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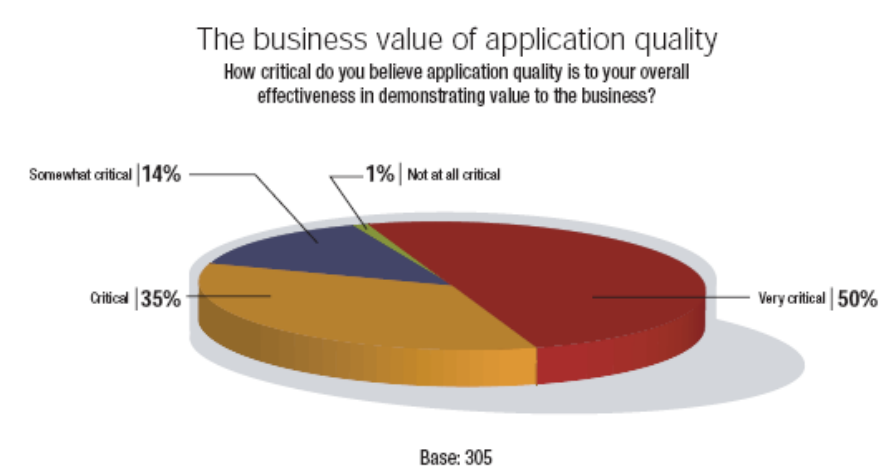
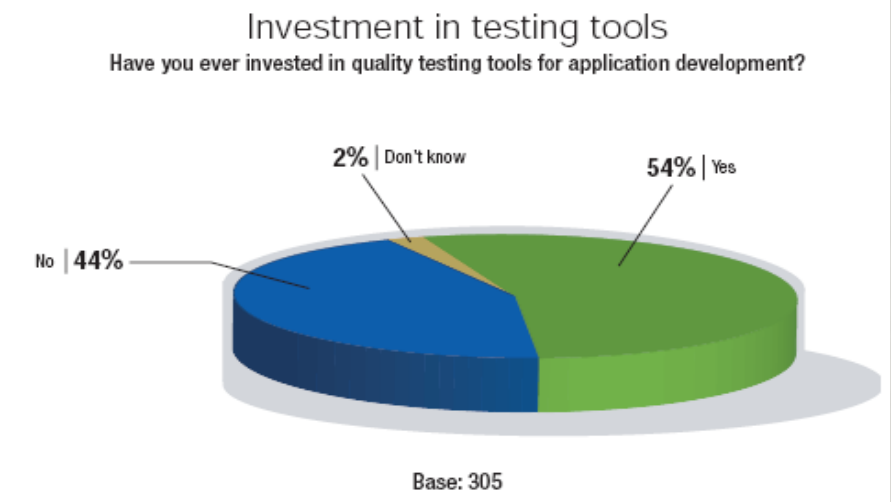
The Application Quality Dilemma

WHY TESTING ALONE DOESN'T GUARANTEE QUALITY

Application Quality Dilemma
The Forrester Research

- 85% Consider Application Quality a Critical factor in IT effectiveness for demonstrating Business Value
- 54% of these folks have invested in Testing Tools as a mechanism to ensure a high-level of application quality
- Of those investing in testing tools (54%), less than 30% have seen a significant improvement in Application Quality (<16.2%)





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Application Quality Dilemma
Cracking the Code

The Quality Dilemma

- **Why is it that 70% of the companies that are using testing tools to address application quality are not reaching their desired outcomes?**
- **More importantly, what are the characteristics of the 30% of companies that ARE achieving their quality goals ?**
  - ***64% reported significant quality improvement***
  - ***36% reported moderate quality improvement***

Application Quality Dilemma
Success Traits

- 30% did achieve high Quality. Why?
- Results pointed to:
  - Standard quality methodologies
  - Use of metric and measurement
  - Consistency of use and duration of methodology in use
  - Continuous improvement practices

Companies who have a defined quality methodology, and consistently use the methodology, experience higher quality than companies that do not.

It was found that metrics were a crucial piece to consistent use of a quality methodology.

