

REFERENCES

- [1] T. Reuner, "HfS Blueprint Report", Excerpt for Accenture, 2018.
- [2] A. Asatiani and E. Penttinen, "Turning robotic process automation into commercial success - Case OpusCapita," *Journal of Information Technology*, p. 67-74, 2016.
- [3] C. Kroll, A. Bujak, V. Darius, W. Enders, and M. Esser, "Robotic process automation - Robots conquer business processes in back offices," Capgemini Consulting and Capgemini Business Services, 2016.
- [4] S. Z. Jovanović, J. S. Đurić Tatjana, and V. Šibalija, "Robotic Process Automation: Overview and opportunities," *International Journal Advance Quality*, vol. 46, pp. 3-4, 2008.
- [5] S. Aguirre, A. Rodriguez, "Automation of a business process using robotic process automation (RPA): A case study," in *Workshop on Engineering Applications*, 2017.
- [6] L. Willcocks, M. Lacity, and A. Craig, "Robotic process automation at Xchanging," The London School of Economics and Political Science, 2015.
- [7] C. Lambertson, A. Gillard, and G. Kaczmarek, "Get ready for robots – Why planning makes the difference between success and disappointment," EYGM Limited, 2016.
- [8] J. Watson and D. Wright, "The robots are ready. Are you? Untapped advantage in your digital workforce," Deloitte University Press, 2017.
- [9] S. Jalali, C. Wohlin, and L. Angelis, "Investigating the applicability of agility assessment surveys: A case study," *Journal of Systems and Software*, 2014.
- [10] R. Holler *et al.*, "11th annual state of agile survey," VersionOne, 2016.
- [11] R. Hoda, N. Salleh, and J. Grundy, "The rise and evolution of agile software development," IEEE Software.

- [12] L. A. Cooper, D. K. Holderness, and T. L. Sorensen, "Robotic process automation in public accounting," *Accounting Horizons*, 2019.
- [13] R. Dilla, H. Jaynes, and L. Livingston, "Introduction to robotic process automation - A primer," Institute for Robotic Process Automation, 2015.
- [14] W. W. Royce, "Managing the development of large software systems: concepts and techniques," in *Proc. 9th international conference on Software Engineering*, 1987.
- [15] K. Beck, J. Sutherland, K. Schwaber, M. Fowler, and A. Cockburn, "Manifesto for agile software development," 22 04 2020. [Online]. Available: URL<http://agilemanifesto.org/>.
- [16] T. Dybå and T. Dingsøy, "Empirical studies of agile software development: A systematic review," in *information and software technology*, 2008.
- [17] K. Schwaber and J. Sutherland, "The scrum guide - The definitive guide to scrum: The rules of the game," 2020.
- [18] S. A.S. J. Downey, "Scrum Metrics for Hyper-productive Teams," In *Proc. System Sciences (HICSS), 2013 46thHawaii International Conference,Hawaii*, 2013.
- [19] S. L. Eeger, "Software Metrics: Progress after 25 Years?," *IEEE Software*, 2008.
- [20] M. S. Rawat, A. Mittal and S. K. Dubey, "Survey on Impact of Software Metrics on Software Quality," (*IJACSA) International Journal of Advanced Computer Science and Applications*, 2012.
- [21] K. Hass, "The Blending of Traditional and Agile Project Management," *PM World Today*, 2007.
- [22] E. Kupiainen, M. V. Mantyla, and J. Itkonen, "Using Metrics in Agile and Lean Software Development – A Systematic Literature Review of Industrial Studies," *Journal of Information and Software Technology*, 2015.
- [23] C. Jones, "Software Defect Removal Efficiency," *Computer Journal*, Vol. 29 ,PP. 94-95, 1996.

- [24] J. Purcell, "Comparison of Software Development Lifecycle Methodologies," in Information Systems Security Professional Consortium, 2007.
- [25] J. Gustafsson, "Model of Agile Software Measurement: A Case Study: Master of Science Thesis in the Programme Software engineering," Chalmers University of Technology, Sweden, 2011.
- [26] N. Oza and M. Korkala, "Lessons Learned In Implementing Agile Software Development Metrics," in Proc. UK Academy for Information Systems Conference Proceedings, 2012.
- [27] M. Agarwal and P. R. Majumdar, "Tracking Scrum projects tool, Metrics and Myths about agile," *International Journal of Emerging Technology and Advanced Engineering*, 2012.
- [28] K.V. J. Padmini, H. M. N. Dilum Bandara, and G.I.U.S. Perera , "Use of Software Metrics in Agile Software Development Process," in Proc. Moratuwa Engineering Research Conference (MERCon), 2015.
- [29] K. E. Emam, "A Methodology for Validating Software Product Metrics," in NRC Publications Archive (NPArc), 2002.
- [30] M. Kunz, R. R. Dumke, and N. Zenker, "Software Metrics for Agile Software Development," in Proc. 19th Australian Conference on Software Engineering (ASWEC '08), 2008.
- [31] D. S. Vacanti, "Actionable Agile Metrics for Predictability," 2016.
- [32] C. Melo, D. S. Cruzes, and F. K. R. Conradi, "Agile Team Perceptions of Productivity Factors," In Proc. Agile Conference (AGILE), 2011.
- [33] A. Hussain, E. Mkpojiogu, and F. Kamal, "The Role of Requirements in the Success or Failure of Software Projects," *International Review of Management and Marketing* 6(2016), 2016.
- [34] H. Lotta and M. Lasskso, "Design Thinking in the Management Discourse: Defining the elements of the Concept," In Proc. 4th World Conf. on Design Research (IASDR '11), 2011.
- [35] L. Tilmann, C. Meinel, and R. Wagner, "Design thinking: A fruitful concept for it development?," *Design Thinking*, Springer, 2011, pp. 3-18.

