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## Software quality strategic driver model (SQ-SDM)

Ronan Fitzpatrick

Technological University Dublin, [Ronan.fitzpatrick@tudublin.ie](mailto:Ronan.fitzpatrick@tudublin.ie)

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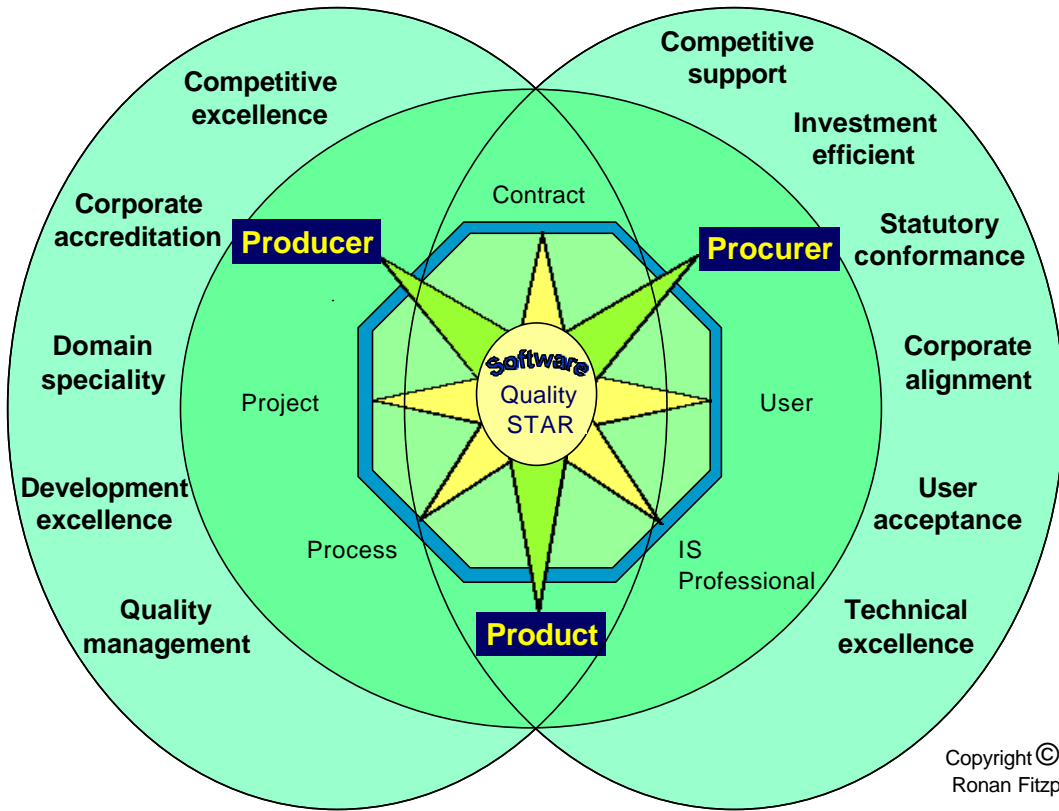
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# Software Quality – Strategic Driver Model



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Figure 1 - Software Quality – Strategic Driver Model (SQ-SDM)

<b>STRATEGIC DRIVER</b>	<b>DESCRIPTION AND DEFINITION</b>	<b>QUALITY DIMENSIONS</b>
<p><b>Competitive support</b></p> <p><b>Superiority</b></p>	<p>Superiority relates to the software's ability to assist the organisation to sustain its competitive position and is defined as the strategic quality driver for competitive support.</p>	<ul style="list-style-type: none"> <li>Value-chain quality benefits</li> </ul>
<p><b>Investment efficient</b></p> <p><b>Affordability</b></p>	<p>Affordability relates to securing value for money.</p> <p>Affordability is the strategic quality driver for Return on Investment.</p>	
<p><b>Statutory conformance</b></p> <p><b>Conformability</b></p>	<p>Conformability is concerned with being satisfied that the software product complies with the organisation's legal obligations and is defined as the strategic quality driver for excellence with legal compliance.</p>	
<p><b>Corporate alignment</b></p> <p><b>Alignability</b></p>	<p>Aligning the software product and the organisation's business strategy.</p> <p>Defined as the strategic quality driver for excellence in business practice.</p>	
<p><b>User acceptance</b></p> <p><b>Acceptability</b></p>	<p>Ensuring that the software is acceptable to the user community and that it is usable by them.</p> <p>It is defined as the strategic quality driver for excellence at the user interface and has two focuses.</p>	<ul style="list-style-type: none"> <li>Usability attributes of the software product</li> <li>Process alignment</li> </ul>
<p><b>Technical excellence</b></p> <p><b>Supportability</b></p>	<p>Supportability is concerned with ensuring that the software is serviceable and maintainable by IS professionals and is defined as the strategic quality driver for technical excellence in the software product.</p>	<ul style="list-style-type: none"> <li>Complete set of software quality factors</li> </ul>

<b>STRATEGIC DRIVER</b>	<b>DESCRIPTION AND DEFINITION</b>	<b>QUALITY DIMENSIONS</b>
<b>Competitive excellence</b>  <b>Domination</b>	<p>The competitive standing or rating of a software producer compared with rival software organisations.</p> <p>Defined as the strategic quality driver for selecting a suitable contractor.</p>	
<b>Corporate accreditation</b>  <b>Certification</b>	<p>The independent certification of the producer organisation's capability of creating quality software products.</p> <p>Defined as the strategic quality driver of contractor maturity.</p>	<ul style="list-style-type: none"> <li>• CMM certification</li> <li>• ISO 9000 certification</li> </ul>
<b>Domain speciality</b>  <b>Qualification</b>	<p>The producer organisation's knowledge and expertise of the procurer organisation's business processes.</p> <p>Defined as the strategic quality driver for excellent business process understanding.</p>	<ul style="list-style-type: none"> <li>• Business process consultant expertise</li> </ul>
<b>Development excellence</b>  <b>Organisation</b>	<p>with ensuring that the software product is created in accordance with best management standards and practice.</p> <p>Defined as the strategic quality driver for excellence during the project life cycle.</p>	<ul style="list-style-type: none"> <li>• Project management excellence</li> <li>• Technical competence</li> <li>• Continuous process improvement</li> </ul>
<b>Quality management</b>  <b>Direction</b>	<p>Ensuring that the procurer's quality requirements are incorporated at all phases of the evolving software product.</p> <p>Defined as the strategic quality driver for excellence in assuring software quality.</p>	<ul style="list-style-type: none"> <li>• Quality manager</li> <li>• Quality planning and control</li> </ul>

**Figure 2 - Strategic quality drivers defined**