

In cooperation with





Media Sponsors











Welcome To Quality Week 2002

From the Conference Chairman

More than ever, Internet Quality and Software Quality worries are pressing issues!

The explosive growth of interest in the Internet has become the main driving factor in software testing and quality assurance. WebSites are very complex pieces of software, and the proven stand-alone application based and client-server software quality approaches ought to apply to WebSites as well. Do they?

QW 2002's theme **The Wired World!** reflects this concern. This year our Tutorial and Keynote speakers have real-world experience that can be used on your projects, and will give you the cutting edge. Over 80 speakers are focused on Technology, Applications, Internet and Process topics. When times are demanding and budgets carefully managed, you need all the information you can get to make the most of your precious resources.

QW2002 is the place to get your questions answered, learn from your peers and take practical solutions back to the job. In short: an event NOT to be missed!

Edward Miller Conference Chairman

From the Conference Director

A warm welcome from the entire staff of QW 2002 to all of you. We want to thank you for choosing Quality Week and are delighted that you are now part of the Quality Week Alumni. Please let us know how we can help to make your experience at the conference wonderful and memorable.

A lot of people worked very hard to create a winning program with fresh perspectives on the hottest issues in the Software & Internet Quality field. We hope that you will enjoy the opportunities to meet your peers and the experts, or to refresh your insights from discussing many of the over 90 topics presented here.

We are looking forward to working with you and making your time at the conference a pleasant, instructive and fun filled experience. Conference Registration will be open all day, everyday. Please do not hesitate to come and see us here if there is anything we can do for you.

Cheers,

Rita Bral Conference Director

Table of Contents

Table of Contents	1
QW 2002 Sponsors	2
About the QW 2002 Organizer	2
General Conference Information	3
QW 2002 Exhibiting Companies	4
Vendor Technical Presentations	5
Exhibiting Company Profiles	7
QW 2002 Special Networking Events	16
OW 2002 Awards	16

QW 2002 Sponsors

We would like to thank these sponsoring companies wholeheartedly for their generous support of the conference.

IN COOPERATION SPONSORS





MEDIA SPONSORS





INDUSTRY SPONSOR





About the QW 2002 Organizer

Software Research Institute was founded in 1990 to foster general awareness of software testing, software analysis, and software validation technology and related technical issues – in short, all technical and management areas related to achieving high software quality. The Institute has developed and managed the annual Software Quality Week Conferences in San Francisco since 1990, and the Software Quality Week Europe Conferences in Brussels since 1997.

In 1998, we opened the "Software Quality Portal, Your Door to Software Quality" on the Institute WebSite. This portal allows users in the SQA Community to take advantage of such technical resources as: the Software Quality Hotlist, the QualitySource Library, the Quality Expert's Desktop, the Quality Guru's Bookshelf, the Quality Team's Bookcase, Testing Glossary.

The Institute organizes seminars on Software and Internet Quality. Schedule available on the WebSite.

QW 2002 General Information

QW 2002 Direct Phone # (415) 284 - 8000

Registration/Conference Headquarters

Registration will be open at the following times:
Monday
Sept. 2
Tue-Thurs
Sept. 3-5
Friday
Sept. 6

Morning Coffee & Tea

Available everyday from 7:30 AM – 8:30 AM at Salon 7, Yerba Buena.

Refreshments at 10:00 & 3:00

Coffee, tea and refreshments are available during breaks at Salon 7, Yerba Buena.

Tutorial/Conference Lunch Hours:

Tue -Thu 12:00 - 1:30 PM

Lunch For Workshop Attendees:

Friday 12:30 - 1:30 PM

Special Diet?

If you have special dietary needs, please inform the Registration Desk upon arrival.

Badges

Please wear your name badges at all times, as access to the Conference, Exhibition and lunches will be denied without it.

Business Center

The Business Center operates as a part of the Marriott Hotel and is located at the bottom of the escalator at the Golden Gate Level across from the stairs. They will send and receive faxes and ship your proceedings via FedEx or UPS.

Business Center Phone # (415) 442 - 6050

Guest Fax # (415) 777 - 2799 E-mail: bizcent@sfmarriott.com

Conference Phone # (415) 284 -8000

Tools & Services Expo

The Expo takes place in the Nob Hill Rooms.