Quality Management
The Bottom Line

1. Poor quality is not a testing problem, rather it is a behavioral problem

2. Organizations that want to improve quality must :
   - ✓ Apply relevant technology
   - ✓ Set measurable goals
   - ✓ Document a repeatable / measurable methodology
   - ✓ Track statistics and results against goals
   - ✓ Adjust behavior accordingly

2007 CIO's Challenge in Software Application Development

The Challenge of the CIO is not a tools problem,

it is a strategy and process implementation Problem

- **Strategy Management:** Alignment to business needs
- **Impact Management:** Impact of non-compliance
- **Deployment Confidence:** Communicate in business terms
- **Application Reliability:** Assess Impacts in terms of business functions
- **Optimization of Core Processes:** Project asset management and re-use
- **Measurement & Analysis:** Real-time visibility into application quality
- **Quality Awareness:** Creating organizational awareness around the importance of quality and its value proposition to the business
- **Project Control:** Managing risk, cost and time in application development and delivery
- **Productivity:** More, Faster, Better, with what you have

The Quality Challenge
The Cost of Correcting a Defect

- **The Problem**

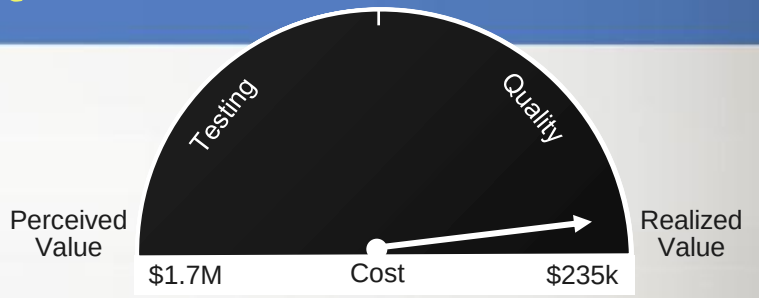
  The later an application defect is found in the lifecycle, the more costly it is to resolve…

