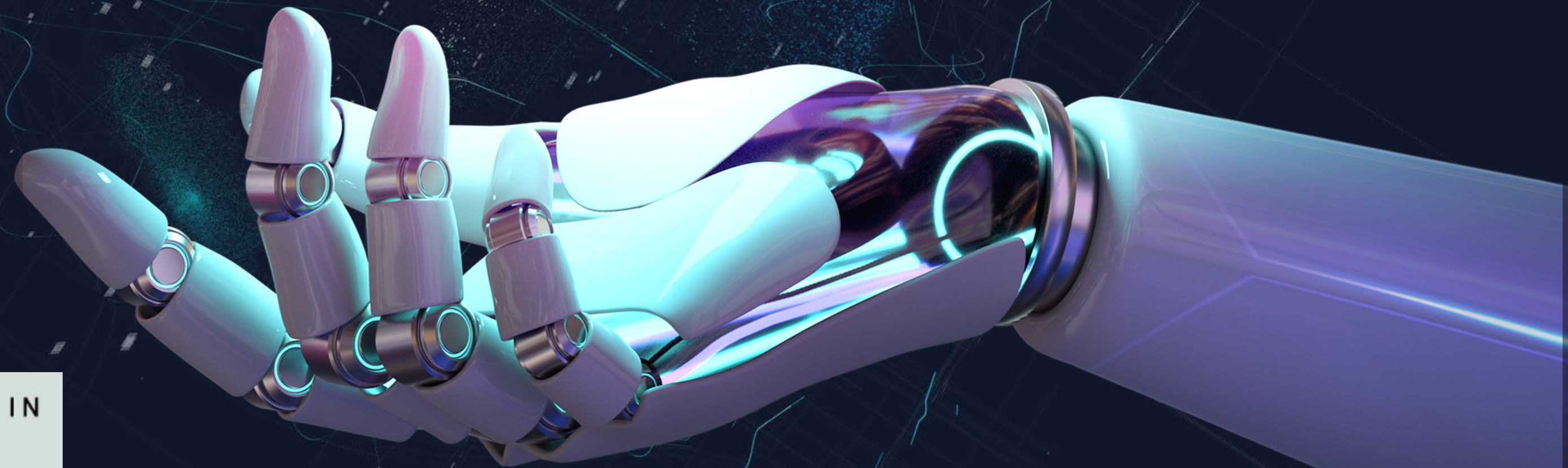


Revitalising QA:

Embracing Pragmatic Approaches

QA is Alive and Thriving



The speaker



Paul Mowat



Director of Infinity Tech Consulting, providing IT leadership and advise on business transformation and Quality Assurance on driving return on investment using efficiency improvements like assessments, innovation initiatives, and continuous improvement efforts.

Outside of the day job:

- Paul has served as the BCS SIGiST Marketing and Communications Secretary since 2020.
- A BCS Chartered Fellow and a Chartered IT Professional Assessor
- As a TMMi Test Professional, Test Process Improver and past Lead Assessor Paul contributes thought leadership through white papers, ISO/IEC 29119 articles and reviewing the exam syllabi through a TMMi Technical Working Group.
- Is an Ally for the recently launched Women in Test & The Test Engineering Society.
- Paul provides mentoring to disadvantaged young adults through Starting Point, a Mustard Tree initiative in collaboration with local communities, charities, and statutory organisations.
- Paul also champions sustainability through Giki Zero, Agile Sustainability Manifesto and ISO 26000. Recently achieved 75% in the Business Sustainability Management course from the Cambridge Institute for Sustainability Leadership

Embracing Pragmatic Approaches

1. Demerger - IaaS, SaaS and PaaS

Cross-commodity price reporting agency across ten business functions - define TOM, build capabilities and software and laptop rollout.