Opening hours:

Tuesday 5:00 - 7:00 PM Wednesday Noon - 6:00 PM Thursday 10:00 - 3:30 PM

Conference Tracks

QW2002 is proud to announce:

Six Concurrent Tracks:

Keynote in	Salon 7
Vendor Technical in	Salon 6
Technology in	Salon 5
Applications in	Salon 4
Internet in	Salon 3
Process in	Salon 2
QuickStart in	Salon 1
Panel in	Salon 1
See floor plan on the	inside back cover.

QW 2002 Welcome Reception

Our exhibitors are waiting for you to explore their newest tools and services.

The Conference Welcome Reception is being held at the Yerba Buena and the **Conference EXPO Hall.** Sample California wines and snacks, while getting to know your peers. **Tuesday 3 September 5:00 – 7:00 PM**

Expo Reception

Learn the latest Products and state-of-the-art Services.

Beer, wine and soda will be served in the Expo Hall on **Wednesday 4 September 5:00 – 6:30 PM**

Special Panels

The Value of Agile Testing

Wed 4 Sept. 3:30 – 5:00 Panel Chair: Ross Collard

Web Services QoS, Reliability, and Security

Thurs 5 Sept. 3:30 – 5:00 Panel Chair: Selim Aissi

Sponsors & Exhibitors

E-Valid - Booth # 7

901 Minnesota Street San Francisco, CA 94107 Phone: (415) 550-3020 Fax: (415) 550-3030 Web: www.soft.com

LogiGear Corporation - Booth # 6

551 Pilgrim Drive, Suite A1 Foster City, CA 94404 Phone: (650) 572-1400 Fax: (650) 572-2822 Web: www.logigear.com

Exhibitors

McCabe & Associates, Inc.- Booth # 3

9861 Broken Land Parkway, 4th Floor

Columbia, MD 21046

Phone: (410) 381-0036 ext. 204

Fax: (410) 381-7912 Web: www.mccabe.com

Recommended Test Labs, Inc. – Booth # 4

90 New Montgomery Street, Suite # 414

San Francisco, CA 94105 Phone: 415-777-1355 Fax: 415-777-3108 Web: www.testlabs.com

Semantic Designs - Booth # 2

12636 Research Blvd, Suite #C214

Austin, TX 78759

Phone: 512-250-1018 x 140 Fax: 512-250-2678 Web: www.semdesigns.com

Software Quality First - Booth #9

40119 San Carlos Place Fremont, CA 94539 Phone: 510-915-2353 Fax: 510-573-7464 Web: www.sqa1st.com

TeamShare, Inc. - Booths # 5

1975 Research Parkway, Suite 200 Colorado Springs, CO 80920 Phone: (719) 457-8877 Fax: (719) 599-4498 Web: www.teamshare.com

TechExcel Inc. - Booth # 11

3400 Mt. Diablo Blvd, #200 Lafayette, CA 94549 Phone: 925-871-3907 Fax: 925-871-3932 Web: www.techexcel.com

Testing Testing 123, Inc - Booth # 10

4124 148th Avenue NE Redwood, WA 98052 Phone: 425-895-9676 Fax: 425-895-1496 Web: www.tt123.com

TestQuest - Booth # 8

18976 Lake Drive East Chanhassen, MN 55317 Phone: (952) 930-4114 Fax: (952) 936-2187 Web: www.testguest.com

Vendor Technical Presentation

Wednesday, September 4 2002

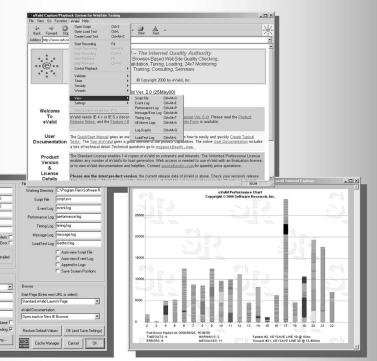
10:30 A.M.	2V1	Carrier Compliance Testing of Mobile Handsets Mr. Mitch Krause TestQuest, Inc.
11:15 A.M.	2V2	Agile Software Process Improvement Mr. Jessee Ring Software Quality First
1:30 P.M.	3V1	Change Impact Testing Mr. Joe Ponczak McCabe & Associates
2:15 P.M.	3V2	DMS: Software Quality Enhancement via Automated Software Analysis, Modification and Generation Dr. Ira Baxter Semantic Designs, Inc.

