



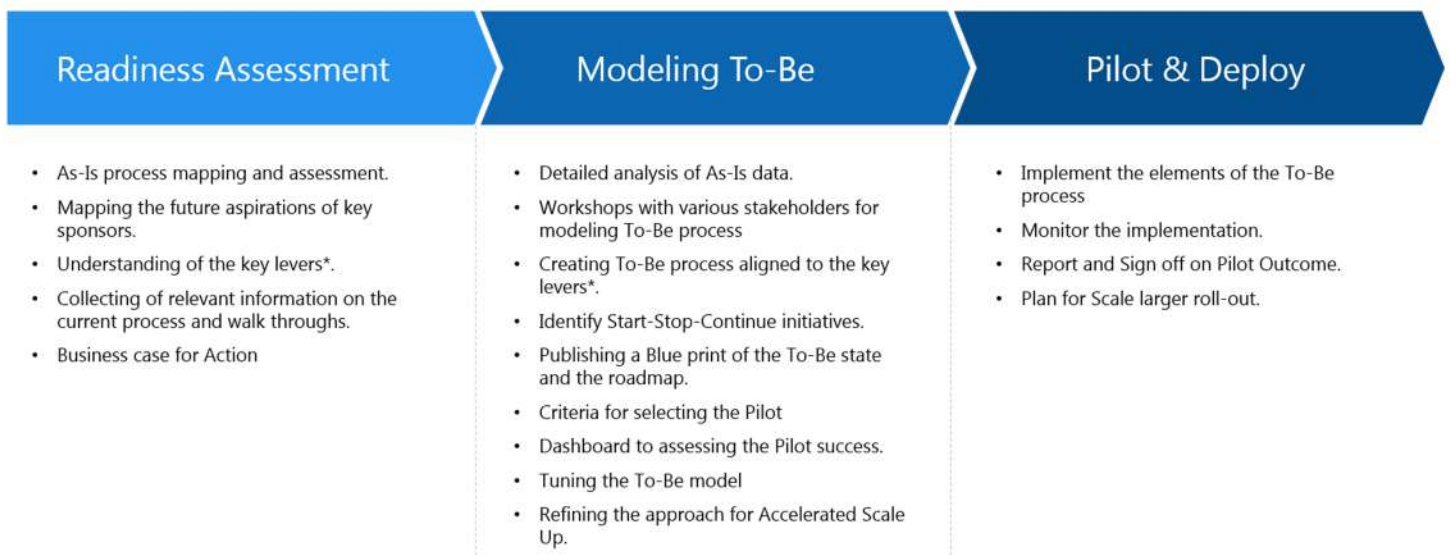
Test Process Consulting



Indium's Test Process Consulting

Need for ensuring that the quality of the delivered application is not compromised as more and more functionality is added to application has been a key challenge with this client. While the IT team had a very strong focus on ensuring that the applications are rolled out as per the schedules and within budgets – there has always been a concern about the testing coverage. At best, the testing in this client could be described as ad hoc and piece-meal. The developers would do system testing – with slightly modified version of unit test cases – and then the application is rolled out to the users for acceptance testing. There are multiple bugs that are found by the users, that are later fixed by the developers and then the application is rolled into production. There was no focus on QA – or for that matter – the testing and de-bugging are done by the same team – sometimes even by the same individual.

iRAMP Model towards Accelerated QA Process Enhancement



This phased approach enabled the client to get a clear visibility of the progress of the engagement while providing the flexibility to fine-tune the recommendations in an extremely contextualized manner.





Indium’s consultants conducted rigorous data gathering exercise that included interviews, questionnaires, focus group workshops and one-on-one sessions with various stakeholders including CIO, IT group leaders, Business Users, System Architects, Development team, Business Analysis team, Infrastructure team etc.

