

# SQS PractiQ – HealthCheck

Cologne, March 2009

# Agenda

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- Need for IT project improvement
- Making IT projects more efficient
- HealthCheck: Our solution in detail
- SQS Group



## Testing quality is put in focus in 2009.



**Within the industry in 2009 there is a major drive to increase the testing focus and quality. Business drivers:**

- “60% of IT Projects fail to meet objectives” – Gartner
- “90% of IT Projects delivered late” – Aberdeen
- “50% of IT Projects delivered over budget” – Gartner
- “40% of problems are found by end users” – Gartner
- “50% of projects get rolled back” – Gartner
- “44% of Software Projects are too expensive” – Standish Group
- “7x more expensive to fix issues found in production” – Carnegie-Mellon

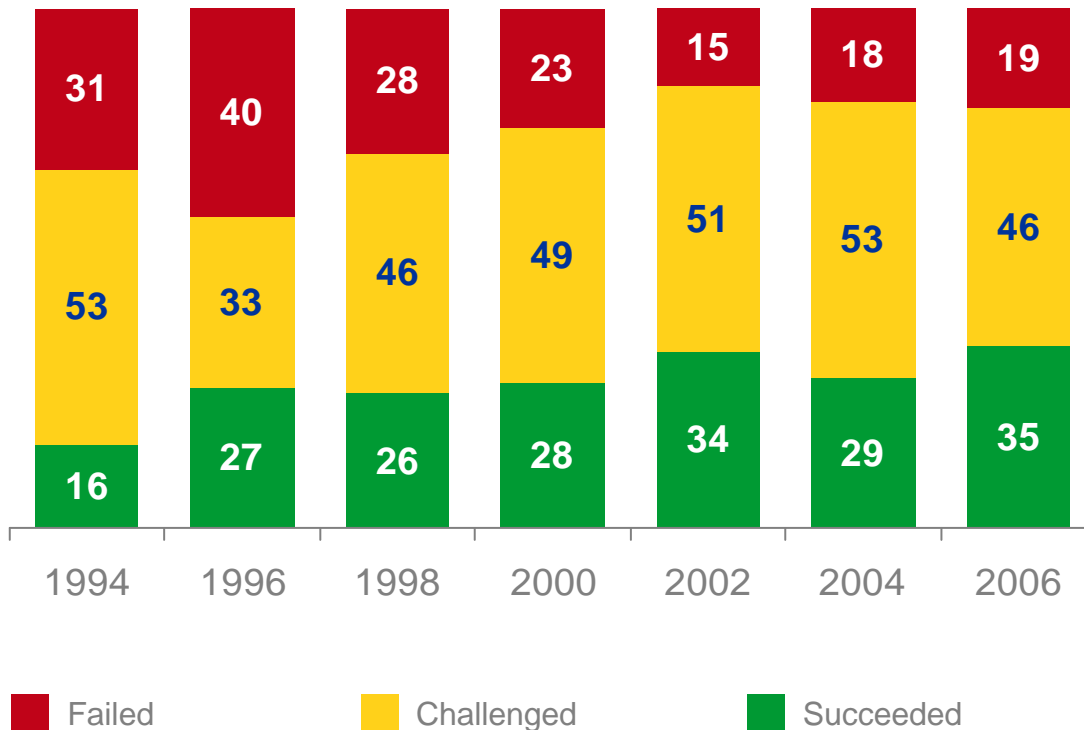
# Need for IT project improvement

## Project failure rates are too high.



### Global study on success rate of IT projects\*

(in per cent)



#### Why projects fail:\*\*

1. Incomplete requirements
2. Lack of user involvement
3. Unrealistic customer expectations
4. Changing requirements and specifications
5. No longer need the capabilities required

