

Building a Great Product: The Qualities of Great Software

Duration

2 days

Instructor

SPC Staff

Class Limit

20 students

Prerequisite

None

Price

On-site:

Please contact SPC for pricing (contact information on page 2)

Public Training:

\$995 (2 days)

*Discount available for early registration

Materials Provided

- Student manual containing the course slides
- Student handouts with class exercises and class studies

“The gap between the best software engineering practice and the average practice is very wide – perhaps wider than in any other engineering discipline.”
Fred Brooks

Unfortunately, it's safe to say that the statement probably holds true for your organization, where the approach to getting software out the door is likely based on weak planning and strong dependence on heroes. The up-front work that is commonly considered to be overhead, preventing you from getting to the task at hand, is actually the mission critical stuff that you need to focus on if you wish to reduce your risk and costs for delivering quality software.

Developing quality software means much more than producing defect-free code. It involves techniques that allow you to understand and measure what real quality means for your software products. It is a team effort involving software engineers, managers, quality assurance staff and others. This seminar will provide participants with a clear understanding of techniques used by successful companies to achieve software quality, and save money, time, and pain in the process. This is not a software-testing course.



Intended Audience

This seminar is intended for analysts, project managers, quality assurance staff, software purchasers, and managers wanting to review modern software quality practices.

TRAINING

Building a Great Product

Instructors

Geoff Hewson is a Senior Product Strategist at Software Productivity Centre Inc. and is responsible for SPC's process tools. Before joining SPC, Geoff held senior positions at Burntsand and Microsoft, working in their consulting groups across Canada. He was also the Manager of Technology Architecture and Standards for the federal Department of Justice and has worked on a number of high-profile assignments for Ford Motor Company at both its European and world headquarters. Geoff has a Ph.D. in Physical Chemistry and is a Microsoft Certified Systems Engineer.

SPC Software Productivity Center's, Douglas Muir, is one of the leading instructors in North America of the *In Search of Excellent Requirements* course. Doug's expertise has given countless software developers the skills and techniques needed to successfully bring a project to market. Before joining SPC, Doug held product development positions in large-scale and multi-country telecommunications projects at Libraxus and Nortel, as well as project management positions in government, military and commercial enterprises in both Canada and the U.K. Doug holds a Project Management Certification from PMI.

For more information on this or other SPC Springboard courses, please visit www.spcspringboard.com or e-mail SPC at info@spc.ca

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Outline

Day 1

Quality Principles

- Concepts and Factors
- Exercise: The Role of Quality
- Case Study: Quality Factors
- Exercise: Quality Criteria
- Discussion: Cost of Poor Quality

Quality Plans

- What goes in the Plan?
- Reviewing the Plan
- Implementing the Plan
- Exercise: Quality Plans

Quality Metrics

- Why measure?
- Functional classification of measures
- ISO 9003-2 requirements
- Metrics standards
- Desirable properties of a metric
- Halstead's Software Science
- McCabe's Complexity Metric
- Function Points
- Starting a Metrics Program

Day 2

Reviews, Inspections and Audits

- Costs and benefits of reviews
- Project Reviews
- Guidelines for Effective Project Reviews
- Inspections - step by step guidelines
- Inspection Metrics
- Making inspections effective
- Exercise: Code Inspections

Quality Standards and Systems

- What's an audit?
- Audit preparation, conduct, records, and followup
- Exercise: Quality audits
- Quality standards
- Discussion: Experience with standards
- Quality system registration
- Registration process
- Industry use of standards
- Discussion: Quality System Registration

Implementing and Justifying Quality

- Possible approaches
- Roles and making changes
- Improvement models
- Key quality practices
- Justifying quality
- Calculating costs of quality and non-quality
- Appraisal, prevention, and failure costs



TRAINING