Thursday, September 5 2002

10:30 AM 6V1 Test Automation, Build to Last Action Based Testing Methods and Tools at Work!
Mr. Hans Buwalda
Logigear Corporation

Quality Testing of WebSites





- Mapping
- Testing
- Performance Tuning
- Loading
- Content Validation



Free Download www.e-valid.com 1-800-942-SOFT

eValid, Inc. Sponsor

eValid's Test Enabled Web BrowserTM is a test engine that provides you with browser based 100% client side quality checking, dynamic testing, content validation, page performance tuning, and webserver loading and capacity, analysis. This new cutting-edge technology, is 100% client side based, and is completely object-oriented. eValid offers a unified approach to WebSite testing that is unique in its simplicity, power, efficiency, effectiveness, and superior ease of use.

By focusing entirely on the users' view of WebSite quality, eValid results are accurate, complete, repeatable, and highly effective – all as experienced by your users. The eValid test engine is available in several product configurations.

- **Testing:** eValid test scripts can exercise the key parts of your site, confirm links, check content, and simulate users' activities. Make sure your customers get the right message! More...
- **Validation:** eValid can confirm selected content, validate document properties, images and applets. Have confidence that you are delivering correct information! More...
- **Tuning:** eValid timing capabilities let you identify slow-loading pages so you can "tune up" your site for optimum performance. Keep customers from clicking away! More...
- **Loading:** eValid load testing scenarios can simulate 100's or 1000's of users. Can your WebSite handle the traffic when a serious crunch comes? More...
- **Mapping:** Use SiteMap to find the page with too many slow-loading components; click through the tree of your Web site in an interactive graphic report.

Experience your WebSite the way your visitors and customers do.

For more information, please visit eValid on the Web site at http://www.e-valid.com.

11333

The IEEE Computer Society strives to be the leading provider of technical information and services to the world's computing professionals. The IEEE Computer Society offers its nearly 100,000 members a comprehensive program of publications, meetings, and technical and educational activities, fostering an active exchange of information, ideas, and innovation. No other professional or commercial organization comes close to matching the Computer Society in terms of the quality, quantity, or diversity of its publications. Headquartered in Washington, DC, the society serves its members from offices in Los Alamitos, CA, Tokyo, and Brussels. The society is the largest technical society within the Institute of Electrical and Electronics Engineers (IEEE). See our CS Store at http://computer.org.

You know how to run your testing. We can help you do it **BETTER** and **FASTER**.





LogiGear Corporation 555 Pilgrim Drive, Suite B Foster City, CA 94404 1.800.322.0333 www.logigear.com/information/

LogiGear Corporation

Sponsor

LogiGear Corporation® is the first Silicon Valley-based software testing company to offer a full range of services, including technical and management expertise in software quality engineering, comprehensive outsource testing solutions, a skill-based training curriculum for software testing professionals, and world-class testing support products. Our value-added services include application testing, automated testing, white-box testing, and load/performance testing for business and consumer applications; TRACKGEARTM, a web-based defect-tracking solution; and QA Training through LogiGear University's Software Testing Training Series. LogiGear specializes in testing web and client-server systems, software applications, hand-held communication devices, and consumer electronic products. For more information, please visit our website at www.logigear.com.

McCabe & Associates

McCabe & Associates enables IT to deliver better applications by providing products and process that implement a relevant, repeatable, and measurable approach to managing software changes and their effects on the testing and quality of applications. McCabe products include McCabe QA, McCabe Test, and McCabe TRUEchange and Release Rocket Verify. Release Rocket Verify identifies, tracks, and reports on software-testing efforts at the *change* level. Verify focuses on validating changes and testing results across an application via realtime feedback, enabling rapid delivery of releases with high confidence. Verify reduces testing time, maximizes testing resources, and increases the manageability of application releases.

