

CHALLENGE

Different organizations had their HP Quality Center projects running independent of each other, and configured separately. Projects had a different structure and were using different testing practices. In many organizations Test Management tools were not used at all.

SOLUTION

Creation of a centralized Test Management Service using HP Quality Center as a platform.

BUSINESS BENEFITS

- ☑ Centralized Test Management Service reduces the Total Cost of Ownership
- ☑ Central Test Management Development, Training and Support organizations enables the whole organization to get the best expertise available
- ☑ Master Project Template and deployment of common testing processes make testing cycles shorter and testing more effective and reliable

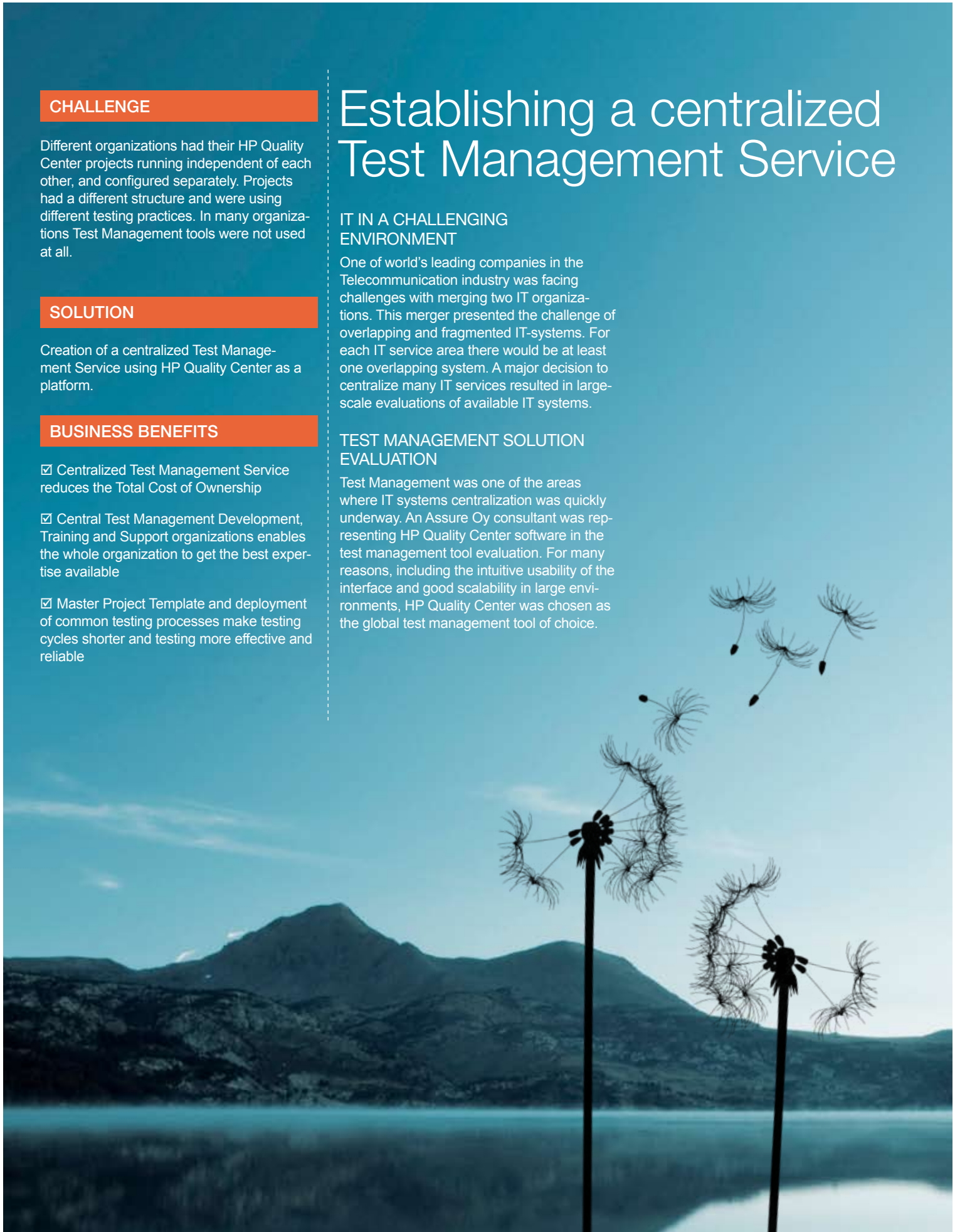
Establishing a centralized Test Management Service

