

# Contents

<b>1</b>	<b>Motivation and Introduction</b>	<b>1</b>
1.1	Missing Software Quality, A Peccatum	2
1.2	Information and Communication Technology	9
1.3	Why Industrialisation Matters for ICT Product Quality	23
	References and Links	25
<b>2</b>	<b>The Four “P”s of Enterprise ICT</b>	<b>31</b>
2.1	Our View on Enterprise ICT	31
2.2	First “P”: People	34
2.3	Second “P”: Processes	37
2.4	Third “P”: Products	40
2.5	Fourth “P”: Projects and Portfolio	43
	References and Links	48
<b>3</b>	<b>What Is Right Software and Systems Quality?</b>	<b>51</b>
3.1	Determining Factors of Quality	52
3.2	Relevance of Quality Characteristics	58
3.3	Quality Models in the Lifecycle	63
3.4	Changing Quality Due to Time and Stakeholder Expectations	69
3.5	Right Software and Systems Quality	73
	References and Links	76
<b>4</b>	<b>How Can We Establish Right Quality for an Enterprise?</b>	<b>77</b>
4.1	A Critical Acclaim of ICT Governance	77
4.2	Our Approach to Enterprise-Wide ICT Quality	81
4.3	Portfolio Management and Business Landscape	83
4.4	Application Portfolio and ICT Landscape	88
4.5	Project Execution	91
4.6	Operations	95
	References and Links	96

**5 How Can We Implement a Framework for Right Quality? . . . . .** 97

5.1 Industrialisation of Quality Engineering . . . . . 98

5.2 Modularisation . . . . . 102

5.3 Standardisation . . . . . 105

5.4 Specialisation . . . . . 108

5.5 Automation . . . . . 113

5.6 Continuous Improvement . . . . . 119

5.7 The Resulting House of Quality . . . . . 122

References and Links . . . . . 125

**6 The Quality Services Factory . . . . .** 127

6.1 Our Factory Approach . . . . . 128

6.2 Cooperation with Business and ICT . . . . . 145

6.3 Transition and Transformation . . . . . 147

References and Links . . . . . 148

**7 The Benefit of RiSSQ, Balancing Quality and Risk . . . . .** 149

7.1 Getting Transparency About ICT Product Risks . . . . . 149

7.2 Balancing Quality and Risk . . . . . 152

References and Links . . . . . 153

**8 Summary and Conclusion . . . . .** 155

8.1 What Has Been Achieved . . . . . 155

8.2 A Checklist for Establishing RiSSQ in an Enterprise . . . . . 160

References and Links . . . . . 163

**Appendix A: Quality Models and Verification Methods . . . . .** 165

**Appendix B: Relevant International Standards . . . . .** 169

**Glossary . . . . .** 173