

Outsourcing/Offshoring – Under control

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Agenda afternoon

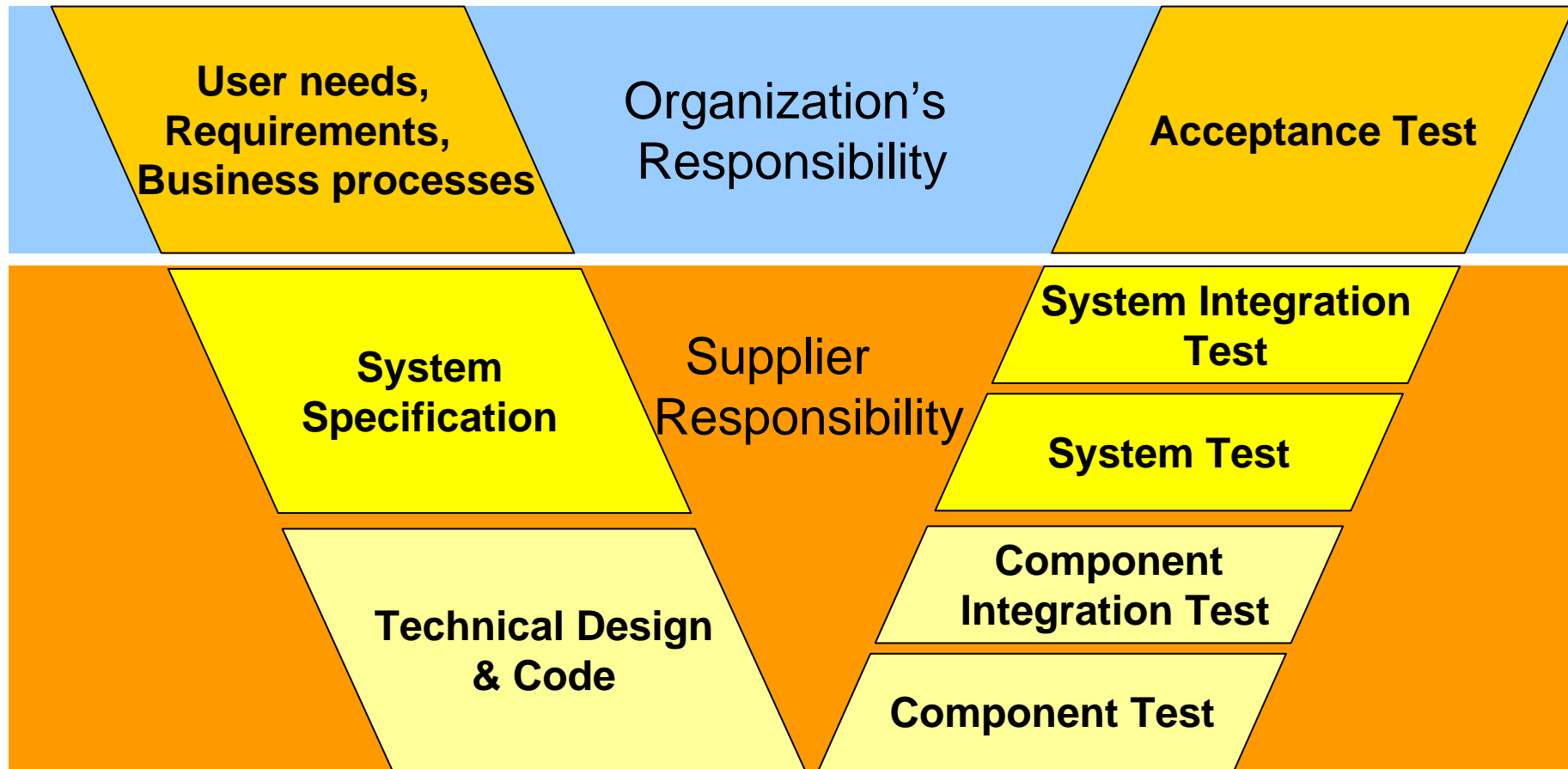
- 13:25 – 14:05 TestFrame
- 14:50 – 15:30 Outsourcing/Offshoring – The challenges
- 15:40 – 16:30 Outsourcing/Offshoring – Under control

Agenda Outsourcing/Offshoring – Under control

- Business Acceptance Management
 - Introduction
 - Requirement engineering
 - Business Acceptance Testing
 - Acceptance Management
 - IT Governance

