

Test Process Improvement and Healthcheck

Edge Testing trading as Resillion, provides a Test Healthcheck Service which delivers a rapid yet detailed view of the client's current quality assurance capability. Unlike other healthchecks which require greater manpower to complete, Resillion's healthcheck (based on our Process Improvement Model (PIM)) can usually be completed within 15 days effort. This is because the healthcheck exercise is pre-planned (in liaison with the client) and extremely well structured having been refined over the years from many previous healthcheck initiatives.

Typically the engagement is undertaken by a Resillion Consultant who has not worked with the client before. This ensures a clear and unbiased view for the PIM activities. The work can be carried out on site at the client's offices or remotely or a combination thereof.

Overview of Approach

The starting point for any PIM is 'what are we going to cover?' and 'what do we want to get out of the PIM?'

'What are we going to cover?' comes down to scope. Several key points will need to be discussed upfront to ensure the PIM scope is fully understood and agreed. Areas for discussion would include:

- Testing Scope – all phases in scope? From Requirements (Static) testing onwards? Do we include Developer (Unit) Test Phases and User Test Phases? Do we include Operational Acceptance Testing? Do we include Non-Functional Testing? (in most cases the PIM would cover ALL of the above)
- Team / Vertical Scope – do we include ALL teams e.g. BI / Data warehouse as well as functional / digital? Are there any teams / projects off limits? Any third parties that need to be involved?
- Geographical – do we include offshore parties? Do we assume all interviews can be undertaken physically on site? Is there a need to travel elsewhere?
- Disciplines – do we review non-testing teams approaches and interfaces / impact into testing (highly recommended).

In addition to the above the actual PIM areas also need to be considered and agreed. The following highlights the key and recommended areas that should be incorporated into the PIM initiative:

- Test Policy and Strategy
- Life cycle(s) / methodologies deployed
- Testing moment of involvement
- Estimating and Planning
- Test Specification Techniques
- Static Test Techniques
- Test Execution Techniques
- Test Metrics / Measurement / Quality Gates
- Test Tools including Test Tools Management

- Test Environments and Test Data usage / management
- Office Environment
- Commitment, experience and motivation
- Career, Job Structure and Training Capability
- Communication and Reporting
- Defect Management
- Test Process Management
- Evaluation and Continuous Improvement capability.

From a 'what do we want to get out of the PIM?' viewpoint there are a variety of key objectives that should be agreed upfront. These will shape the approach to the PIM, focus the questions asked, direct the path of the proposed initiatives going forward resulting from the PIM and provide input into the format of the key deliverables.

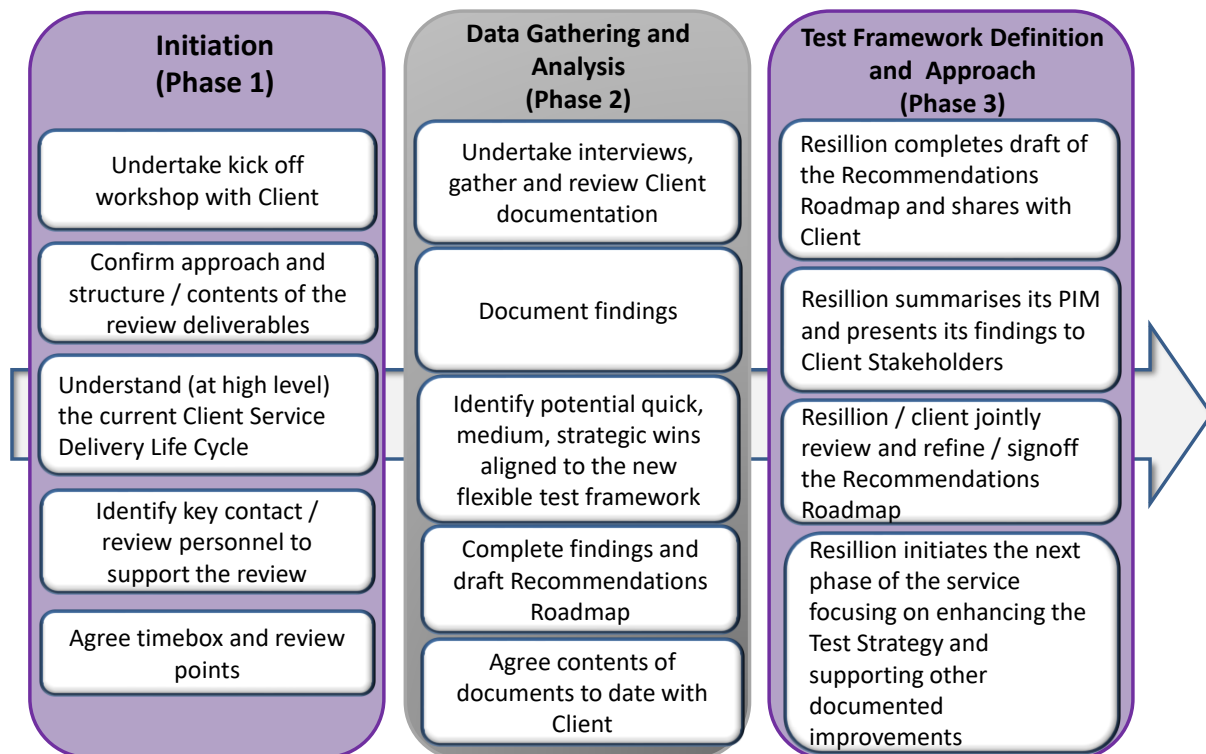
Typical objectives of a PIM include:

