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Software quality strategic driver model (SQ-SDM)

Ronan Fitzpatrick

Dublin Institute of Technology, ronan.fitzpatrick@comp.dit.ie

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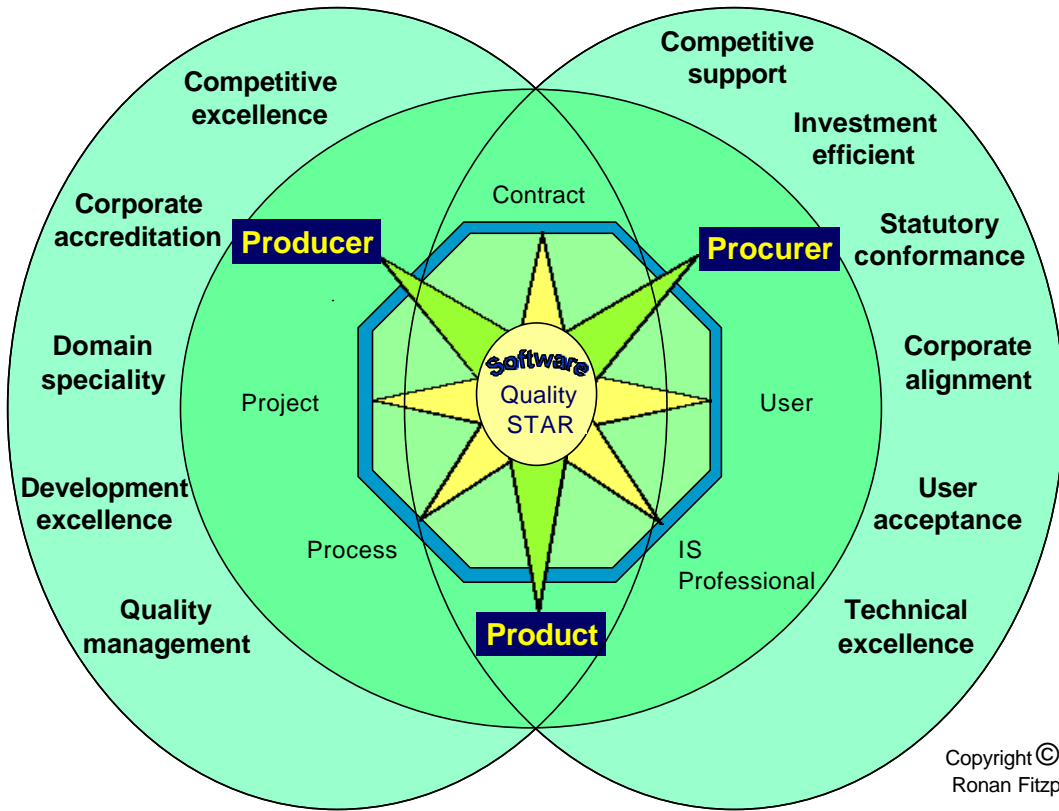
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Software Quality – Strategic Driver Model



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Figure 1 - Software Quality – Strategic Driver Model (SQ-SDM)

STRATEGIC DRIVER	DESCRIPTION AND DEFINITION	QUALITY DIMENSIONS
Competitive support Superiority	<p>Superiority relates to the software's ability to assist the organisation to sustain its competitive position and is defined as the strategic quality driver for competitive support.</p>	<ul style="list-style-type: none"> Value-chain quality benefits
Investment efficient Affordability	<p>Affordability relates to securing value for money.</p> <p>Affordability is the strategic quality driver for Return on Investment.</p>	
Statutory conformance Conformability	<p>Conformability is concerned with being satisfied that the software product complies with the organisation's legal obligations and is defined as the strategic quality driver for excellence with legal compliance.</p>	
Corporate alignment Alignability	<p>Aligning the software product and the organisation's business strategy.</p> <p>Defined as the strategic quality driver for excellence in business practice.</p>	
User acceptance Acceptability	<p>Ensuring that the software is acceptable to the user community and that it is usable by them.</p> <p>It is defined as the strategic quality driver for excellence at the user interface and has two focuses.</p>	<ul style="list-style-type: none"> Usability attributes of the software product Process alignment
Technical excellence Supportability	<p>Supportability is concerned with ensuring that the software is serviceable and maintainable by IS professionals and is defined as the strategic quality driver for technical excellence in the software product.</p>	<ul style="list-style-type: none"> Complete set of software quality factors

STRATEGIC DRIVER	DESCRIPTION AND DEFINITION	QUALITY DIMENSIONS
Competitive excellence Domination	<p>The competitive standing or rating of a software producer compared with rival software organisations.</p> <p>Defined as the strategic quality driver for selecting a suitable contractor.</p>	
Corporate accreditation Certification	<p>The independent certification of the producer organisation's capability of creating quality software products.</p> <p>Defined as the strategic quality driver of contractor maturity.</p>	<ul style="list-style-type: none"> • CMM certification • ISO 9000 certification
Domain speciality Qualification	<p>The producer organisation's knowledge and expertise of the procurer organisation's business processes.</p> <p>Defined as the strategic quality driver for excellent business process understanding.</p>	<ul style="list-style-type: none"> • Business process consultant expertise
Development excellence Organisation	<p>with ensuring that the software product is created in accordance with best management standards and practice.</p> <p>Defined as the strategic quality driver for excellence during the project life cycle.</p>	<ul style="list-style-type: none"> • Project management excellence • Technical competence • Continuous process improvement
Quality management Direction	<p>Ensuring that the procurer's quality requirements are incorporated at all phases of the evolving software product.</p> <p>Defined as the strategic quality driver for excellence in assuring software quality.</p>	<ul style="list-style-type: none"> • Quality manager • Quality planning and control

Figure 2 - Strategic quality drivers defined