Testing Center of Excellence

NCREASING VELOCITY IN TESTING
In today's world of real-time information sharing, enterprises struggle to make their services and internal systems accessible to users as rapidly as needed. With regulatory, operational and fiscal pressures driving constant change, the challenge to achieve zero critical and major defects in interfaces and software has large corporations investing hundreds of millions of dollars annually to produce and test applications to minimize the cost and risk of financial loss, security intrusions, customer dissatisfaction and regulatory non-compliance. Since the cost of a defect increases exponentially with each lifecycle phase it goes undetected, the need for effective business-focused testing is imperative.

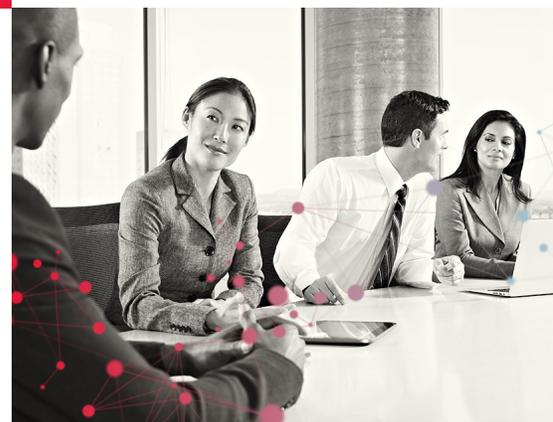## DO THESE CHALLENGES SOUND FAMILIAR?

- Are undetected defects creating customer service havoc?
- Are software release slippages eroding your competitive edge?
- Is your organization caught off guard by critical or major bugs in production?
- Are the right tests being performed by the right people at the right time?
- Is it a constant challenge to find qualified testing resources?
- Are you struggling with the increased complexities of verification environments?

CGI SOLVES THE CHALLENGE

CGI's Testing Center of Excellence (COE) delivers concrete solutions with quantifiable results by focusing on people, processes and technologies to optimize and streamline a testing organization. The Testing COE addresses all aspects of establishing, managing, operating and expanding a testing operation in a model that allows the client to focus on their core business. End-to-end testing service management and operations reduce costs, improve quality and time to market, and reduce risk for our clients.
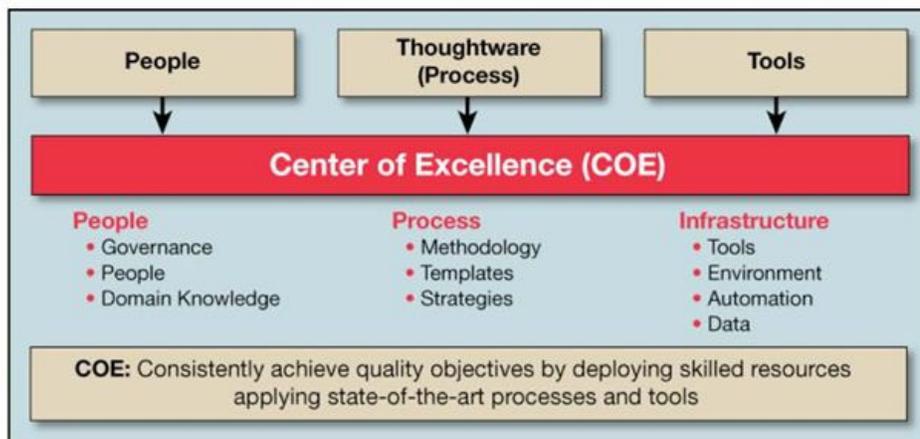
CGI'S APPROACH

CGI establishes a Testing Management Office (TMO) to effectively plan, manage, and report on all testing activities to ensure that schedule, service level and quality commitments are met. The TMO office works closely with the client to map their goals and objectives, define deliverables and acceptance

BENEFITS

- Highly professional and operationally streamlined testing organization
- Accountability that stands the test of critical quality operations audits (ITIL®, CMMI, ISO)
- Improved decision making and planning with quick access to real-time dashboards and results
- Improved delivery, scheduling and throughput through applied test methodologies, automation and transparency
- Early detection of critical defects reducing test cycles and improving customer experiences
- Continuous improvement in resource utilization, cycle management and test case reusability

criteria, and introduce a standardized approach to testing across the organization while incorporating industry best practices.

WHY CGI?

- **Continual Improvement**: CGI's Testing COE applies continual improvement methodologies to drive shared benefits over the short and long term. Streamlined communications and automation drive requirements clarity. Standardizing test case creation at the beginning of the test cycle reduces errors and enhances early defect detection. Metrics and reporting assure timely directional changes, and accurate estimating supports effective resource management and scheduling.

- **The Right Testing with the Right Tools at the Right Time by the Right Resources**: CGI uses risk-based testing techniques to reflect the importance and impact of specific business functions. Vendor agnostic with respect to test tools, our strategy is to optimize their use and enhance their performance with our Automation Test Service Management (ATSM) approach — a blend of best practices and software to facilitate speed, throughput and quality while reducing risk.

- **Effective Scheduling and Planning**: With CGI's Testing COE, clients can meet the demands of fluctuating schedules, complex planning and large-scale environment management. Skilled resources are applied to key functional areas, introducing experience, quality, best practices and methodologies to achieve the best results.

- **Complex Verifications**: In an industry barraged with new technology, incorporating local and remote resources, virtualization, cloud computing and other disparate resources, CGI improves the diligence and accuracy of testing organizations, from the data management in each test system to end-to-end production views. We provide an accurate, independent, objective view of the quality of a release.

For more information about CGI, visit www.cgi.com or email us at info@cgi.com.