

Q: 开篇讲概念时问：What is User Satisfaction?

A: compliant product + good quality + delivery within budget and schedule

Q: What will cost us to ensure quality?

A: 课件中

- Prevention costs
- Appraisal costs
- Failure costs

Q: Who should be the attendees of a review meeting? Please describe the different responsibilities for the different roles.

A: review leader, SQA, producer, recorder, user rep, reviewer....

Q: How do you define the software quality?

A: In the context of software engineering, software quality refers to two related but distinct notions that exist wherever quality is defined in a business context:

- Software functional quality reflects how well it complies with or conforms to a given design, based on functional requirements or specifications. That attribute can also be described as the fitness for purpose of a piece of software or how it compares to competitors in the marketplace as a worthwhile product;
- Software structural quality refers to how it meets non-functional requirements that support the delivery of the functional requirements, such as robustness or maintainability, the degree to which the software was produced correctly

Q: 软件有哪些可度量质量属性?

A: 规模、复杂度、内聚、功能点、可靠性、可用性……

Q: 什么是软件质量控制? 质量控制的核心是什么?

A: 是为保证满足需求而应用于整个开发周期中的一系列审查、评审和测试。其核

心就是建立一个反馈循环，让度量和反馈结合，以利调整不合要求的开发过程。

Q: 为什么说软件需求是软件质量测量的基础？

A: 需求是质量的显式表述，与需求不符就是质量不高

Q: 软件评审应该怎么做？

A: 利用一组人的差异性，指出产品需要进行的改进，或确认产品不需要或不希望改进的部分，从而使得技术工作更易于管理。

Q: 软件质量保证范畴提及的软件安全性和软件防盗版、防黑客、防病毒是一回事吗？为什么？

A: 不是一回事。软件安全性是和软件可靠性一起，在软件开发过程，从整个计算机系统范围考察导致软件灾难性故障发生的条件，并施以技术措施解决。而后者则反映软件投放运行后的安全问题。

Q: What will cause changes in software lifecycle ?

A: 不限于以下

- New business or market conditions
- New customer needs
- Business growth or downsizing or reorganization
- Budgetary or scheduling constraints
- New Technology