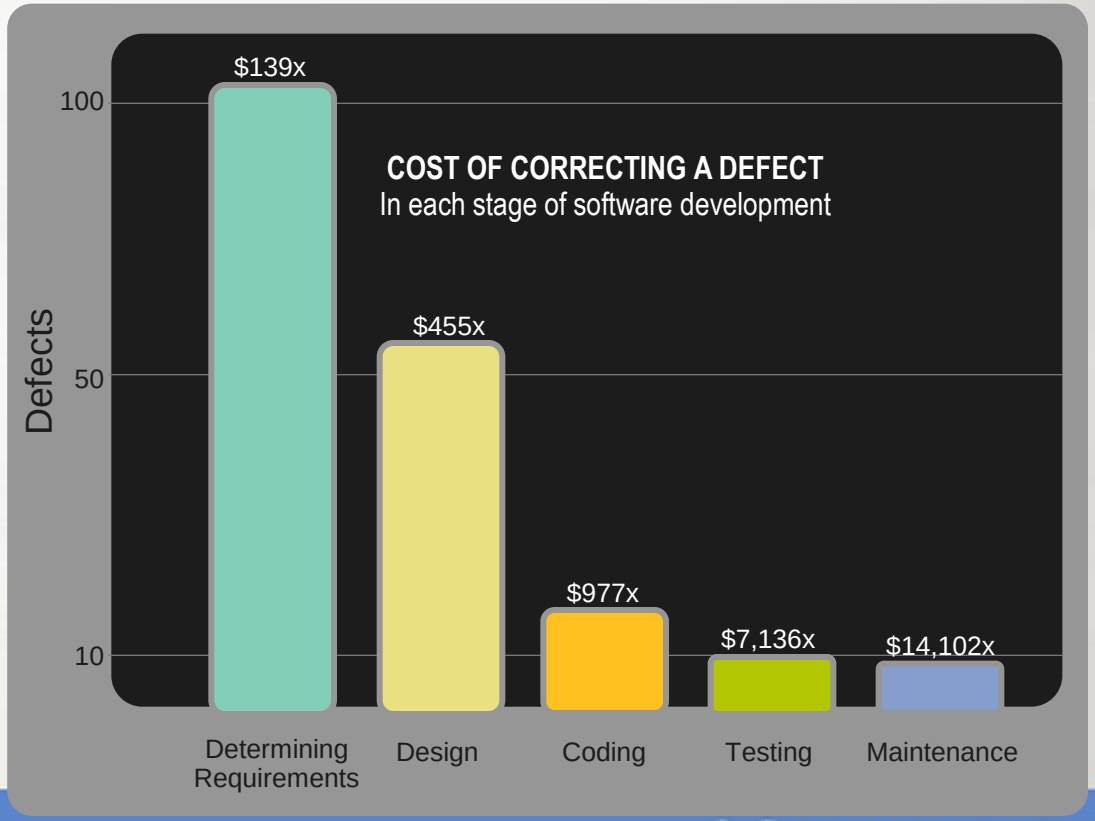
- **The Solution**

  Identify and resolve defects as close to point of origin as possible through IT enabled process improvement.

- **The Outcome**

