

# Test Process Improvement



## Service Background

- Many organisations are facing challenges in implementing an effective approach to testing that will result in high quality products being delivered in an efficient and cost-effective manner.
- Our Maturity Assessment service is based on the industry-standard Test Maturity Model integration (TMMi) which assess software testing at different maturity levels, with the starting assumption that all organizations start at TMMi level 1 of the maturity ladder.
- The model has a staged architecture for test process improvement and contains levels through which an organization passes as its testing process evolves from one that is ad hoc and unmanaged, to one that is managed, defined, measured, and optimized.
- Test process improvement efforts are focused on the needs of the organization in the context of its business environment with key benefits being improved software product quality with fewer defects.

### Challenges:

- There are a number of common challenges we find across organisations with respect to their test maturity:
  - Lack of rigour around the test process including scripted test cases, and a clear test policy and organizational test strategy.
  - Lack of appropriate metrics and dashboards to measure test velocity and product quality.
  - Lack of managed test environments and test data.
  - Lack of test automation to provide a fast and cost-effective regression test base.
  - Lack of appropriate expertise and tooling to support effective non-functional testing.
  - Sub-optimal integration of testing with the SDLC

# Test Process Improvement

## Our Approach

- We can undertake a full TMMi maturity assessment or a TMMi health-check, which is shorter in duration with reduced scope in terms of numbers of interviews undertaken and artefacts reviewed.
- The maturity assessment will comprise the review of appropriate organisational and project documentation, together with interviews and workshops with key stakeholders, together with analysis of information held within relevant lifecycle tools and applications.
- The assessment will be based on the industry standard TMMi model for assessing Test Process maturity and will involve our practitioners collaborating with your team members to gather and analyse data, draft findings and establish recommendations.
- The assessment will conclude with the delivery of a Maturity Assessment Report and an Improvement Roadmap which will provide a clear, prioritised set of recommendations, together with a supporting business case.
- We can then help you and your team to deliver the plan and, if required, re-run the assessment at relevant time intervals to see how you are progressing towards the target state.

## Service Features

- Uses industry standard Test Maturity Model (TMMi)
- Covers all test levels and methodologies
- Produces baseline report detailing current test maturity state.
- Produces detailed target state and process improvement plan.
- Reviews team skills for gap analysis.
- Assessment conducted over a short period.
- Deliver ROI based benefits.

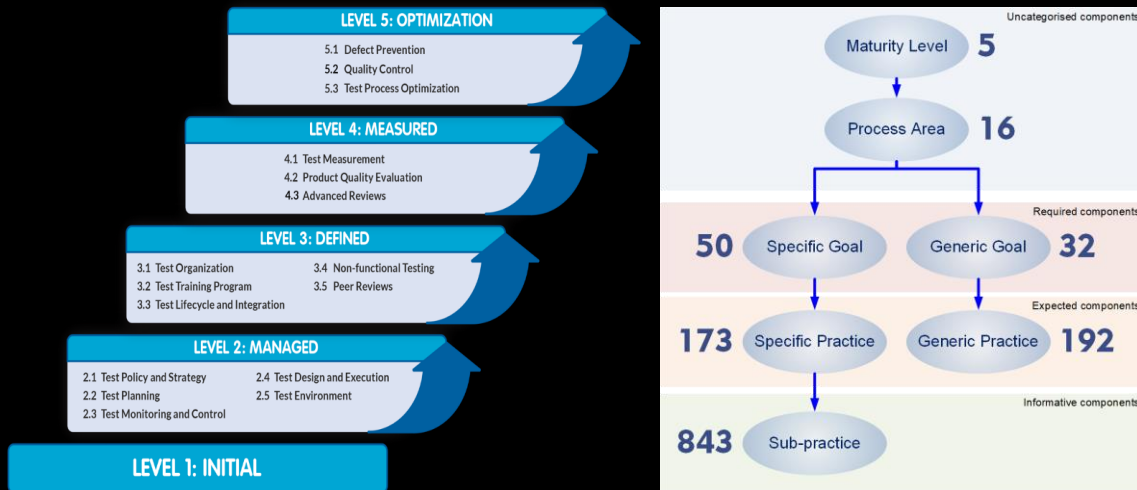
## Business Benefits

- Higher quality software products with fewer defects.
- More efficient testing with reduced time to market and costs.
- Reduced operational risk.

