

Strategic Quality Consulting

In today's dynamic business environment organisations are constantly in a state of flux. The need to respond to economic, political and commercial forces is driving business to implement change. Often, a critical part of the change agenda involves software implementation. It is vital for business continuity and performance that such projects are delivered on time, within budget and to agreed expectations. For this to happen, a complete view of software quality assurance is needed from the outset.

Capita helps clients to think strategically about end-to-end software quality assurance. We start by guiding you through the process of defining and articulating your principles and policies. We then provide a step-by-step, practical and pragmatic approach to ensure these are achieved.

Our business focused solutions are based on tried and tested approaches that align with industry best-practice. Our methodology ensures these solutions are comprehensive and appropriate to your organisation and technical situation. **Our approach will help you reduce risk, optimise cost and increase efficiency and business performance.**

Strategic Quality Consulting

Our Strategic Quality Consulting service helps define and articulate the end-to-end software quality assurance process – from requirements to development, through to testing and implementation. Our approach ensures that roles and responsibilities are defined, authority is clear and problems and concerns are understood.

Our focus is to improve communication, structure and clarity throughout so projects are completed based on agreed specifications, standards, functionality and costs.

Test Strategy Definition

A test strategy lays the groundwork for an organisation's current and future testing policy. It supports the organisation's business and technology strategies and ensures the right frameworks are in place to facilitate test planning and address any issues and challenges. An effective test strategy can only be developed by understanding the business' operating and risk models, market and client context and solution requirements.

Our Test Strategy Definition service offers a holistic and systematic approach that encompasses all software quality assurance and testing activities. By considering testing priorities and objectives; resources and organisational structures; methodologies, environment and tools, our solutions help clients clarify, understand and facilitate change.

46% of application development projects fail to deliver results on-time, within budget or in scope.¹

¹ The Chaos Report by Standish Group 2007

Requirements Management

Delivering a successful software programme means, in part, delivering a solution that the business and users need. Therefore, effectively managing requirements is one of the most critical aspects of any software programme. It should form an integral part of the process throughout the programme lifecycle, clearly linking the business and user needs to what the systems team understands and delivers.

Our Requirements Management service will help you to clearly define, analyse, prioritise, agree and document the outcomes required from your project. This can then be communicated to stakeholders and also used to track progress, control scope and measure success. By helping you to identify and clarify any ambiguities, inconsistencies or incomplete aspects from the outset, our approach ensures a common understanding of requirements is shared amongst all project stakeholders. This in turn will improve the overall project quality and outcomes.

Test Process Assessment

The more complex the programme, the more likely it is to encounter some issues. Good planning and robust processes will help you avoid or minimise many of the more obvious issues such as gaps in capacity and capability, poor governance or weak software quality assurance or testing processes. So before embarking on any change initiative it is imperative to understand how things stand today.

Our Test Process Assessment service will provide an objective baseline of your current capabilities and define a high-level roadmap for the future. Our approach includes reviewing processes, assessing and evaluating the team's depth of understanding of testing and how they conform to existing process, assessing the quality of the work being conducted and alignment with future needs.

This independent and objective assessment of your current testing process will enable us to identify gaps and map current processes to industry best-practices. We will then provide you with a set of pragmatic recommendations for improvement underpinned by a realistic improvement plan.

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.

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