



Test improvement

Testing generates up-to-date information on the quality of the test target, how quality requirements are met, and the risk level of the situation. In the test improvement service, an expert from Qentinel helps the customer to develop repeatable and cost-effective methods for managing, phasing, and performing test activities.

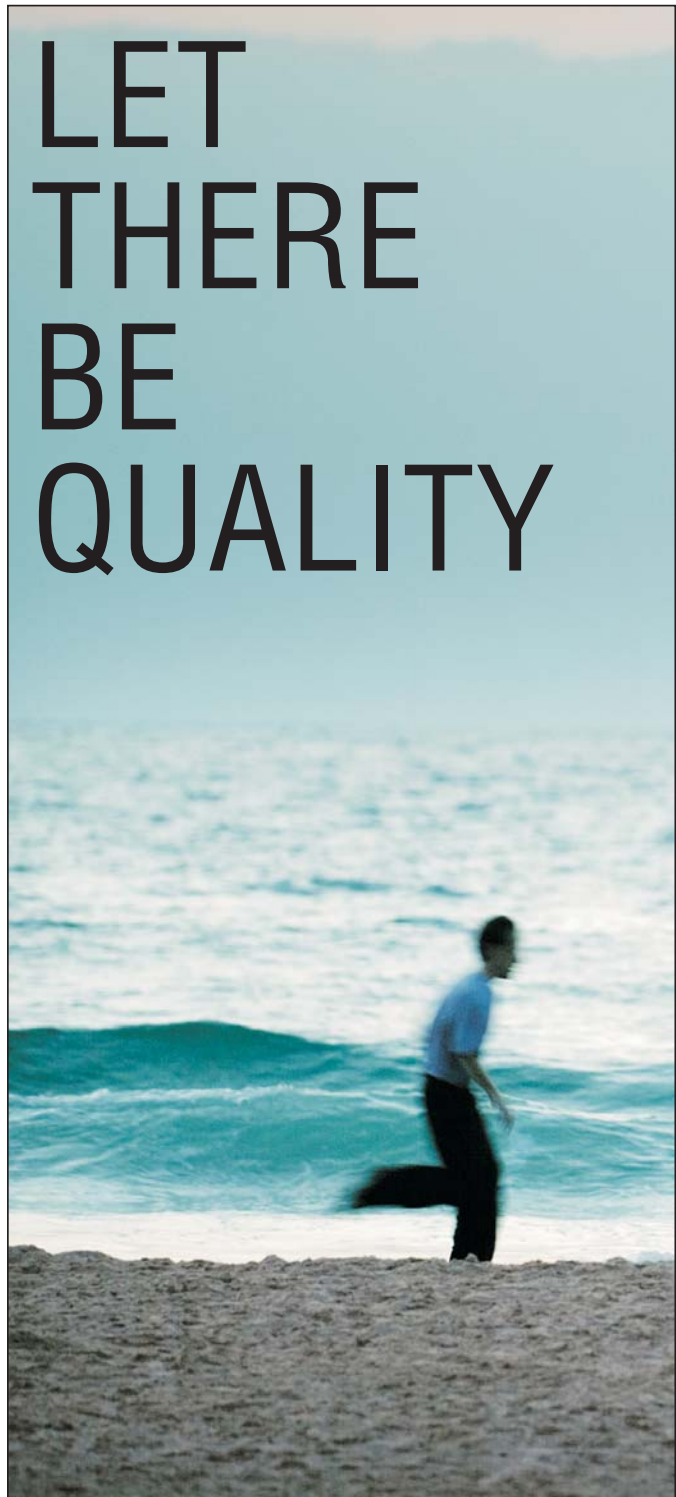
Service description

Service content and the improvement project's objectives are tailored for each customer, taking into consideration the software development, system work models, and quality assurance practices that the customer is using at the time. Generally, the service delivery consists of the following phases and tasks:

Current status and improvement planning – At the start of the commission, the current status of the customer's test process is assessed. This determines the improvement focus and helps in improvement planning. Assessment and planning can be carried out according to Qentinel's test improvement planning service, during which the organization's overall testing status is comprehensively evaluated.

