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Case study: New POS Rollout for a Systems Integrator

Key Challenges

- Replacing an obsolete retail Back Office, Head Office and Point of Sale System that was to be rolled out across Poland and the Netherlands and then a number of additional countries by a trio of integrators on behalf of a major Petroleum company, none of the integrators had mature or dedicated testers or business analysts, or believed they needed them.
- As far as QA was concerned they were completely green field
 - Poorly documented Excel based requirements with no traceability
 - No tooling to facilitate a single view of the development and test progress
 - No test assets at all
 - No clear vision of what was required to be tested by whom and in what order

Key Requirements for SQA

- Create a Programme Specific Test Strategy, Policies and Procedures
- Create, Manage and Deploy a Programme Specific Test Approach underpinned by an MPP
- Setup and manage the end clients test management tool of choice
- Upskill internal graduate resources teaching them how to document requirements, create and execute test scripts, raise defects and adhere to quality gates
- Create and Manage Test Environments
- Augment Test Team with QA SME's on a build Operate and Transfer Model
- Manage all Phases of Testing

Solution Provided

- Test Strategy and Approach created denoting accountability and responsibility targeting, Unit and Component Integration , Vendor Integration Test, Product Testing, Smoke / Link Testing, System Integration Testing, Non Functional Testing,

Security & Penetration Testing, Operational Acceptance Testing, User Acceptance Testing, Business Process Testing, Cut-Over Testing and Certification Testing

- Microsoft Project Plan Created to underpin all test phases across both countries
- Customised ALM Test Management Framework Created
- Requirements static tested, re-engineered and uploaded into ALM
- Requirement relationship linked to Aid Impact Analysis
- Multiple workshops conducted to educate resources how to construct modular reusable test scripts, e.g., Login, Navigation, Function – Thread together to exercise business process
- Estimation Models Created
- Client resources trained and supported in correctly and fully utilising all of ALM's features
- Resources from SQA Consulting Mobilised to own and lead multiple test phases
- Continuous client resource mentoring and support throughout the programme lifecycle
- Real-Time MI providing a single view of Overall / Test Phase Coverage, Defect Density, Daily Targets and Achievements
- Interviewed new client hires for permanent roles within the test team
- Self sustainable test teams created

Key Benefits Delivered

- Career testers created within client environment
- Accurate test estimates can be created relating to Business, Functional and Technical Requirements
- Uniform Test Processes continuously improved via lessons learned to support new projects
- Resources can now be seconded to support test phases irrespective of country or client
- Self-Creating MPP's via Test Management Software
- Automatic creation of daily execution targets
- Able to conduct true risk-based regression based on impact analysis
- Test asset re-use between phases and across projects
- Single Real-Time View of Test Phase or project can be ascertained on demand
- 30% Change Request Reduction due to continuous static analysis
- Measurable cost savings through reduced collateral damage and script execution times
- Defect Trending has improved coding
- Comprehensive test creation capability legacy
- Client recognises trust is not a substitute for testing
- Client is now increasing permanent test staff
- There is a benchmark in place to measure quality improvements