\* Standish Group Study 1994–2006  
\*\* CHAOS report '95, Standish Group

# Testing deficiencies have an impact on the company's market position.



## Consequences

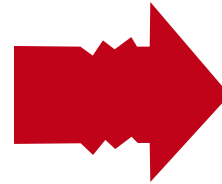
Symptoms	IT Consequence	Business Impact	Market Impact
<ul style="list-style-type: none"><li>■ Business lacks confidence in Testing</li><li>■ Releases are always late</li><li>■ High volume of defects late on in test</li><li>■ Lack of visibility of test progress</li><li>■ Constantly changing requirements</li><li>■ Poor defect clearance rates</li><li>■ Testing takes “too long”</li><li>■ Team constantly “fire-fighting”</li></ul>	<ul style="list-style-type: none"><li>■ The delivery is late</li><li>■ Programme over budget</li><li>■ Lack of confidence in code quality</li><li>■ Poor team morale</li><li>■ Extended working hours</li><li>■ Defects expensive and time consuming to fix</li><li>■ No bonus</li><li>■ Staff retention problems</li></ul>	<ul style="list-style-type: none"><li>■ Product late to market</li><li>■ Loss of competitive advantage</li><li>■ Loss of revenue</li><li>■ Loss of customer confidence</li><li>■ Potential loss of customers</li><li>■ Stakeholder dissolutionment</li></ul>	<ul style="list-style-type: none"><li>■ Disaffected customers</li><li>■ Loss of competitive advantage</li><li>■ Loss of revenue</li></ul>

# A pragmatic solution for testing is the best answer to business pressures and project failures.



## Business Pressures 2009

- “You need to reduce testing costs”
- “You need to improve quality to retain customers”
- “You need to test more with no additional resource”
- “We are not interested in maturity levels”
- “Any investment needs immediate ROI”



## Your questions

- How can I reduce the cost of my test effort to save money?
- How can I improve my test effort to deliver better quality ?
- How can I increase the scope of my testing without increasing the costs ?
- How can I find improvement ideas without a large formal assessment ?



