What can TMMi do for me?
TESTING PORTUGAL 2017

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TMMi Accreditation Chair

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Who am I?

▷ My background:

    ▷ Formerly Managing consultant with Experimentus now moving to Planit Testing

    ▷ Been involved in testing for over 25 years with many industries

    ▷ Chair of TMMi accreditation

    ▷ Creator of the Experimentus TMMi professional and lead assessor/assessor training courses and delivered them internationally

    ▷ Founder member of ISEB (1996) and involved with ISTQB for over the 13 years

    ▷ A director of UKTB

    ▷ Chair of UKTB accreditation

    ▷ ISTQB Process Management and Compliance Working Group Vice Chair

    ▷ Presenter at international conferences

    ▷ ISTQB accredited trainer

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TMMi and Foundation Background

▷ TMMi is an internationally recognized framework for test process improvement, developed by the TMMi Foundation (non-profit organization) founded in 2005

▷ Made up of 5 stages (levels) of maturity

▷ The framework and supporting documents are freely available to download from the Foundation website. The framework is in English, Chinese, French and Spanish.

▷ Framework is based on CMMI and other sources, terminology is in line with ISTQB

▷ Ongoing introduction of local TMMi Chapters worldwide (Portugal is already a Local Chapter)

▷ Accreditation of service providers

▷ Certification of TMMi lead assessors and assessors once they have completed:
  ▷ TMMi Professional training
  ▷ TMMi assessor and lead assessor training

▷ TMMi test process improver super certificate (in development)

▷ Certification of organizations that have been formally assessed

Role of the Portuguese Local Chapter

▷ To

  ▷ Promote TMMi in their country through

    ▷ Marketing activities through the PSTQB website

  ▷ Have a close relationship with the TMMi Foundation

  ▷ Support translation of the model etc into Portuguese if required

  ▷ Identify potential service providers that can provide assessments

  ▷ Identify potential organisations that can provide TMMi Professional training and will make arrangements for exams to be run in their country

  ▷ Identify potential organisations looking for TMMi training/assessments

  ▷ Establish a "front office" for the above TMMi activities

▷ The TMMi Foundation shall provide governance on the TMMi activities undertaken by the TMMi Local Chapters

▷ All contracts as service providers, training companies will be with the TMMi Foundation

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How Assessments work

▷ Informal and formal assessments available

▷ Formal assessments lead to an internationally recognised certification at a level of maturity against the TMMi framework and results are published on our website

▷ Suitable for any development lifecycle. Service providers are accredited to deliver assessments. All formal assessments once agreed by the TMMi Foundation will have the appropriate certificate issued

▷ Maturity levels can be used for process evaluation and improvements

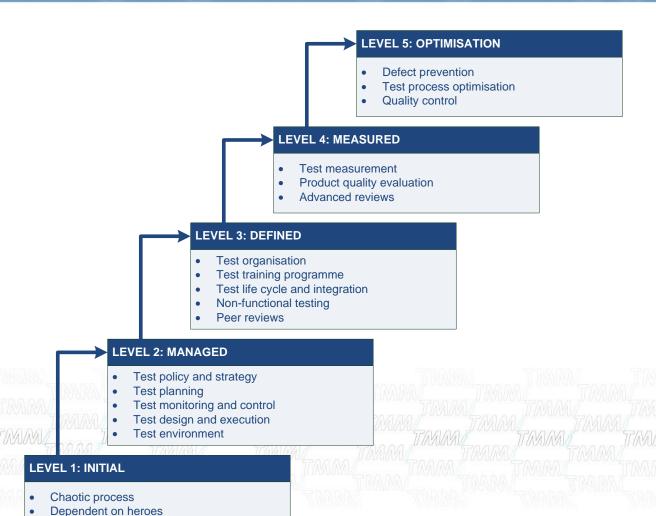▷ Information available from www.tmmi.org

TMMi and Agile

▷ The TMMi framework as it is fits any lifecycle model, but
  ▷ updates to the framework for Agile is actively in progress. Level 2 already delivered

▷ The "i" in TMMi means integrated with the software development not outside of it

▷ Not a rigid framework – what is fit for purpose in your organization
  ▷ What do you have?
  ▷ Are you using it?
  ▷ Does it work?
  ▷ Given the context of the application should there be anything else?
  ▷ Focus on keeping things as simple as possible
  ▷ Benefit of having experienced assessors to look and guide

▷ Focus is defect prevention not detection

▷ Covers the whole quality lifecycle

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TMMi in the Agile world

Version 1.0

Produced by the TMMi Foundation

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TMMi Process Areas by Maturity Level

LEVEL 5: OPTIMISATION

- Defect prevention
- Test process optimisation
- Quality control

LEVEL 4: MEASURED

- Test measurement
- Product quality evaluation
- Advanced reviews

LEVEL 3: DEFINED

- Test organisation
- Test training programme
- Test life cycle and integration
- Non-functional testing
- Peer reviews

LEVEL 2: MANAGED

- Test policy and strategy
- Test planning
- Test monitoring and control
- Test design and execution
- Test environment

LEVEL 1: INITIAL

- Chaotic process
- Dependent on heroes
- No understanding of the cost of quality

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TMMi Model Structure to Level 5

This slide demonstrates the detail that TMMi can assess to.