9861 Broken Land Parkway • Fourth Floor • Columbia, MD 21046 (410) 381-0036 • Toll Free 800 638-6316 • FAX (410) 381-7912• URL - http://www.mccabe.com

Recommended Test Labs

Recommended Test Labs, Inc. (RTL) is an outsource testing services vendor with offices in San Francisco, CA Portland, OR, Ashburn, VA and Pittsburgh, PA. RTL has been helping top software and hardware companies ship high quality products on–time and within budget since 1989. Whether to augment their internal QA staff or fully manage their testing projects, Fortune 500 companies have turned to RTL's *full-time*, *experienced*, and highly *trained staff* for their off-site testing needs. RTL provides a comprehensive range of testing services from compatibility testing to web services testing to indepth feature conformance testing:

- Network Testing
- Wireless Testing (802.11b, 802.1x, Bluetooth)
- Windows testing on 95/98/ME/NT/2K and XP
- Macintosh OS with access to Apple's ADR Labs
- Web Site and Application Functional and Performance Testing
- Localization & Translation Validation Testing
- Test Planning and Design
- Driver testing

To find out more about RTL and learn how our clients have been able to meet their testing needs and deliver their products on time, stop by our booth or contact RTL at 800-464-LABS (5227), http://www.testlabs.com, or info@testlabs.com.

Semantic Design, Inc.

Semantic Designs offers off-the-shelf and customizable tools to mechanize the analysis, modification, enhancement, translation or generation of large-scale software systems in virtually any language. The company also provides services for building custom testing and quality enhancment tools.

The DMS Software Reengineering Toolkit, based on generalized compiler technology, can arse/analyze/transform/prettyprint software. It is absolutely different from any other tool available for handling automated analysis and software modifications. DMS handles multiple and mixed programming language, for systems of several million lines. It has language modules for C, C++, Java, C#, VisualBasic, COBOL, Fortran, Ada, XML, and others, and is designed to accept new and proprietary language definitions very quickly. DMS has been used for many custom tasks, including building HTMLized cross references for complete systems, finding dead code, removing useless preprocessor directives, automatic synthesis of target-language fast XML readers and writers, and full translation of legacy languages such as JOVIAL to C.

Off-the-shelf products are derived from DMS. They include CloneDR, a tool that finds the typically 10-20% redundant code in every system, and TestCoverage tools provide extremely low-overhead ways to determine and interactively display code coverage for standard and custom langauges, along with full summary reports. http://www.semdesigns.com

Software Quality First

Software Quality First provides consulting and/or contract services in software quality assurance, testing, metrics, process improvement and project management. We can handle short term or long term assignments that may require less than one full time person or several people. Our principle consultant is Jessee Ring, who has a masters degree in electrical engineering and over twenty-five years experience in software development, management, SQA, and process improvement in diverse environments and application areas. We can help companies that are just getting started on the quality or process improvement journey or ones who have been working on it for awhile, since we tailor our services to the specific needs of each individual organization. We draw upon a wide variety of industry best known methods that have been shown to be effective. Our approach is based upon sound fundamentals while at the same time being practical and results oriented.

Please visit our website at www.sqa1st.com. We may be reached at: 510-915-2353, sqa1st@attbi.com, fax: 510-573-7464.

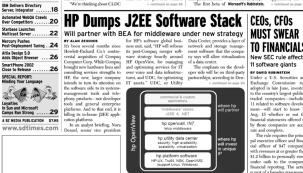
TeamShare, Inc.

Founded in 1996, TeamShare, Inc. delivers Web-architected collaborative software solutions. The company's product line, powered by the TeamTrack workflow engine, enhances process management, speeds resolution and encourages collaboration within and across enterprises. TeamTrack provides enterprise business process management and enables collaborative product development with business customers and partners. TeamTrack Workgroup is the robust defect and issue management solution for teams on a limited budget. TeamShare solutions are highly configurable, simple to implement and maintain a low cost of ownership. TeamShare's customers and partners include Dell, Hewlett-Packard, KPMG, CitiGroup, 3-Com, Siemens, and ADP. TeamShare has been named to Computerworld's "'Top 100 Emerging Companies" and the "SoftLetter 100" lists.

For more information, contact TeamShare, Inc. by phone at 888-TEAMSHARE (832-6742), via e-mail at inquiries@teamshare.com or on the Web at www.teamshare.com.