Introduction

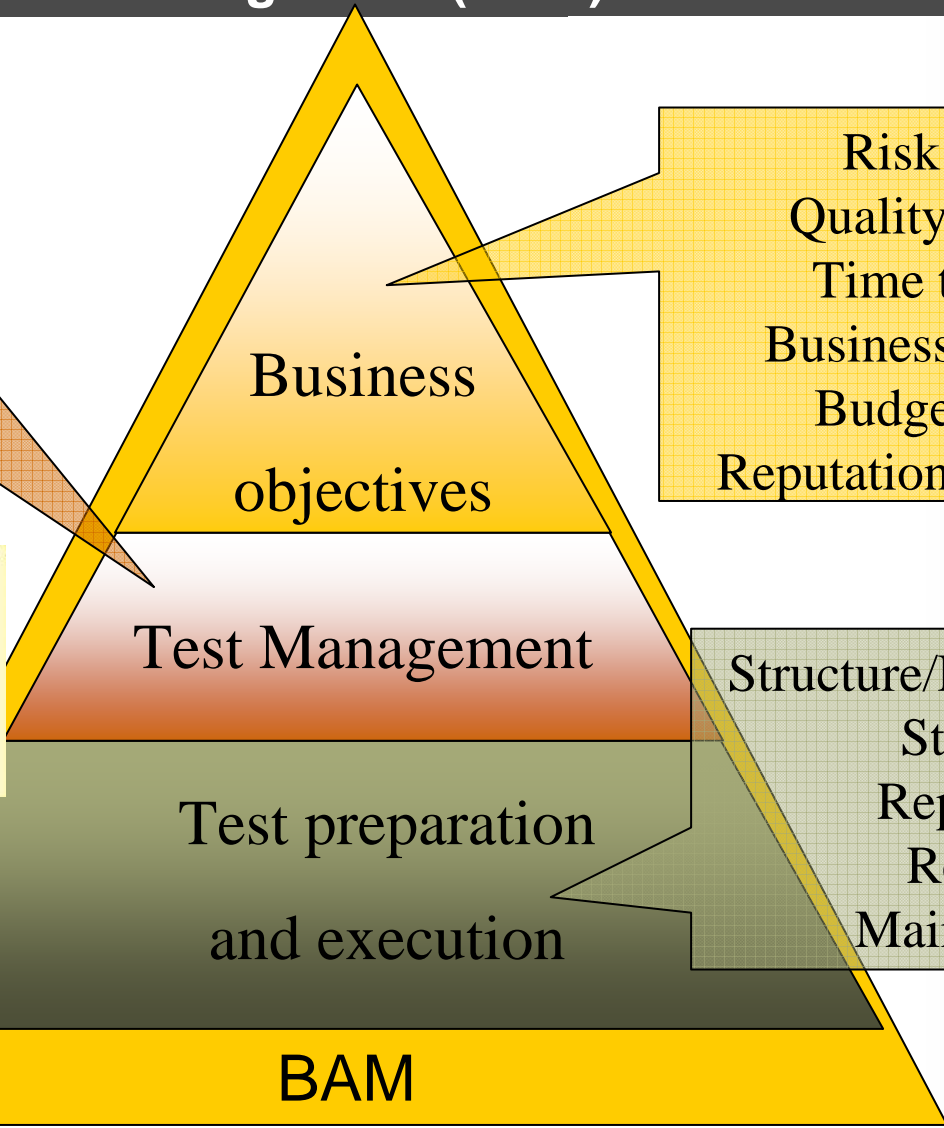
How does the organization accept when there's no IT knowledge?



Business Acceptance Management (BAM)

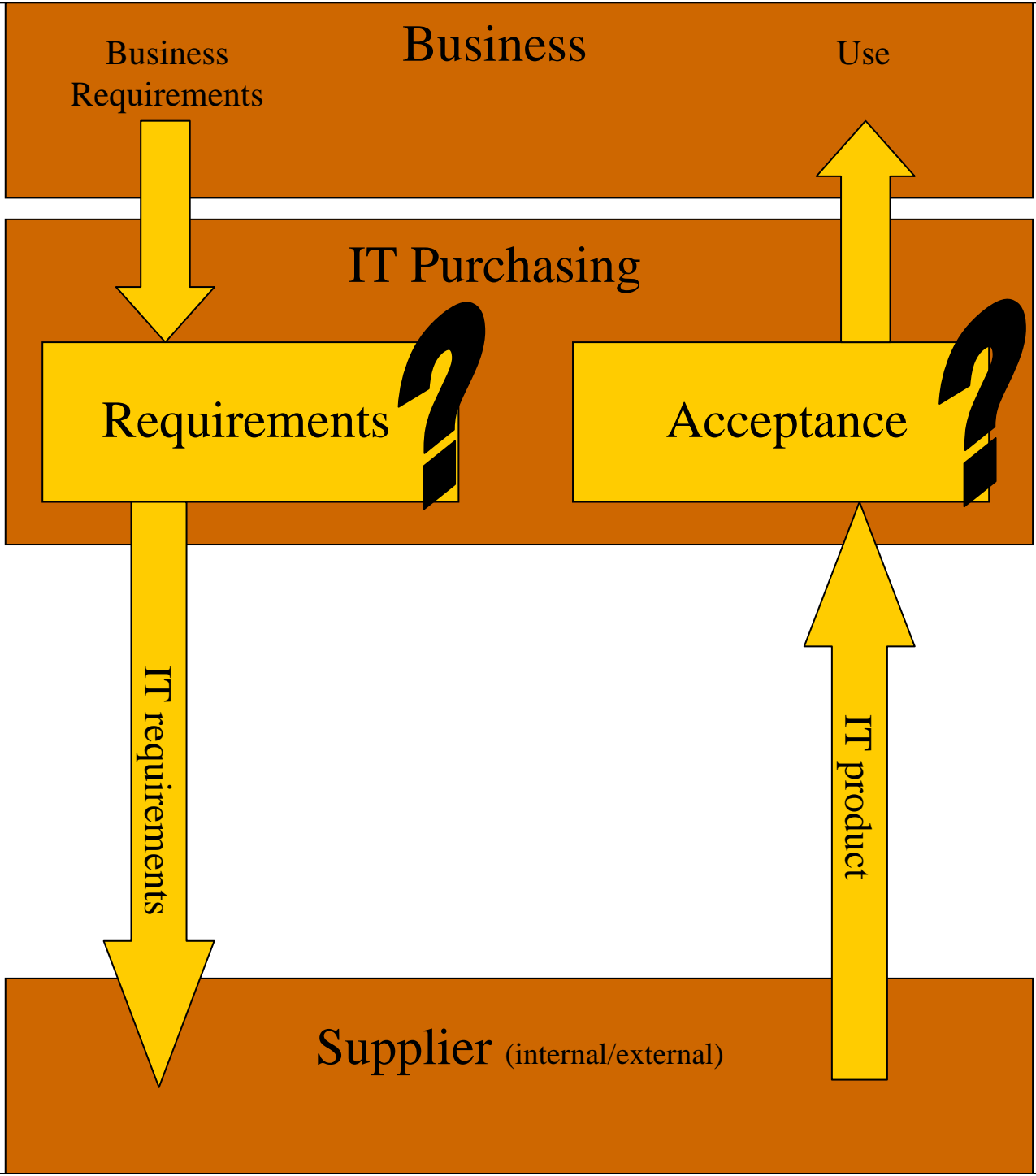
Insight
Control
Focus
Reporting
Predictable
Commitment

