



Test management

In the test management service, an expert from Qentinel serves as a test manager for the customer's software project.

The most important objectives of the service are:

- setting up a project for test activities
- managing the work of the test personnel
- focusing of test activities and selection of the most appropriate procedures
- implementation of proactive risk and change management in testing
- producing information on the quality of the test object and test coverage

Service description

This service provides the customer with well-planned and efficient test project management, which results in a known quality level of the software or system under test. The test management service is divided into the following phases and tasks:

Start-up and data acquisition – Service objectives (such as the responsibilities and tasks of the test manager) are worked out with the customer. The test manager acquires all necessary initial data, becomes acquainted with all interest groups, and makes sure that all other prerequisites for the work are fulfilled.

Test project planning – The test manager specifies test activities and draws up a test plan. Planning involves the formulation of a test strategy, specification of tasks for the test group, and the timing of test activities in accordance with the development schedule as a whole.

Test preparation – The test manager oversees and participates in the design of test cases and in the building and preparation of the test environment. In conjunction with the customer, the test manager also sets up any necessary practices for test management, fault management, test metrics, and reporting.

Management and monitoring of testing – The test manager monitors the progress of test activities, implements change and risk management plans, and produces information for the interest groups on the testing coverage and the verified quality level of the software or system under test.

Conclusion and knowledge transfer – When the test project is concluded, the test manager is responsible for archiving and easy access of essential test material. During this, all necessary information can also be communicated to production and maintenance.

LET THERE BE QUALITY



Our way of working

To deliver services as best we can, we aim to set clear objectives, provide systematic follow-ups, and be proactive.

Our customer-specific service manager is the contact person for service delivery, and is responsible for contract issues, customer satisfaction, progress, and reporting.



Service practices

Correct timing – The tasks of the test manager usually start in the early phases of the project, where full project planning is augmented with test planning. During the requirement specification phase, the test manager comments on testability and helps define quality requirements.

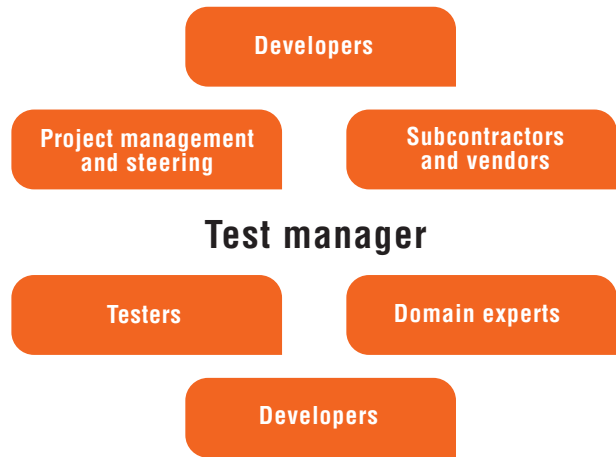
Quality objectives – In the early phases of the project, a mutual understanding of quality targets is formed by specifying the quality objectives. These objectives need to be measurable, so that they can guide test focus and planning.

Risk-based planning – Test focus is determined by risk analysis, which evaluates the effects and probability of risks on the test object. The risk analysis guides testing and reporting throughout the entire project.

Synchronizing testing and development – The timing and iteration specified by the software development model in use have to be considered in the timing of test activities. The model and timing affect the number of planned test cycles, the need for regression testing, and the division of test activities into unit testing by developers, system testing by testers, and acceptance testing by customers.

Needs of interest groups – One of a test manager’s most important tasks is to produce information on the progress and results of testing activities for the project manager and interest groups on the project. For the information to be useful, it has to be properly targeted and take the needs of each interest group into account.

Quality objectives and risks as the basis of reporting – The test manager has a large amount of test data at hand, which enables the production of progress analysis and other reports to fulfil the needs of interest groups. As a guideline for reporting, consider the following question: “How are quality objectives met at the moment and how are product-related risks controlled by testing?”



INTEREST GROUPS OF THE TEST MANAGER

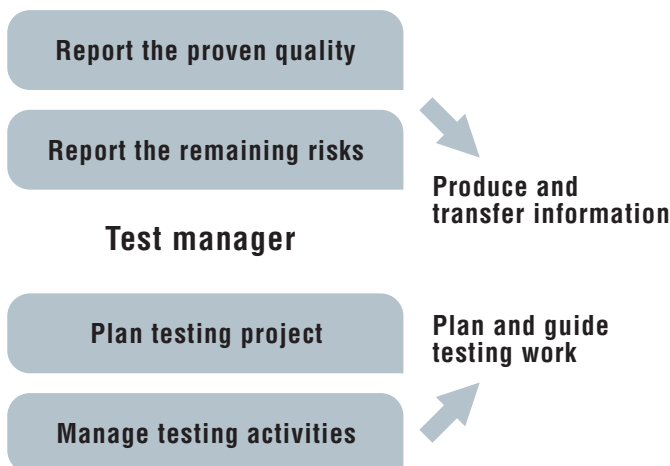
Qentinel

Qentinel is a leading Finnish provider of software quality assurance services. We help our customers in software quality assurance and testing, ranging from test planning and management to implementation and automation of testing. Our customers are organizations for whom the quality of their software and IT systems is an important success factor.

For further information on our services, please visit our web site.

Contact information

Web www.qentinel.com
 E-mail info@qentinel.fi
 Tel +358 9 2517 7177
 Fax +358 9 2517 7176



CENTRAL TASKS OF THE TEST MANAGER