



Predictable Quality through Independent Testing  
Quality & Test Consulting - Testing Business Unit

- Quality Management Overview

2011

Validate contingency and risk mitigation

Develop the metrics required  
To satisfy business objectives

Justify investments with a  
quantified business case

Alignment of business goals  
& quality objectives





## Objectives:

- Enable consistent execution to produce reliable, predictable level of quality
- Maximizing the value of investments in the delivery of software products
- Enable leadership to objectively measure the success and continuous benefits from the investments in quality
- Tailored incremental improvement plan to ensure continued realization of benefits

## Benefits:

- Quantified risk & impacts to quality & testing
- Accelerated realization of efficiencies & optimized resources
- Quantified, measurable and actionable results

## Initiate

- Establish Contact - Project Sponsor
- Understand business goals & objectives
- Establish the expectations and success criteria
- Identify key team members
- Share & discuss assessment questionnaires

## Discover

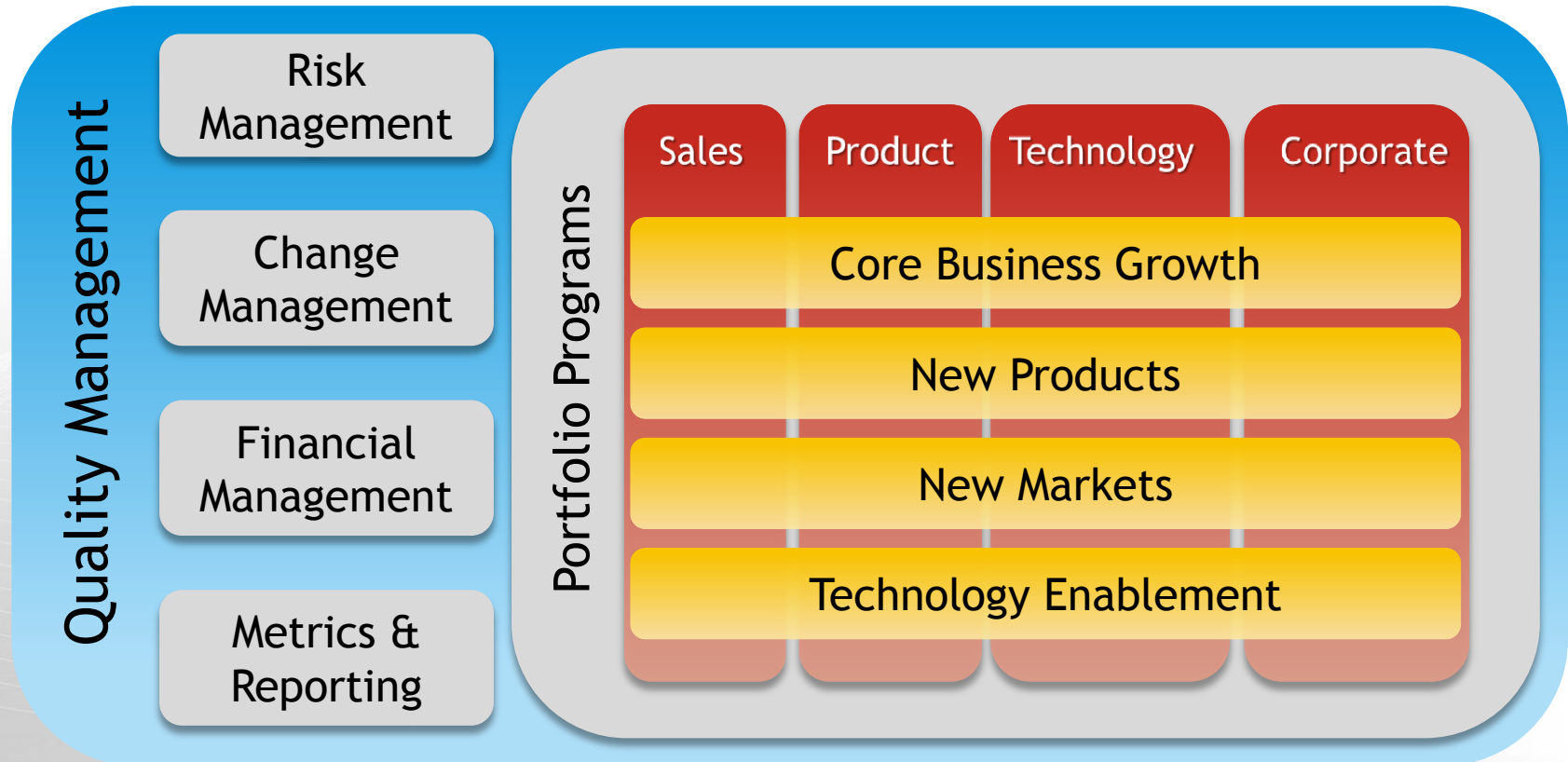
- Current SDLC methodologies being deployed
- Organization and governance structure
- Assess maturity level across people, process & technology
- Gaps & Risks
- Baselines, Benchmarks and Metrics in support of the business