Risk Control
Quality to Market
Time to Market
Business Alignment
Budget Control
Reputation Management



Structure/Fitting/Tooling
Standard
Repeatable
Reliable
Maintainable

BAM



Requirement engineering

Requirements Engineering

Industry experience:

- 20% of all defects are inserted during the requirements phase
- Requirements defects is the biggest class of defects (41-56%)
- 30% change in requirements during the system life cycle will double the cost

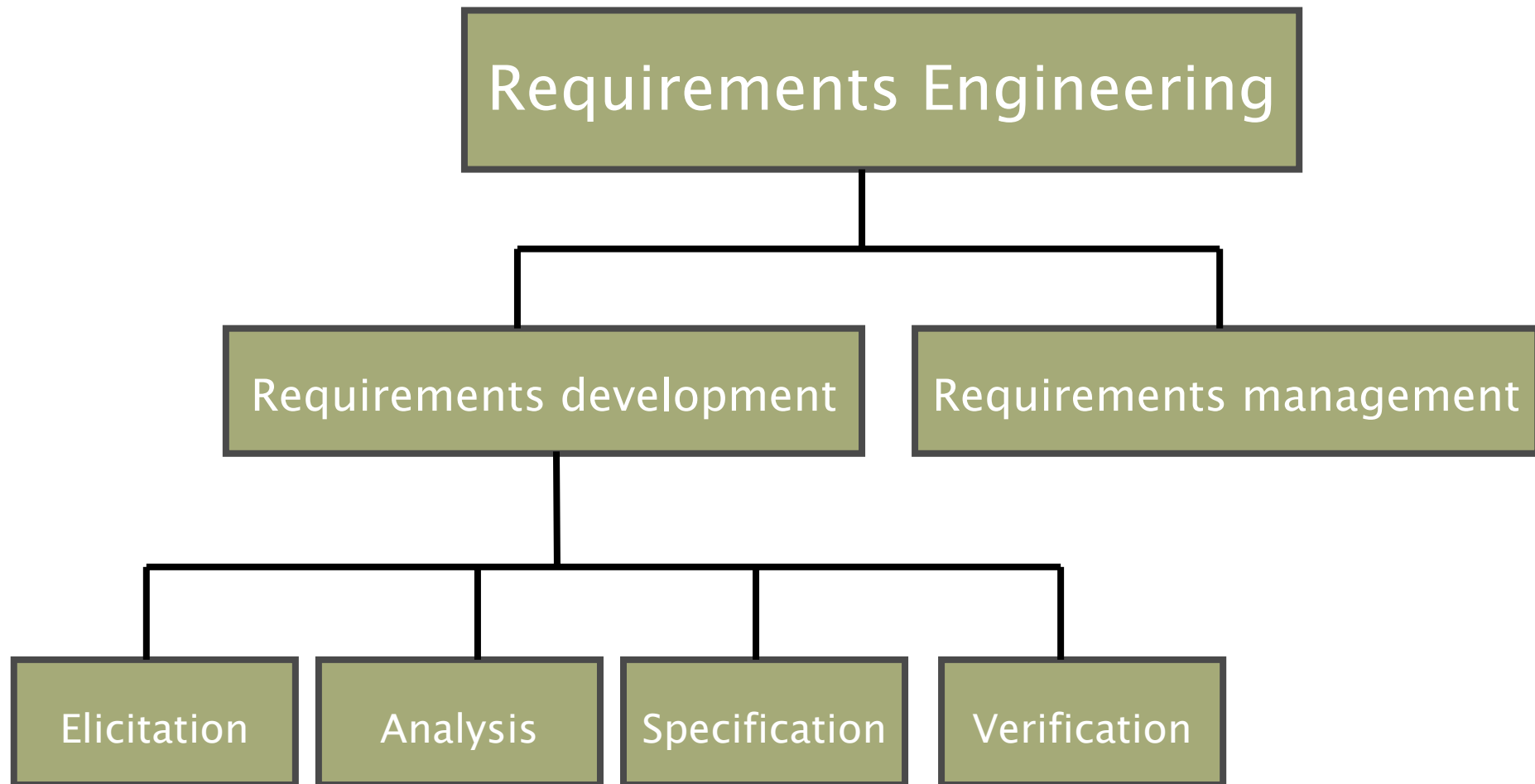
Hooks and Farry

Industry experience – requirements errors

Incorrect fact	49%
Omission	29%
Inconsistency	13%
Ambiguity	5%
Misplaced requirements	2%
Other	2%
<hr/>	
Total	100%

