DESCRIPTION OF A STUDY COURSE – SYLLABUS

Title of a course	Information System Quality Management				
Study programme	Specialist professional graduate study of Information Technology in Business Systems				
Status of a course	Obligatory				
Year of study	1	Semester (Winter/Summer)	W	ECTS credits	4

Goals of a course

Adopt basic terminology and apply methods in the field of information systems quality assurance and management.

Conditions for enrolling course

No conditions

Learning outcomes on a level of a study programme which includes course

Outcome 4: Apply quality standards to the process of the development of business information systems.
Outcome 6: Apply appropriate tools in the implementation of information and communication systems.
Outcome 8: Apply methods and techniques for managing security and data protection in information and communication systems.
Outcome 15: Analyse and recommend the use of IT tools within a business organization.

Expected learning outcomes on a level of a course

1. List and describe quality parameters
2. Understand the interdependence of a company's information systems in quality management
3. Describe the process of introducing a quality system into the process of information system development according to ISO standards.
4. Apply metric concepts.
5. Compare ISO standards, TQM approach, maturity models and excellence models.
6. Apply information system quality management principles to a practical example

Content of a course

Concept and meaning of quality. Quality management as a prerequisite for successful business operations. Historical outline of quality management. TQM. Quality systems. IS quality evaluation-value of information for business system. Application of quality standards in the development of information systems. Need for analysis and revision of information systems. Evaluation of ISO 9001 norm in informatics.

Teaching modes	☒ lectures ☐ auditory exercises ☒ seminars and workshops ☐ distance learning ☐ field classes	☒ individual assignments ☐ multimedia and network ☐ laboratory ☐ supervisor's work ☐ other _____

Grading, evaluation and monitoring of students' work continuously during lectures and exams

Grading is based upon evaluation course's learning outcomes' adoption. Grading is performed continuously during lectures and/or during exam, in compliance with the provisions of Regulation on the assessment of students.