Implementation and deployment – The implementation phase typically consists of one or more improvement projects, during which Qentinel's expert helps realize the planned improvements. Usually, the best results are achieved through implementation of sufficiently concrete models, which are incrementally deployed by pilot projects.

Follow-up and continuing improvement – The success and effectiveness of the implemented improvements can be assessed both by measuring the quality and performance of testing and by reassessing the actual test process. Based on any reassessment, new decisions can be taken on the targets of further development and their priority.



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.



Examples of test improvement

Well-defined quality – Repeatable methods are defined to provide project-specific quality objectives for product development, and to determine how the quality objectives and risk analysis lead to a testing strategy that guides test activities.

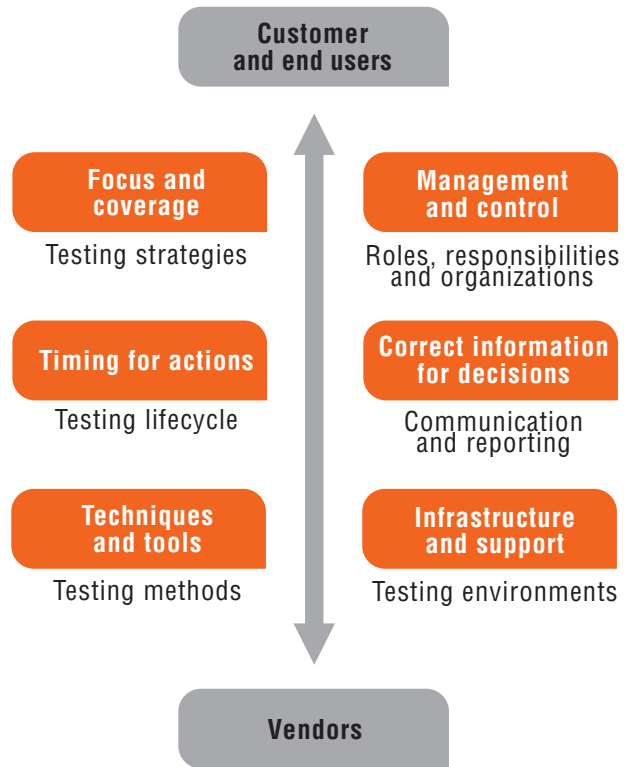
Phasing test activities – Test activities include reviews, inspections, test planning, test design and preparation, test execution, and results reporting. During a successful phasing of test activities, testing is synchronized with the lifecycle of the entire development project so that total throughput times, costs, and achieved and verifiable quality levels are in balance.

Quality of suppliers' and subcontractors' work – Uniform practices are created to define, monitor, and approve deliveries. By agreeing on working methods during the tendering phase of work outsourcing, delays can be avoided in the acceptance test phase.

Developers' quality assurance responsibilities – Practices for methodical unit testing and code reviews are created. This kind of low-level testing can quickly and cheaply prevent errors emerging.

Testing tools and automation – Automation can be used to increase the amount of testing, speed up regression testing, and relieve testing resources to focus on designing more demanding and comprehensive tests. The most important considerations when implementing automation are maintenance, careful integration into the test process, and the selection of automation targets.

Test measurement and reporting – Testing produces information on the quality level of the test target and on the testing coverage itself. This information has to be evaluated against previously set quality requirements. From the point of view of interest groups, test analysis, summaries, and recommendations based on quality requirements are more important than pure data metrics. Proper reporting practices based on metrics and other project data can bring timely transparency to the test process.



SOME TARGETS OF THE TESTING CHAIN AND IT'S DEVELOPMENT ACTIVITIES

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.

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THE ROLE OF SOFTWARE TESTING IN PRODUCING PROJECT STATUS INFORMATION