



COURSE DATASHEET

Semester:	2016/17/2
Course:	Quality Management of Information Systems
Code:	VEMKIR5144Q
Responsible department:	Department of Electrical Engineering and Information Systems
Department code:	MIVIR
Responsible instructor:	Anna Medve

Course objectives:

The purpose of the program is to provide the pertinent knowledge and skills for effective Quality Assurance, to describe the essentials of Quality, Quality Assurance (QA) and Quality Control (QC) referring on information systems quality and the related standards.

Course content:

1. Quality management and concepts 2. Process-based and project-based quality management 3. Quality engineering processes I. 4. Quality engineering processes II. 5. ISO 9001 quality engineering system I. 6. ISO 9001 quality engineering system II. 7. TQM concepts 8. Service quality 9. Information quality 10. Information technology services quality 11. Software systems quality 12. Software engineering quality management 13. Quality staff 14. Information security management 15. Control

Requirements, evaluation and grading:

The whole content of the introductory lectures and the laboratory assignments are included in the written examination. The written examination includes two "small" and one "big" question for each assignment including the individual project. The "small" questions require short answers (usually a few sentences) and aimed at the assessment of overall knowledge of terminology and methods. Up to 5 points can be obtained for each answer. The "big" questions require detailed discussion of the theory and methods of the actual tools or problems (usually 1-2 pages with few figures). Each answer is graded up to 15 points. The result of the written examination (max 100 points) is weighted by 36% when it is taken into account in the final mark.

Required and recommended readings:

Az ISO 9000-3 szabvány A BS 7999 szabvány Az ISO/IEC 9126 szabvány Veress Gábor (szerk.): A minőségügy alapjai. Műszaki Könyvkiadó, Budapest, 1999.