

THE FIFTH INTERNATIONAL **SOFTWARE & INTERNET QUALITY WEEK EUROPE**

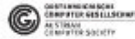
Brussels, BELGIUM • 11-15 March 2002

EXPO GUIDE

Produced by
SR Software
Research
Institute

In cooperation with
Centre for SOFTWARE
Engineering

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TEKNISK
FORUM**



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Information Technology



Computer
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Innovation through software

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VeriTest

Call for papers: 15th International Internet & Software
Quality Week 2002, **San Francisco, California, USA**
3 Sept – 6 Sept 2002
CONFERENCE THEME: The Wired World

ABOUT QW 2002

QW2002 is the 20th in the continuing series of International Internet & Software Quality Week Conferences that focus on advances in software test technology, reliability assessment, software quality processes, quality control, risk management, software safety and reliability, and test automation as it applies to client-server applications and websites. Software analysis and verification methodologies and processes, supported by automated software analysis and test tools, promise major advances in system software and website quality, reliability, and availability.

The mission of the QW2002 Conference is to increase awareness of the entire spectrum of methods used to achieve internet and software quality. QW2002 provides technical education, with opportunities for practical experience exchange, for the software development, testing, QA and Internet community.

ABOUT QW2002's THEME: *The Wired World!*

Change is very rapid in the new wired world, and the wave of change brought about by the Internet affects how we approach our work, and how we think about quality of software and its main applications in IT and E-commerce. QW2002 aims to tackle internet and related issues head on, with special presentations dealing with changes in the software quality and internet areas.

ABOUT QUALITY WEEK

We are soliciting 45 and 90 minute presentations, or participation in panel discussions on any area of testing and automation, including:

Website Monitoring	Test Management Automation
E-Commerce Reliability/Assurance	Process Improvement
Application of Formal Methods	Productivity and Quality Issues
Software Reliability Studies	Real-Time Software
Client/Server Testing	New and Novel Test Methods
CMM/PMM Process Assessment	Test Automation Technology and Experience
Cost / Schedule Estimation	Web Testing
Test Data Generation and Techniques	Outsourcing
Automated Inspection Methods	Real-World Experience
Test Documentation Standards	Defect Tracking / Monitoring
GUI Test Technology and Test Management	Risk Management
Integrated Test Environments	Test Planning Methods
Application Quality of Service (QoS)	Test Policies and Standards
Website Load Generation and Analysis	Website Quality Issues
Object Oriented Testing	Outsourcing

IMPORTANT DATES:

Abstracts and Proposals Due 15 April 2002
Notification of Participation 30 May 2002
Camera Ready Materials Due 30 June 2002

SUBMISSION INFORMATION:

Email your abstract 1-2 pages to qw@soft.com
Fill out the Speaker data form at:
<http://www.soft.com/QualWeek/QW2002/speaker-data.phtml>

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Welcome To Quality Week Europe 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?

*QWE 2002's theme **Internet Now!** 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 60 speakers are focused on Technology, Applications, Internet and Management 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.*

QWE2002 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 QWE 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 100 topics presented here.

We have put together an exciting program of special events to give you a taste of Belgium and to maximize the opportunities of meeting your peers.

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.

Warm regards,

Rita Bral
Conference Director

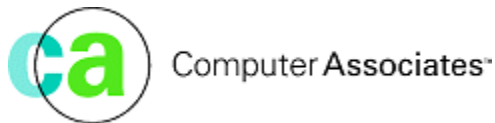
QWE 2002 Sponsors

We would like to thank these sponsoring companies whole heartedly for generously supporting the conference.

GOLD SPONSORS



SILVER SPONSORS



BRONZE SPONSOR



About the QWE 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.

Quality Testing of WebSites



The screenshot displays the eValid software interface, which is used for web site quality testing. It includes a menu bar with options like File, View, Go, Favorites, eValid Help, and a toolbar with buttons for Open Script, Open Load Test, and Create Load Test. The main window shows a welcome message and user documentation. Below this, there are several panels: 'eValid Preferences' with settings for playback (e.g., Delay Multiplier, Wt_Wall Ceiling), recording (e.g., Multiple Windows, Prompt each time), and advanced recording; 'Working Directory' and 'Script File' sections; and an 'eValid Performance Chart' showing a bar graph of performance metrics over time. The chart shows a peak in performance around the 17th test run.

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



Test-Enabled Web Browser

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

QWE 2002 General Information

Registration/Conference Headquarters

Registration will be open at the following times:

Sunday	March 10	17:00 – 19:00
Mon-Thurs	March 11-14	07:30 - 16:00
Friday	March 15	08:00 – 12:00

Morning Coffee & Tea

Available everyday from 7:30 AM – 8:30 AM at the Foyer.

Refreshments at 10:00 & 15:00

Coffee, tea and refreshments are available during breaks at the following locations:

Mon-Tues	Foyer
Conference days	Expo Hall

Lunch served on:

Mon-Tues	12:00	Horizon – 25 th Floor
Wed-Fri	12:30	Expo Hall

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 and Exhibition lunches will be denied without it.

Internet and Email Kiosk

Computer Associates is sponsoring internet browser and email access for attendees during the Expo. This internet kiosk is located in the Conference Headquarters – Tintoretto 1.

Business Center

The Business Center operates as a part of the Sheraton; its is located on the first floor, adjacent to the Hotel Registration. They will send faxes and ship your proceedings via FedEx or UPS.

