

Instructions: provide short 1-1,5 pages essay-type answers. Voit tietenkin vastata myös suomeksi (= you may also answer in Finnish).

Answer all questions (1) to (4). (6 points/each for questions (1)-(3) and 12 points for question (4)).

1. Define with short definitions to following three concepts, e.g. what they are and for what are they used?
  - a) Process Reference Models (PRM)
  - b) Process Assessment Models (PAM)
  - c) Software Process Improvement (SPI)
2. What is software engineering professional certification (i.e. what are the main components in certification schemes and what is the process of certification-recertification) and why is it important for global software engineering practice?
3. As a software engineer, you have implemented a technically perfect software application. What could be wrong with its quality?
4. What is Software Product Quality? Please explain the Quality in Use model and the Product Quality model included in the ISO/IEC 25010 "Systems and software engineering — Systems and software Quality Requirements and Evaluation (SQuaRE) — System and software quality models" (The level of quality characteristics is sufficient in the explanation).