



Communications

One of the largest communications companies in the world needed Idexcel's help to re-implement QualityCenter™ and create the necessary processes, structure, and reports that would allow the testing efforts to be meaningful to team members and management.

Challenge

The client's testing group was faced with a crowded list of requirements inside the existing SDLC tool that was hard to manage and maintain. Coupled with the lack of a process to determine what to test and no central repository for test plans, the team utilized a checklist within a Word document with no method of exactly what steps to take or the success criteria. Defects were written down on a notepad, sent via email, verbalized on phone calls or yelled over cube walls. The team was averaging 6 to 8 release cycles with rollbacks and 2 to 3 emergency releases per project.



The Quality Center implementation should replace the legacy requirements and test case system. As part of this effort, Idexcel should provide leadership as an independent testing group receiving software from the offshore development teams. This would need to be done at a competitive cost in comparison to hiring internal resources. Idexcel should also develop a dashboard that adds meaning to the testing effort for management team review.

Solution

Idexcel was able to leverage existing roadmap documentation from previous Quality Center implementation discussions. This provided the on-site lead a comprehensive Quality Center roadmap and customization guide from the very beginning allowing the test leadership to move quickly to a customized Quality Center solution. A detailed plan was communicated at the on-set of the project allowing the lead to ramp-up the offshore team about the application under test and the associated testing process. As the on-site leadership learned portions of the application, knowledge captured through recordings as well as general testing notes were communicated offshore.

Idexcel transformed the processes to leverage traceability between requirements and test cases via consolidated and organized test management which was able to demonstrate 90% test coverage visibility. Idexcel designed and developed a live test plan and test execution portlet in support of the Quality Center metrics data providing a truly outstanding dashboard for all team members and staff to view and understand current testing efforts and the state of the application. Idexcel designed the architecture for automated testing using QuickTest Professional (QTP) using a framework approach that reduced manual regression testing by 50%.

Results

Idexcel successfully conducted this program resulting in:

- * Creation of a central repository of test cases by quickly implementing Quality Center replacing the existing SDLC system for test cases and status.
- * Implemented traceability between requirements and test cases allowing for a quick glance of requirement health.
- * Implemented use of QTP in some cases reducing manual testing efforts by 50%
- * Implemented a formal defect process reducing re-work and miscommunication commonly occurring through verbal efforts.
- * Reduction of emergency releases and rollbacks from 11 during the previous year to zero.
- * Implement a state of the art dashboard allowing all team members and the management team to clearly understand the testing status and progress.
- * In 2008, 21 releases were processed through the department with zero rollbacks and zero emergency releases.