**Quality Management Plan**

**Project:** Telco Cloud Migration  
**Date:** May 2025

**1. Introduction**

This Quality Management Plan (QMP) defines the quality standards, processes, responsibilities, and metrics to ensure the Telco Cloud Migration Project delivers outputs that meet business requirements and technical specifications.

**2. Quality Objectives**

* Ensure cloud migration meets functional and performance requirements
* Deliver project outputs that comply with Telco’s IT policies and industry standards
* Minimize defects, rework, and service disruption during migration
* Achieve stakeholder satisfaction with migration deliverables

**3. Quality Standards and Requirements**

| **Standard / Requirement** | **Description** | **Reference Document** |
| --- | --- | --- |
| ISO/IEC 27001 | Information Security Management | Telco Security Policy |
| ITIL Change Management | Structured approach to changes in IT services | ITIL Framework |
| Cloud Provider SLAs | Uptime, response time, and support | CSP SLA Agreements |
| Company Internal Policies | Data privacy, backup, disaster recovery, compliance | Telco IT Governance |
| Performance Benchmarks | Migration window, downtime limits | Project Charter |

**4. Quality Roles and Responsibilities**

| **Role** | **Responsibilities** |
| --- | --- |
| Project Manager | Overall quality oversight and reporting |
| Quality Manager | Develop and enforce quality processes |
| Technical Lead | Verify technical compliance and perform testing |
| Cloud Service Provider | Provide documentation, certifications, and support |
| QA/Test Team | Conduct testing, document defects, and report |
| Stakeholders | Participate in reviews and acceptance |

**5. Quality Control Processes**

* **Requirements Review:** Validate clarity and completeness of requirements before design
* **Design Reviews:** Conduct technical design inspections with stakeholders
* **Test Planning:** Prepare test cases covering functional, security, performance aspects
* **Testing:** Execute unit, integration, system, user acceptance tests (UAT)
* **Defect Tracking:** Log, prioritize, and resolve issues in a defect management system
* **Configuration Management:** Track versions of migration scripts, configuration files

**6. Quality Assurance Activities**

* Perform regular audits of project deliverables and processes
* Monitor compliance with IT policies and industry standards
* Conduct peer reviews and walkthroughs for key deliverables
* Ensure training includes quality awareness and best practices
* Report quality metrics and findings to project governance board

**7. Testing Strategy**

| **Test Type** | **Purpose** | **Responsible Team** | **Entry Criteria** | **Exit Criteria** |
| --- | --- | --- | --- | --- |
| Unit Testing | Validate individual components | Development Team | Code ready for testing | All unit tests passed |
| Integration Testing | Verify interfaces and data flow | QA Team | Units tested and integrated | No critical defects |
| System Testing | Validate full system functionality | QA Team | Integrated system available | All functional tests passed |
| User Acceptance Testing (UAT) | Confirm system meets business needs | Business Users | System testing complete | Formal UAT sign-off obtained |
| Security Testing | Verify security controls and compliance | Security Team | System ready for testing | No high severity vulnerabilities |

**8. Quality Metrics and Reporting**

| **Metric** | **Definition** | **Target/Threshold** | **Reporting Frequency** |
| --- | --- | --- | --- |
| Defect Density | Number of defects per 1000 lines of code | < 5 | Weekly |
| Test Case Pass Rate | % of test cases passed | ≥ 95% | After each test cycle |
| Migration Downtime | Total downtime during migration | ≤ 2 hours | Post-migration report |
| Stakeholder Satisfaction | Survey score on quality of deliverables | ≥ 4 on 5-point scale | Monthly |
| SLA Compliance | % compliance with Cloud Provider SLA | 100% | Monthly |

**9. Tools and Resources**

* **Defect Tracking:** Jira or equivalent
* **Test Management:** TestRail or equivalent
* **Configuration Management:** Git, SVN
* **Monitoring:** Cloud provider monitoring tools (AWS CloudWatch, Azure Monitor)
* **Documentation:** SharePoint or internal wiki

**10. Continuous Improvement**

* Conduct post-migration quality reviews and retrospectives
* Implement lessons learned in future projects
* Update quality management processes based on feedback
* Train team on emerging best practices and standards