IT IN A CHALLENGING ENVIRONMENT

One of world's leading companies in the Telecommunication industry was facing challenges with merging two IT organizations. This merger presented the challenge of overlapping and fragmented IT-systems. For each IT service area there would be at least one overlapping system. A major decision to centralize many IT services resulted in large-scale evaluations of available IT systems.

TEST MANAGEMENT SOLUTION EVALUATION

Test Management was one of the areas where IT systems centralization was quickly underway. An Assure Oy consultant was representing HP Quality Center software in the test management tool evaluation. For many reasons, including the intuitive usability of the interface and good scalability in large environments, HP Quality Center was chosen as the global test management tool of choice.



Building a centralized Test Management Service

Assure consultants played a key role in the planning and roll-out of the new global Test Management Service. The following Key Elements of the Test Management Service were created:

1 MASTER PROJECT TEMPLATE

Assure consultants created a harmonized project template as the basis of all new Quality Center projects created within the Test Management Service. Active discussion between business groups and test management concept owners resulted in a Master Project Template, to ensure that data in all different Quality Center projects has the same global format and can be easily utilized for enterprise reporting, integration with other systems, data sharing between Quality Center projects. A common testing process was implemented into the template, by using Assure's best practices and customizations.

2 SETTING UP THE TECHNICAL ENVIRONMENT

Assure's consultants were leading the technical infrastructure setup in the Development and Quality Assurance environments, as well as having key roles when implementing a new, enhanced Production environment setup.

3 BUILDING THE SUPPORT ORGANIZATION

To serve the technical, engineering-oriented end-users of the Test Management Service, a high standard was required from the support personnel. Assure played an important role in creating the support organization, by specifying many of the processes used, providing the administrative guidelines and continuously providing the advanced level support persons.

4 ADDRESSING THE GROWING BUSINESS NEEDS

As the user community is rapidly growing within The Company, new business needs are being recognized. There is constant demand for adapting Quality Center to match these needs. Assure consultants receive customer requirements related to Quality Center, which they then evaluate and specify. Assure's developers continuously implement new features to Quality Center based on the customer's needs. Significant annual savings are achieved by implementing enhancements that improve engineers' productivity.

5 EDUCATING THE USER COMMUNITY

Assure's experienced, HP Certified Trainers have created a customized training methodology and tailored training materials for the customer, providing testing teams the knowledge needed for their daily work. This enables end-users to be up-to-date with the latest developments and solutions built on top of Quality Center in The Company. Assure trainers deliver on-site, class-room trainings in all of The Company's global locations.

Towards a Quality Center of Excellence

In order to achieve significant savings and to get a return on investment for the Test Management Service, Quality Center must be deployed to all business organizations in The Company. Assure Oy provides the expertise and manpower to deploy Quality Center in all global business organizations by taking the lead in deployment projects and providing tailor-made end-user training courses and training materials. With each deployment cycle, the Test Management Service reaches a higher level of maturity, aiming for a true Quality Center of Excellence.

Business outcomes

Merging the fragmented Test Management systems across the IT organization and creating a centralized Test Management Service reduced the Total Cost of Ownership. Running the Test Management as a centralized service enabled the creation of training and support organizations as well as a continuous development process that constantly receives customer needs and delivers them to the customer as customizations and enhancements.

Moving to a centralized Test Management Service enabled the creation of a Master Project Template and the deployment of a common testing process. These key elements made testing cycles shorter and made testing more effective and reliable.

Choosing HP Quality Center as the platform for the Test Management Service and having Assure Oy as a long term partner results in significant benefits.