CEN 6070 – SQA and Testing

Some Issues from Chapters 11, 12, 13, 15, 19 of the Galin Text
Possible Test Items

Chapter 11
1. List and briefly discuss the three components of maintenance service
2. Elaborate on why “user support services” is included in “corrective maintenance”
3. What are the objectives of software maintenance QA activities?
4. Relate the quality factors correctness, reliability, maintainability, flexibility, testability, portability, and interoperability to software maintenance components.
5. What are the six classes of quality costs for corrective maintenance?

Chapter 12
1. List and discuss the three main types of external participants
2. Discuss the risks and benefits of external participants
3. What is a joint control committee, and what are its activities?

Chapter 13
1. List and describe types of CASE tools
2. Discuss the extent and manner that Classic and Real CASE tools have on quality in terms of cause of software errors.
3. Discuss the contribution of CASE tools to software maintenance quality

Chapter 15
1. List and discuss some contributions of templates to software quality
2. What are some reasons for updating document templates?

Chapter 19
1. What are the objectives for managing controlled documents?
2. List some documentation orientation and reference information items.
3. List and discuss issues relative to controlled document storage and retrieval