- Understand and measure the current quality assurance capability of the company under scrutiny
- Highlight areas of weakness and strength
- Identify key Subject Matter Experts (SMEs) underlining positive points and negative risk factors against each individual and how that benefits / impacts the company under scrutiny
- Ensuring testing is viewed as a career
- Highlight failing / missing process, tools approaches and environment management approaches providing recommendations for change
- Define a usable Test Policy supported by a usable and effective Test Strategy
- Determine how supporting parties (e.g. Business, Development) can add value and more effective support to the overall quality assurance lifecycle (everyone is a tester!)
- Determine how Testing can be more flexible in its approach ensuring it can support more dynamic project methodologies
- Ensuring testing becomes a more measurable and transparent discipline
- Ensuring testing is efficient and effective and able to deploy techniques such as risk based and exploratory disciplines
- Identify key initiatives that can be deployed as a quick win (i.e. within 8 weeks), medium term (8 – 16 weeks) and strategic (16 week+) defining cost / benefits to each proposed improvement.

PIM Key Phases

The PIM is broken down into three key phases as defined in the diagram below:

Client PIM Review Approach by Phases



The Initiation Phase is self-explanatory. For Data Gathering and Analysis the effort will be split between reviewing client-based documentation and interviewing key players within the overall delivery lifecycle (i.e. not just talking to testers or IT!). The hit list of people to interview will be agreed during the Initiation Phase, interviews will take no longer than 1 hour and all client staff's need to undertake their day job will be respected.

The output from the Data Gathering and Analysis stage will incorporate documented findings highlighting:

- A summarised view on areas of strength and areas to be strengthened upon
- Key areas and recommended actions to be deployed against each identified area of concern focusing on quick wins and medium to long term solutions
- Detailed breakdown by each area investigated providing a more granular level of detail to how the area is functioning now, areas requiring strengthening and recommended actions to mitigate risk and introduce efficiency, best practice.

The above will be documented within a word document using a client format.

In addition to the findings Resillion typically creates an Improvement Plan that focuses on recommending quick wins (what can be achieved in 8 weeks), medium term improvements (8 – 16 weeks) and more strategic improvements (4 months +).



Resillion also creates a summarised presentation pack (incorporating the roadmap) which is then reviewed and walked through with the relevant client Management team for final sign off and acceptance.

Upon completion of the PIM exercise, the client will be in a position to prioritise improvement initiatives according to need with Resillion ready to provide whatever support is required to implement the required improvement initiatives.

Pricing

The pricing model adopted for each engagement is based on the specific project requirements and can be delivered on either a time and materials or fixed price basis. Please see the attached Pricing document.

About Resillion

Resillion is a global quality engineering and cyber security partner from initiation to launch, with best-in-class technologies, leading solutions, and industry recognised services to support our clients throughout the digital lifecycle. By leveraging the latest technologies, an innovation-first mindset, and industry best practice, we are advocates for staying ahead of the competition and achieving strategic objectives.

The company delivers end-to-end solutions to support clients throughout their strategic digital initiatives offering a holistic offering across software and hardware.

Thanks to an invaluable pedigree across multiple different industries, we are proud to partner with leading brands to resolve issues and provide quality driven outcomes. We empower our clients from the world's leading organisations within the Public Sector, Media, Energy, Healthcare, Finance, and B2C industries amongst others, to deliver measurable business value and unleash their full potential.

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