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Title of the presentation /Tutorial

If software quality is so important, why is it so often ignored?

Speaker(s)

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Category

- Getting Started Intermediate High Maturity
 Presentation Tutorial
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Target Audience

- Senior Management IT Managers
 Project Leaders SEPG Leaders
 Practitioners Others:
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Key Words

Abstract (maximum 250 Words)

Experience has shown that effective management of software-determined systems is no simple matter. Due to the technical complexity and their enormous size, insight into software systems is, at best, scarcely available to the management. Generally, management regards the software as a black box, comprehensible only to the technical people who work with it on a daily basis. In the first part of this presentation, an overview of case study results is presented. It will be shown that software manufacturers face difficulties when deploying non-functional requirements (quality attributes like reliability and maintainability) to the level of components during the design phase and evaluating them once implemented. In the second part of this presentation, it will be demonstrated what kind instruments are available to increase management insight into the quality of software. Solutions in the area of both process and product improvement will be demonstrated with practical case study examples. Successful implementation of these instruments enable management to pro-actively monitor the software quality and to take corrective or even preventive actions from the moment the first line of code is being written.

CV (200 words)

Dr. Hans Sassenburg received a Master of Science degree in electrical engineering from the Eindhoven University of Technology (Netherlands) in 1986 and a PhD degree in economics from the University of Groningen (Netherlands) in 2006. He worked as an

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