## Define

- Alignment of business goals, quality dimensions & testing
- Risks in terms of probability & impact facing organization
- Metrics and KPIs
- Framework for incremental improvement

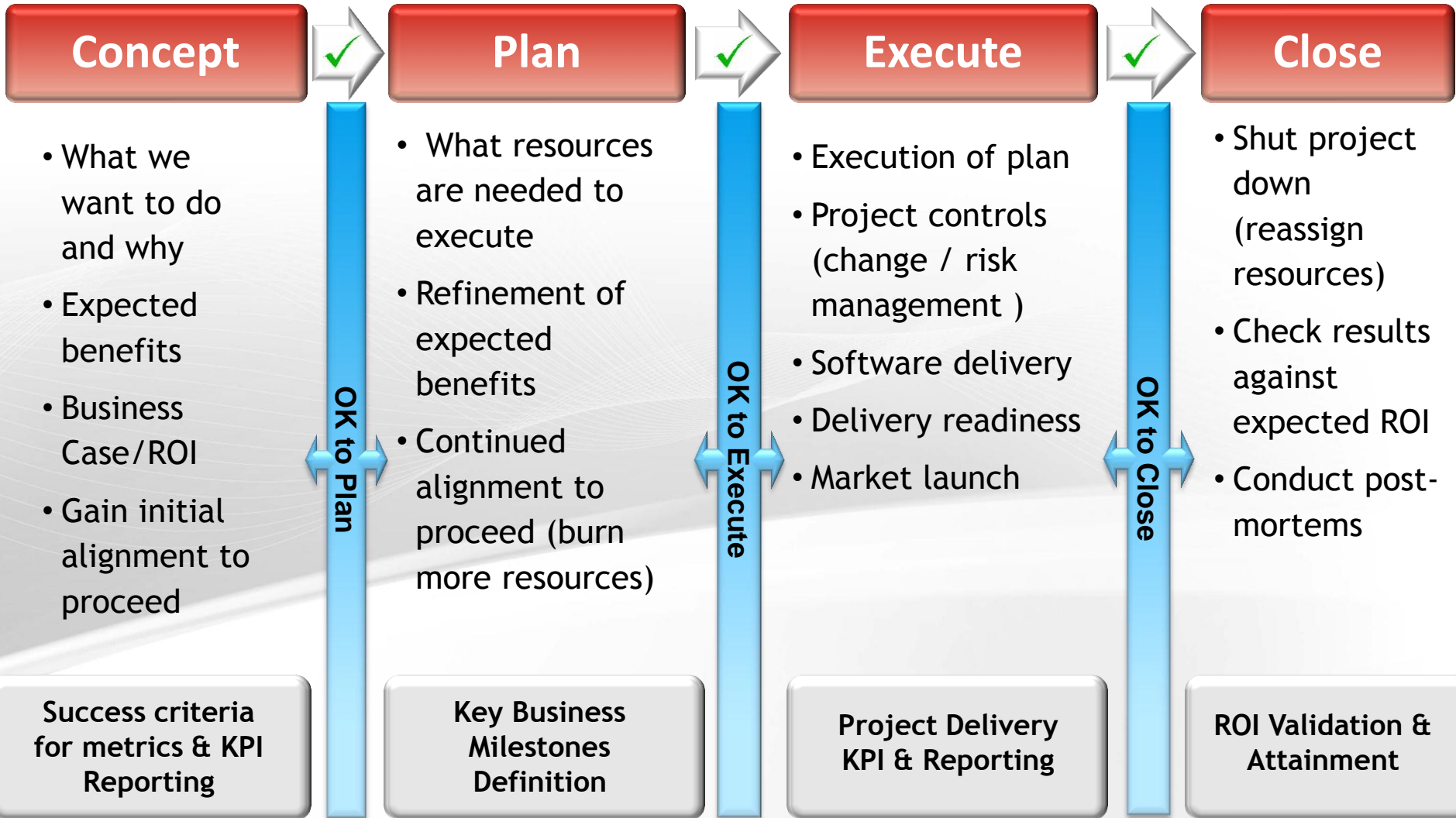
## Closure

- Review and Finalize the Gap Analysis & Recommendation Report
  - Governance
  - People
  - Process
  - Technology
- Articulated return on quality investments
- Incremental Improvement Plan

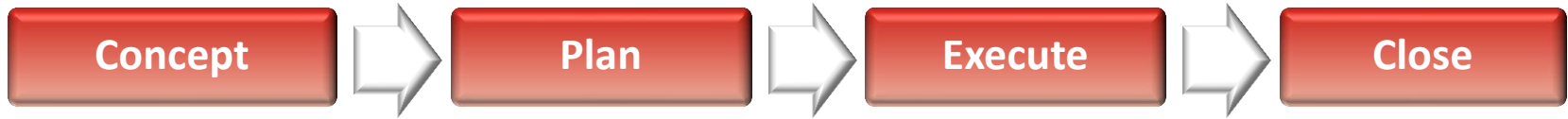


Horizontal alignment through program based goals  
Accountability through program teams  
Quantified business performance indicators  
