

Software Quality Assurance – SQA

- BA & Customer/client are involved in it
- It is communication happen between the BA & client
- It is a process, which measure & monitor the strength of development life cycle or factors
- Check the quality or to measure & monitor the process of development & testing
- SQA depends on following factors/ SQA process parameter/SQA process consider
 1. To meet the customer requirement fulfill/completed (ex. project- Dev + Test)
 2. To meet the customer expectation(performance + security)
 3. Cost of the project/Costing of the project/ budget of the project
 4. Time to deliver/timely deliver/with the timing delivery
 5. Maintenance / risk in project (delivery issue)/ risk management

1. To meet the customer requirements

- Identify customers requirement & purpose
- Which type of application customer wants
- Which is the domain of customer requirements
Ex. Banking, Telecom, health care & ecommerce etc
- What is the purpose of customer requirements

2. To meet the customer expectation

- **Privacy**- privacy includes security, if you take any software/application ex. banking domain. So, it gather user data like aadhar card & pancard & that data is very sensitive. So, customer wants privacy to all the users data
Ex. Big transaction
- **Performance**- Performance include speed-with & without load condition
Software/application balance load properly
It should have to work properly under heavy load
Ex. Google meet, FB, Instagram etc.

3. Cost of the project-

- Costing of the project for MNC are per hours cost customer have to pay it
- This costing depends on the type of project
Normal project- required less resources
Critical project-required more resources
- Resource utilization/allocation
- Size of the project
- Time to complete/ duration of the project

Ex. client requirement -50 module- required in 6month

BA – say that it require 1 year

Client required -6 month so BA increase resources to complete project in 6 month

4. Time to deliver

- At the time of information/requirement gathering & documentation, duration of project or time complete the project is decided
- If company or organization exceeds the deadline/delivery time, then company have to pay penalty, that penalty is called as escalation
- Penalty- reduction in funds / money
- Ex. duration of project -2years

We are provide delivery 2 years & 2month –penalty

5. Maintenance

- After delivery of the project, if any problem occurs / technical difficulty occurs in such case company has to fix it or service needs to be provided without any cost
- Provide technical(KPO) & nontechnical support(BPO)
- Ex. Customer care call

Project having two categories

1. Critical Project

2. Normal Project

It is the ratio of Developer & Tester – as per project type – Resource allocation

1. Critical Project –

Resource Requirement ratio 2:1

E.g. Banking Project – 2 Developer: 1 Tester

i.e. 100 Developer: 50 Tester

2. Normal Project

Resource Requirement ratio 3:1

E.g. Gaming Project – 3 Developer: 1 Tester

i.e. 100 Developer: 33 Tester