2. Multiple Suppliers (8)

Modern Engineering Standards and different versions of ways of working and good practices

3. Cutover & QA Readiness

Minimum viable service
Lift & Shift, rebuild, rebuild new solutions and BAU workflows
Build Digital Platform- SRE

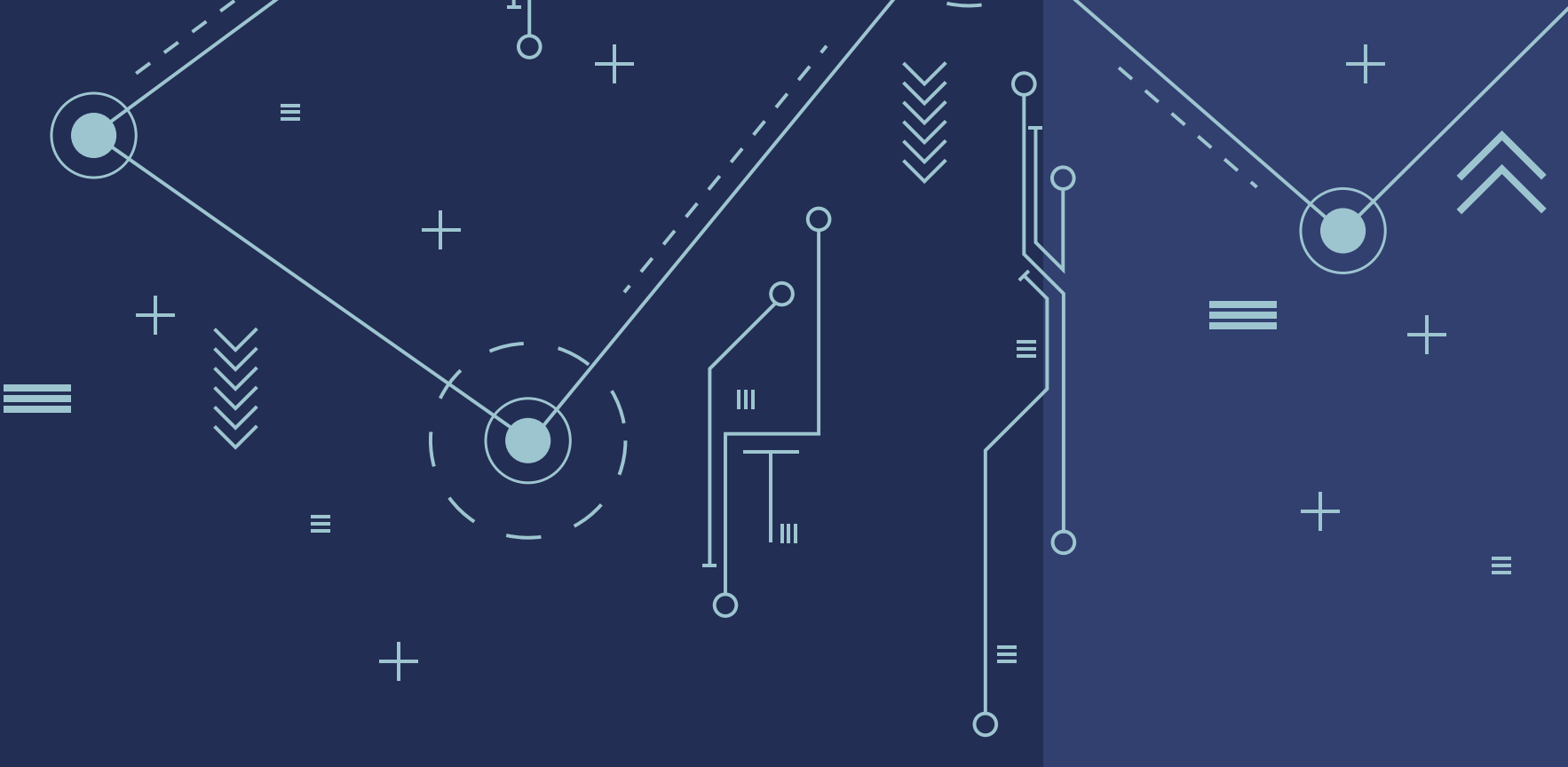
4. Skills in demand

Technology, Digitalisation, Big Data, Cloud Computing, AI.

The Background



"Quality is not an act, it is a habit." Aristotle



"Testing is a skill that you can learn. It's more a mindset than a specific process."

- Janet Gregory, co-founder of the Agile Testing Fellowship

The Ask!



