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Pointers for activities -- 05 Quality -- Introduction -- Definitions of quality -- Quality characteristics -- Quality criteria -- Quality control versus quality assurance -- Quality plan -- Detecting defects -- Dynamic testing -- Evaluating suppliers -- ISO 9001:2000 -- Sample questions -- Answers to sample questions -- Pointers to activities -- 06 Estimating -- Introduction -- What we estimate and why it is important -- Expert judgement -- Approaches to estimating -- A parametric approach -- Estimating by analogy -- Checklist -- Sample questions.

Answers to sample questions -- Pointers to activities -- 07 Risk -- Introduction -- Risk management -- Identifying risks -- Assessing the risk -- Deciding the appropriate actions -- Planning, monitoring and control -- Summary -- Sample questions -- Answers to sample questions -- Pointers to activities -- 08 Project organization -- Introduction -- Programmes and projects -- Identifying stakeholders and their concerns -- The organizational framework -- Desirable characteristics of a project manager -- Project support office -- Project team -- Matrix management -- Team building -- Team dynamics -- Management styles -- Communication methods -- Sample questions -- Answers to sample questions -- Pointers to activities -- About ISEB -- Index -- Back Cover.

Sommario/riassunto

The ISEB Foundation Certificate in IS Project Management is designed for those managing the development and implementation of information systems and other IT projects. This is the only textbook tailored specifically to match the ISEB syllabus – so the user can be confident of using exactly the right materials.
