

Quality Assurance on Demand (QuAD):

Addressing the Peaks and Valleys of QA Workloads

Most Quality Assurance (QA) projects have varying workloads. When the development team releases a new build to the QA team, a large amount of testing must usually be completed in a limited amount of time. To address these demands, timeframes may be elongated, scope of testing may be reduced, or additional QA staff members are added. When the testing is completed, the QA team is left with a greatly diminished workload until it is time to ramp up for the next project. The Management Challenge encompasses the following:

- **People:** How do you cost-effectively staff for the peaks?
- **Process:** How do you control the quality of your implementations?
- **Technology:** How do you train effectively and efficiently on your systems, applications, and testing technologies?

FYI Solutions Quality Assurance “on-demand” (QuAD) model addresses this issue.

The FYI Solutions model provides clients with QA experts when you need them. Your costs are controlled as our team of experts brings QA best practices to your initiative. We can provide our clients with an education in industry-leading testing tools and knowledge management tools.

People

LEADERSHIP: FYI Solutions assigns a key QA leader who is the hub for all QA-related work with the client. Based on experience, the QA leader knows how to determine the skill sets and toolsets needed for a particular project. Upon assembling a SWAT team, the QA leader manages the daily work of the team and any personnel issues that may arise. As projects move towards completion, the QA leader manages the cost and risk to decrease the size of the QA team.

FYI Solutions strives to maintain the same teams for recurring projects for the same client, with the benefit of prior project experience. This means that all training and product knowledge is retained, thus eliminating the redundant startup and training costs associated with the hiring of new contractors and/or temporary employees.

RESOURCES: FYI Solutions’ approach to staffing of the QA team is one of a blended approach. In partnership with experienced QA leadership, we employ top area college graduates with technical backgrounds who bring new approaches and techniques to the project. We have the ability to train experienced in-transition workers and military veterans who are returning to the workforce.

INVESTMENT: FYI Solutions believes in continuous process improvement and invests in its consultants. To achieve this, we provide ongoing, standardized training for our engineers covering:

- **Methodologies**
- **Tools**
- **Terminology**
- **Collaboration tools and techniques**

Process

Once engaged with our client, the QA leader hits the ground running to perform a needs analysis and to assess the environment. Recommendations for tools can be a part of the assessment. A knowledge base and portal is created and this assessment process can be repeated for any of the subsequent business functional groups requiring testing.

Once the team is in place, FYI Solutions engineers use MS SharePoint, or a client provided wiki to capture business rules knowledge of the application being tested. This discipline facilitates knowledge transfer and enables collaboration. Project artifacts are stored in this knowledge base for reuse and training in the future.

FYI Solutions' team can adapt to client's methodologies and/or bring our own testing methodology to the project. Our QA leaders are well versed in implementing test case management and traceability processes. We think it is very important for test engineers to be involved the early in the requirements gathering stage of the project. In partnership with our clients, we can co-develop disciplines in proper project communication protocols, issues resolution, and defect management. In time, our QA engineers become application subject matter experts.

Technology

Our clients and consultants have access to a QA lab located at our office in Parsippany, NJ. It is a collaborative and knowledge-sharing environment where our team members can learn from each other. As workload increases, we can deploy engineers to the client site. As workload decreases, our engineers return to the FYI Solutions' QA lab.

FYI Solutions has partnered with some of the top local area colleges to have access to recent college graduates interested in pursuing a QA career.

Our clients can also take advantage of lowering their real estate costs by running the testing from the FYI Solutions lab. We are in close proximity to the NY Metro area. Resources can be co-located in the lab and/or at the client site.

The FYI Solutions QA engineers have knowledge of and access to QA best-in-breed tools where test cases can be documented and maintained, requirements traceability to test cases is enabled, and where regression test beds can be run via automation.

In Summary

The FYI Solutions QA teams integrate with your client resources during peak times to help meet milestones and release dates. The FYI Solutions skilled crew of test engineers is available to be used whenever needed. To maximize knowledge transfers, FYI Solutions will try to maintain the same teams for reoccurring projects for the same client whenever possible. You only pay for the actual time the QuAD team is being used. This eliminates the need for internal hiring, management overhead, and training.

About FYI SOLUTIONS

FYI Solutions is an innovative, US-based IT consultancy that delivers better results through closer relationships with our clients and consultants. We specialize in business analytics solutions, software, and staff for the financial services, insurance, life sciences, retail, media & publishing, and automotive industries.