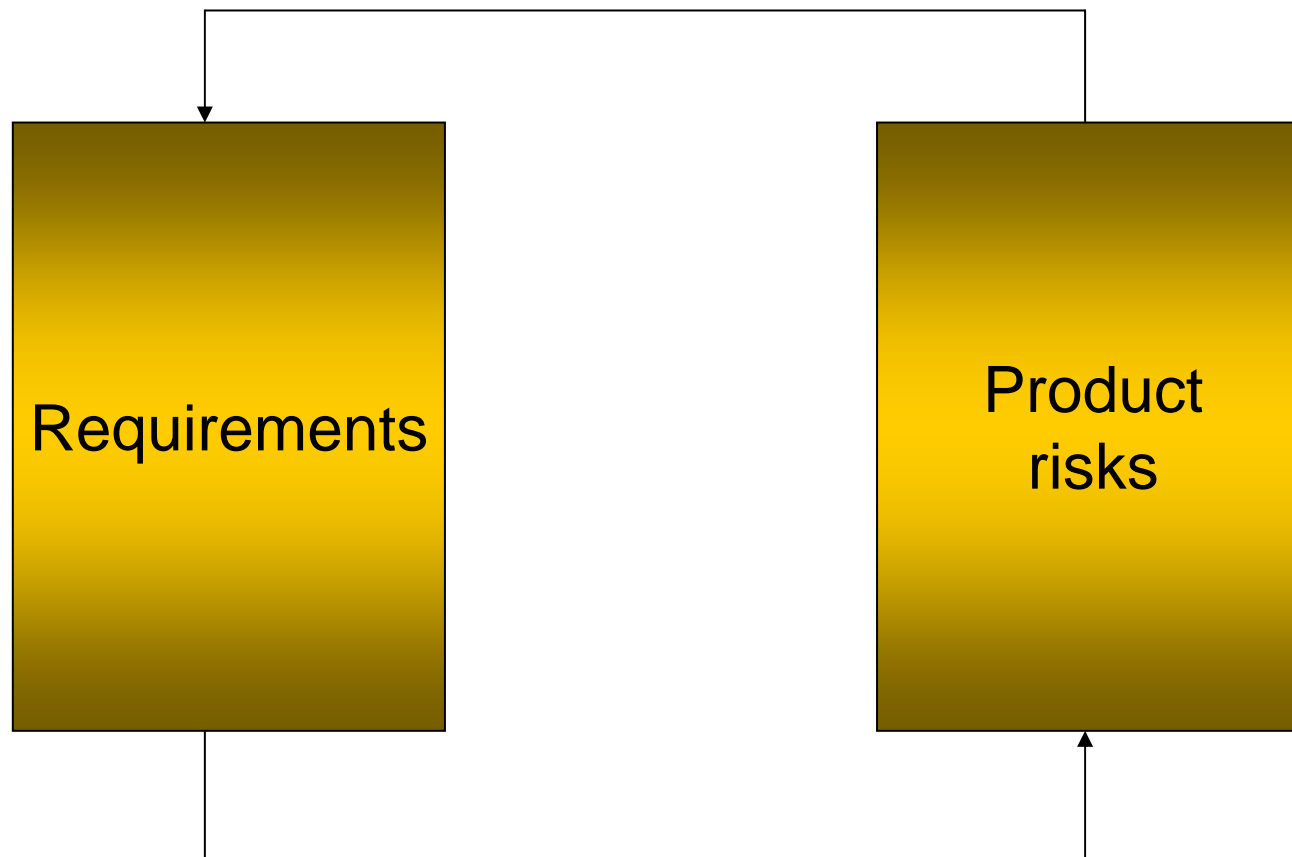
Ref.: Barry W. Boehm, Software Engineering Economics

