Group 1: Hanzla, shahzaib

“Bengal Tours” is a city center travel agency that specializes in tours and vacations in Canada. The agency regularly employs 25 permanent employees. During the spring and summer, the agency employs an additional 20–25 temporary staff, mostly pensioners and students. The agency is considering purchasing the right to use the software system “Tourplanex,” which supports planning for flight and vacation site vacancies and price information and expediting the orders and payments of customers for the services ordered. If purchased, the software will become the main working tool for the agency staff.

1. Discuss the importance of the training usability and operational usability tests to be performed by the agency before it purchases “Tourplanex.”
2. Suggest to “Bengal Tours” management how they should apply training usability and operational usability tests to be performed on the program.

Group 2: Laiba, Arfa

The student registration software package includes a student details form to provide information about a student’s full name, birth date, address, phones, and so on. Now our focus is on the student’s cellular phone number as listed in the student registration database.

* Explain the differences between the accuracy, completeness, and up-to-date quality requirements regarding the student’s cellular phone number.
* Suggest quality requirements for the accuracy, completeness, and up-to-date of the student details regarding cellular phone numbers.
* The student registration department is considering replacing the student details form with a “computerized form,” where the student keys-in his details. Besides saving the department’s key-in resources, will this change also improve accuracy, completeness, and up-to-date of the student’s cellular phone number data? Explain.
* The student is expected to stay in the university for at least 3 years. Are the quality of student cellular phone numbers expected to deteriorate throughout the years? What activities would you suggest in order to keep these date details within the quality requirements during all the students’ studying years?

Group 3: Mahnoor, sofia

“Alpha phone” is a software package that includes the following among its features:

* It manages a household phone address book.
* It produces printouts of the phone book according to a variety of classifications.
* It analyses the monthly traffic of incoming and outgoing phone calls according to the classifications mentioned above. You are called to perform a documentation test of the very elegant “alpha phone” user manual.
* List at least five types of possible documentation errors in the manual.

Software testing experts claim that applying a stratified sample of real-life test cases is more effective for identifying errors and more efficient than regular random sampling.

* If you agree, list your arguments.
* If you disagree, list your contradictory arguments.

Group 4: M.Akram, Saud

“Police Star 1000 System” is the new prestigious software system for recording all the verbal communication (line telephone, cellular telephone, and wireless) nationwide to be instituted by the police force. One feature of the system is its ability to supply any voice record completed in the last 12 months within 15 minutes in 98% of the applications. The system is planned to be operative within 10 months.

* Discuss the importance of conducting comprehensive load tests for the system.
* Should the load test be required to combine availability and efficiency requirements? Explain.
* Suggest the recommended guidelines for planning these load tests.
* What basic data on police activities would you recommend to collect in order to plan the load test according to your recommended guidelines?
* Suggest availability and efficiency quality requirements for the “Police Star 1000 System.” Discuss your answer.

Group 5: Masood, irfan

A company is anxious to sign a 3-year software operation contract for an ERP (Enterprise Resource Planning) software package for a multinational organization that employs 6,000 people in eight countries. The company has already acquired experience in the provision of software operation services for the ERP package. The multinational organization suggests paying a lump sum for user support, corrective and adaptive maintenance tasks, and a separate payment for functional improvements, based on the characteristics of each request. The pressure from the Sales Department to immediately sign the contract left little time to prepare a proposal, and practically no time for a contract review.

a. What risks are entailed by neglecting to hold a contract review?

b. What subjects would you most recommend for contract review in this case?

c. If software operation services of a similar nature were requested by an internal customer (to serve employees of the same company), would you recommend carrying out a contract review? List your arguments.

Group 6:ehtisham, ehsaan

A lecturer in an SQA conference concluded his talk by recommending a software maintenance specialist participate in the quality assurance activities carried out during the development process.

a. Do you agree with the lecturer? What are the roles the SQA function staff should fulfill in these activities?

b. List your arguments for and against this suggestion.

c. Do you support “reverse” cooperation, where a development specialist participates in quality assurance activities related to the software operation conformance with contracts and standards? d. List your arguments for and against this position

Group 7: salar,

Mr. Steve Barber, a software maintenance expert, was recruited to lead the team providing maintenance services for Hotelex, a hotel management software package, after the former team leader had resigned. The package had been on the market for 6 months and the team had already installed and maintained four different versions of Hotelex in seven hotels. The company is in the first stages of developing packages for sport clubs and community centers. The software maintenance team is expected to serve customers of all three packages. During the team’s monthly meeting, Barber mentioned that after a month in service, he found the foundations for maintaining Hotelex to be inadequate, and the cause of high software maintenance costs. While nothing could be done in relation to the software package’s quality (the first maintenance foundation) at this point, he hoped to improve maintenance by employing the version release policies (the second foundation) within the next 3 months. In general, he declared that he would take action to ensure proper foundations for the two new software packages currently being developed. a. Suggest which findings regarding the maintenance of Hotelex had brought Mr. Barber to his negative evaluation of the maintenance according to its second foundation. b. Suggest which actions Barber might plan to assure proper foundations for the two new packages