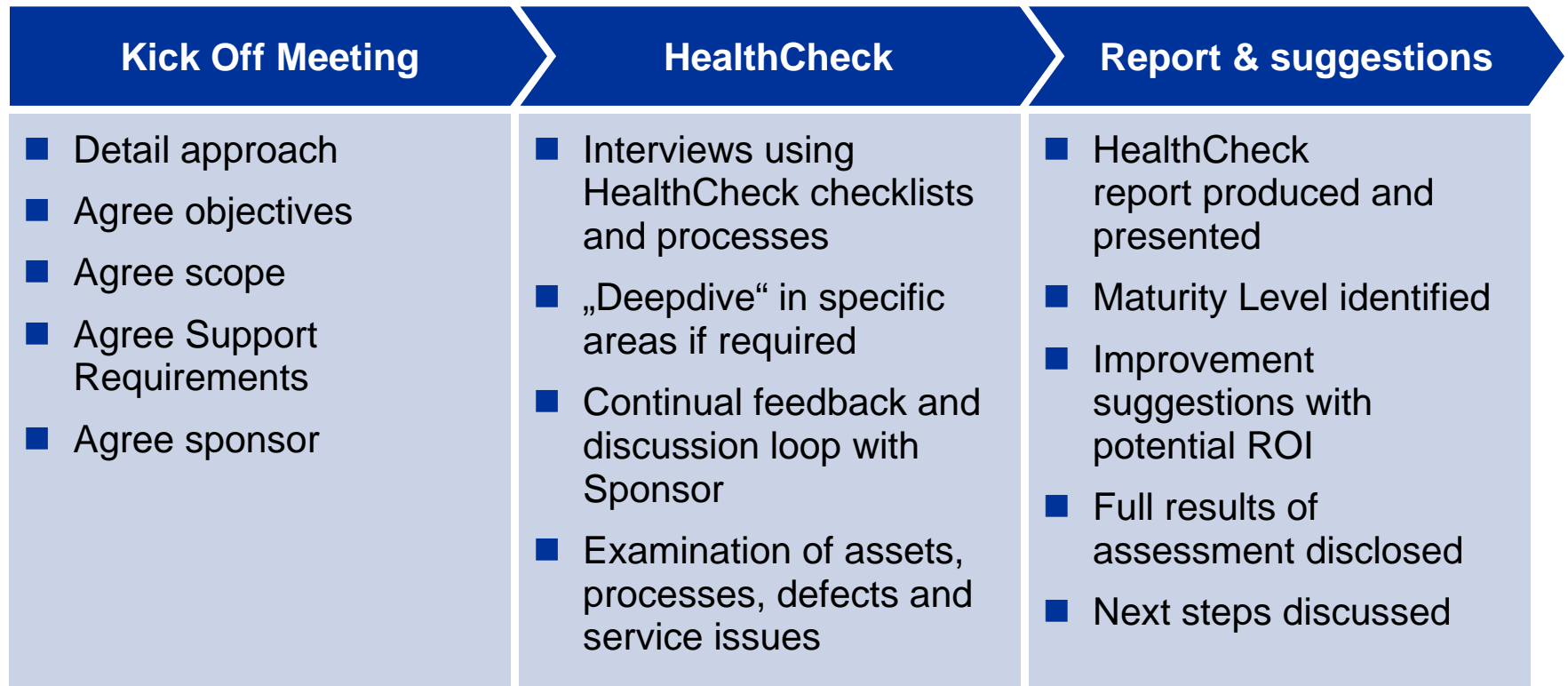
**SQS HealthCheck**



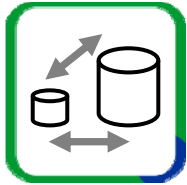
Measurement of current test processes	Pragmatic solutions to help improve test efficiency and effectiveness	Immediate provision of assets to support improved testing
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# Our HealthCheck is delivered in three steps.



# Clients benefit from the large range of assessments which can easily be combined.



**Scalable:**  
Can be run for a phase or an entire programme



**Repeatable:**  
Can be run repeatedly to show improvement



**Immediate:**  
Delivers real immediate benefit from SQS kitbag



**Pragmatic:**  
Can be directed at specific areas of concern



**Collaborative:**  
Is helping the client help themselves



**Independent:**  
An external view on your processes, risks and opportunities

**Range:** Wide – covering a lot of QA and test activities in a fair amount of detail

**Consistent:** All SQS Assessments are based upon the same approach of process analysis – so this can easily link into other assessments or process improvement initiatives.

**Inbuilt:** Can be built into existing or new projects as a regular activity, removing the need for additional cost



**Based upon:**  
**25 years**  
of International Assessment Experience

## Our HealthChecks are assessments tailor-made for your needs.

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### Duration

HealthChecks are usually between 5 and 20 days depending upon

- Size of group/department being assessed
- Number of specific areas of concern

### Resourcing

- Trained HealthCheck lead
- Preferably accompanied by a scribe to document the answers to questions and learn the assessment method

**Is an INDEPENDENT view on an organisation processes, risks and opportunities**

**Different cost options available**

# Besides HealthChecks, we also offer numerous related assessments.



## SQS HealthCheck

**AIM:**

Pragmatic identification of opportunities to reduce risk, improve test efficiency and application quality

**BASIS:**

SQS Experience – 27 years, 5,000 projects, >1500 consultants. Also covers TMM/TMMi assessment criteria

There is scope for developing assessments for any aspect of the quality lifecycle.