Requirements Engineering



Solution: match Requirements with Product risks

Matching risks and requirements

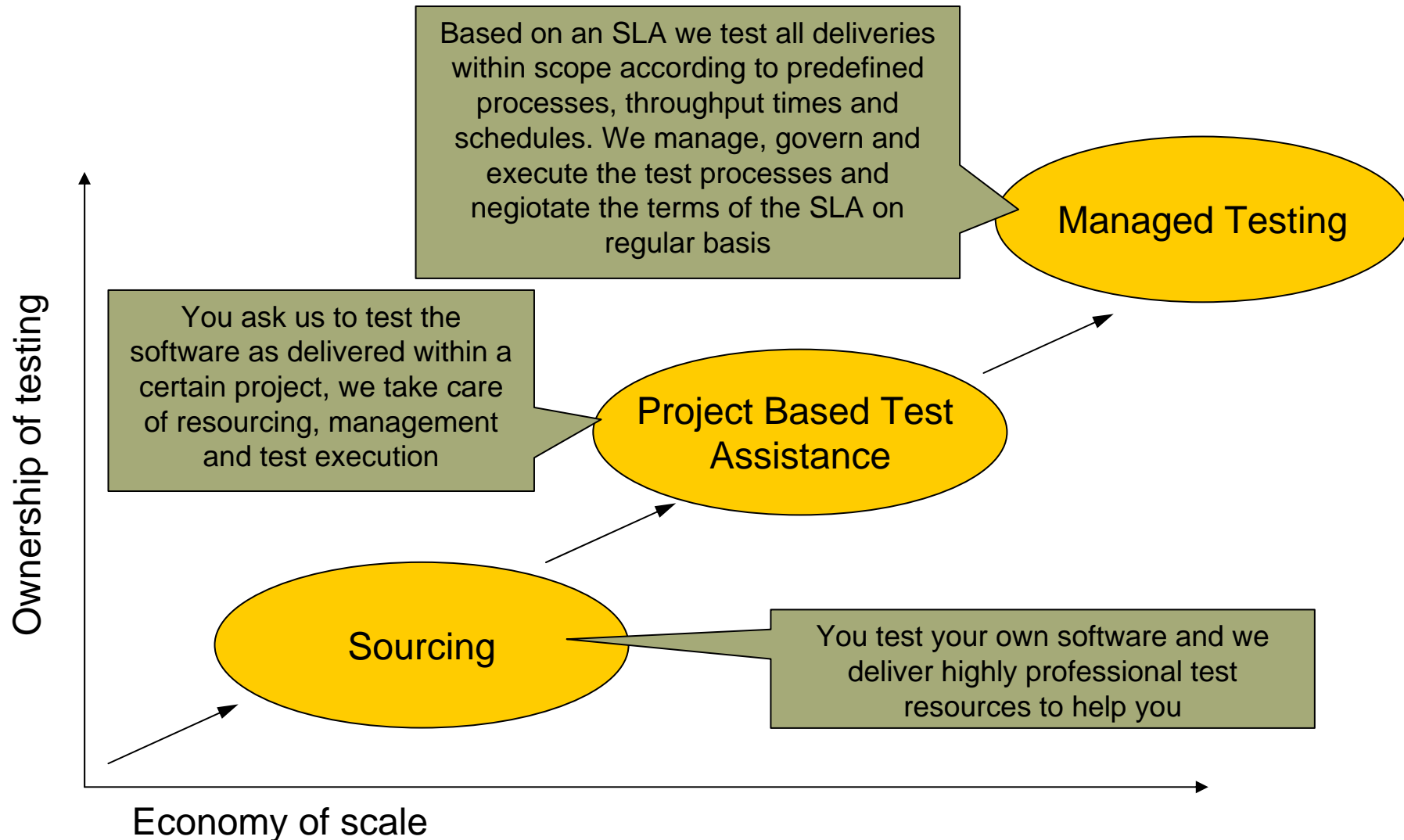


Matching requirements and risks

Business Acceptance Management

Business Acceptance Testing

Managed Testing

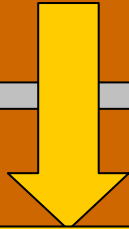


Business Requirements

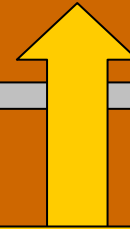
Business

Use

Product Risks

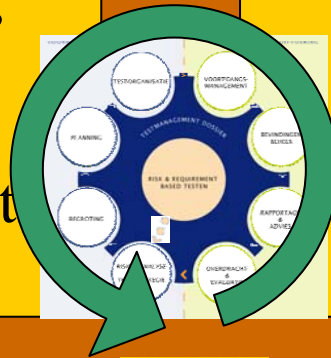


IT Governance

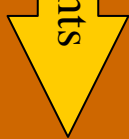


Requirements engineering & Risk management

Acceptance management



IT requirements



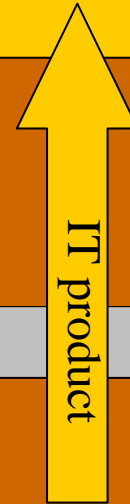
IT Req.



Business Acceptance Testing

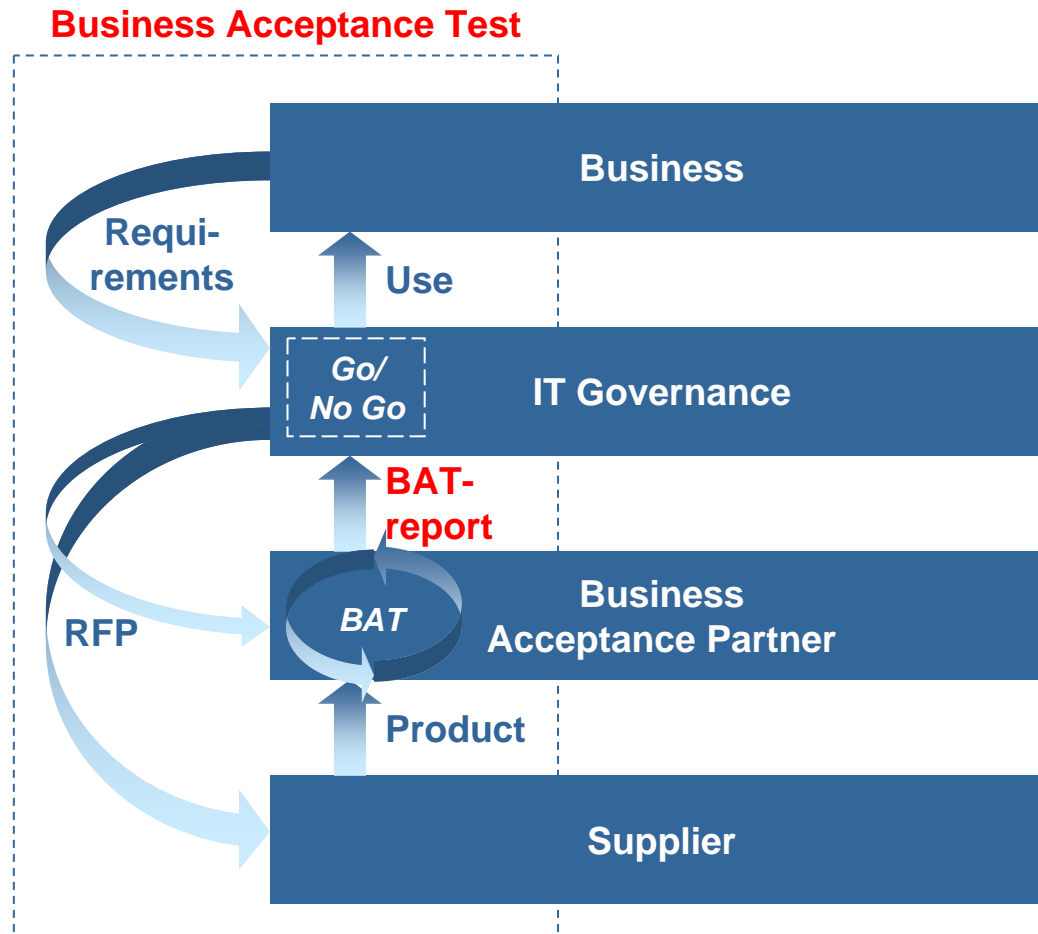
Business Acceptance Management

IT product



Supplier (internal/external)