Activities	Stakeholders
Information Gathering (Artifacts, Test Samples, Results, Technology Architecture)	SPOC, PM
Interviews — As-Is understanding	Developers, Architects, BSA DBA, Asst. VP, VP, Dir
Data gathering —As-Is	BSA (FRS), Dev (UT results, Testcases), Architects (Workflow diagrams, Arch diag), Project Managers (Org Chart, CRs)
Understanding doc	Reviewed by SPOC, PM
Case Study — Business Requirements, Change Requests	Indium (Requirements Testability Analysis, Change requests analysis)
As-Is Checkpoint Meeting	SPOC, PM, Director
To-Be Model Validation,	SPOC, PM, Director & Any other parties
Business Case — Report Submission	SPOC, Director
Sign-Off and Plan for Pilot	SPOC, Director

The assessment is based on TMM and TPI principles that are tailored for the client context based on the applicability of the respective KPAs. Indium’s consultants arrived at findings that are summarized in an As-Is QA dashboard. Reviewing the QA activities as per the life cycle stages provides a process mind-set among the client – IT teams.

QA Activities	Rating (Scale of 5)	Level	Reason
Requirements Gathering	★★★★☆	Yellow	QA is implemented for all Enterprise Disasters. However, for small changes there is no PRS & BRD.
Test Planning	★	Yellow	Not implemented for all Enterprise Disasters. Test Plans, UAT Test plans are created – But on a very High level.
Test Design	★	Yellow	Some developers create Unit Test cases. Test cases are missing for system integration testing, Regression testing.
Test Execution	★	Yellow	Dev – UAT – Users – UAT. No formal Test case execution.
Test Data	★	Yellow	Dev – Data is not maintained. Creation data is normally taken from Prod. However in most cases, production data is exposed for testing.
Defect Management	★	Yellow	Management of defects is maintained in Jira. Metrics & Metrics are not maintained. QA team does not maintain defect reports in excel and conduct defect review meetings.
Test Metrics & Reporting		Red	Not implemented. Ex: No. of test cases executed vs. Defects identified.
Test Environment	★★★★	Yellow	Available for QODS for apps. Not for Servers and other apps.
Unit Testing	★★★★☆	Yellow	Conducted by Developers. Unit is used by certain groups. JUnit is not a manual.
Regression Test Suite/ Testing		Red	Not implemented. regression tests for a change and associated modules. Certain development groups perform "Unit Regression Testing" however negative flows (Exceptions) are not tested completely.
System Integration Testing	★	Yellow	Not implemented. Business users validate the front end in conjunction with few back-end systems.
Performance Testing	★	Yellow	QA team conducts PT. Performance tests are conducted for STOC. However, not standardized across all Dev groups/apps.
User Acceptance Testing	★★★★☆	Yellow	Conducted by Users. Creation test cases are created by the users. Have their set of test cases for few projects.

The legend used for these reporting is as indicated below:

	Process Area is not implemented
	Process area is partially implemented in certain groups
	Process area is commonly implemented in most groups
	Process Area is fully documented and implemented across all groups

A very detailed and comprehensive report of the findings and recommendations is provided as part of the Readiness Assessment phase of the engagement.

Based on the findings and on the desired business and IT goals, Indium’s consultants went about and defined the future QA process. While proposing the future-state, extreme caution is taken to make the implementation around the strengths and potential of the existing IT teams. A high-level test strategy, plan, templates for test case, traceability matrix and multiple other QA life cycle artifacts are customized for the client requirements. As part of the engagement, Indium consultants suggested a curriculum to train and hand-hold the client IT teams so that eventually, the recommendations are implemented in-house and the team becomes self-sufficient in their QA needs for future.

Business Benefits

- Enhanced quality through a comprehensive test case repository
- Reduced time to market by implementation of a process and rigor around QA
- Reduced costs due to re-work and better metrics on application quality
- A comprehensive regression suite to ensure better test coverage



About Indium Software

At Indium Software, we've been entrenched in the world of software testing since 1999. We've built a team of 450+ software and test professionals in our offices in Chennai, Bengaluru, New Jersey, Sunnyvale, London and Kuala Lumpur.

The core of Indium's objective to servicing our global customers can be explained with this simple line: "We're small enough to care, large enough to deliver." We are a preferred testing vendor for enterprise and ISV customers ranging from Fortune 100 to 5000 companies and small to medium enterprises.

Till date, we've served over 250 clients in the U.S., and Rest of the World.

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