Change management through directing controls

# Tracking Delivery and Measuring the Value

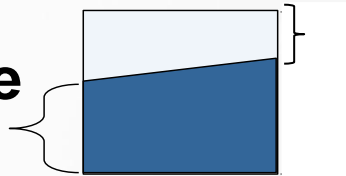


# Details supporting the delivery



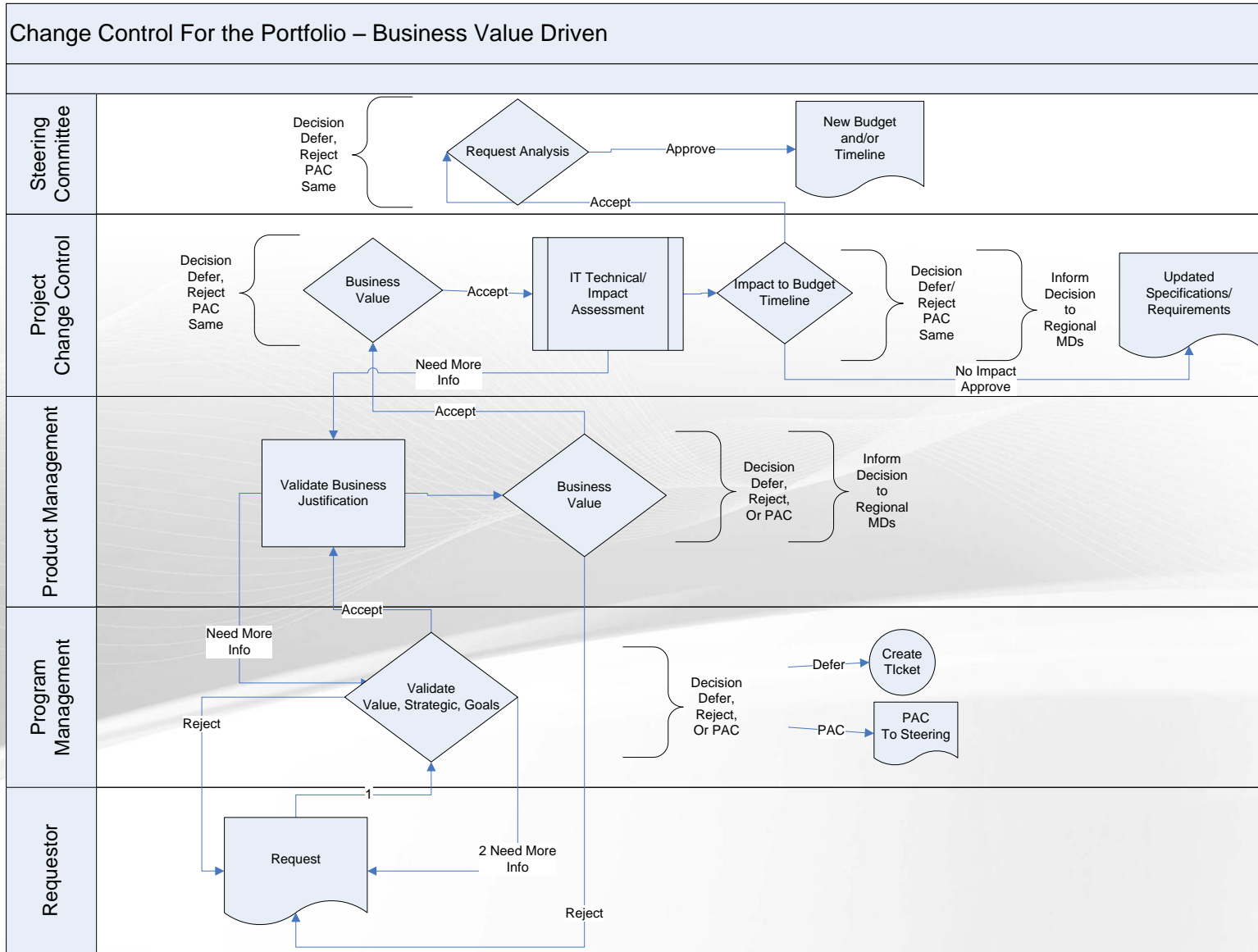
Goals	Definition	Delivery	Business Benefits
Objectives	Success Criteria	Functional Plan & Schedule	Analysis of data & success criteria
Business Case	Budget	Status Reporting	Root Cause Analysis
Strategy	Organization – Roles & Responsibilities	Documentation & Artifacts	Process Improvements
Roadmap	Project Plan & Milestones	Metrics	
Costs	Governance	Product Management & Marketing	
Timing	Operational SOPs	Customer Support	
		Services & Operations	