  Deliver high quality application on time, in scope, and within budget that align with the business.





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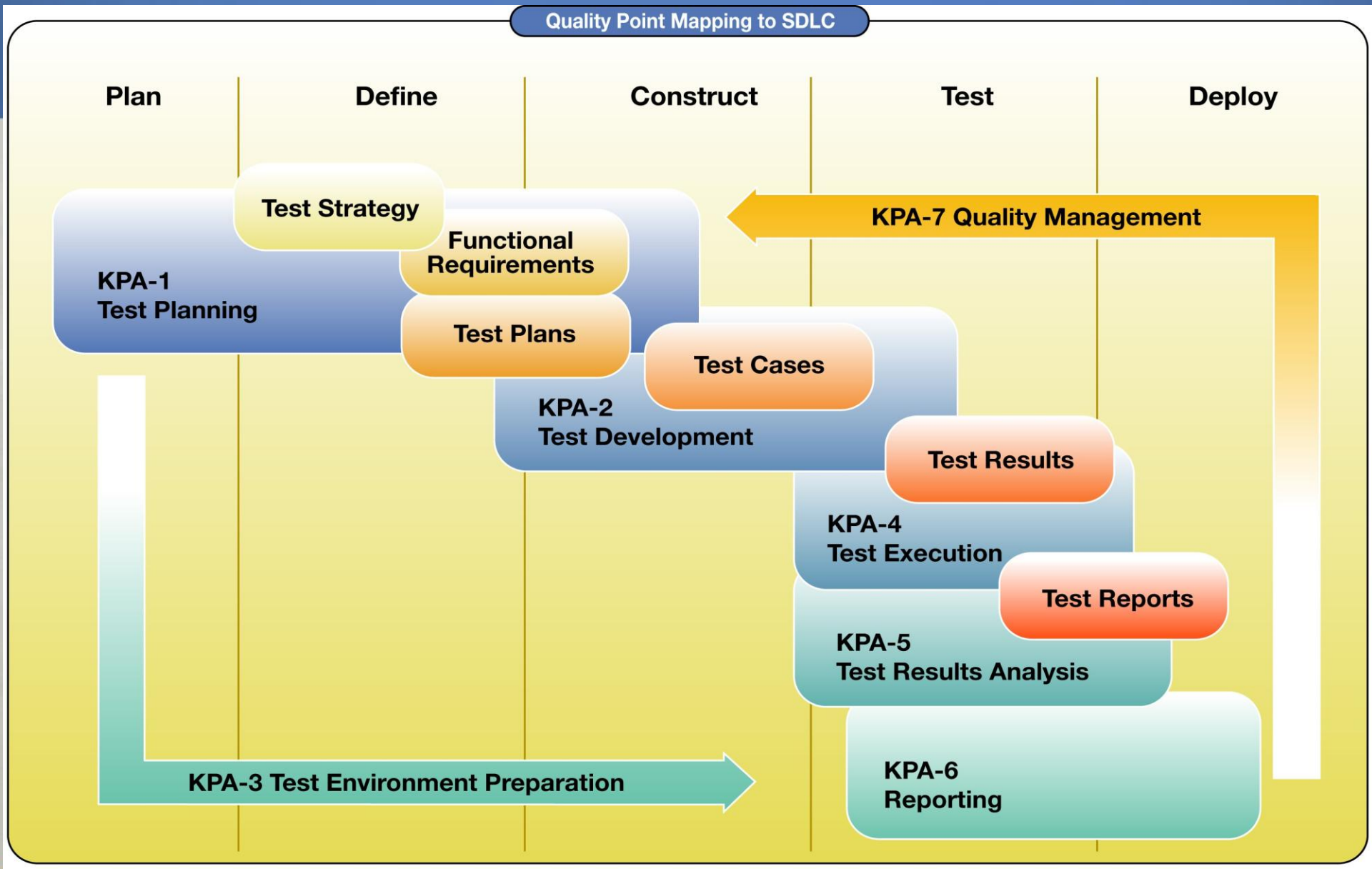
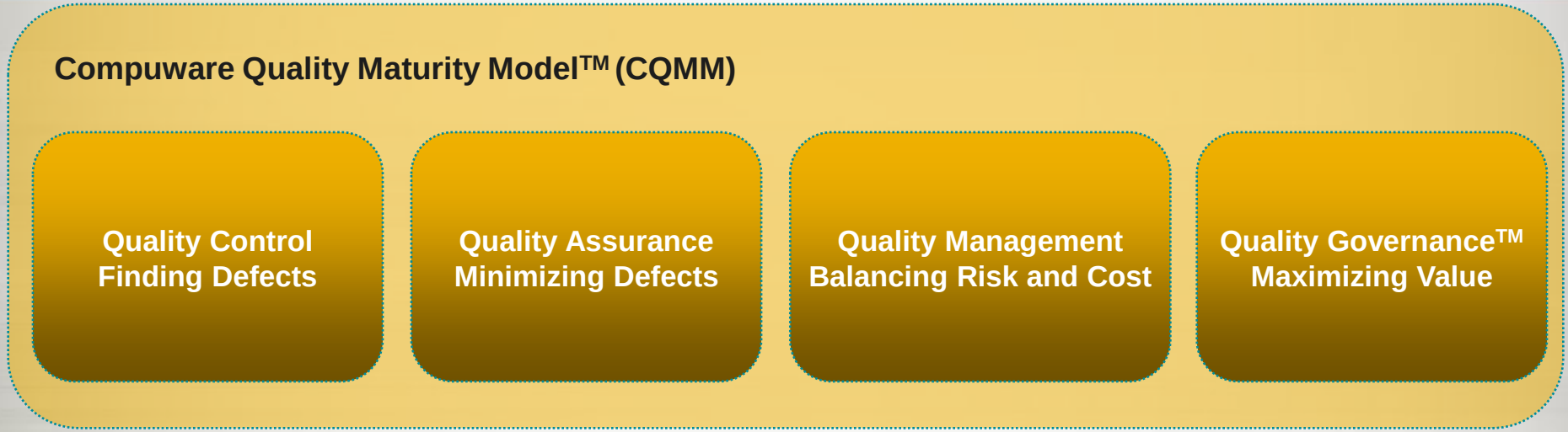

