

Test Operations Management (ToM)



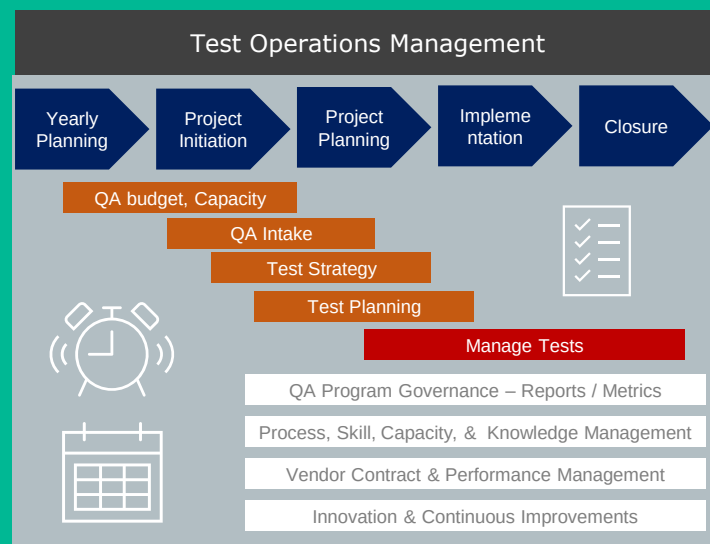
Test Operations Management processes cover Work-Intake, Test Effort Estimation, Capacity Management, Test Project Planning & Tracking, QA Skill & Knowledge Management, supplier contract & performance management, QA Metrics, and Stakeholder communication (daily, weekly, monthly, quarterly reports). Especially for large programs, in multi-vendor scenarios, with globally distributed QA teams, significant efforts are spent on Test Operation Management from both client's as well as from supplier's side. Digitizing the Test Operations processes (web and mobile-enabled workflows) helps to optimize the efforts and focus the efforts on the critical parts of the QA activities such as improved test orchestration and innovations. Many QA organizations have implemented 'Live-QA-Dashboards' that allow them to take faster decisions in the dynamic project situations.

Digitizing the Test Operations, in the longer run, will allow the client QA managers and Senior Leads to learn from the historic trends and plan to optimize the QA efforts for the upcoming projects. Our Senior Test Coordinators will work with your QA Management to analyze the current status & challenges in test operations, identify the opportunities to improve and establish a process/framework for an effective Test Operations Management (TOM). We have a 'jump-start' process kit to strengthen your test operations. It covers the 6 sub-process areas in Test Management in TMMI standards. We also have a web-based work-flow tool to digitize the Test Management Operations - avoiding the operations through emails, excel spreadsheets, and messengers.



Key Activities

- Capture the Testing Demand from project managers & provide them with Level of Effort
- Get detailed QA estimates from the Test Leads, Vendors to plan for the testing services
- Assess the project demand and build the required QA capacity – Core and Flex
- Assign testing projects to the teams & track the progress, effort, quality, risk, productivity, and Key Performance Indicators (or Service Levels)
- Provide updates to the IT and Business stakeholders on the progress and quality of the project with the support of metrics reports
- Manage and continuously improve the QA process and assets
- Manage the supplier contracts and performance



What is new?

- Our seasoned Test Leads are well trained on Test Management Process, Metrics, Knowledge Transition and Management, and Skill Management. They are seasoned and capable of running 4-5 concurrent test projects and they will effectively manage the testing and quality engineering required for your complex IT programs
- We have 'jump-start' process kit that will enable you to standardize the Test Operations Management
- If you have not digitized the Test Management Workflow, we have a solution
- Our test operations are managed very transparently through our "Digital QA Workflow System" – where you will have access to