

TESTING

WHY IS IT SO IMPORTANT?



Our clients deliver industry leading services to millions of customers globally, critical to their success is the quality of the systems that underpin their services. As the complexity of the systems and their technical landscape increase, robust testing is a must to realise business benefits and maintain customer satisfaction.

Adopting an agile 'fix on failure approach' to testing reduces initial implementation costs and shaves time off delivery but it does not always deliver the desired results, leaving customers exposed to unnecessary levels of risk, increased operational costs and ongoing customer experience challenges.

We, at Sagacity, believe that a thorough, defined and structured approach to testing is critical to assuring the functionality, performance and security required to deliver robust systems changes that meet our clients' high standards.

The impact of getting it wrong

When new systems or large system changes are introduced to organisations, prior to software being released into production, the only gauge (other than the developer's word) that the software is of the quality necessary to fulfil its requirements is the robustness and success of the test phase. Once the code is exposed to real world use, there is no guarantee that any untested aspects will work as planned. Hidden defects may impact functionality, user experience and business critical processes resulting in frustration, change requests and spiralling costs.

The implications of releasing inadequately tested solutions can be far reaching and costly:

- Degradation in customers' services leading to additional strain on front line teams, reduced customer satisfaction and increased costs to serve, ultimately resulting in loss of revenue
- Reduced business capabilities impacting new functionality, automated processes and internal use resulting in loss of innovation
- Poor user experience resulting in poor adoption and inefficient ways of working leading to lost business benefits
- Poor systems performance and instability leading to loss of confidence, lack of adoption and slower processing times driving increased operational costs, poor user satisfaction and eroded business benefit
- Increased risk of security threat, which if realised, leads to significant customer impacts, reputational damage and regulatory non-compliance resulting in fines, irreparable business damage and significant loss of revenue

Best in class approach to testing

To ensure that the software is delivered to the highest standard, Sagacity follows a structured approach to testing. Using our proven methodologies, we work with our clients to assess the scope of their changes and define a test approach that minimises risk.

The approach provides the framework against which the test phase is based and ensures that testing is focused, proportionate and aligns with the timelines and wider objectives of the project.



Types of testing to be performed



Timelines



Roles and Responsibilities



Approach to test preparation



Test execution process



Fault logging, diagnostics and resolution



Risk management



Exit criteria

Our approach to testing focuses on the mitigation of risk to deliver the software in line with the agreed requirements using a structured methodical approach. We appreciate that our clients like to 'play' with the systems so we also plan in an element of exploratory testing however, this is not at the detriment of the end to end coverage agreed as part of the planning activities.

As part of our approach, risks are identified up-front and action plans put in place to mitigate them from the start, ensuring prompt resolution.

As with all large changes, 'bumps in the road' are inevitable, slowing progress and causing small diversions. If they are not addressed as soon as possible they can quickly derail progress. Our approach ensures that as soon as these 'bumps in the road' appear we understand why they have happened, assess the impact of the problem, explore potential solutions and rapidly agree a plan for fixing them.

We believe in full transparency and client engagement, with daily reporting delivered during the testing phase which is used as a mechanism for ensuring everybody is aligned, progress is made in accordance with the plan and issues are identified and addressed in a timely manner.

A Test Summary Report is issued upon the completion of testing which includes:



A summary of the test activities



Test results



Summary of defects



Handover of activities for knowledge transfer

We also ensure that lessons learned are documented and shared as part of our end of testing activities which highlights what we have learnt, and any difficulties identified along the way so that mechanisms can be put in place to overcome these issues should they re-occur.

We'd love to discuss how we can help you leverage our testing expertise to maximise the business benefits of your transformation activities.