Tools & Services Expo

The Expo takes place in the Salle des Nations II and Foyer. Opening hours:

Wednesday	10:00 – 18:00
Thursday	10:00 – 16:00

Conference Tracks

QWE2002 is proud to announce:

Five Concurrent Tracks:

Keynote in	Nations I
Technology in	Tintoretto 2
Applications in	Watteau 1
Internet in	Watteau 2
Management in	Nations 1
Vendor Technical in	Memling

See floorplan on the inside back cover of this guide.

QWE 2002 Welcome Reception

The Conference Welcome Reception will be held at the **Brussels Gueuze Museum**, in the very heart of Brussels. You will gain insight into fermentation methods, sample Belgian beers and snacks, while getting to know your peers.

Tuesday 12 March 17:30 – 19:00

Expo Reception

Learn the latest Products and Services. Beer, wine and soda will be served in the Expo Hall on **Wednesday 13 March 17:00 – 18:00**

QWE 2002 Special Events

Software Research is sponsoring visits to a **Chocolate Factory**, or the **Brussels Instrument Museum**. No extra costs for QWE attendees. All details on page 27-28.

Buses leave from Sheraton at 17:30 & 18:30.

Please sign up at the Registration Desk.

Sponsors

Gitek

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Sponsors & Exhibitors

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ps_testware

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Exhibitors

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Pearson Education

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www.pearsoneducation.nl

Exhibitors

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E-mail: info@aethis.ubizen.com
www.aethis.com

Vendor Technical Presentation

Wednesday, 13 March 2002

- 10:30 VT1 *Quality Service Provision*
Mr. Peter Sterck, ps_testware, Belgium
- 11:30 VT2 *Five years of assesments with the Test Process Scorecard®: the method and the results*
Mr. Egbert Bouman, Spherion Technology, The Netherlands
- 14:00 VT3 *Develop High Quality e-business Applications - Test Smarter, Finish Faster*
Mr. Kris Dugardyn, Rational, Germany
- 15:00 VT4 *ConTest: the Automation Architecture for the TestFrame Method*
Mr. Martin Gijsen, CMG, The Netherlands
- 16:00 VT5 *Setting up a Test Competence Centre*
Dr. Martin Wieczorek, SQS, Germany

Thursday, 14 March 2002

- 10:30 VT6 *Opening the J2EE Black Box with PerformaSure: Identifying and Eliminating Performance problems for Java and J2EE*
Mr. Brett Hodges, Sitraka, The Netherlands
- 11:30 VT7 *Census - Issue Tracking*
Mr. Raynald Korchia, inQA.labs, Spain
- 14:00 VT8 *Testing to Improve Projects' Productivity*
Dr. Prakash Mutalik, RelQ, India
- 15:00 VT9 *Inter-Operability: the testing issue*
Mr. Peter Theunis, Integri, Belgium
- 16:00 VT10 *How to monitor the Quality of Service of your business infrastructure*
Mr. Michel Kalis, Ubizen Aethis, Belgium

Friday, 15 March 2002

- 9:30 VT12 *Configuration Management Improvement Method (CMIM)*
Mr. Eddy Lentze, SQS, The Netherlands



Time-to-market and quality-to-market are the prime motivators in ICT development. Good testing should not conflict with these principles. TestFrame helps to resolve this dilemma. Imagine faulty invoices being sent, and crucial communication systems failing, or other primary business processes being at a standstill. With TestFrame you can ensure good testing within reasonable time, control of risks and costs, and delivering products and services of proven quality.

For further information please contact CMG TestFrame Research Centre, Telephone: +31 (0)348 45 40 00, E-mail: info@testframe.com or take a look at www.testframe.com



YOUR WAY OUT OF THE e-MAZE

A diversely skilled team of Information Technology professionals supports you, and your IT department, in your search for quality. We offer guidance from Requirements Analysis to the choice of technologies, and we provide the design, the development and the implementation of your projects, ensuring the training of your IT people and end users.

Let's go down the path of efficient computing together

These days, your company won't be competitive, nor will your services be quality-based or your products lauded as excellent and successful unless you are capable of handling and promptly implementing the new information technologies.

Let CEDITI instruct you and help you set up and use the solutions that are best adapted to your needs.

Strategic analysis and Consulting services

Defining and implementing the software architecture, integrating the new technologies into the existing (EAI), and choosing the right ones, and the right tools are all processes of growing complexity that have to take into account an ever-increasing number of technical, economic and humans factors.

CEDITI supplies you with the very latest techniques, ensuring that all you have to worry about is how successful your project is going to be.

GRAIL, a software tool developed by CEDITI, uses KAOS Requirements Analysis methodology to integrate into one global model all your needs, operating processes and constraints involved in your IT projects, in order to be able to draft consistent specs and check the validity of the solution for as long as it continues to be implemented.

CMG plc (www.cmg.com) is an international services and solutions Group that applies information and communication technologies to create added value for its customers. Constantly at the forefront of business change, our goal is to deliver enhanced operational efficiency and competitive advantage. We are at the heart of our customers' critical activities, combining industry knowledge, technical expertise and practical innovation. We believe in long-term relationships built upon the trust that comes from a consistent track record of delivery.

Information & Communications Technology (ICT)

CMG is a full service provider through management consultancy, systems development & integration and the outsourced management of targeted business processes. This constantly evolving skills base is focused through vertical market knowledge in both public and private sectors including finance, telecommunications, transport, petrochemicals, utilities, manufacturing, retail, media and government. Today our solutions extend to the creation of differentiated electronic and mobile business models (e&mBusiness).

