



Case Study

TEKsystems' flexible and scaleable QA & Testing services help a client grow its QA proficiency

Client:

Education services support organization

Industry:

Commercial Nonphysical Research
Business Consulting
Educational Support Services

Service Offering:

Global Services

Application Services
- QA & Testing



The Situation: In 2002 a leading global education services non-profit organization broadened its product suite to offer additional educational testing and education services designed to meet regulatory and market-driven initiatives. At the same time, the organization embarked on an aggressive campaign to achieve Capability Maturity Model (CMM) Level 2 status. These two initiatives challenged the existing Quality Assurance (QA) department.

The Challenge: As an organization seeking to advance its IT proficiency, the client needed a vendor with expertise implementing industry best practices while providing supplemental QA and testing services. The client needed immediate assistance to meet deadlines resulting from the new products and expected similar workload peaks in the future.

The Response: TEKsystems® implemented a flexible and scaleable solution to meet the client's fluctuating needs. TEKsystems' Office of QA (OQA) managed the services and provided strategic consulting, delivery assurance, and application of TEKsystems' best practices. The OQA used a customized version of TEKsystems' proprietary Progressive-V methodology to meet the client's process standards. Based on industry-standard software development lifecycle QA and testing methods, the Progressive-V methodology is comprised of modules containing completely customizable practices, procedures, utilities, templates, and usability models. TEKsystems augmented the modules implemented with various industry tool sets to centralize data, automate common tasks, and expedite reporting.

The initial engagement included testing services for a K-12 project caused by the State of California's "No Child Left Behind" campaign. TEKsystems dedicated a team of one QA lead and seven QA analysts, who provided managed test planning, design, development, and execution. TEKsystems has since provided managed services for a variety of systems and applications, including a QA of the client's first multi-national internet-based solution and a QA of a critical PeopleSoft® implementation and upgrade. These services include the following:

- Project-based QA services
- Test automation services
- Performance testing services
- Manual regression testing services
- QA and CMM Level 2 assessment



By monitoring project pipelines and collaborate on the resource allocation strategy, TEKsystems proactively planned the team sizes and composition. TEKsystems developed a project team specific to each initiative, but has also allocated additional resources to projects during unexpected "crunch times." Depending on project requirements, TEKsystems' project teams have been located either on the client's site or off-site at TEKsystems' QA Center of Excellence, a secure test lab facility in Philadelphia. The OQA meets regularly with the client's QA and IT leadership and offers strategic consulting based on TEKsystems' team experiences "on the ground."

TEKsystems' solution provides ongoing support to the client's efforts to achieve CMM Level 2 status. As part of this support, TEKsystems performed a QA and CMM assessment. After conducting an exhaustive assessment of the client's operations as they applied to CMM Level 2 Key Process Areas (KPA's), TEKsystems' process consultants developed a QA roadmap that provided short-, mid-, and long-term goals. These goals addressed quality issues in the areas of people, process, and technology.

The Result: TEKsystems' QA and CMM Level 2 Assessment optimized the client's process improvement efforts. The assessment redirected the organization's focus to the root cause of issues impairing its ability to release quality software that supported the business initiatives.

Since 2003, TEKsystems has supported initiatives for K-12, PeopleSoft, automation, performance testing, process improvement, and cost reduction. For each project, TEKsystems has provided a predictable and cost-effective price model: time and material rates tied to a cost-containment service level agreement. The following are just a few examples of project-specific results:

- Despite an increase in scope, TEKsystems' reduced by 50% the team performing QA services on the PeopleSoft Thrive project through improved test documentation, cross training, automation and a prioritized risk-based approach.
- TEKsystems' Fit-to-Need resource model saves the client 15-30% per resource by introducing junior roles to mature projects.
- TEKsystems' off-site facilities allow the client to supplement its QA team without incurring additional infrastructure costs.

The Technology: TEKsystems uses the following QA and testing applications to provide the described services:

- Borland® SilkTest® (Test Automation)
- Borland® SilkPerformer® (Performance Testing)
- Serena® Dimensions® (Defect Tracking)