

Centralized Testing and Setup of QA

Leading middle-east retail bank



100%

efficiency with test process consulting

- Set-up of centralized QA hub
- Designing of test process framework

Challenge

- Legacy prone processes towards managing test-suites
- Retrieval of test cases from test packs was very difficult
- Ad-hoc testing processes
- No proper documentation available around existing test approaches and processes
- Backlog of testing issues

Solution

- Analysed current processes and defined To-Be processes
- Set-up a centralized QA hub for catering current and future IT transformation and business-as-usual (BAU) projects
- Designed a test process framework which included
 - Better test policy, process, KPI's, templates, change management
 - Automation possibilities for functional, performance and test management
 - Periodic auditing of processes and identify areas for continuous improvement

Results

- Significant improvement in test pack and test artefacts storage and retrieval
- Smoother resource transitions and gentler learning curves, thereby causing fewer disruptions to test execution
- Clear test practice (BAU and Transformations), with designated responsibilities seen to result in better control of testing efforts and marked improvement in the quality of testing