Test Management & Consultancy

One of CMG's many specialisations is testing. CMG has developed TestFrame (www.testframe.com), a very successful method for structuring of the test process and automation of the test execution. CMG's full service concept in testing covers test management, test consultancy and test managed services.



Computer Associates™

AIIFusion

Managing eBusiness Development

ca.com

Computer Associates

Silver Sponsor

Computer Associates International, Inc. (NYSE: CA) delivers The Software That Manages eBusiness. CA's world-class solutions address all aspects of eBusiness management through industry-leading brands: Unicenter for infrastructure management, BrightStor for storage management, eTrust for security management, CleverPath for portal and business intelligence, AllFusion for application life cycle management, Advantage for data management and application development, and Jasmine for object-oriented database technology. Founded in 1976, CA serves organizations in more than 100 countries, including 99 percent of the Fortune 500 companies.

The continual emergence of new business models require solutions that extend beyond an organization's boundaries to include applications and processes of business partners. Integrating diverse processes across multiple partners and complex computing environments is critical to meeting unique eBusiness challenges.

CA offers AllFusion, our family of comprehensive solutions for building, deploying and managing eBusiness applications. Our best-of-breed modeling solutions and proven change and configuration management solutions enable organizations to model, develop and deploy applications enterprise-wide. These solutions, coupled with efficient process and project management, and CA's own Best Practices, can help any organization quickly respond to change, accelerate time-to-market and remain competitive in today's evolving marketplaces.

CA Services, the post-sales support organization of CA, delivers technology solutions. Services include product support, consulting and education. For more information, visit <http://ca.com>.

eValid, Inc.

Gold Sponsor

eValid's Test Enabled Web Browser™ 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>.

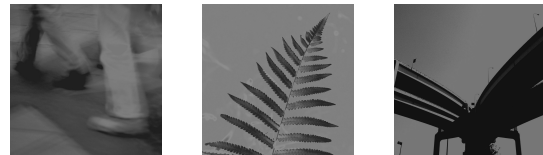


gitek[®]

interaction through software

Gitek nv

Gitek nv was founded in 1986 and is in addition to the design and development of software, specialised in software testing. Gitek employs more than 120 people, with 40 professional software Test Engineers. Its customers include the pharmaceutical industry, the financial industry, the telecom industry and insurance companies.



The difference

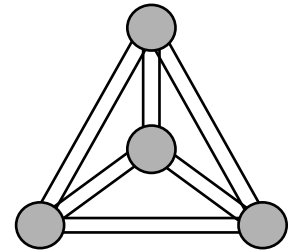
Gitek is an enthusiastic team of professionals, specialised in customised IT solutions and structured testing. A personal approach forms the basis of our success. This ensures better-adapted services to the customer's specific requirements, and a committed and motivated team ensuring optimal efficiency.

Structured Testing

Gitek is exclusive distributor of TMap[®] (Test Management Approach), TPI[®] (Test process Improvement) and TAKT[®] (Knowledge of Testing, Automation and Tools) in Belgium.

Gitek provides services that offer a complete solution for testing:

- Participation in the operational test process
 - Test planning and test management
 - Test design and test execution
- Complete test projects and fixed price projects
- Test advice and support
- Defining and implementing a structured test process
- Selection and implementation of test tools
- Improvement of the test process
- Training and coaching in testing



Contact us

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e-mail: gitek@gitek.be

Integri

Integri is a company specialised in providing test tools (INQ), oriented towards testing systems interacting with each other over clearly defined transactional interfaces. The INQ platform is being used for testing host real-time and batch interfaces (ISO8583, EDIFACT, X.509, ...), for testing smartcards (EMV, CEPS, GSM, ...) and terminals (debit and credit terminals, EMV terminals, forecourt devices, ...). For international standards, Integri can provide a fully featured test tool including all test scripts. However the INQ platform is open and can easily be adapted to the client's specific requirements.

Integri Professional Services (IPS) helps its clients in test projects. Integri organises and executes acceptance and certification tests for its clients, acting as an independent test company. The client provides IPS with detailed functional specifications of a project. From these functional specifications, IPS derives the tests, executes them on the unit under test and issues a test report. Integri Professional Services also prepares and operates the inter-operability test lab of inter-industry associations. Customers Integri and IPS are large national and international payment system providers, smartcard and payment terminal manufacturers, and GSM operators. Typical systems for which Integri's test technology and methodology is suited for are: smartcard masks, payment terminals, smartcard devices, security systems, authorisation host interfaces, clearing and settlement systems.

InQA.labs

inQA.labs are Spain's leading independent Software Quality Engineering and Test Outsourcing company. Their international team of quality assurance professionals offers world-wide the full range of QA services, including software quality consulting, test planning, test organization, and process improvement.

inQA.labs also provide complete software validation through structured testing, automatization and simulation to bring you a true and accurate picture of the quality of your product.

Among the key services offered are functional, reliability, performance, load, interoperability, and localization testing, plus benchmarking.

For e-business, inQA.labs offer original load testing in-house at the client's site. This enables systems to be dimensioned correctly by simulating thousands of virtual users, and eliminates costly test tools.

inQA.labs also distributes CENSUS solutions, from MetaQuest inc, the first truly web based Issue Tracking System with Windows look & feel, which enables teams to track and manage project-related issues.

