Test Management Part 2

Test Outsourcing

Objective

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Develop a plan for outsourcing testing.

Home Analogy

Do you do the work yourself or hire a contractor to do the work for you?

Factors Influencing Outsourcing Decision

Need for specialized / advanced technology or capability

Strategic value of system

Cost

Strategic Alliance

Maintenance support

Speed of development

Desire for level staffing

Test Outsourcing Activities

Define the work to be subcontracted

Develop an outsourcing plan

Perform domain and/or process evaluations if needed

Select a subcontractor

Contract with subcontractor

Oversee the testing to ensure that it is on schedule, within cost, and meeting requirements

Accept the testing

Defining Subcontracted Work

Partition the product and its activities

Select subcontracted work to:

- Maximize organization's effectiveness
- Match skills and capabilities of potential subcontractors
- Minimize communication and coordination efforts
- Minimize dependencies
- Minimize risk of subcontractor knowledge not being transferred to the organization

Develop a Subcontractor Management Plan

Develop a technical specification for the work

Develop a statement of work for the supplier

- Identify all tasks to be performed
- Identify relevant processes to be followed
- Identify maintenance responsibilities

Develop a Subcontractor Management Plan (cont'd)

Perform risk management

- Identify outsourcing risks early
- Adjust acquisition strategy to minimize risks

Estimate resources needed

- Estimate supplier test effort (what it should cost)
- Estimate effort for vendor

Components of an Outsourcing Agreement

Contract

Technical specs

Statement of work

Supplier Management Activities

Selection

- Searching for and evaluating vendors
- Specifying legal terms of contract
- Negotiating contract

Subcontract management

- Conveying and explaining requirements
- Monitoring vendor, including reviews
- Resolving problems

Factors to Consider in Selecting a Supplier

- Strategic business alliances

- Prior performance on similar work

- Geographic location

- Software testing and software management capabilities

- Available staff

- Domain expertise

- Cost

- Similarity of processes and tools

- Business viability

Contract with Supplier

See lawyers!

Tracking and Oversight

A plan must be developed for supplier tracking and oversight

Plan must address:

- Activities to be performed and the schedule to perform them
- Identification of groups, assigned responsibilities and inter-group communication
- Techniques, tools and methodologies to be employed for review and tracking of vendor performance
- Escalation procedures

Tracking and Oversight Activities

Maintaining good communication

Reviews

Metrics

Continuous risk management

Approval of invoices

Acceptance of Work

Acceptance of work is a formal procedure which has contract implications

You must be convinced that the testing is thorough and complete

Summary