

## Governance

**According to a survey<sup>1</sup> of CIOs and IT executives, 60% of companies are focused on increasing offshore resources in an attempt to improve efficiency and cut operational costs. When you consider this alongside estimates that 70% of outsourced programmes will deliver more than three months late and with less than 85% of the original scope, it is not surprising that businesses are looking for ways to manage risk and assure programme objectives and deliverables.**

Just as business practices continually change, so applications need to continually evolve. The reliance on IT as a business enabler means that delivering IT programmes on time, to budget, to specification and to expectation is a business imperative.

Today's businesses increasingly have to work with multiple suppliers both on and offshore. To do this successfully it is critical that the 'supply chain' integrates seamlessly. Yet rigorous delivery schedules and growing levels of complexity in technology and infrastructure mean this is not easy to achieve.

Threading an independent layer of governance through the implementation life cycle can help significantly reduce the risk of failure and free up valuable management time to focus on core business issues.

As the UK's leading outsourcing organisation, Capita has years of experience in managing highly complex, business critical testing programmes on and off shore. Through our experience, we have developed a unique and proven approach to governance that assures the quality, delivery and business objectives of a testing programme are met.

### Capita's Approach

Governance is a process that establishes chains of responsibility, authority and communication as well as measurement, policy, standards and control mechanisms to enable people to carry out their roles and responsibilities<sup>2</sup>.

Like any process, good governance needs to be robust, relevant and managed. It should not however lead to bureaucracy.



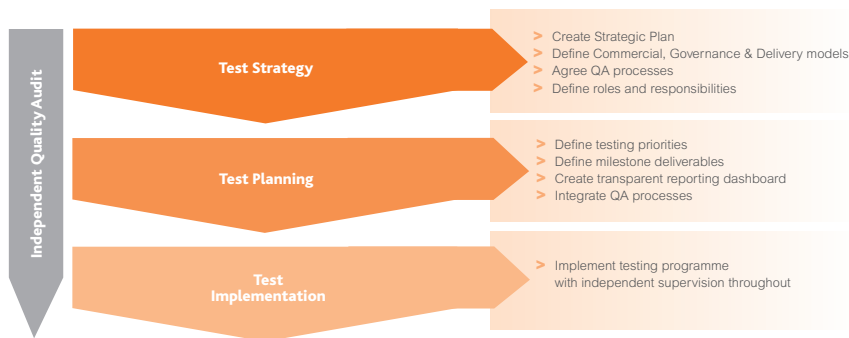
<sup>1</sup> Society for Information Management <http://www.simnet.org>

<sup>2</sup> "Operational IT governance," by Murray Cantor and John D. Sanders, The Rational Edge

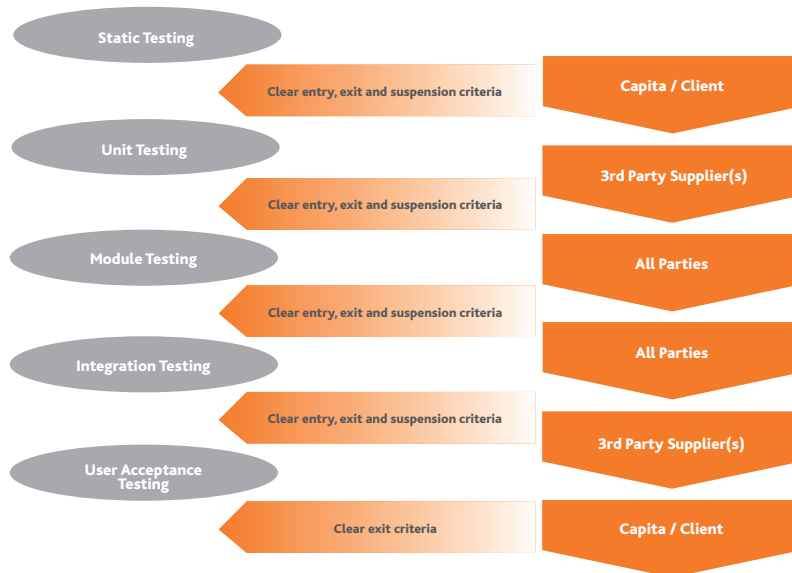
# Governance

We recognise the importance of ensuring there is a continuous connection between the business and the testing programme. We achieve this by developing a clear understanding of the business requirements of all the parties and aligning and integrating these with the test strategy, planning and implementation.

Our structured yet flexible approach to governance provides consistent management, cohesive policies, strong processes and appropriate authority levels, underpinned by independent quality audits and independent test supervision throughout, to ensure that quality always stays on track.



Our 'quality gate' engagement process ensures that at each stage of the testing programme, entry and exit criteria are agreed and appropriate quality gates are implemented to drive through excellence.



**Our proven approach, experience and capabilities will help you assure your testing programme achieves its objectives and deliverables. Working with Capita will help you:**

- Maximise the benefits of using offshore resources
- Ensure resources are optimised to improve efficiency
- Maximise the benefits of outsourcing responsibility
- Control costs and manage standards
- Increase the ultimate quality of the systems (leading to reduced support costs)
- Reduce the costs and risks associated with programme delay and poor quality
- Maximise the chances of early benefits realisation
- Minimise the risk of failure.



## About Capita Assurance and Testing

Capita Assurance and Testing is the UK's leading independent systems quality assurance and testing solutions provider. We provide the full spectrum of governance, assurance, functional and non-functional testing services. Our services help organisations at all stages of test maturity to reduce risk, optimise cost and increase efficiency and business performance across the full IT lifecycle.

As part of The Capita Group Plc, Capita Assurance and Testing combines the agility of an independent specialist with the confidence and security of a FTSE 100 company and leading UK outsourcer.

## CAPITA ASSURANCE AND TESTING

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