You can find out more about inQA.labs at www.inqalabs.com.

ITeeVision

1 Consulting Services

ITeeVision's Consulting Services are performed by highly motivated and skilled professionals, who are continually trained to further their qualifications, career, and value to your projects. This has resulted in an invaluable knowledge capital, from which ITeeVision can draw, and which it can render available to its customers. To date, ITeeVision has established several practices, geared towards structuring its Consulting Services around different technologies: ERP / CRM, CLIENT / SERVER DEVELOPMENTS, INTERNET DEVELOPMENTS, AN QUALITY CONTROL

To support the Quality Control process, ITeeVision has built a strong and close partnership with Segue Software. Segue Software delivers the industry's premier e-business reliability products and solutions to help you address the risks and complexities that can affect the performance and quality of your e-business system.

2 E-Testing

The E-Testing (testing of all relevant aspects of E-Business applications) Practice at ITeeVision revolves around control of *time*, *money*, and *people* - all of which are an integral part of successful E-Initiatives. Our E-Testing experts have created a unique E-Testing Framework, based on Requirements and Risks management. This framework eliminates the excessive risks that prevail in E-Business developments, by addressing the following issues: functionality, reliability/availability, usability, performance, and security. This is organized around the following services: CONSULTING SERVICES, OUTSOURCED SERVICES, PRODUCTS RESELLING (SEGUE PRODUCTS), AND TRAINING SERVICES

I2B

Idea to Business (I2B) is a Belgian consultancy firm. We help Clients tackle issues that rise when they want to **radically innovate**.

We provide novel ways to master the standard business skills such as business strategy, project management, change management, ICT strategy and Management. We help our Clients in acquiring new competences such as creativity or product usability, both very essential in an innovative context.

At Quality Week, I2B is represented by its ICT consultants. These consultants have significant history in Software Quality Assurance and testing. I2B has developed new ways of dealing with software testing, using Emotional Intelligence or Swarm Intelligence. We look for solutions to reduce testing to a bare minimum whilst reducing risk to a minimum. I2B provides advice in the "soft skills" designed especially for Software Quality Assurance Personnel. We teach software testers to become "Trusted Advisors", a key success factor to becoming a good tester. In short, I2B helps people using and deploying ICT in a radical different way. In all our actions we aim at giving you only the best solution.

Pearson Education

Pearson Education, part of Pearson PLC, publishes many educational, reference and professional titles and employs over 10.000 people in 40 countries around the world. Pearson PLC (www.pearson.com) is an international media company with market leading businesses in education, strategic business information and consumer publishing. Pearson businesses include the Pearson Education, the Financial Times Group and the Penguin Group, and all command rich content, powerful brands and true international reach.

Pearson Education Benelux (www.pearsoneducation.nl) was established in 1998, following the merger of a number of publishing houses, including Addison-Wesley Longman and the education division of Simon & Schuster. Pearson Education Benelux handles the distribution of Pearson's English language titles, the translation of books by well-known foreign writers, as well as the publishing of original Dutch manuscripts.

Our books fall into the professional and Higher Education category, which again is subdivided into Information Technology and business. Pearson Education Benelux creates books for "absolute beginners", as well as books for experienced specialists and professionals, who wish to keep up to date with the latest developments.

ps_testware

Silver Sponsor

ps_testware is a privately held company with headquarters in Belgium and a branch office in The Netherlands, specialised in Structured Software Testing. Our company offers methods and techniques to test software applications in a structured and an economically sound way. It has developed an overall concept of testing services in the shape of Training, Consultancy, Outsourcing, Coaching and TestLab and as such can be involved in test execution as well as in high-level project management.

Quality Service Provision: ps_testware offers you a long-term co-operation through a complete package of testing services tailored to your needs at a fixed price.

Training: ps_testware has created a training programme to introduce people to the different aspects of Software Testing.

Consultancy: When you want to know where your company stands concerning Structured Software Testing, a Test Assessment could be your answer. We will determine your strengths and weaknesses (in testing) and provide you with a detailed approach so that you can improve your processes.

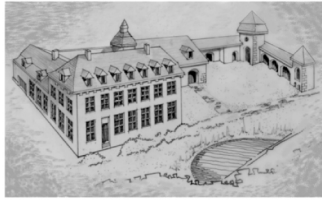
Outsourcing: Our Test Consultants integrate in your organisation and apply their knowledge and skills to test your software. Outsourcing is done on three levels: Test Management, Test Development and Test Execution.

Coaching: When you need a hand to guide you through the complexity of structured software testing but you don't need a full-time consultant, coaching could be the solution for you.

TestLab: You are able to benefit from the advantages of Structured Software Testing without any inconvenience through our professional and fully equipped TestLab.

Have a taste of Quality

ps_testware is a privately held company with headquarters in Belgium and a branch office in The Netherlands, specialised in Structured Software Testing. Our company offers methods and techniques to test software applications in a structured and an economically sound way. It has developed an overall concept of testing services in the shape of Training, Consultancy, Outsourcing, Coaching and TestLab and as such can be involved in test execution as well as in high-level project management.



Quality Service Provision

ps_testware offers you a long-term co-operation through a complete package of testing services tailored to your needs at a fixed price.

Training

ps_testware has created a training programme to introduce people to the different aspects of Software Testing.

Consultancy

When you want to know where your company stands concerning Structured Software Testing, a Test Assessment could be your answer. We will determine your strengths and weaknesses (in testing) and provide you with a detailed approach so that you can improve your processes.

