



Professor Mary Bunker

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Office Hours: Thursdays, 3:30-5:30pm at WTC office or by appointment

INFS798 Quality in Systems Development, Spring 2019 (Section 001)
Thursday, 6:00 – 9:00 pm, Corboy Law Center, Room 321

Catalog Description

This course will be based on current best practices in IS development and focus on the importance of quality as an activity applied throughout the entire systems development process.

The course will cover techniques for ensuring quality in systems development such as software defect prevention and removal methods. Examples of how such concepts and techniques are used in firms in different industries will be examined. The following topics will also be discussed: software metrics, quality in software requirements, Function Point Analysis & Metrics, and Quality Management Systems such as Six Sigma, ISO 9000, Capability Maturity Model and Information Technology Infrastructure Library (ITIL).

The course prerequisite is ISOM 496 or instructor permission.

Course Overview

- This course includes lectures, homework assignments and exams.

Course Objectives and Learning Outcomes

- Learn various concepts and techniques that have been demonstrated to improve quality of Information Systems (IS)

Required Materials

1) Title: *The Economics of Software Quality*
 By Caper Jones and Olivier Bonsignour
 Published by Addison-Wesley Professional
 Custom text ISBN: 978-0132582209
 Book can be purchased on Amazon (<https://www.amazon.com>)

2) Title: *Continuous Software Development: Agile's Successor*
 By Jeffrey J. Bussgang, Samuel Clemens and Olivia Hull
 PDF is available via Harvard Business Review (<https://hbr.org>)

Course Requirements and Grading Criteria	
Attendance	10 points
Assignment #1	30 points
Assignment #2	90 points
Mid-Term Exam	100 points
Final Exam	120 points
Total	350 points

Course Grading Scale		
A	Above 321	> 91.7%
A-	Above 314 to 321	> 89.7%
B+	Above 307 to 314	> 87.7%
B	Above 286 to 307	> 81.7%
B-	Above 279 to 286	> 79.7%
C+	Above 272 to 279	> 77.7%
C	Above 245 to 272	> 70.0%
C-	Above 220 to 245	> 62.9%
D+	Above 210 to 220	> 60.0%
D	Above 200 to 210	> 57.1%
F	0 to 200	> 0.0%

HW Assignments:

- Every student must work on individual assignments on their own
- Late submission policy: late assignments will be graded for half credit

Additional notes:

- Check your grades often in the grade book on Sakai.
- Visits during office hours are encouraged and welcomed. Stop by as many times as you wish. If you are experiencing any problems do not hesitate to come to the office hours (or schedule an appointment). Also, feel free to visit during office hours to get advice on follow up classes, discuss career choices, or simply introduce yourself.
- Use e-mail judiciously (in general, e-mail is to be used for short messages, such as scheduling an appointment or requesting clearing of inadvertently submitted files).
If you need concrete help, please come to the office hours.

Quinlan School of Business Policies:

Attendance

Class attendance and participation are fundamental components of learning, so punctual attendance at all classes, for the full class meeting period, is expected of Quinlan students.

Make-Up Examinations

Loyola University academic policy provides that tests or examinations may be given during the semester or summer sessions as often as deemed advisable by the instructor. Because Quinlan faculty believe examinations represent a critical component of student learning, required examinations should be taken during the regularly scheduled class period. **Make-up examinations are discouraged.** Exceptions may be granted only by the faculty member or department chair, and only for unavoidable circumstances (illness verified by a signed physician's note, participation in intercollegiate athletic events, subpoenas, jury duty, military service, bereavement, or religious observance). A make-up final examination may be scheduled only with the permission of the appropriate Quinlan Assistant or Associate Dean. For a student with a documented special testing need, please consult University policy concerning use of the testing center in Sullivan Center at Lake Shore Campus.

Academic Integrity

All members of the Quinlan School shall refrain from academic dishonesty and misconduct in all forms, including plagiarism, cheating, misrepresentation, fabrication, and falsehood. Plagiarism or cheating on the part of the student in individual or group academic work or in examination behavior will result minimally in the instructor assigning the grade of "F" for the assignment or examination. In addition, all instances of academic dishonesty must be reported to the chairperson of the department involved.

For further information about expectations for academic integrity and sanctions for violations, consult the complete Quinlan School of Business Honor Code and Statement of Academic Integrity on the Quinlan website:

<http://luc.edu/media/lucedu/quinlan-graduate/pdfs/Honor-Code-Quinlan-July2012.pdf>

Notes:

This class may occasionally deviate from the course outline below.

The instructor reserves the right to make changes as needed to the course syllabus.

Any issue that is not described in this syllabus will be resolved at the sole discretion of the instructor.

Class by Class/Week by Week Course Outline (Tentative)

<i>Week</i>	<i>Date</i>	<i>Exams</i>	<i>Lectures</i>	<i>Readings</i>	<i>Assignments</i>
WEEK 1	21-Feb		Lecture 1 <ul style="list-style-type: none"> ▪ History of Quality ▪ Defining Software Quality & Economic Value 	Chapter 1	
WEEK 2	28-Feb		Lecture 2 <ul style="list-style-type: none"> ▪ Estimating and Measuring Software Quality ▪ Requirements Management 	Chapter 2	
WEEK 3	7-Mar		No Class – Spring Break		
WEEK 4	14-Mar		Lecture 3 <ul style="list-style-type: none"> ▪ Software Defect Prevention ▪ Quality Management Systems 	Chapter 3	Assignment #1 Due
WEEK 5	21-Mar		Lecture 4 <ul style="list-style-type: none"> ▪ Pretest Defect Removal ▪ Software Metrics Review for Mid-Term	Chapter 4	
WEEK 6	28-Mar	Midterm Exam (Lectures 1-4)	Guest Speaker <ul style="list-style-type: none"> ▪ Esko Hannula, CEO of Qentinel Group 		
WEEK 7	4-Apr		Lecture 5 <ul style="list-style-type: none"> ▪ Software Testing ▪ Basic Quality Tools 	Chapter 5	
WEEK 8	11-Apr		Guest Speaker <ul style="list-style-type: none"> ▪ Najat Mazroua – Head of Quality Assurance – Portfolio Management – UBS Lecture 6 <ul style="list-style-type: none"> ▪ Post-Release Defect Removal 	Chapter 6	
WEEK 9	18-Apr		Lecture 7 <ul style="list-style-type: none"> ▪ Analyzing the Economics of Software Quality ▪ Other Topics in Quality Presentations	Chapter 7	Assignment #2 Due
WEEK 10	25-Apr		Review for Final		
WEEK 11	2-May	FINAL EXAM (Lectures 1-7) – Thursday, May 2, 2019 – 6-9pm			