

A QUALITY MODEL FOR MULTIMEDIA INFORMATION SYSTEMS

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Abstract

Multimedia is defined as any combination of text, images, animation, audio, video, or virtual reality. Multimedia quality systems are useful for defining requirements, setting standards, and performing quality assessments. Known quality characteristics can be used for desirable qualities, thus providing a basis that can be used to evaluate subsequent efforts and actions that will be required in system development. This study aimed to develop a quality model for a multimedia information system that helps companies that implement multimedia. It runs on high-quality multimedia systems and includes the following key features: functionality, reliability, usability, maintainability, efficiency, portability, content, security, and compatibility. The thesis is a new multimedia quality model. This model contains nine main characteristics and thirty-three sub-characteristics. To validate the proposed model, a questionnaire was created to collect data and distributed randomly to the study sample. Data were processed and analyzed by hierarchical analysis. The results showed the importance of these characteristics and their prioritization

Key words: Multimedia, software as a service, AHP