Outsourcing

Our Test Consultants integrate in your organisation and apply their knowledge and skills to test your software. Outsourcing is done on three levels: Test Management, Test Development and Test Execution.

Coaching

When you need a hand to guide you through the complexity of structured software testing but you don't need a full-time consultant, coaching could be the solution for you.

TestLab

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ps.testware
Software Testing Services

Tiensesteenweg 343 - 3010 Leuven (Belgium)
Tel.: +32 (16) 35 93 80 - Fax +32 (16) 35 93 88
e-mail: info@pctestware.com - <http://www.pctestware.com>

QA-Systems

QA-Systems - the software quality company - is a provider of software development solutions that improve the quality of software applications and the productivity of software development teams. Our solutions, a combination of consultancy, tools, training and support focus on the area's of

1. software requirements management
2. software configuration management
3. automated software quality testing (static analysis)

QA Systems represents the products of Programming Research (QA-C, QA-C++), QA Systems Technologies (QStudio for JAVA) and Starbase Corporation (Caliber-RM and Starteam) in Austria, the Benelux and Germany.

Rational Software

Rational Software provides a software development platform that improves the speed, quality, and predictability of software projects. This integrated, full life-cycle solution combines software engineering best practices, market-leading tools, and professional services. Ninety-six of the Fortune 100 rely on Rational tools and services to build better software, faster.

This open platform is extended by partners who provide more than 500 complementary products and services. Founded in 1981, Rational is one of the world's largest software companies, with revenues of \$751.4 million in its twelve months ended December 31, 2001, and over 3,700 employees worldwide. Rational is a component of the Nasdaq-100 IndexR.

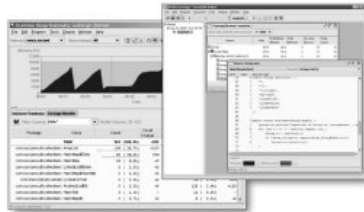
Additional information is available on the Internet at www.rational.com/benelux

Innovation in J2EE performance.



sitraka PermaSure™

From the makers of JProbe, and leaders in J2EE performance assurance, Sitraka PermaSure is a diagnosis tool that helps performance teams measure, analyze and maximize J2EE application performance from a round-trip transaction perspective during load testing. Arm yourself with PermaSure for wide-angle diagnostic intelligence. And isolate poorly performing components before they create costly problems in production.



sitraka JProbe™

Often the culprit behind performance problems lies within the application code itself. Award-winning Sitraka JProbe gives you a microscopic view of your Java application, right down to the offending line of code. The premier toolkit for performance tuning, JProbe provides deep J2EE diagnosis tools for profiling, memory debugging, thread analysis and code coverage.

For more info visit:
www.sitraka.com/performance



RelQ

RelQ is a global Independent Software Testing and QA Company offering services to organisations involved in software development.

Currently RelQ have over 300 personnel worldwide and have successfully completed more than 150 testing projects. Our test engineers are fully trained in best practice testing methodologies and have expertise in a wide range of domains, including, Banking & Finance, Real-Time / Embedded Software, Avionics, EDA and Web Based Applications.

With offices throughout Europe, USA and Asia Pacific we are able to assist software development companies, in most geographies, in delivering reliable and quality software on time.

Our full range of services covers Functional, Usability, Reliability, Performance, Scalability, Security and Installation Testing. RelQ's Tools Group have knowledge and experience of most testing tools from vendors such as Mercury, Segue, Rational and Parasoft allowing automated testing of customer's products.

