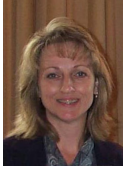




## ASQ Post-Conference Course



### Software Functional Testing and Test Management (07335C)

**Thursday-Saturday, October 18-20**

October 18-19                      8:00 a.m. - 5:00 p.m.

October 20                         8:00 a.m. - 3:30 p.m.

**Course Limited to: 24 Students**

**Course Fee (per attendee, per course):**

- ASQ Member Price \$1,175
- Non-Member Price \$1,470

**CEUs and ASQ RUs: 2.1**

**Instructor:** Theresa Hunt, CSQE

This three-day course focuses on the practical “how-to” knowledge and skills needed to implement and improve functional software testing techniques, practices, and management.

Students learn various techniques for performing functional testing of individual functions, user scenarios and of the operational profile. This course also explores various issues involved in testing the software’s nonfunctional requirements and the basics of software regression test analysis and ends with an overview of test planning, risk management, tracking, and control. The emphasis is on techniques that allow students to transition the testing skills learned in this course to their own work environment.

**Learning Outcomes:** Upon successful completion of this course you will be able to:

- Understand the basic concepts of software functional testing
- Design and implement tests for the software’s functional and nonfunctional requirements
- Utilize functional test case design techniques to increase both test effectiveness and efficiency
- Select the appropriate tests to regression test your software after changes have been made
- Plan, track, and control the software functional testing effort

[Click here for more information including a course outline](#)

### Software Requirements Engineering (07336C)

**Thursday-Saturday, October 18-20**

October 18-19                      8:00 a.m. - 5:00 p.m.

October 20                         8:00 a.m. - 3:30 p.m.

**Course Limited to: 24 Students**

**Course Fee (per attendee, per course):**

- ASQ Member Price \$1,175
- Non-Member Price \$1,470

**CEUs and ASQ RUs: 2.1**

**Instructor:** TBD

This three-day course is designed to provide a knowledge base and practical skills for anyone interested in implementing or improving Software Requirements Development and Management techniques and practices in their organization. This course starts with an overview of software requirements basics. Students will learn and practice various techniques for identifying stakeholders and for eliciting and analyzing requirements. This course also explores requirements specification and requirements verification methods. Students learn to establish requirements baselines, perform requirements traceability, and manage requirements change

**Learning Outcomes:** Upon successful completion of this course you will be able to:

- Understand the basic concepts of software requirements engineering
- Select the appropriate requirements elicitation techniques to identify software requirements
- Effectively analyze those requirements
- Create a requirements specification to communicate the requirements
- Utilize various requirements validation techniques to critically evaluate the requirements to identify defects
- Manage change to baselined requirements

[Click here for more information including a course outline](#)



## Software Configuration Management (07337C)

**Thursday-Friday, October 18-18**

**October 18** 8:00 a.m. - 5:00 p.m.

**October 19** 8:00 a.m. - 3:30 p.m.

**Course Limited to: 24 Students**

**Course Fee (per attendee, per course):**

- ASQ Member Price \$1,120
- Non-Member Price \$1,250

**CEUs and ASQ RUs: 1.3**

**Instructor:** Linda Westfall, PE, CSQE, CQA

This two-day course is designed to provide a knowledge base and practical skills for anyone interested in implementing or improving SCM techniques and practices in their organization. This course starts with an overview of SCM basics including definitions, a discussion of the benefits of SCM and an overview of the management of the SCM at the organizational level and the project/program level.

In this course, attendees will learn about the different types of software configuration libraries and how they are used to balance the needs for both flexibility and stability in the software development process. There will be a discussion of SCM tools including guidelines for evaluating and selecting the right SCM tools for your organization.

Attendees will learn to identify software configuration items and baselines including methods for assigning unique identifiers to versions and revisions of different types of items and baselines. Attendees will explore the use of different levels of configuration control and the roll of Configuration Control Boards (CCBs) including performing impact analysis on proposed changes.

Attendees will learn about the types of questions that a good configuration status accounting system should be able to answer. This course provides an overview of how to conduct functional configuration audits, physical configuration audits and in-process SCM audits. It also discusses aspects of software release management.

**Learning Outcomes:** Upon successful completion of this course you will be able to:

- Understand the basics of software configuration management
- Establish a configuration management infrastructure including libraries and tools
- Implement configuration identification
- Control change to your configuration items and baselines
- Report configuration status and conduct configuration audits
- Manage your software releases

[Click here for more information including a course outline](#)

## BSI Post-Conference Course



### Understanding ISO/IEC 20000-1:2005

**Thursday, October 18**

**October 18**

**8:00 a.m. - 5:30 p.m.**

**Course Limited to: 20 Students**

**Course Fee: \$495**

ISO/IEC 20000-1:2005 is the ISO standard for IT service management. It provides an assessment framework and specification for the adoption of an integrated approach to effectively deliver managed IT services to meet business and customer requirements. This intensive one-day course provides students with the necessary understanding of the ISO/IEC 20000-1:2005 requirements. The course also discusses the benefits of implementing an IT service management system and how conformity to ISO/IEC 20000-1:2005 will impact the day-to-day operations of IT personnel and the organization as a whole. Additionally, the course discusses the differences between BS 15000-1:2002 and ISO/IEC 20000-1:2005.

#### **Learning Objectives:**

- Understand the purpose of ISO/IEC 20000-1:2005
- Understand the role of service management processes
- Understand the individual requirements of ISO/IEC 20000-1:2005 and how they apply to IT service management systems
- Learn basic ISO/IEC 20000-1:2005 implementation steps
- Understand the ISO/IEC 20000-1:2005 certification scheme

#### **Course Materials:**

**Students receive comprehensive course manuals with reference materials, including:**

- Copy of ISO/IEC 20000-1:2005
- Copy of ISO/IEC 20000-2:2005

#### **Who Should Attend:**

- Staff tasked with managing, implementing, or operating within an IT service management system
- Consultants and others who wish to gain an understanding of ISO/IEC 20000-1:2005

**Prerequisite:** This is an introductory course designed for individuals with little or no previous knowledge of ISO/IEC 20000-1:2005. However, basic knowledge of IT service management is highly recommended.

**Course Logistics:** Certificates of attendance are provided at the conclusion of the course.