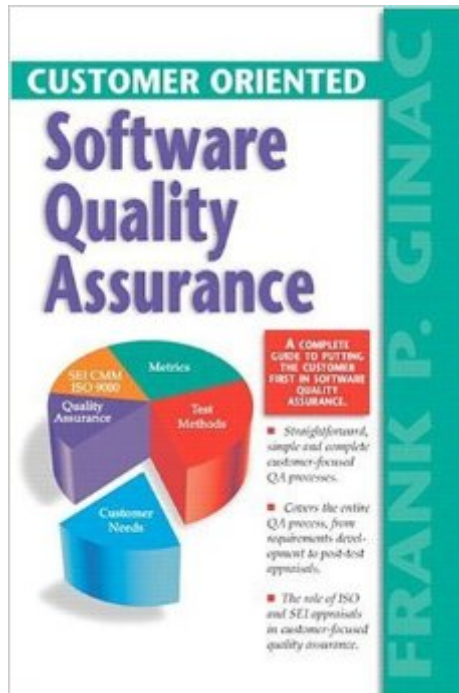


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# Customer Oriented Software Quality Assurance



## Synopsis

This is a comprehensive, practical "How-to" guide to customer-focused software quality assurance, for organizations of all sizes and types. The premise of this book is simple: your customers are the best judge of software quality. Therefore, your customers must be an integral part of your QA program. Learn how to design a QA program that builds on your customers' expectations. Understand how to select the right metrics, test methods, types and tools. Finally, walk through QA program development, and consider the appropriate role of formal evaluation programs such as ISO 9000 and SEI CMM. For anyone faced with building or improving a software quality assurance organization, or building quality into software products. Titles include: QA managers, test managers, software development managers and senior IT executives.

## Book Information

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## Customer Reviews

I agree with the previous reviewer that this book is a basic primer on software quality assurance. From the perspective of a software quality assurance practitioner I would have rated this book at 3 stars and moved on. However, this book has much to offer to four domains outside of SQA:(1) Developers - most developers are woefully unaware of the basics of SQA. They have no idea of the much larger picture and how they fit into the scheme of things in a process that is designed to deliver a quality software product. In fairness to developers they have a daunting task just keeping up with the techniques and technologies that characterize their domain. What this book will do for a

developer, particularly one who is working within the context of Extreme Programming (XP), is to provide a foundation for software quality. It also provides an awareness of SEI's capability maturity model (CMM), about which most developers outside of defense-related software organizations probably don't know much. It also gives a good overview of ISO 9000-3 (also known as TickIT).(2)

Testers - software testing and SQA are two vastly different functions. Testing is done to verify and validate software or to break it. In the verification and validation stage testers find the answer to: Did we build the right thing? Did we build it right? This is done in the user acceptance/product test environment. Testers try to break software in the staging/pre-production environment. In this respect testers are the natural enemy of developers. Contrast this with SQA - this function is a process and oversight function that is usually performed at the program management office (PMO) or software engineering process group level.

This information-packed book taught me more about software quality from a service delivery point of view than I thought possible. I knew before reading it that it was not a typical SQA book, thanks to the previous reviews and a colleague's recommendation, so my expectations were set accordingly. What I liked most about the book is the consistent focus on metrics that are meaningful to business users. While I was aware of many of the quality attributes discussed, I learned a few new ones to which I can apply to measuring the quality of applications that are delivered to end users. If you are unfamiliar with the term "quality attribute" it is a term that also means "desirable characteristic", and can be expressed as a technical characteristic (function or feature) or a service-oriented characteristic (quantified reliability, mean time between failures, etc.). Another thing that makes this book valuable to me is part that focused on developing questionnaires and eliciting from end users what they deemed to be quality attributes. This goes a long way towards aligning the IT/IS service delivery function to actual business requirements (instead of what we perceive to be business requirements - too often there is a wide chasm separating the two views). Moreover, extending the author's approach by communicating these quality attributes backwards into the application delivery organization that is responsible for developing applications, the ability of IT/IS to align to business requirements is further strengthened. Bear in mind that the flow down of quality attributes does not have to go to an internal development organization.

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