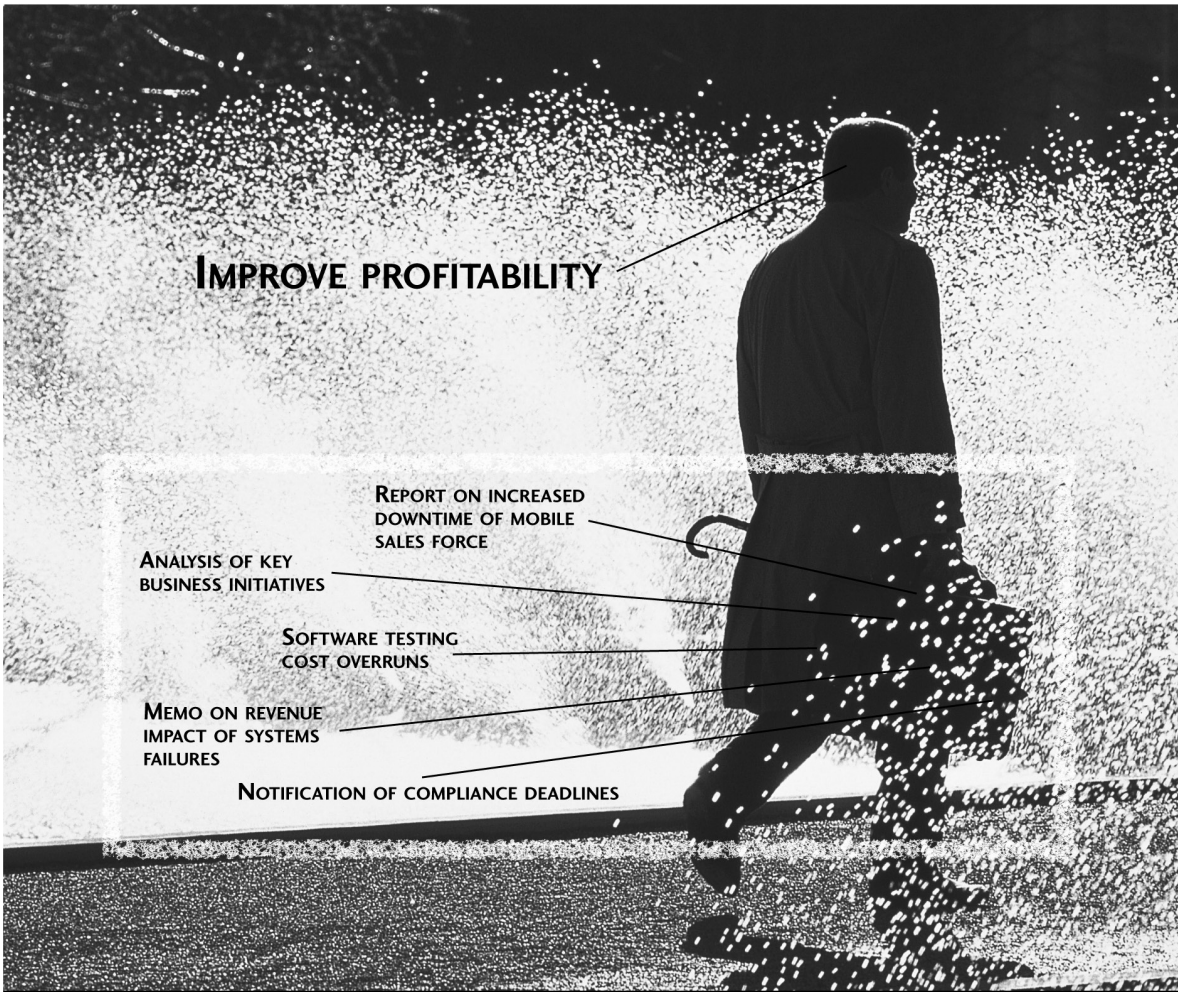
RelQ's flexible testing services offer our customers a package commensurate with their individual needs. Testing can be on-site, offshore, or in a dedicated Test Lab specifically built to meet the customer's needs. In each case testing is strictly managed by RelQ and staffed by test engineers with specific skill sets matching the customer's requirements.

Sitraka

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A proven leader in J2EE Performance Assurance, Sitraka delivers advanced diagnostic solutions that help companies to pinpoint and eliminate performance hazards in mission-critical J2EE applications. Offering a system-wide view of performance, Sitraka PerformaSure is a transaction-centric diagnosis tool that enables e-business performance teams to measure, analyze and maximize performance of multi-tiered J2EE applications during load testing and before costly problems occur in production. For a highly detailed performance solution, developers use Sitraka JProbe to rapidly identify errors and inefficiencies in Java code for maximum application performance and reliability. Sitraka JClass is an award-winning family of integrated Java components, and DeployDirector is a Java application provisioning and management solution that helps IT organizations to deploy, manage and update rich clients, maximizing uptime of core systems while dramatically reducing time-to-repair.

Through industry partnerships with companies such as IBM, BEA Systems, Sun Microsystems and Mercury Interactive, Sitraka ensures that our products integrate seamlessly with the latest development environments and platforms. Sitraka products are sold and supported directly through our North American headquarters in Toronto, European headquarters in Amsterdam and global network of resellers. Visit Sitraka on the Web at www.sitraka.com.



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Software Research, Inc.

Software Research, Inc.'s **TestWorks** is an integrated suite of software testing and QA tools. TestWorks helps automate and streamline the software development and testing process with product lines that work separately or as an integrated toolsuite. TestWorks offers Regression Testing, Test Suite Management, and Test Coverage for **Windows** and **UNIX** Platforms.

CAPBAK and **SMARTS** make a powerful Regression Test suite that ensures automated capture/replay of realistic user sessions, highly reliable, low overhead test execution and test suite management. Early detection of errors certifies reduced errors in your released products.

Test coverage analysis is a powerful method that increases confidence in product quality by assuring that tests *cover* all of the structural parts of a program or component. A main value in the test coverage analysis process is identifying parts of source text that were never touched by any test. Feedback from the coverage reports to the source code makes it easier to expand test sets to cover untested passages. The **TCAT/C++** and **TCAT/Java** products provide this feature -- among many other important and powerful options -- in a very convenient and user friendly way.

For further information, please email at info@soft.com or visit the Web site at www.testworks.com.

Spherion Technology Group

Technical issues do not solely determine the quality of your information systems. First of all the information demand is business driven. The applied solution can only be determined by users, management and IT-specialists together. Spherion recognizes the importance of this and bridges the gap between these key players. We offer services and solutions in information management, service management, risk analysis, testing, test management and training. Spherion can help you maintain the required level of service and quality, so you can focus on the matters that are really important: your business objectives.

With a staff of highly qualified professionals, Spherion is capable of forging a durable partnership and maintaining high-quality service. This quality and the recognition it has gained in the market by our customers, accounts for the strong and steady growth experienced by Spherion Technology Group during the past years.

Worldwide, Spherion Corporation (NYSE:SFN) operates in the field of recruitment, outsourcing and technology in the broadest sense. From over 1000 branches throughout the world Spherion offers tangible improvements to the competitive position of its clients. The Technology Group of Spherion operates in North America, Europe, Asia and Australia with more than 5500 consultants.

