Product Quality Assurance (Capability)

1. Role Definition ⌃

The service domain maintain and execute a portfolio of product quality assurance tests and if appropriate certifications to apply to new and updated production applications. These tests can be applied to any specific aspects of product sales, servicing and fulfillment as might be appropriate

2. Example of Use ⌃

Example of use:

Quality assurance tests are applied to evaluate a newly released product processing to determine whether error and issue rates are acceptable and support root cause analysis

3. Executive Summary ⌃

Maintain and execute a portfolio of product quality assurance tests and certifications that can be applied to evaluate any aspect of production activity for quality assurance

4. Key Features ⌃

Select assurance target area

Apply assurance tests

Analyze testing results to determine root cause for error rates/issues

Documentation ⌃

Properties ⌃

Property	Value
Service Domain	
API BIAN Portal	Product Quality Assurance API (https://app.swaggerhub.com/apis/BIAN-3/ProductQualityAssurance/12.0.0)
Individual Analytics	product/ServiceAssessmentAccumulators product/ServiceAssessmentActivityAnalysis product/ServiceAssessmentPerformanceAnalysis product/ServiceAssessmentTrends&Events
Portfolio Analytics	product/ServiceAssessmentPortfolioActivityAnalysis product/ServiceAssessmentPortfolioMake-UpAnalysis product/ServiceAssessmentPortfolioPerformanceAnalysis
Scenarios	▦ Launch New Sales Product (views/view_54616.html) ▦ Review Call Centre Activity for New Product (views/view_55164.html)
Service Role	Maintain and execute a portfolio of product quality assurance tests and if appropriate certifications. These tests can be applied to any specific aspects of product sales, servicing and fulfillment as might be appropriate
BIAN Life Cycle	
Registration Status	Registered
Stereotypes	
stereotype	ServiceDomain

Appears on ⌃

Product Quality Assurance SD Overview
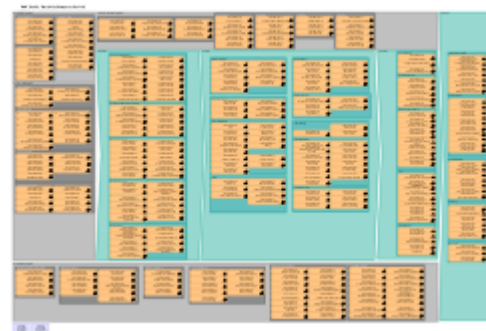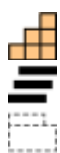

BIAN Service Landscape V12.0 Value Ch…

BIAN Service Landscape V12.0 Matrix Vi…

Relations ⌃

aggregated by	Product Management (object_25.html?object=130408)
	Wave 5 (object_25.html?object=153746)
	Product Management (object_25.html?object=172104)
gets input from	Product Deployment (object_22.html?object=40177)
is equal to	Product Quality Assurance (object_37.html?object=40812)
is part of	Product Management (object_25.html?object=130408)

realized by	▭ Productand Service Assessment_ Analytics Object (object_25.html?object=110992)
	⬭ Product Quality Assurance_SD_Operations (object_20.html?object=209872)
	⬭ Productand Service Assessment_Instantiation (object_18.html?object=209889)
	⬭ Productand Service Assessment_Invocation (object_18.html?object=209892)
	⬭ Productand Service Assessment_Reporting (object_18.html?object=209896)
	⬭ Product Quality Assurance_SD_Service Group (object_20.html?object=243846)
	⬭ Re CR Retrieve details about any aspect of Product and Service Assessment (object_12.html?object=28838)
	⬭ Up BQ Update details relating to Usability Checks (object_13.html?object=32777)
	⬭ Ec CR Accept, verify, etc. aspects of Product and Service Assessment processing (object_12.html?object=33065)
	▭ Productand Service Assessment (object_24.html?object=33378)
	⬭ Gr CR Obtain permission to act in relation to Product and Service Assessment (object_14.html?object=34679)
	⬭ In BQ Instantiate a new Functional Consistency Checks (object_14.html?object=34826)
	⬭ Rq CR Request manual intervention or a decision with respect to Product and Service Assessment (object_14.html?object=35325)
	⬭ Re BQ Retrieve details about any aspect of Resiliency and Performance Checks (object_14.html?object=36056)
	⬭ Up CR Update details relating to Product and Service Assessment (object_14.html?object=36122)
	⬭ Up BQ Update details relating to Resiliency and Performance Checks (object_14.html?object=37000)
	⬭ In BQ Instantiate a new Processing Error and Integrity Checks (object_14.html?object=37440)
	▭ Product and Service (object_24.html?object=38088)
	⬭ Up BQ Update details relating to Functional Consistency Checks (object_15.html?object=38268)
	⬭ In BQ Instantiate a new Usability Checks (object_15.html?object=39863)
	⬭ In BQ Instantiate a new Resiliency and Performance Checks (object_15.html?object=40171)
	⬭ Ex CR Execute an available automated action for Product and Service Assessment (object_16.html?object=43888)
	⬭ Re BQ Retrieve details about any aspect of Processing Error and Integrity Checks (object_16.html?object=44044)
	⬭ In CR Instantiate a new Product and Service Assessment (object_16.html?object=44555)
	⬭ Up BQ Update details relating to Processing Error and Integrity Checks (object_16.html?object=46723)
	⬭ Re BQ Retrieve details about any aspect of Functional Consistency Checks (object_17.html?object=46998)
	⬭ Re BQ Retrieve details about any aspect of Usability Checks (object_17.html?object=47393)
	⬭▭ Assess (object_28.html?object=58027)

| serves | Product Management (object_6.html?object=130055) |
| | Product Performance Management (object_6.html?object=131525) |

| triggered by | Product Portfolio (object_21.html?object=36619) |
| | Product Deployment (object_22.html?object=40177) |

| triggers | Contact Center Management (object_22.html?object=40392) |