

# **Factors of Measuring Quality in information systems applied in telecommunications companies**

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## **Abstract**

This Paper aims to Studying the factors of Quality measurement in information systems applied in telecommunications companies. The study is divided into four main factors; the first factor is time which consists of four sub factors (Timelines, updating, Frequency, and Availability). Second is Form which includes Five sub factors (Clarity, Details, Presentation, Order, Media).Third is Content which includes nine sub factors (Accuracy, Relevance, Completeness, Conciseness, Scope, Security, Reliability, Economy, Competency).Technical, the final factors, it consists of two sub factors (Software Quality, Hardware Quality). We have tested this model in Syriatel Company to prove its validity, and applicability in many other types of organizations. Time and content factors was the final result for factors of Quality measurement in information systems applied in the syriatel company. Some of main results are:

- a. Syriatel emphasizes on the studying of Quality measurement factors in the information systems.
- b. Syriatel concerns of the programs of information security and antivirus programs.
- c. The evidence of the validating of studying Quality measurement factors applied in the information systems.

**Key Words:** Quality, Quality Measurement, Information Systems, Time, Form, Content, Technical Factor.