SQS and SIM Group

About SQS Software Quality Systems AG – www.sqs.de

SQS is an independent software consulting company that has been enjoying success with its consulting services, products (e.g. the SQS-TEST/Professional tool) and tutorials on quality management and testing for software since 1982.

In 2001 the SQS Group, which has 570 employees (End of 2000: 370), will make DM 140 million (2000: DM 78 million). The Group consists of SQS AG Cologne (Germany) and the majority-owned subsidiaries SQS Software Quality Systems S.A. in Bilbao (Spain), SQS Software Quality Systems Ges.mbH in Vienna, SIM Group in Woking (England), AQpro B.V and AQsoft B.V in Zaltbommel (The Netherlands) and Cologne-based FTT Future Technology Team GmbH.

SQS' main customers are multinational companies in the finance sector (e.g. Deutsche Bank AG), telecommunications (e.g. Deutsche Telekom AG), industry (e.g. Alcatel SEL, DaimlerChrysler), public administration (e.g. the Federal Administration Office) and commerce (e.g. EDEKA) but it has also been working with small and medium-sized enterprises for several years.

For further information please contact Bianca Hammacher on +49 2203 91 54 18 or email sales@sqs.de

About SIM – www.simgroup.com

SIM are the UK's leading independent testing service provider and part of the SQS group of companies – Europe's largest testing group - that commands a 30% market share of the outsourced testing marketplace.

SIM supply and manage testing teams that provide expert consultancy and execution of testing strategies to help companies manage their business risks. The SIM philosophy is to add value to the business development process by understanding the business case for testing and by providing metrics to prove the effectiveness of our service. As well as independent advice, we also supply testing teams that perform to the highest standards of efficiency and effectiveness. With proven skills in test management, test asset management, healthchecks, performance and load testing and automation, SIM is able to provide significant cost and time savings on all projects and provide an effective return on investment.

SIM don't supply tools. SIM recommends the most appropriate tools to provide an independent and objective view of its clients current test processes.

For further information please contact Dominique Grant on +44 (0)1483 733 119 or email enquiries@simgroup.com



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**VeriTest is a business unit of
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Ubizen AETHIS

Ubizen AETHIS provides tools and services to measure and monitor the **Quality of Service** (QoS) of IT networks, applications and **e-business** infrastructure.

Ubizen AETHIS solutions allow the customer to insure: **performance** (the application must respond fast enough), **availability** (the application must always respond) and **security** of his applications and infrastructures.

The large set of high-level tools (best of breed policy) distributed by Ubizen AETHIS allow:

- 24x7 monitoring of the e-business infrastructure (website monitoring, transaction simulation, streaming, ...) from outside or inside the firewall
- 24x7 monitoring of the internal network (simulation of transactions, detection of bottlenecks, root cause analysis...)
- Load (stress) testing of e-business infrastructures
- Diffusion of alarms (SMS, mail, voice, etc...) with escalation and acknowledgement
- Development and installation of SNMP agents (including secure SNMP V3)
- Simulation of SNMP agents and networks

In terms of its network security activities, Ubizen AETHIS combines consulting, deployment and support services with best of breed 3rd party products to provide **complete security solutions**. Typical customers of Ubizen AETHIS are large organisations having to insure high availability and security of their infrastructures and applications.

Some products: Keynote, HP OpenView (NNM and Internet products), InfoVista, ProactiveNet, WebTrends, Adlex, SNMP Research, SimpleSoft, Telamon, CheckPoint, Nokia. Ubizen AETHIS is a daughter company of Ubizen and is considered as European competence centre for Quality of Service tools.

VeriTest

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VeriTest is the leading provider of comprehensive product testing, certification, and strategic QA consulting services for the IT developer community. Since 1987, clients have leveraged VeriTest's experience, partnerships, and scalable resources to take the uncertainty out of product quality. We help product developers reduce the costs of testing, while speeding time to market and ensuring interoperability and reliability. VeriTest is the sole authorized certification lab for applications running on Microsoft Windows 2000 Professional, Server, Advanced Server and Datacenter Server.

Service Offerings: Enterprise Interoperability Testing, Accessibility Testing, Functionality and Compatibility Testing, Globalization Testing, Performance Testing, Application Migration Testing, and Product Certification.

VeriTest's in-depth skills, experienced testing staff, hardware and software infrastructure, and best practices have been developed throughout our 15 years in the industry, providing customers with the solutions-based test services they need. Our team of career test engineers and project managers deliver the know-how required to execute complex test missions under the most demanding schedules. We help clients launch higher quality products faster. VeriTest is the testing division of Lionbridge Technologies, a provider of solutions for worldwide deployment of technology and content. For more information, see www.veritest.com

QWE 2002 Special Events

WELCOME RECEPTION AT CANTILLON BREWERY

Tuesday, 12 March, Bus leaving the hotel at 17:30PM

Whether for an insight into fermentation methods or to discover the multiple delights of Belgian Beers... You'll be amicably welcomed on Tuesday evening at the Cantillon Brewery, a family brewery where the third generation of brewers is still using the same artisan methods to produce their famous Gueuze. A "discovery degustation" concludes the visit. 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, 13 March at the EXPO, at 17:00PM

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 in **your** work.



