

REFEREE'S REVIEW

Program:	Master in Information Technology and Innovation Program
Student:	Elizaveta V. Sysoeva
Title of thesis:	Implementation of Quality Management: small and medium sized IT companies

Justification of the topic choice. Accuracy in defining the aim and objectives of the thesis. Justification of the topic choice; accuracy in defining the aim and tasks of the thesis; originality of the topic and the extent to which it was covered; alignment of the thesis' topic, aim and objectives.	5	4	3	2
Structure and logic of the text flow. Logic of research; full scope of the thesis; alignment of thesis' structural parts, i.e. theoretical and empirical parts.	5	4	3	2
Quality of analytical approach and quality of offered solution to the research objectives. Adequacy of objectives coverage; ability to formulate and convey the research problem; ability to offer options for its solution; application of the latest trends in relevant research are for the set objectives.	5	4	3	2
Quality of data gathering and description. Quality of selecting research tools and methods; data validity adequacy; adequacy of used data for chosen research tools and methods; completeness and relevance of the list of references.	5	4	3	2
Scientific aspect of the thesis. Independent scientific thinking in solving the set problem/objectives; the extent to which the student contributed to selecting and justifying the research model (conceptual and/or quantitative), developing methodology/approach to set objectives.	5	4	3	2
Practical/applied nature of research. Extent to which the theoretical background is related to the international or Russian managerial practice; development of applied recommendations; justification and interpretation of the empirical/applied results.	5	4	3	2
Quality of thesis layout. Layout fulfils the requirements of the Regulations for master thesis preparation and defense, correct layout of tables, figures, references.	5	4	3	2

Each item above is evaluated on the following scale, as applicable: 5 = the thesis meets all the requirements, 4 = the thesis meets almost all the requirements, 3 = a lot of the requirements are not met in the thesis, 2 = the thesis does not meet the requirements.

Additional comments:

Master thesis of Elizaveta Sysoeva is devoted to high important aspect into the software product development – software product quality. The author provides a wide analysis of the quality management history. The software product development usually is organized as a project. The author considers the aspects of the project management and compares the specifics of the information technology (IT) projects and the projects from the other areas. The questions of quality management are included into the scope of the project management. The author rightly observes that the quality of the software products depends not only on the number of found and corrected defects, but it depends also on the quality of their development processes.

For practical application of the methods used for the purpose of quality management and selected by the author, the five small and medium-sized (SME) IT companies are investigated. The author gives the examples of the companies with the poor management processes, that affect on the quality of developed products or services.

Based on the answers of the interviews provided with the SME companies representatives it seems that all investigated companies in the first place should improve the quality of the development processes, and then deploy the tools to analyze the quality of the delivered software product. To provide deep analysis, I would also recommend to the author to use the analytical materials on the quality for the information technology project management from Software Engineering Institute (<http://www.sei.cmu.edu/index.cfm>).

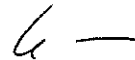
In general, the author coped with the task, conducted an interesting research and developed proposals for the quality management for each of the companies.

At the same time, there are the several remarks:

- All used abbreviations, including SME, shall be explained, when they arise first time in the text (p.5).
- Usual the big IT companies have the different positions for the product quality (Quality Assurance engineer or tester) and process quality management (Process engineer). The same is correct for T-Systems company. So the example about the lop-sided consideration of the quality management into IT-company is unsuccessful (p.12)
- Talking about several customers for the project, the author obviously had in mind the project stakeholders (p.24)
- Not clear what the author wanted to say “as a project cannot be finished until it delivers satisfying result” (p.24), because there is some incompliance with the definition of project given in PMBoK or ISO 21500.

Master thesis of Elizaveta V. Sysoeva meets the requirements of the Master in Information Technology and Innovation program, and according to the reviewer’s opinion deserves an “*excellent (B)*” grade, thus the author can be given the desired degree.

14.06.2015



Referee: Candidate of physico-mathematical Sciences Elvira V.Strakhovich