QA Department Goals for 2014

3.   Increase automation of testing activities for all products
  1.   35% of Code42 Application Program Interface (API) tests automated
  2.   35% of Code42 console regression tests automated
  3.   85% of native CrashPlan and SharePlan User Acceptance Tests automated.
  4.   Percentages are estimates and may be revised after discovery process
  5.   KPI is percentage of total tests that are automated

4.   Create a performance measurement practice
  1.   Determine valid performance benchmarks in conjunction with Professional Services and Support
  2.   Work with Development and Professional Services to create benchmark environments
  3.   Perform and measure these benchmarks regularly
  4.   Evaluate and adopt tools to automate benchmarks runs
  5.   KPI is quarterly report of these values against the latest release

CODE42

QA Department 2014 Plan

QA Department Goals for 2014

1. **Actively participate in Agile software development process by achieving and maintaining a 7-1 Developer/QA staff relationship**
   1. Agile software teams should have at least one QA analyst assigned
   2. Current staffing (9-1) requires most analysts to cover multiple projects
   3. KPI is determined by dividing total development staff by total QA staff

2. **Manage test planning, test writing and test execution for each quarterly release**
   1. QA participates in release and iteration planning to provide testing perspective at the beginning of each project
   2. QA completes test plans and test cases prior to code delivery to QA
   3. QA completes User Acceptance Tests by end of iteration
   4. KPI is percentage of UAT completed at end of iteration. Goal is 100%

Departmental Investments for 2014

1. **Purchase performance measurement software**
    1. Cost ranges from free (open source) to tens of thousands (HP LoadRunner). Best investment is likely to be open source software with internal engineering work.
    2. Benefit is data to size customer systems and to predict problems related to growth
    3. Measurement is existence of benchmark numbers

2. **Purchase load creation software**
    1. Performance measurement and load creation may be the same tool
    2. Costs, benefits and measurements are identical to 1.

3. **Hire software build/system management specialist**
    1. Cost is one FTE
    2. Benefit is predictable, automated builds and effective use of our Virtual Data Infrastructure
    3. Measurement is reduction of manual system builds to zero
    4. Measurement is availability of test environments to QA team with no system configuration required