



Quality Management Improvement for Testing Platforms

EMC Consulting provides best-of-breed solutions to your business challenges. Combining expertise in enterprise program management with knowledge of technology and industry issues, we help companies align technology with business goals and achieve program objectives.

Challenge

Whether the end goal is streamlined business processes, improved customer service, or new market entrance, the successful deployment of new applications is often on the critical path to business success. New application deployments are complex initiatives, often involving multiple internal and external organizations as well as long timelines. Over the course of time, objectives may shift, players may change, and new technical challenges may emerge. In addition to managing the technical aspects of the application design and deployment, IT organizations must align goals, track progress, and ensure quality outcomes to manage business risk.

One financial services firm embarked on a project to deploy new financial advisor (FA) workstations which integrated software from multiple vendors. When ownership of the project changed midway through the initiative, the executive team recognized that several risks plagued the initiative:

- Lack of an integrated test plan meant that quality assurance efforts were being conducted in organizational silos, placing the whole integration effort at risk.
- There was no commonly accepted standard applied in determining when software would be ready for use.
- Progress and risk-tracking across the initiative was not coordinated.
- There was confusion regarding how go/no-go decisions were being made.

The firm engaged EMC® Consulting to develop an end-to-end process which ensured quality, tracked progress, and mitigated risks.

Solution

The EMC Consulting team took a three-pronged approach to the firm's problem, addressing test management, functional certification, and metrics.

- EMC dedicated a test management team to coordinate all of the program's testing efforts from development certification through user acceptance testing. The team worked closely with the internal and external development and testing groups, proactively facilitating and driving issue and defect resolution to enable the initiative to progress.
- EMC provided functional certification test teams for the major components of the initiative to allow third-party certification of some of the platform's key software components.
- EMC developed a daily executive dashboard which provided quantitative metrics and qualitative status regarding test phase readiness, test execution, defect details, trends, retest and remediation success and closure rates. The dashboard provided visibility into progress and risks across the program for each of the applications.
- Using the dashboard, senior management was able to determine, in real time, whether the progress-to-goal was being maintained or whether modifications were necessary to meet requirements. Trend data informed decisions regarding software release cycles and their impact on eventual deployment.

Result

The EMC engagement enabled the FA workstation initiative to meet its key milestones. The company was able to deploy to its initial pilot with a level of predictability, high quality, and an understanding of the key issues which allowed both the technology and business groups to better manage the user community's acceptance of the new workstation.

Following the engagement, the firm deployed the same test management team approach, processes, and executive dashboard in other initiatives to improve their testing and quality assurance processes.



EMC Corporation
Hopkinton
Massachusetts
01748-9103
1-508-435-1000
In North America 1-866-464-7381
www.EMC.com

Take the next step

For more information, contact your local EMC representative, call us at 1-866-464-7381, or visit our website at www.EMC.com/consulting.