Certified Software Quality Analyst

1. Introduction to the Software Quality Assurance Certification Program
1.1 Software Certification Overview
1.2 Meeting the Certification Qualifications
1.3 Scheduling with Pearson VUE to Take the Examination
1.4 How to Maintain Competency and Improve Value

Skill Category 1
2. Quality Principles
2.1 Vocabulary of Quality
2.2 The Different Views of Quality
2.3 Quality Concepts and Practices
2.4 Quality Control and Quality Assurance
2.5 Quality Pioneers Approach to Quality

Skill Category 2
3. Quality Leadership
3.1 Leadership Concepts
3.2 Quality Management Infrastructure
3.3 Quality Environment

Skill Category 3
4. Quality Baselines
4.1 Quality Baseline Concepts
4.2 Methods Used for Establishing Baselines
4.3 Model and Assessment Fundamentals
4.4 Industry Quality Models

Skill Category 4
5. Quality Assurance
5.1 Establishing a Function to Promote and Manage Quality
5.2 Quality Tools
5.3 Process Deployment
5.4 Internal Auditing and Quality Assurance

Skill Category 5
6. Quality Planning
6.1 Planning Concepts
6.2 Integrating Business and Quality Planning
6.3 Prerequisites to Quality Planning
6.4 The Planning Process
6.5 Planning to Mature IT Work Processes

Skill Category 6
7. Define, Build, Implement, and Improve Work Processes
7.1 Process Management Concepts
7.2 Process Management Processes

Skill Category 7
8. Quality Control Practices
8.1 Testing Concepts
8.2 Developing Testing Methodologies
8.3 Verification and Validation Methods
8.4 Software Change Control
8.5 Defect Management

Skill Category 8
9. Metrics and Measurement
9.1 Measurement Concepts
9.2 Measurement in Software
9.3 Variation and Process Capability
9.4 Risk Management

9.5 Implementing a Measurement Program

Skill Category 9
10. Internal Control and Security
10.1 Principles and Concepts of Internal Control
10.2 Environmental or General Controls
10.3 Transaction Processing Controls
10.4 The Quality Professionals Responsibility for Internal Control and Security
10.5 Risk and Internal Control Models
10.6 Building Internal Controls
10.7 Building Adequate Security

Skill Category 10
11. Outsourcing, COTS and Contracting Quality
11.1 Quality and Outside Software
11.2 Selecting COTS Software
11.3 Selecting Software Developed by Outside Organizations
11.4 Contracting for Software Developed by Outside Organizations
11.5 Operating for Software Developed by Outside Organizations