

## Test Planning and Management

**Today's continuously and rapidly changing business environment is causing organisations to increasingly depend on their technology investments to enable and support the business strategy. Software investments must deliver ever-higher levels of assurance and quality as well as the benefits identified in the business case.**

Good planning and management are fundamental to the success of any project. This is especially true in the case of software implementation projects where time, capabilities, bandwidth and other resources are often limited.

Capita will help you develop test plans and management processes that demonstrate how your organisation's test policy and strategy will be implemented. Working with you, our experts will establish the scope of the testing activities along with the testing objectives, risks and constraints and the availability of resources. As the project progresses, effective management will accurately measure the extent and success of the testing process. This feedback will help your business reduce risks, optimise cost, increase efficiency and drive the project to its successful completion.

### Test Estimation and Planning

Our Test Estimation and Planning service creates rigorous, robust and objective estimates for tasks and establishes integrated, practical test plans. The scope of testing activities is broken down into phases according to the software development plan and project schedule. Resource requirements and test cases are defined along with the inputs, references, expected results and acceptance criteria. The plan is reviewed prior to testing and results are evaluated against the agreed criteria once the programme begins. Our comprehensive approach will ensure you deliver your testing projects on time and within budget.

### Test Project Management

Organisations need the assurance that software has been independently verified and validated. At Capita, we believe it is important to consider the entire functionality of an application. Our Test Project Management service will critically evaluate the test conditions and cases and assess the system from a user's perspective. By analysing and challenging assumptions, risks and development considerations, we will improve the test process and identify gaps between requirements and specifications. Our approach will highlight potentially critical business issues and ensure your end users receive a high quality, fit for purpose solution.

70%<sup>1</sup> of change initiatives fail and the most common reason for failure is rooted in the management process itself.<sup>2</sup>



<sup>1</sup> <http://instituteofperformancemanagement.org/Leadership%20Development.html>

<sup>2</sup> Tilmann and Weinberger 2004

## Integrated Reporting and Test Metrics

The ability to make good decisions based on fact (objective), not conjecture (subjective) is critical to the success of any programme. Whilst data is often readily available, capturing and interpreting it can be difficult and time consuming. Presenting data in isolation and without interpretation will undermine the entire reporting and decision making process. However, translating and integrating data into meaningful information requires skill and experience.

Our Integrated Reporting and Test Metrics Service creates a highly integrated and comprehensive reporting approach to help you effectively manage your testing programme. Our GQM (Goal, Question, Metrics) methodology ensures the correct metrics are selected and captured.

We then produce a high level management overview that summaries critical success metrics such as business risk, software quality and process efficiency. Our solutions are designed to utilise existing data sources and standard MS Office products which means that implementation is 'zero cost' in terms of new software licences.

Our experience and proven approach will support your business to make the right project decisions by ensuring the right people have the right information at the right time.



## 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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