papers, and 4 tutorial summaries.