- [36] C. Kevin and R. Smith, “Unleashing the Power of Design Thinking,” *Design Management Review*, vol. 19, no. 3, pp. 8-15, 2008.
- [37] M. Bethany, “Corporate implementation of design thinking for innovation and economic growth,” *Journal of Strategic Innovation and Sustainability*, vol. 10, no. 2, 2015.
- [38] D. Toro, B. Jiménez, R. Cortés, and T. Bonilla, “A requirements elicitation approach based in templates and patterns,” 1999.
- [39] Piccardo, *et al.*, “QualiCEFR: A quality assurance template to achieve innovation and reform in language education through CEFR implementation.,” *Learning and Assessment: Making the Connections*, 2017.
- [40] J. Münch, O. Armbrust, M. Kowalczyk, and M. Soto, “Software Process Definition and Management London,” Springer, 2012.
- [41] S. Kapferer, “Empirical Research in Software Engineering,” Doctoral dissertation, HSR, 2019.
- [42] A. Borges *et al.*, “Support mechanisms to conduct empirical studies in software engineering: a systematic mapping study,” in *Proc. of the 19th International Conference on Evaluation and Assessment in Software Engineering (EASE' 15)*, 2015.
- [43] Li Zhang *et al.*, "Empirical Research in Software Engineering — A Literature Survey," *Journal of Computer Science and Technology*, vol. 33, no. 5, p. 876–899, 2018.
- [44] C. Wohlin and A. Aurum, “Towards a decision-making structure for selecting a research design in empirical software engineering,” *Empirical Software Engineering*, vol. 20, no. 6, pp. 1427-1455, 2015.
- [45] A. Devine, “Smart process automation: The why, what, how and who of the next quantum leap in enterprise productivity,” *Institute for Robotic Process Automation and Artificial Intelligence*, 2017.
- [46] G. B. Glaser and A. L. Strauss, “The discovery of grounded theory: Strategies for qualitative research,” Chicago: Aldine, 1967.

- [47] A. Strauss and J. Corbin, “Basics of qualitative research: Techniques and procedures for developing grounded theory,” in *Sage Publication*, Thousand Oaks, 1998.
- [48] KVJ Padmini, GIUS Perera, and HMND Bandara, “A decision support tool to select candidate business processes in robotic process automation (RPA): An empirical study,” in *Proc. 2019 3rd SLAAI - Int. Conf. on Artificial Intelligence*, 2019.
- [49] N. Merican, “Exploring robotic process automation as part of process improvement.,” 2016.
- [50] M. Lacity, L. P. Willcocks, and A. Craig, “Robotic Process Automation at Telefónica O2” The London School of Economics and Political Science, 2015.
- [51] J. Bernes, *Azure machine learning: Microsoft Azure Essentials*, Microsoft Press, 2015.
- [52] E. Derby and D. Larsen, “Agile retrospectives: Making good teams great!” *Agile 2007*, 2007.
- [53] D. R. Greening, “Agile Enterprise Metrics,” in *Proc. 48th Hawaii International Conference on System Sciences*, 2015.
- [54] “Agile Metrics : Let the Numbers tell the tale,” Prowareness [Online], December 5 2021. Available: <http://www.scrumdayeurope.com/>: http://www.scrumdayeurope.com/prowareness/website/scrumday.nsf/Agile_Metrics.pdf
- [55] T.H. Cheng, S. Jansen, M. Remmers, “Controlling and Monitoring Agile Software Development in Three Dutch Product Software Companies,” in *Proc. ICSE'09 Workshop*, 2009.
- [56] P.S.M.D. Santos *et al.*, “Visualizing and Managing Technical Debt in Agile Development: an Experience Report,” in *Proc. International Conference on Agile Software Development*, 2013.
- [57] J. Johns *et al.*, “The 3C Approach for Agile Scrum Software Methodology,” *International Journal of Innovative Research in Science, Engineering and Technology*, vol. 3, no. 3, 2014.

- [58] M. Agarwal and R. Majumdar, "Tracking Scrum projects Tools, Metrics and Myths About Agile," *International Journal of Emerging Technology and Advanced Engineering*, vol. 2, no. 3, 2012.
- [59] Y. Dubinsky, D. Talby, O. Hazzan, and A. Keren, "Agile metrics at the Israeli Air Force," in *Agile Conference*, 2005.
- [60] W. Hayes *et al.*, "Agile Metrics: Progress Monitoring of Agile Contractors," Software Engineering Institute, 2014.