Maturity Level — **5**

Process Area — **16**

50 — Specific Goal

Generic Goal — **32**

173 — Specific Practice

Generic Practice — **192**

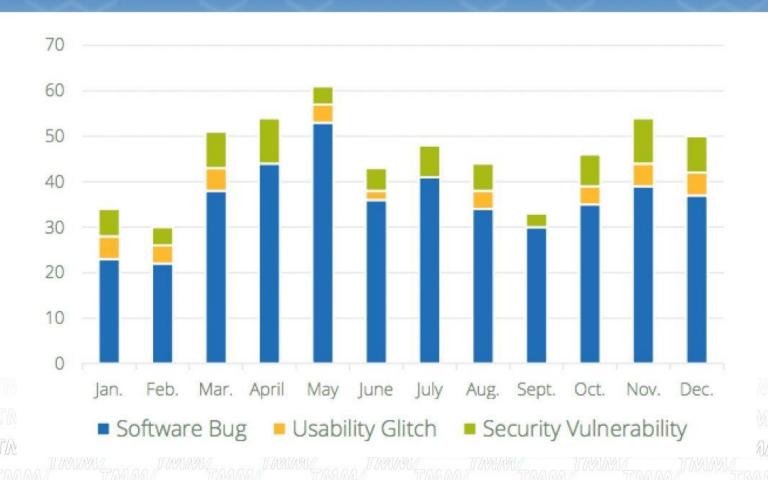**845** — Sub-Practice

Why do we need to get better?

▷ A recent study of software failures by Austrian software company Tricentis revealed just how costly glitches or bugs can be. According to Tricentis who compiled a Software Fail Watch report in 2016, around 4.4 billion people and almost $1.1 trillion in assets were impacted by software failures in the last year.
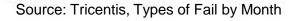
Types of failures 2016

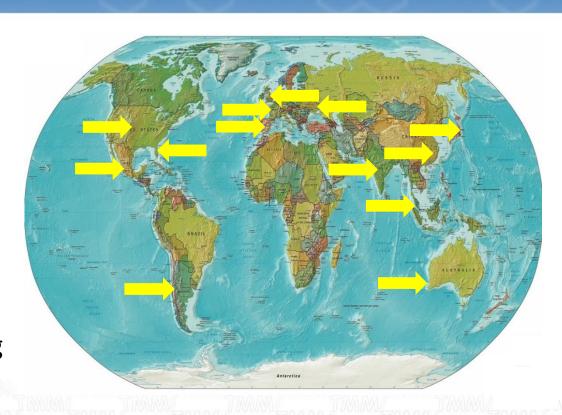Source: Tricentis, Types of Fail by Month

Who has assessments & where?

- ▷ Service providers
- ▷ Mining company
- ▷ Pharmaceutical
- ▷ Banking
- ▷ Financial Services
- ▷ Retail
- ▷ Insurance
- ▷ Mobile Telephone
- ▷ Consulting, System Integrators, Outsourcing
- ▷ Utilities
- ▷ Software developers
- ▷ TV and Communications
- ▷ Etc...

There may be other countries that have had Informal Assessments but details may not been provided to the TMMi Foundation

Example benefits seen - summary

▷ Retain and/or gain contracts. Customers increasingly want their suppliers to be certified to a specific TMMi level if they want to have the business

▷ Releases now meeting scheduled dates

▷ Organisation have working processes in place for projects – no longer a game of chess, consistent approach

▷ Management receiving relevant progress information through correct metrics

▷ "Ferrari" type processes not "bicycle" ones

▷ Conducted internal assessments over period of time and introduced relevant improvements – achieved TMMi levels straight away

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Example benefits seen - summary

▷ Able to involve product owners and identified risks were handled much better

▷ Able to motivate staff

▷ Found shortcomings in risk and processes despite having had an industry based audit that did not find problems

▷ Improved quality products, smoother releases

▷ We can help quantify savings through improvement

What is Next?

Contact the PSTQB if you want:

- internal awareness sessions
- to consider having an assessment
- to consider having TMMi training
- to consider being a service provider
- to know more

Your Knowledge Is Power

ASSESSMENT INFO

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or

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