Business Acceptance Testing

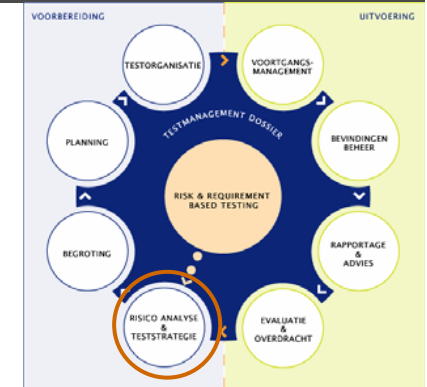


RRBT: Test strategy in 7 steps

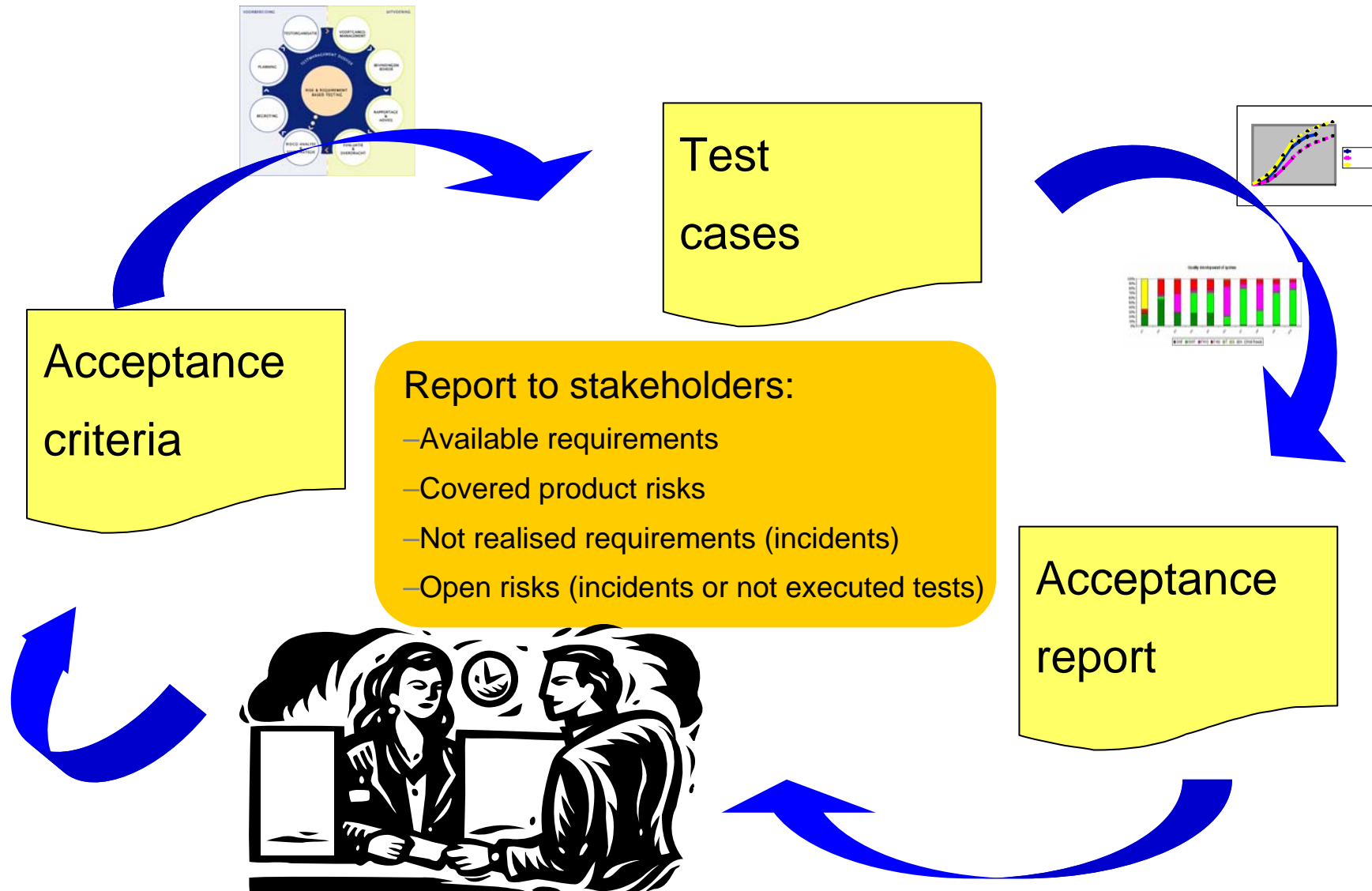
- Identify the stakeholders
- Execute the product risk analysis
- Link the relevant product risks and quality attributes
- Define the test types
- Define the acceptance criteria
- Formulate the cluster matrix
- Develop the cluster cards