Quality Point Mapping to SDLC
Plan
Define
Construct
Test
Deploy
Test Strategy
Functional Requirements
KPA-1
Test Planning
Test Plans
Test Cases
KPA-2
Test Development
Test Results
KPA-4
Test Execution
Test Reports
KPA-5
Test Results Analysis
KPA-7 Quality Management
KPA-3 Test Environment Preparation
KPA-6
Reporting

A Quality Framework: Driving Better Results



- **Compuware's Quality Framework:**
  - Focused on the driving better results – as measured by deploying high quality applications that provide a high value experience for the end user
  - Takes a phased, customer-focused approach to application quality maturity

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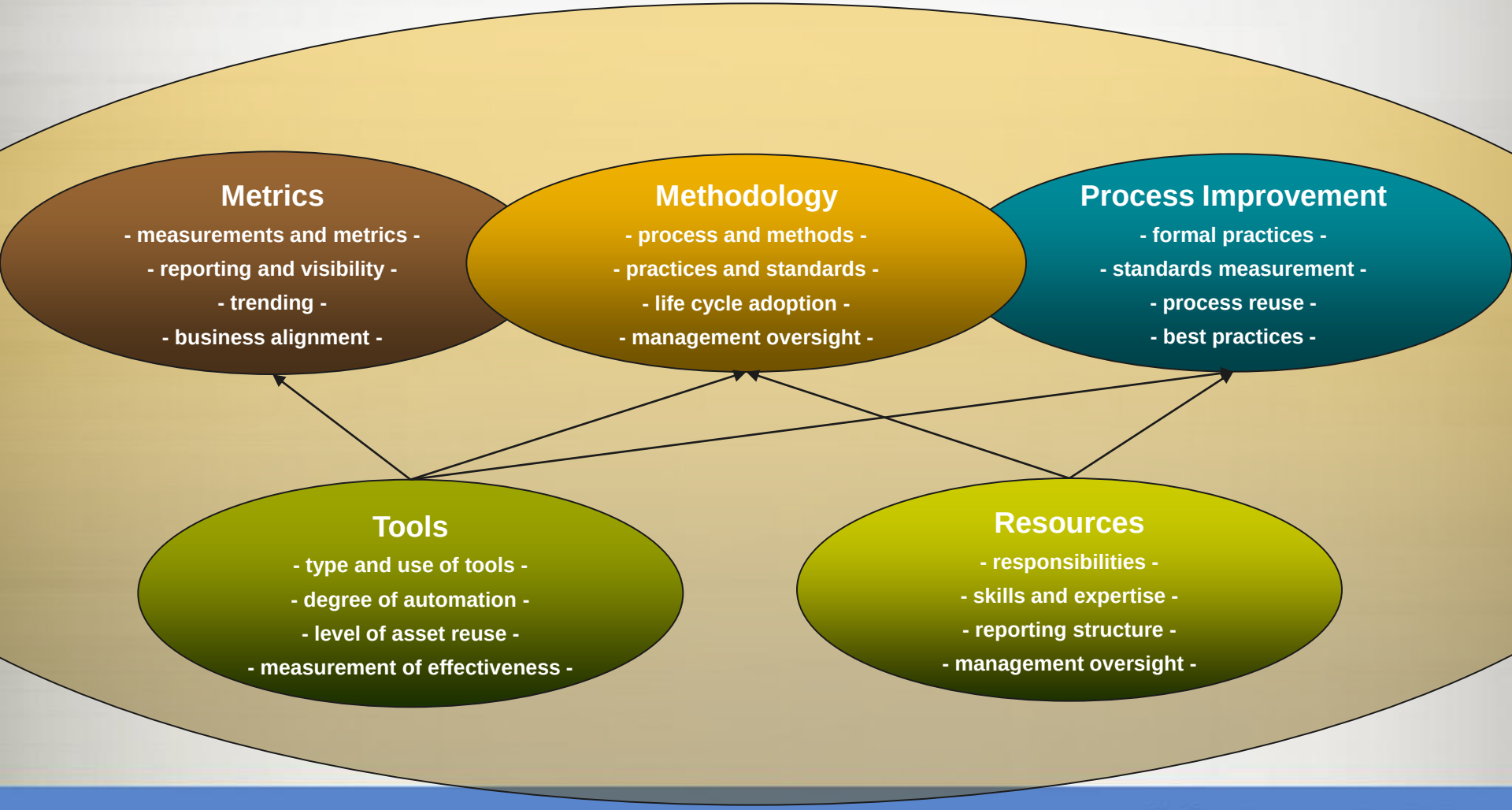
Maturity Model: The Key Components