# Test Process Improvement

## TMMi Overview

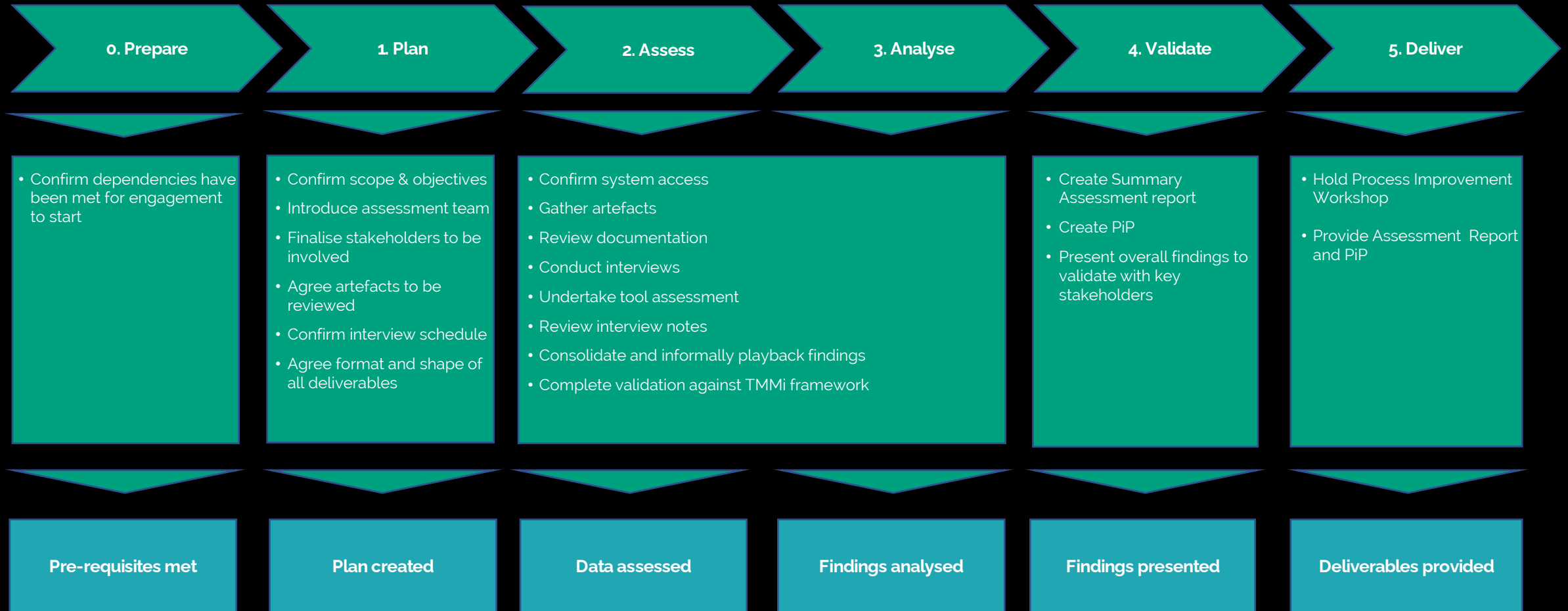
- The structure of TMMi allows process improvements to be identified at every level, from the highest to the very lowest level of detail.
- There are 5 Levels that are split into 16 distinct Process Areas.
- These are made up of Specific and Generic Goals, which are in turn made up of Specific and Generic Practices.
- At the lowest level, there are 845 Sub-Practices that can be assessed, giving an unrivalled view of an organisation's test process maturity and a basis for test process improvement.



## TMMi Features

- An independent model.
- Integrated best practices derived from over 14 quality and test models.
- Addresses all test levels and methodologies.
- Focused on moving organisations from defect detection to defect prevention.
- The International Standard to measure test maturity

# Test Process Improvement



# Why Infuse ?



## Experience and Credibility



Established in 2002 with over 21 years of experience in software delivery and quality engineering consulting having helped successfully deliver over 500 projects around the globe.

We have successfully deployed test services on over 35 HEI clients so we understand your business drivers and ways of working. We have experience with systems such as Moodle, Tribal SITS, CourseLoop, SAP and have delivered services ranging from functional test delivery to test automation, performance testing, test environment management, and process optimisation.

We leverage experts across our practice to provide you with an end-to-end delivery capability from experienced test managers to scrum masters, agile coaches, architects, developers, and manual & technical testers.

All our resource are ISTQB foundation certified and bring expertise in testing together with experience and energy to quickly integrate with your existing team. We have a history of enhancing existing test teams to accelerate progress and are comfortable delivering within and managing a mixed team including in-house, contractor and third-party resource.

Our team are highly motivated and delivery focused, and will go above and beyond expectations to ensure the successful delivery of the test workstream. We have demonstrated our commitment to success on numerous previous test engagements.

We effectively deploy resource onsite, onshore and offshore on many of our engagements. Our experience of delivering from multiple locations provides you with a cost competitive proposition together with the ability to flex resource when required.

We have expertise across a wide range of innovative products from our own script-less test automation tool – useMango™ – to leading enterprise and open-source tools, through to our delivery accelerators.



## Higher Education Specialists



## Multi-disciplinary Team



## Test Expertise & Team Integration



## Highly Motivated & Delivery Focused



## Competitive Delivery Model



## Technical Innovation



# Company Overview

## Who We Are

- We are a team of 90+ engineers and consultants spread globally with a passion for modern software design, engineering and delivery.
- We possess deep expertise across Architecture, Agile, DevOps, Cloud Transformation, Quality & Performance Engineering.
- Since 2002, we have been helping companies of all sizes design, develop and deploy high quality software.
- Since 2018, we have been focused on supporting HEIs resolve their technology challenges as part of their digital transformation and cloud migration agenda.

## Our Areas of Market Eminence

Consulting

Development  
& DevOps

Quality  
Engineering

Test  
Environment  
Management

useMango™  
Test Automation

## Our Vision and Values

Be the first choice for our clients for their technology delivery challenges



Be at the forefront of technical innovation

Champion and empower our people



Build long term, trusted adviser relationships with our clients



Act with honesty and integrity in all we do



If you would like further information on our service, please contact us.



**Nalin Parbhu**  
Founder & CEO

[nalin.parbhu@infuse.it](mailto:nalin.parbhu@infuse.it)  
+44 (0) 7976 276 132



**Dr. Nick Pearce**  
Chief Operating Officer

[nick.pearce@infuse.it](mailto:nick.pearce@infuse.it)  
+44 (0) 7824 460 708



**Ade Odumosu**  
Head of Client Relations

[ade.odumosu@infuse.it](mailto:ade.odumosu@infuse.it)  
+44 (0) 7788 393 923