Product Risks

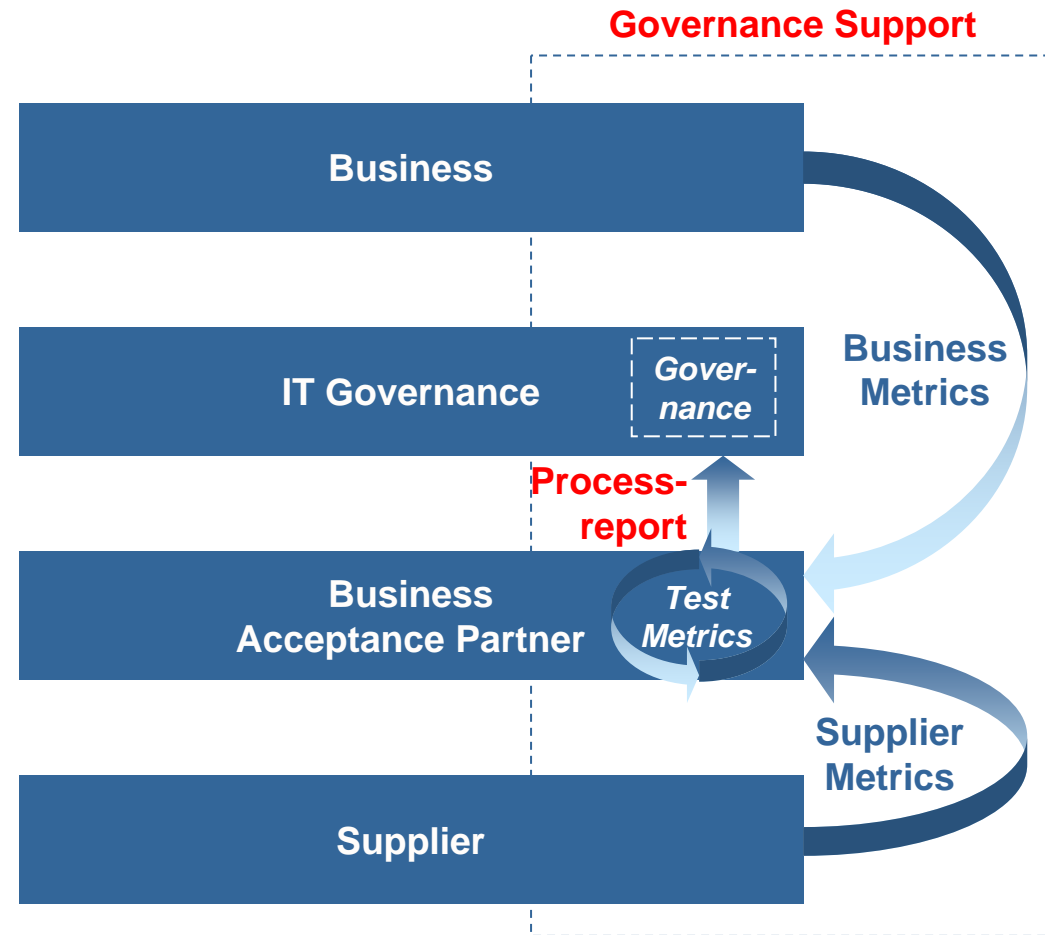
Acceptance Criteria



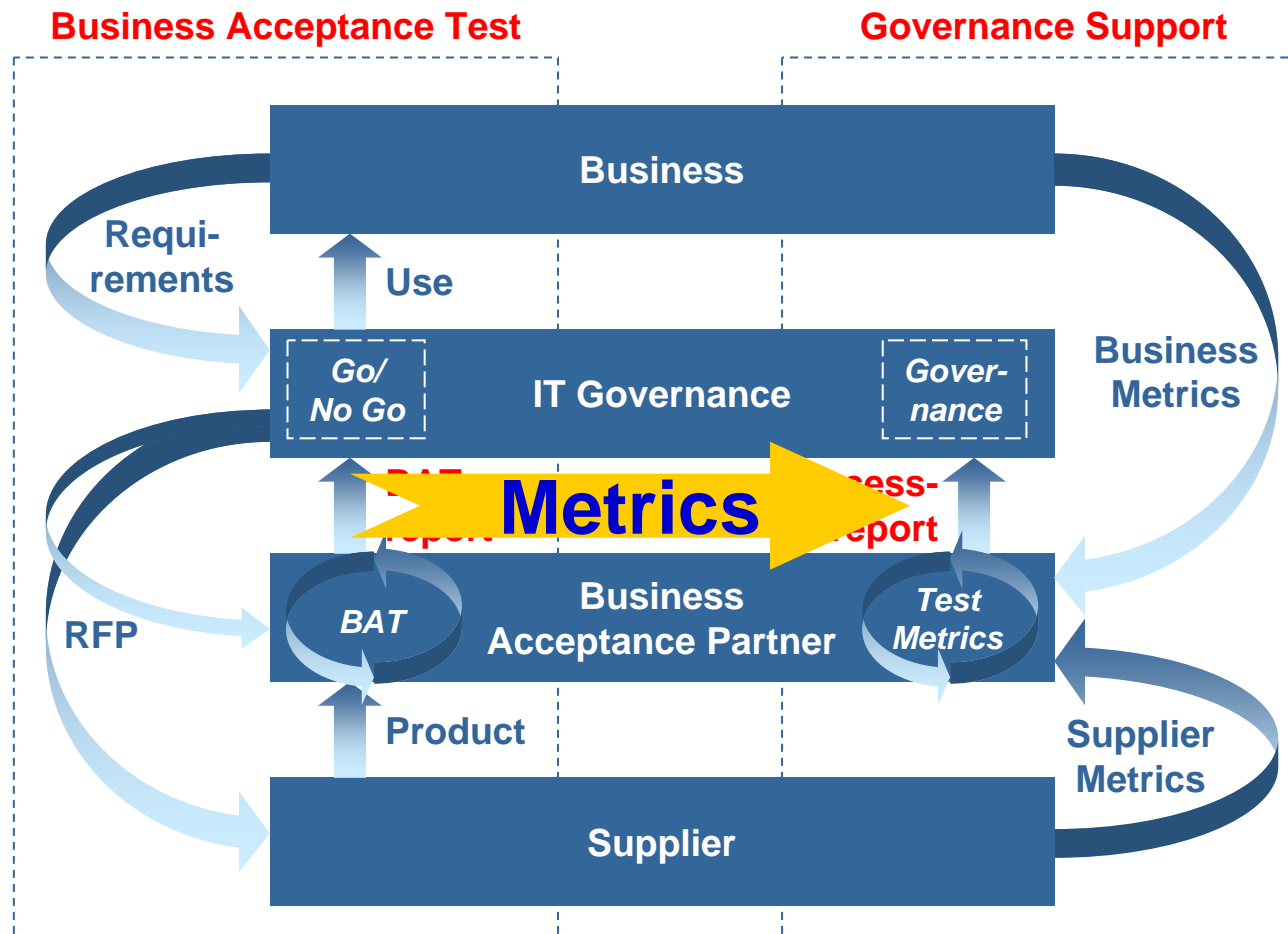
From acceptance criteria to acceptance report