QUALITY **ASSURANCE**





TO FINANCIALS

www.sdtimes.com

TechExcel, Inc.

DevTrack 5.0 comprehensively manages and automates development management, defect tracking, and test plan management processes within one seamlessly integrated application. It provides powerful workflow and process automation features, seamless source code control integration with Microsoft Visual SourceSafe (VSS) and Perforce, robust searching and reporting, and comprehensive point-and-click customization. New features include advanced workflow & issue/ sub-issue integration for multitasking and a Web interface for beta customers.

Since its introduction in 1997, DevTrack has become one of the top defect- and project-tracking tools on the market. Industry giants such as Hewlett Packard, Texas Instruments, and Honeywell have all deployed DevTrack with teams of over one hundred developers. Many smaller software companies have deployed DevTrack as well because of its unique combination of power, flexibility, and ease of use. With DevTrack 5.0, TechExcel now offers three new editions of DevTrack designed specifically to meet any company's product development and engineering process automation.

DevTrack 5.0 Enterprise Edition

Advanced workflow & issue/sub-issue integration for multitasking Test plan automation and management Web Interface for beta customers

DevTrack 5.0 Standard Edition

Comprehensive, single-page issue submission Integrated, user-defined custom reports Public and private issue templates for default values Quick selection of saved search queries

DevTrack 5.0 Small Business Edition

Same feature-rich product as DevTrack 5.0 Standard Edition priced specifically for small businesses For more information, please call 800-439-7782 or visit us on the Web at www.techexcel.

Testing Testing 123, Inc.

Testing Testing 123 is a client driven company with the goal to provide our customers with services that fit their specific needs. Our company mission is to empower our clients to produce the highest quality software possible. Our experienced personnel specialize in time critical performance, delivered with exceptional value and service.

Testing Testing 123's outsourced testing allows your company to reduce or eliminate the overhead required to maintain testing equipment or the additional cost of adding new staff for your project. Our testing facility is designed to change, which allows us to "ramp-up" quickly for new projects and new equipment configurations. We can test your project in our lab or provide personnel for testing at your site. Our staff can also provide consulting, project management and test planning services for your project.

Quality Assurance is crucial to the overall success of your business. When additional expertise is needed or when time is short and resources are few, let Testing Testing 123 show you how we can help your business increase efficiency and improve your bottom line.

If you have any questions, please contact us.

TestQuest

TestQuestTM Pro is the only non-intrusive automated test solution that provides comprehensive support for a wide range of electronic devices including embedded systems, computer systems, handheld devices, cell phones and Interactive TV set-top boxes. Simulating the presence of a "virtual" user, TestQuest Pro executes pre-defined streams of actions, and compares the output to valid states to determine whether the test was successful. A scripting facility provides a foundation for consistent, reliable and repeatable testing. The benefits of using TestQuest Pro include:

Reduced test cycle time: Complete test cycles faster - customers report up to 90% time savings compared to manual methods. TestQuest Pro can run tests 24 hours a day, 7 days a week, dramatically expanding the time available for testing. This means dramatic savings in the time it takes to get products tested and into the market.

Reduced test cost: Customers report rapid ROI and dramatic cost savings by eliminating the need to dedicate staff to testing or outsource testing to 3rd parties.

Improved product quality: Build sophisticated test scripts that thoroughly exercise your products and reliably uncover defects. With TestQuest, repeating an advanced regression test is as easy as running a script.

Not A Member Yet?

Do it now! Join the IEEE Computer Society today for many valuable benefits including...



to a comprehensive online training program for computer professionals. Join today and take any or all of 100 online course titles through our Distance Learning Campus. Subjects include Java, project management, Cisco networks, UNIX, Windows, HTML, Oracle, SQL, and more.

Magazines and Journals To help you stay informed and competitive, the IEEE Computer

Society publishes numerous specialized magazines and journals that are available to members at deeply discounted rates. Plus, you get a FREE subscription to Computer magazine included as part of your membership.

: Conferences and Workshops Enhance your knowledge and share practical experiences at more

than 140 conferences, workshops, and symposia held each year worldwide. Members save at least 25% on registration fees and get advance notice of the meetings.