## Other SQS Project Level Assessments

### SPICE4TEST

**AIM:**

Assessment, assign maturity level, drive TPI programme

**BASIS:**

ISO15504 Spice

### CMMi Assessment

**AIM:**

Assessment, assign maturity level, drive TPI programme

**BASIS:**

CMMi process levels

## Other SQS more specific assessment offerings

Test Automation Assessment

Test Environment Assessment

Offshore readiness Assessment

Agile Capability Assessment

Performance Test Assessment

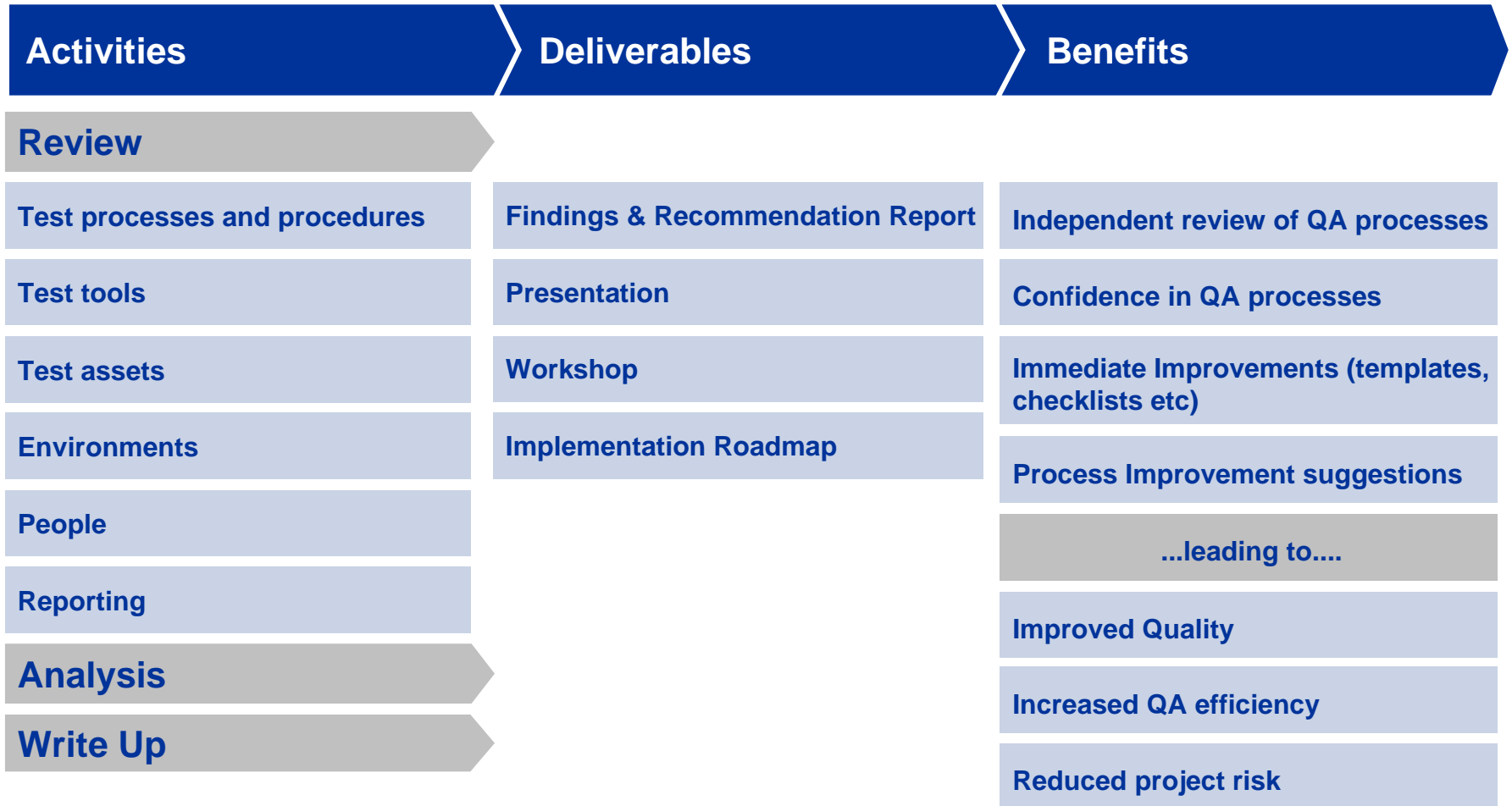
Requirements Management Assessment

# Our HealthCheck is a unique service based on the experience from over 27 years.

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- Based upon the 27+ years of SQS consulting experience in testing and Quality Assurance
- Contains the combined experience of more than 1,500 SQS consultants and 5,000 testing projects
- Is different from more formal assessment methods (SPICE, TMMi, CMMi etc):
  - Targeted at improving efficiency, reducing risk and improving quality rather than assigning a maturity level and longer term process improvement projects.
  - It is based upon SQS practical experience as well as international standards (ISO15504)
  - Validates that the best test process is defined then verifies that it is being implemented effectively.



# Our improvement suggestions lead to a great increase in efficiency.



Cost		Benefit	
■	=	■	Independent assessment of QA processes
■	x2	■ ■	Confidence in QA processes
■	x2	■ ■	Immediate improvements (templates, assets etc)
■	x4	■ ■ ■ ■	Process improvement suggestions
