
Preface

Overview

The objective of this book is to provide an introduction to the software quality field to students and practitioners, and it is based on the author's experience in software quality and software process improvement at leading industrial companies. The principles of software quality management and software process improvement are discussed.

The goal is to cover both theory and practice, and to give the reader a grasp of the fundamentals of the software quality field, as well as guidance on how to apply the theory in an industrial environment.

Organization and Features

The first chapter provides an introduction to the fundamentals of the quality management field, and provides historical background on several pioneers such as Deming, Juran, and Crosby.

Chapter 2 provides a broad overview of software engineering and discusses various software lifecycles and the phases in software development. It includes a discussion on requirements elicitation, software design, implementation, testing, and maintenance.

Chapter 3 provides an introduction to project management and discusses project estimation, project planning and scheduling, project monitoring and control, risk management, and managing project quality.

Chapter 4 discusses requirements and design and is concerned with requirements engineering and management, architectural design, and design and development.

Chapter 5 discusses configuration management and discusses the fundamental concept of a baseline. Configuration management is concerned with identifying those deliverables that must be subject to change control, and controlling changes to them.

Chapter 6 discusses software inspections which play a key role in building quality into a product. The well-known Fagan inspection process which was developed at IBM in the 1970s is discussed, as well as lighter review and walk-through methodologies.

Chapter 7 is concerned with software testing and discusses the various types of testing that may be carried out. It includes a discussion on test planning, test case definition, test tracking, test metrics, test reporting, and testing in an e-commerce environment.

Chapter 8 is concerned with the selection and management of a software supplier. It discusses how candidate suppliers may be formally evaluated, and how the selected supplier may be managed during the project.

Chapter 9 discusses software quality assurance and the importance of process quality. It is a premise in the quality field that conformance to the defined process is essential in the delivery of high-quality product, and this chapter discusses audits, and describes how they are carried out.

Chapter 10 is concerned with metrics and problem solving, and this includes a discussion of the balanced score card which assists in identifying appropriate metrics for the organization. The Goal, Question, Metrics (GQM) approach is discussed, and this is useful in defining metrics that are related to the organization goals. This chapter includes a collection of sample metrics for an organization. Problem solving tools such as fishbone diagrams, pareto charts, and trend charts are also discussed.

Chapter 11 discusses the ISO 9000 standard, which is an important standard for product and service delivery. This family of standards includes ISO 9001 and ISO 9004. The main features of the standard are discussed as well as guidance on its implementation.

Chapter 12 discusses software process improvement. It begins with a discussion of a software process, and discusses the benefits that may be gained from a software process improvement initiative. Various models that support software process improvement are discussed, and these include the CMMI, ISO 9000, PSP, and TSP.

Chapter 13 gives an overview of the CMMI model and discusses its five maturity levels and their constituent process areas. It includes a discussion of both the staged and continuous representations.

Chapter 14 describes the activities and teams required to set up a CMMI improvement initiative for an organization. These include the CMMI Steering Group, the SEPG team, and process specific teams.

Chapter 15 discusses the SCAMPI appraisal methodology. This includes the formal SCAMPI Class A appraisal often employed by large organizations to obtain a CMMI rating that allows them to benchmark themselves against other organizations, and SCAMPI Class B and C appraisals that are less expensive and time consuming but may not be used for benchmarking.

Chapter 16 discusses various tools to support the organizations in the various software engineering activities. The focus is first to define the process, and then to find tools to support the process. Tools to support project management are discussed as well as tools to support requirements engineering, configuration management, design and development activities, and software testing.

Chapter 17 discusses formal methods, which consist of a set of mathematical techniques to specify and derive a program from its specification. Formal methods may be employed to rigorously state the requirements of the proposed system; they

may be employed to derive a program from its mathematical specification; and they provide a rigorous proof that the implemented program satisfies its specification. They have been mainly applied to the safety critical field.

Chapter 18 presents the Z specification language, which is one of the most widely used formal methods. It was developed at Oxford University in the UK.

Chapter 19 presents the unified modelling language (UML) which is used to present several views of the system architecture. Chapter 20 is the concluding chapter in which we summarize the journey that we have travelled in this book.

Audience

The main audience of this book are computer science students who are interested in learning about software quality, and in learning on how to build high-quality and reliable software on time and on budget. It will also be of interest to industrialists including software engineers, quality professionals, and software managers as well as the motivated general reader.

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