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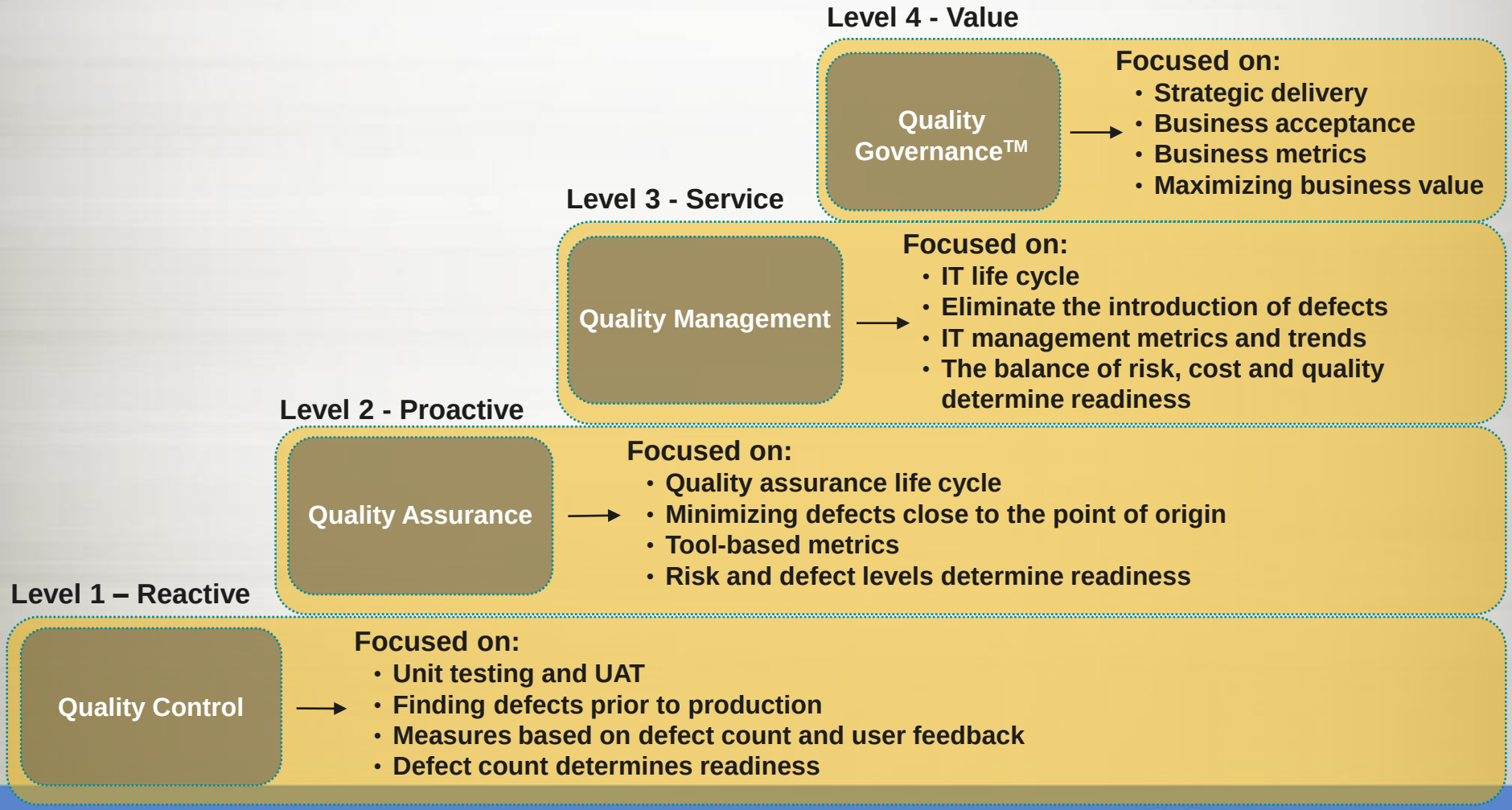
Compuware Quality Maturity Model™ (CQMM) A Focus on Process Maturity



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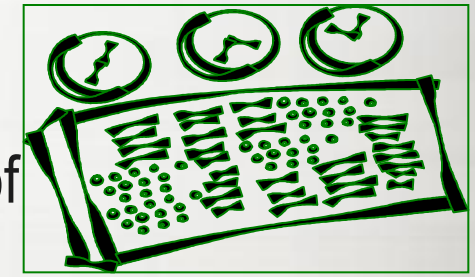
Quality Management
The Solution

Provide the technology infrastructure via a Centralized Quality Management Console (Portal)

- Process control and workflow management capabilities enabling an organization to establish repeatable and standardized processes
- Graphical Views of Key Performance Metrics including adherence to defined Quality Gates
- Detailed Reporting Views for examining details before taking action
- Multidimensional Data Views for identification of process improvement opportunities



Thank You