■	x10 ↑	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	Improvements in efficiency and effectiveness resulting from improvement suggestions. Projects delivered on time.

# Test process improvement for T-Mobile



» SQS raised the efficiency of testing at T-Mobile, while lowering the risk level. «

## Objective

- Identify opportunities for test process improvement

## Solution

- SQS carried out a 9-month programme of improvement, covering amongst others test process definition and standardisation, implementation of performance testing solution, test asset management and test tool & usage procedure

## Benefits

- Increased test efficiency by 35 per cent
- Reduced application risk upon delivery
- General improvement in quality of test and QA effort across the lifecycle
- Prompted other test process improvement initiatives



## At a glance: SQS is the global leader in independent software testing and quality management services.



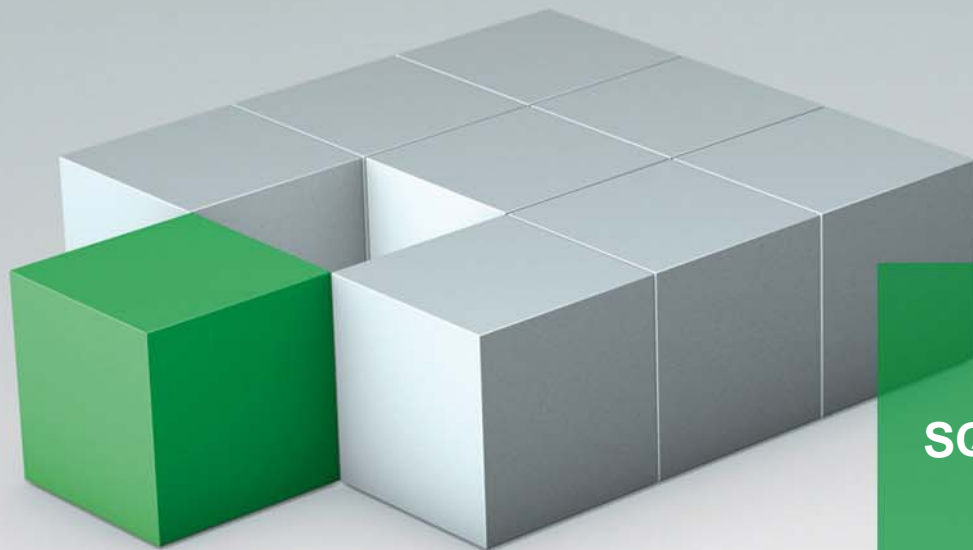
» *The global leader in independent software testing and quality management services - majority of its business in Europe* «

Financial Times, 21 August 2007

- More than 27 years of prosperous operations
- Over 5,000 successfully completed projects
- The customer base includes 36 FTSE-100 companies, half of the DAX 30 companies and nearly a third of the STOXX-50 companies
- The SQS philosophy is to **make IT projects successful.**



Quality Services and  
Testing Solutions at Work



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Thank you for your attention!