



ASSESSMENT COVERSHEET

Attach this coversheet as the cover of your submission. All sections must be completed.

Section A: Submission Details

Programme	:	BSE
Course Code & Name	:	ISB 37904
Course Lecturer(s)	:	DR. AZALIZA ZAINAL
Submission Title	:	EXERCISE TOPIC 4
Deadline	:	Day 25 Month 4 Year 2025 Time 9:00pm
Penalties	:	<ul style="list-style-type: none">5% will be deducted per day to a maximum of four (4) working days, after which the submission will not be accepted.Plagiarised work is an Academic Offence in University Rules & Regulations and will be penalised accordingly.

Section B: Academic Integrity

Tick (✓) each box below if you agree:

<input type="checkbox"/>	I have read and understood the UniKL's policy on Plagiarism in University Rules & Regulations.
<input type="checkbox"/>	This submission is my own, unless indicated with proper referencing.
<input type="checkbox"/>	This submission has not been previously submitted or published.
<input type="checkbox"/>	This submission follows the requirements stated in the course.

Section C: Submission Receipt

(must be filled in manually)

Office Receipt of Submission

Date & Time of Submission (stamp)	Student Name(s)	Student ID(s)
25 APRIL 2025	AM HANNA NABILA BINTI ACHEP AIN SYAHIDAH BINTI MOHD NOR HISHAM FARAH BATRISYIA BINTI MOHD ISHAK RUHUL ATIFAH BINTI ROSLAN	52213122109 52213122169 52213122153 52213223290

Student Receipt of Submission

This is your submission receipt, the only accepted evidence that you have submitted your work. After this is stamped by the appointed staff & filled in, cut along the dotted lines above & retain this for your record.

Date & Time of Submission (stamp)	Course Code	Submission Title	Student ID(s) & Signature(s)
25 APRIL 2025	ISB 37904	EXERCISE TOPIC 4	52213122109 52213122169 52213122153 52213223290

1.0 Introduction

Monterail is a software development company based in Poland. It specializes in web and mobile application development with a strong emphasis on the delivery of high-quality software, the implementation of agile methodologies, and the enhancement of user experience. They serve clients from all around the world and are reputed for utilizing contemporary technologies such as Vue.js, React, and Ruby on Rails, and for adhering to stringent development standards, including ISO practices.

2.0 Differences Between ISO/IEC 25010, ISO/IEC 9126 and ISTQB

Table 1 Differences Between ISO/IEC 25010, ISO/IEC 9126 and ISTQB

Standard	Description	Focus
ISO/IEC 25010	A newer standard that defines system and software quality models, replacing ISO/IEC 9126.	It identifies 8 quality characteristics like functional suitability, performance efficiency, compatibility, usability, reliability, security, maintainability, and portability.
ISO/IEC 9126	The older standard for software product quality.	Included 6 main quality characteristics (functionality, reliability, usability, efficiency, maintainability and portability). Superseded by 25010.
ISTQB	Not a quality model, but a certification body that provides standardized knowledge in software testing.	Offers definitions, techniques, and best practices in testing. Focuses on the testing process, bug reporting and quality assurance practices.

3.0 Summary of How Monterail Identifies Quality Requirements

- 3.1 They gather requirements along with stakeholders.
- 3.2 Apply user stories with acceptance criteria.
- 3.3 Prioritize clarity, testability and measurable outcomes.
- 3.4 Apply ISO 25010 to define and quantify non-functional requirements for examples (performance and security).

4.0 Lessons Learned from Monterail's Experience

- 4.1 Standards such as ISO 25010 ensure that the final product satisfies both technical specifications and user requirements.
- 4.2 Having QA involved from the beginning results in fewer bugs and better usability.
- 4.3 They illustrate that QA is not just testing but a mindset embedded in the whole SDLC (Software Development Life Cycle).
- 4.4 Practical application of standards guarantees uniform and expected results.

5.0 Elements to Describe Features/Requirements of a System

- 5.1 User stories (As a [user], I want [feature], so that [benefit]) describe what user needs and why.
- 5.2 Acceptance Criteria by set the conditions that must met for a feature to be complete.
- 5.3 Use cases that a scenarios describing user interactions with the system.
- 5.4 Functional specifications (what the system has to do)
- 5.5 Non-functional requirements (security, usability, performance etc)
- 5.6 Wireframes/mockups

6.0 Elements Needed When Reporting Bugs

- 6.1 Name of the bug and clear description of the issue.
- 6.2 Environment (device, OS, browser and version)
- 6.3 Steps to reproduce the issue.
- 6.4 Expected outcome
- 6.5 Actual result
- 6.6 Screenshots or logs. (Visual or technical evidence of the bug).
- 6.7 Severity level like how critical the issue is and how urgently it needs fixing (minor, major and critical)