Choose From: THE MUSICAL INSTRUMENTS MUSEUM VISIT

Thursday, 14 March, Bus leaving the hotel at 17:30PM

Although the Musical Instruments Museum has existed for over a hundred years, it moved to the former department store of Old England and changed its name to MIM. This iron and glass building, a treasure of Art Nouveau architecture, was designed in 1898 by Paul Saintenoy and built in the prolongation of an old neo-classical mansion in the Place Royale. But the real appeal is the **Sound system**: an appreciable innovation at the MIM is the new sound system, which uses infra-red headphones. At their own pace, visitors stop to admire a beautiful instrument - going from ancient Greece to the mid 20th century - and listen to musical works played on the displayed instruments. A sheer delight!



OR Visit A SMALL CHOCOLATE FACTORY

Thursday, 14 March, Bus leaving the hotel at 18:30PM

QW Europe 2002 attendees will discover how many chocolatiers still make their pralines by hand. Join us for a guided tour of a small family chocolate factory and sample their famous pralines.



QWE 2002 Awards

We are especially excited about the 27 technical papers and 60 presentations that will compete in the race for the QWE 2002 Best Paper Award and the QWE 2002 Best Presentation Award.

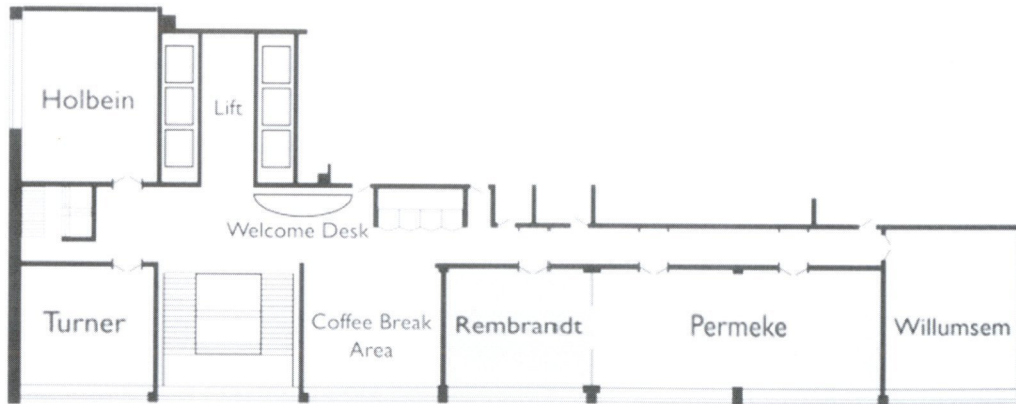
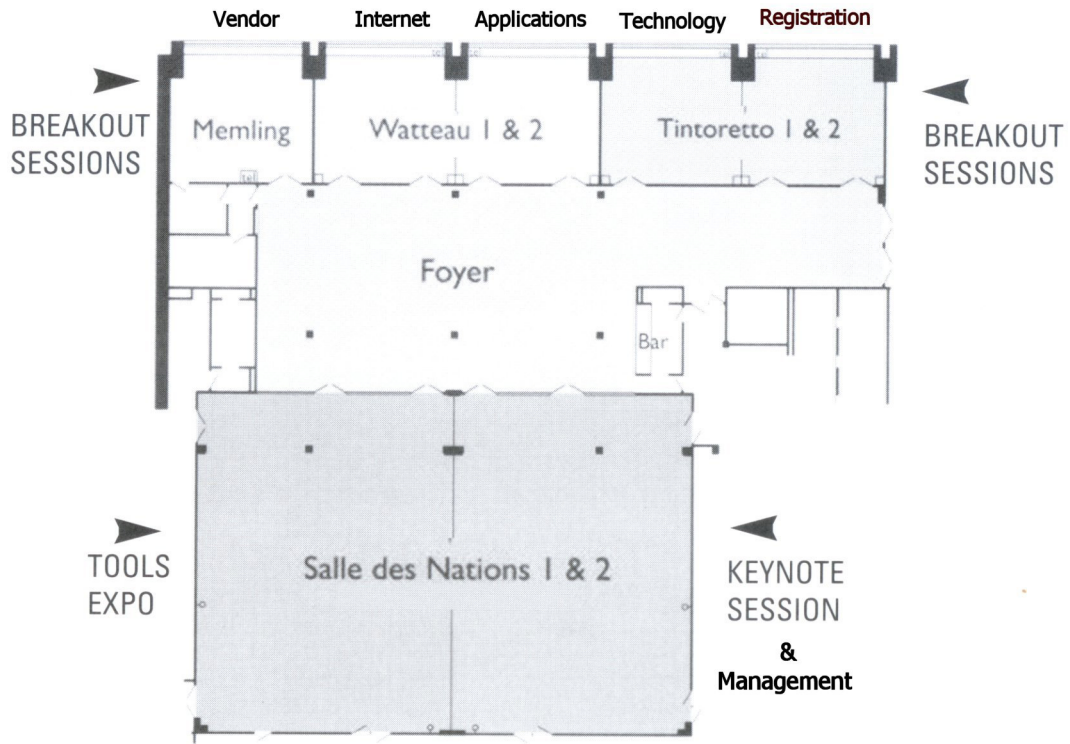
The QWE 2002 BEST PAPER AWARD

Among the 27 Technical papers, finalists for this award were selected by the esteemed QWE 2002 Advisory Board, recognizing the exceptional skills and insight of the chosen author(s). The award will be announced at the end of the Thursday morning keynote presentation. **The winner receives a price of \$1000.**

The QW 2002 QUALITY WEEK BEST PRESENTATION AWARD

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

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



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