**Confidence Level**



**Resource Usage**

# Change Management - Guided by Business Value

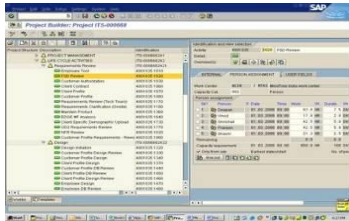


# Delivery Enablers & Accelerators



## Tools used in Delivery Lifecycle

### Project Planning Tools

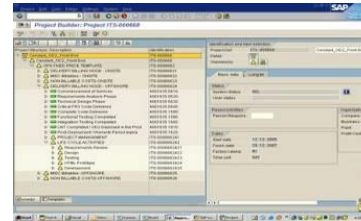


MPower - Project planning

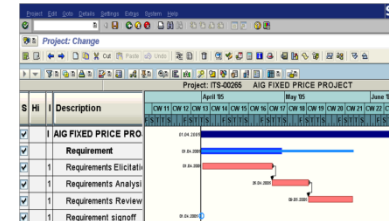
### Project Tracking and Reporting



Monitoring Dashboard

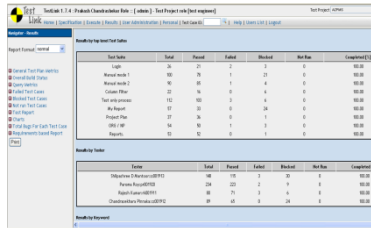


MPower - Resource and effort tracking



ProTrack - Schedule tracking

### Test Management and Defect Tracking



Testlink - Test management



RADAR

### Code Quality - Analysis tool

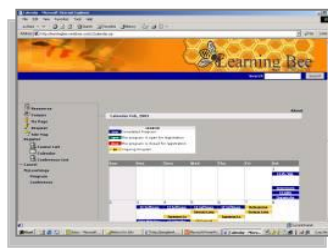


CodeX Ray - Static code analysis

## Tools used for Knowledge Management



ProcessNet



LearningBee



KnowledgeNet



Konnect - Documents Sharing





## Proven

- Track record of Successful Consulting Engagements
- Customizable solutions
- Quantifiable Returns

## Objective

- Focus on business and quality goals balanced by risk
- Assessments & GAPs will be objective
- Recommendations will be actionable

## Measurable Benefits

- Increased Application Performance, Reliability and Predictability
- Increased Customer Satisfaction
- Reduced legal exposure



**Our Mission**

**Successful Customers**

**Happy People**

**Innovative Solutions**

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