Other Valuable Benefits

- FREE membership in your local chapter
- FREE e-mail alias of Your.Name@computer.org
- FREE membership in up to four of 40+ Technical Committees
- FREE membership in 200+ Standards Working Groups
- Member discounts on hundreds of books and conference proceedings



Join Today!

Apply online at http://computer.org/join



QW 2002 Special Networking Events

WELCOME RECEPTION AT Nob Hill Room, Marriott

Tuesday, 3 September at 5:00PM

The Exhibitors are eager to show their latest tools and services – We will welcome you with drinks and snacks in the EXPO Hall. Relax, mingle and network with your peers and meet others with whom you will spend the rest of the week while sharing your experiences and knowledge. This informal event will set the tone for your week of learning and fun!

COCKTAIL PARTY

Wednesday, 4 September at the EXPO, at 5:00PM

This party will be held on the EXPO floor so you can talk to the vendors about their state-of-the-art tools and services. Have a great time while you learn how their tools can help you make your job more efficient.

QW 2002 Awards

We are especially excited about the 21 technical papers and 60 presentations that will compete in the race for the QW 2002 Best Paper Award and the QW 2002 Best Presentation Award.

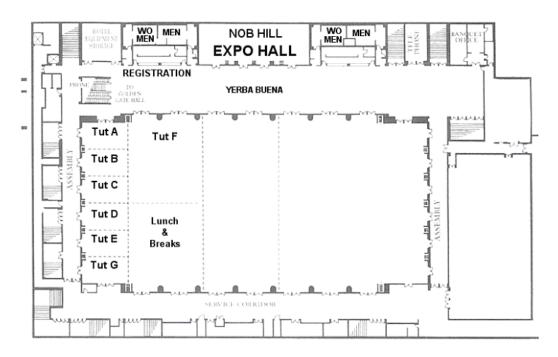
The QW 2002 BEST PAPER AWARD

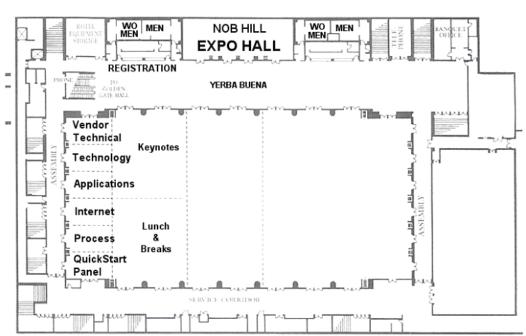
Among the 21 Technical papers, finalists for this award were selected by the esteemed QW 2002 Advisory Board, recognizing the exceptional skills and insight of the chosen author(s). The award will be announced at the end of the Friday morning keynote presentation. **The winner receives a price of \$500.**

The QW 2002 QUALITY WEEK BEST PRESENTATION AWARD

This award will be given to the most dynamic, charismatic and professional presenter of QW 2002, chosen from among 60 presentations. It will be voted on by **YOU**, the **QW 2002 Attendees**, and presented on Friday at the conclusion of the conference. **The winner is invited to give this presentation in Brussels**, **Belgium**, at the **Quality Week Europe 2003 Conference - Spring of 2003**.

Please return your votes by Friday morning 10:30 to the Registration Desk.



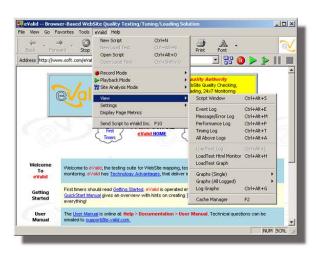


Quality Testing of WebSites

eValid: Testing from the Web Browser

If you can browse it, eValid can test it, at the click of a mouse.

lt's ...



✓ Easy Up and running in minutes✓ Fast Immediate test results

✓ Real No simulations! Real users' experience

✓ Deep Handles complex transactions

✓ Accurate Realistic server loading

✓ Precise Complete response validation

✓ Complete Spiders your Web site in 3D

✓ Visual Reports with graphs, tables or spreadsheets

✓ Value Superior return on investment

The most complete WebSite performance solution today – at a fraction of the price!



Free Download www.e-valid.com 1-800-942-SOFT