

# SDT Partners with IT Transformation Executive to Create Software Testing Centers of Excellence



## Situation Analysis

Rebecca (Becky) Wanta, CEO & President of RSW1C, is an experienced IT Transformation Senior Executive with CIO appointments and consulting experience with Fortune 50/100 firms, such as PepsiCo, Target, Best Buy, Caterpillar, DuPont, 3M, Cargill, GE, P&G, KLA-TenCor, McKesson, Miller Brewing Co., State Compensation Insurance Fund, etc.

Becky's CIO appointments focus on the design, development and implementation of a multi-year technology strategy aimed at transforming IT into a Quality Service Provider. When IT Transformations require Software Test Transformation, Becky reaches out to partner with SDT. SDT has worked closely with Becky to Transform Testing at PepsiCo, Wells Fargo, Southwest Airlines, State Compensation Insurance Fund, and WellPoint.

Becky partners with Software Development Technologies (SDT), a recognized world-class expert in software testing, to provide the leadership and required intellectual property to architect and accelerate the implementation of the Enterprise Software Test Center of Excellence (CoE) to professionalize testing, standardize roles, tools, metrics, labs, and processes, centralize key expertise, and improve coordination of testing across projects and locations, onshore and offshore. Included is the delivery of an enterprise-wide testing facility to host shared environments for application readiness testing, to validate functionality and performance prior to introducing a new application or significant change into the production environment. Implementation, validation and refinement of the Test CoE is performed using client's application projects, with SDT consultants working side by side with client testers providing mentoring and training as needed.

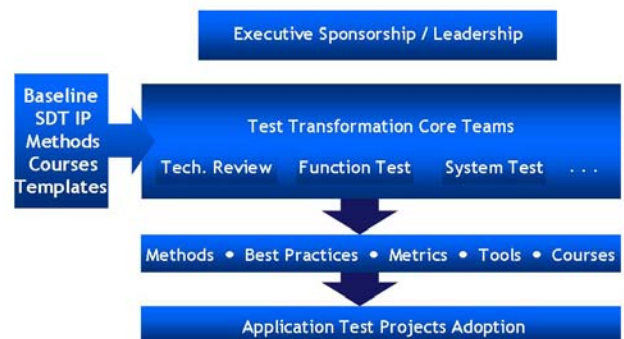
Becky's transformation strategies embody both organizational and architectural aspects to ensure the right technology core foundation (Enterprise Services Oriented Architecture and Technology Refresh Strategy, Cloud Computing, Web 2.0/3.0 Social Networking, etc.) is in place as well as up-skilling/re-skilling/right-skilling the talent to enable the business resiliency and agility essential for companies to continue to thrive in their current markets as well as to potentially expand into new markets. SDT architects proven test design and automation frameworks that effectively test all required technology core foundation types, and works closely with the client to provide test job descriptions and a mentoring and training program to provide the right skills for testers. SDT's support of projects includes providing onshore and offshore resources for project leadership, test design and automation, function testing, performance testing, system testing, mentoring, skills enhancement, etc.

## Test Assessment Completed - Goals and Roadmap Established

Working closely with the IT Leadership Team, SDT conducts an evaluation of the software development and testing processes, organization and technologies. The resulting outcome is a roadmap to reach a series of key goals, which include:

- A systematic defined testing process across the IT development and deployment life cycle.
- The creation of a dynamic (flexible) methodology for managing the test environment.

### Software Test Transformation Approach



- A test design and automation framework that is responsive to the iterative development process and time-to-deployment goals.
- Implementation, validation and refinement of the Test CoE using the client's application projects.
- Standardization of processes and dashboards for documentation and formalization of error tracking.
- Establishment of automated test regression libraries to increase productivity.
- Effective knowledge transfer (mentoring, coaching, and training) and the ability to be self-sufficient running the test center.
- Emphasis on test design in order to create effective test cases and achieve increasing degrees of test coverage.

## Roadmap implemented - Testing CoE Successfully Deployed

SDT continues its defined plan by implementing the pre-defined and customizable SDT Software Testing in the Real World™ comprehensive Baseline Test Methodology and Baseline Test Course Set intellectual property including technical review & inspection for early defect detection, and unit, integration, function, system, and user acceptance test. Additionally, SDT provides proven, ready-for-delivery (or customization) training for all aspects of testing and professional engineering services for the customization and implementation of a Client-specific Test Architecture, Strategy and set of Test Methods. Another key is the implementation of a set of Test Automation Tools and approaches to support the Test Labs, as well as the definition of job roles and appropriate mentoring.

## Results Achieved

- Improved delivered **application quality**; increased **user / customer satisfaction**; reduction in the cost of application development, **quality driven earlier in the life cycle**.
- A **centralized, consistent roles-based testing organization** (including test architects, designers, automation engineers, test executors and managers) established with the right onshore / offshore model, yielding improved coverage and testing throughout the life cycle.
- **Training and mentoring of key personnel** in their specific roles using an efficient testing process.
- Deployment of an **integrated, automated testing solution**.
- Implementation of a **new test environment**.
- **Application Test Projects** are being efficiently processed through the Enterprise Test CoE.

The CIO now has confidence that existing and new IT projects will be deployed with high quality, fewer post-release defects, and the knowledge that investments have quickly demonstrated a significant return.

### Executive Sponsor summarized SDT's performance as follows:

*"As an IT Transformation Executive, my Software Testing Partner decision is critical – I trust SDT to deliver the right senior consultants and test project teams. With Software Development Technologies' proven intellectual property and experienced consultants, we rapidly developed and implemented a clear strategy and automation framework that is efficient and repeatable. Using SDT's testing approach, there is now a centralized infrastructure to rapidly test and deploy our highly customizable global systems - this will greatly reduce our manual testing workload and maintenance costs. SDT has implemented practical solutions, which build on and improve our existing infrastructure both onshore and offshore, while implementing new approaches that streamline our processes. The resulting lower costs, higher quality and strong teamwork provide the right return on investment with the right projects being processed the right way through the Test CoE."*

— Becky Wanta, **Chief Information Officer**