

# EMC TEST MANAGEMENT OFFICE SERVICE

## ESSENTIALS

Quality application development depends on an effective Test Management Office. EMC consultants use a proven approach to assist you in establishing and running your own Test Management Office (TMO). We provide the following services:

- Establish and Operate a Test Management Office
- Perform Outsourced Contract Management and Liaison Services
- Manage Outsourcing Knowledge Transfer and Steady State Phases
- Implement Governance Processes and Metrics
- Manage Defect and Issue Reporting

## BUSINESS CHALLENGE

With IT budgets and staffing levels constrained, development teams are struggling to find enough time to test; realizing there is a shortage of people to conduct tests; or discovering they don't have the right skills and tools for testing their new or updated applications.

As IT faces these challenges, the business is demanding improved quality while their requirements are continually changing.

Many companies have tried outsourcing their testing operations, perhaps offshore, but they are not achieving the cost reduction benefits or the performance improvements they expected. Others have multiple application testing teams across their organization and these teams are not achieving consistent results.

## SERVICE DESCRIPTION

EMC Consulting uses a proven approach to assist you in establishing and running your Test Management Office (TMO). We provide the following services:

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## ESTABLISH AND OPERATE A TEST MANAGEMENT OFFICE

Establishing a TMO will bring standardized testing procedures and metrics to application development in order to uncover and repair faulty code. The TMO provides a consistent and proven method for establishing, improving, and managing outsourced software development operations.

## PERFORM OUTSOURCED CONTRACT MANAGEMENT AND LIAISON SERVICES

When test services are outsourced, particularly offshore, many problems may arise including communication difficulties and the unexpected need for rework. These problems mean that expected cost savings are not realized and SLAs are missed. EMC consultants work closely with both the application developers and the outsourced test team to resolve these problems by ensuring the optimum test procedures are followed. We will renegotiate contract terms and pricing to ensure you realize permanent cost savings.

## MANAGE OUTSOURCING KNOWLEDGE TRANSFER AND STEADY STATE PHASES

We start by ensuring that the outsourced team understands exactly what is expected of them and how to carry out the necessary testing procedures. We have experts in knowledge transfer who educate the outsourced test team to ensure success.

We can also manage the operational Steady State Phase by implementing continuous process and performance improvements. Our consultants will oversee effective cross-training among the outsourcing team and implement impact analysis sessions.

## PROCESS AND METRICS

EMC consultants will build test assets based on the business requirements for the applications under development. These tests are automated where possible to contain costs. We execute the tests, log any defects, and communicate results to the development team. We develop test reports and dashboards that identify defects and track them through the resolution process.

## DEFECT AND ISSUE MANAGEMENT

EMC's TMO will implement a robust, well-documented defect lifecycle process. This ensures a close working partnership between the testing team and the developers. Our experienced consultants can identify and fix development process problems to prevent defects from being introduced into the code. We apply automated regression testing to ensure remedies for defects are effective.

## SUMMARY OF BENEFITS

The benefits of outsourcing application quality testing are significant, for example, cost savings and faster time to market. Achieving these benefits is enhanced via our TMO. EMC has many years of experience with TMOs to deliver the performance you need at the right cost. We apply aggressive onshore/offshore ratios to permanently drive down cost and we manage the relationship between development and testing to ensure success.

## EMC CONSULTING

As part of EMC Corporation, the world's leading developer and provider of information infrastructure technology and solutions, EMC Consulting provides strategic guidance and technology expertise to help organizations exploit information to its maximum potential. With worldwide expertise across organizations' businesses, applications, and infrastructures, as well as deep industry understanding, EMC Consulting guides and delivers revolutionary thinking to help clients realize their ambitions in an information economy. EMC Consulting drives execution for its clients, including more than half of the Global Fortune 500 companies, to transform information into actionable strategies and tangible business results.

### CONTACT US

For more information on EMC Consulting services, contact your EMC Consulting representative or visit the web at [www.EMC.com/consulting](http://www.EMC.com/consulting).

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