Governance Support



Business Acceptance Management



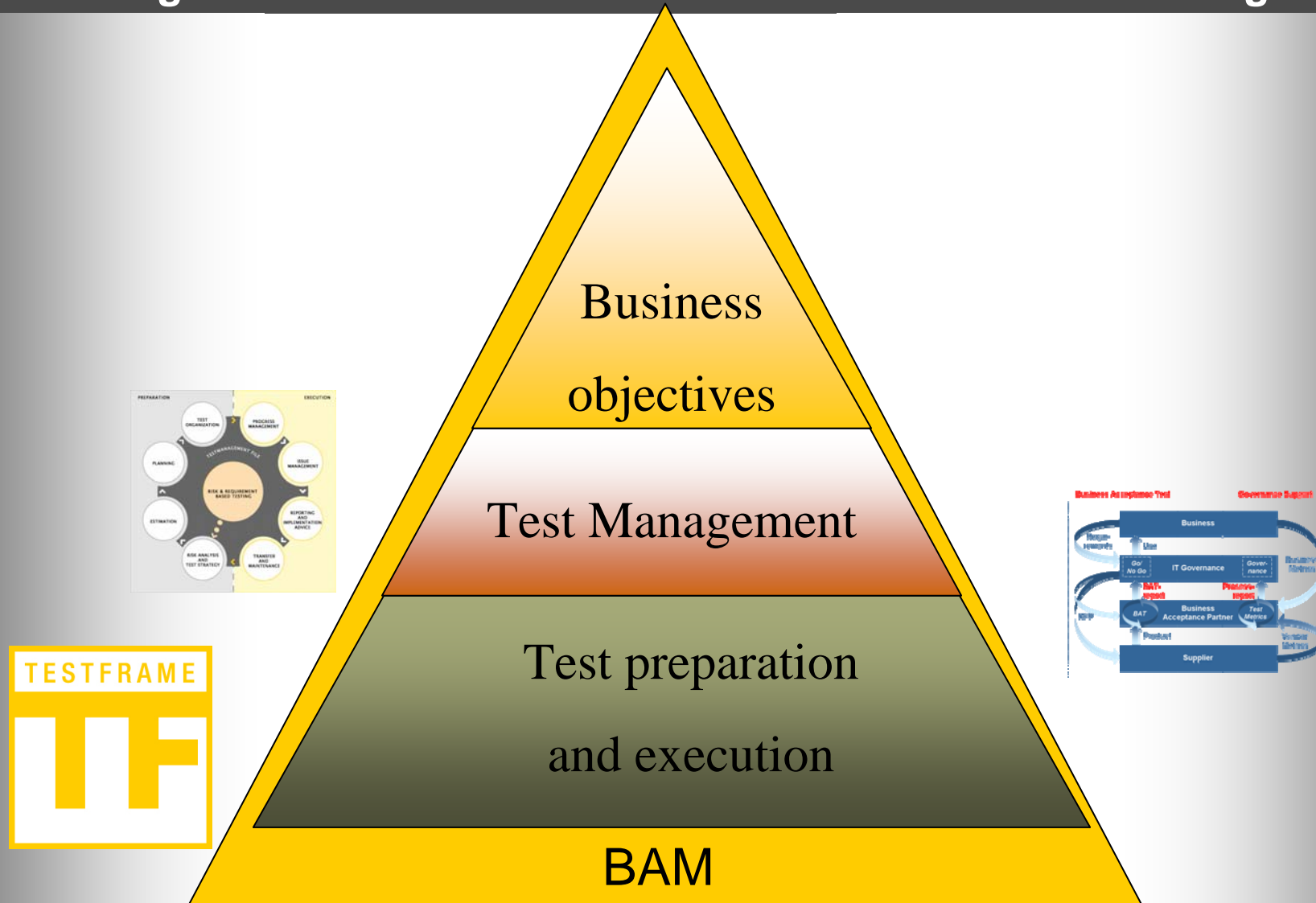
Quality improvement using the metrics

- Which goals were at the basis of outsourcing?
- Are these goals met?
- Can we (still) improve product & process quality?
- What actions should we take to achieve this?
- How can we measure the success of these actions?

Business challenges on acceptance

- Clearance towards results delivered should be agreed upon in advance
- Level of satisfaction depends on the actor (role) in the project
- End results can not always be verified directly after implementation
- Non-acceptances cause delay, rework, disturbance and annoyance

An integrated set of solutions for successful test-outsourcing



logicaCMG

Releasing your potential



The office
in Solna