Establish a consistent, repeatable and sustainable approach to releases within a programme.



Enhance the current cutover process and clarify QA status for each completed release (138).



Maintain transparent dialogue for RAIDS and programme status.

Pragmatic Approaches:

Quality Engineering Leadership

- **Communicate** your role, vision and what you need from others.
- **Pragmatism** – Implement governance verses delivery methodologies [1].
- **Disseminate** multiple sources of information and adopt good practices fast.
- Focus on **critical areas** , Infrastructure Digital, Finance and Events, (Risk Management).
- **Integrate the** role, scope and success definition.

Go-Live Readiness

- De-risk programme – Assessment of cutovers.
- Security privacy by Design, (SpbD) – Security first.
- Information Security Management System - **ISO 27001**.
- Regulations – **Supplier and Trade Sanctions**.
- Deployment Package - Release Process, Deployment Checklist & Entry-Exit Conditions.

“Testing should be exploratory, heuristic, and context-driven, rather than following scripted procedures blindly.”

— James Bach, Founder and CEO of Satisfice, Inc.



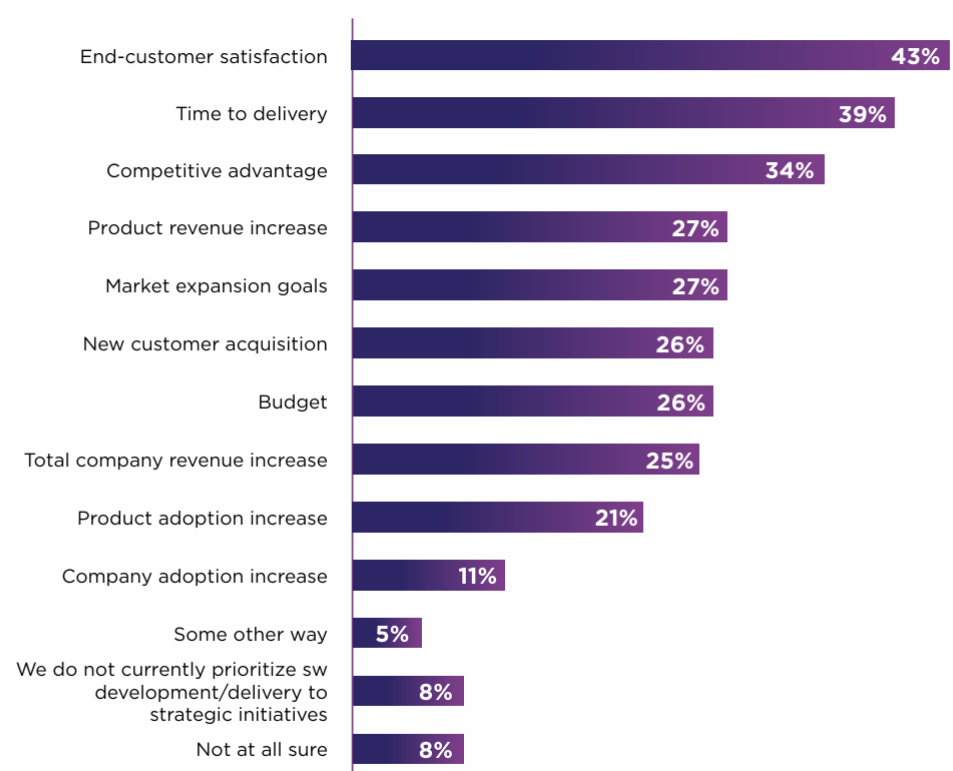
Market View

Software Delivery Performance

Performance level	Deployment frequency	Change lead time	Change failure rate	Failed deployment recovery time	% of respondents
Elite	On demand	Less than one day	5%	Less than one hour	18%
High	Between once per day and once per week	Between one day and one week	10%	Less than one day	31%
Medium	Between once per week and once per month	Between one week and one month	15%	Between one day and one week	33%
Low	Between once per week and once per month	Between one week and one month	64%	Between one month and six months	17%

[9] Source: Accelerate State of DevOps 2023 v. 2023-12

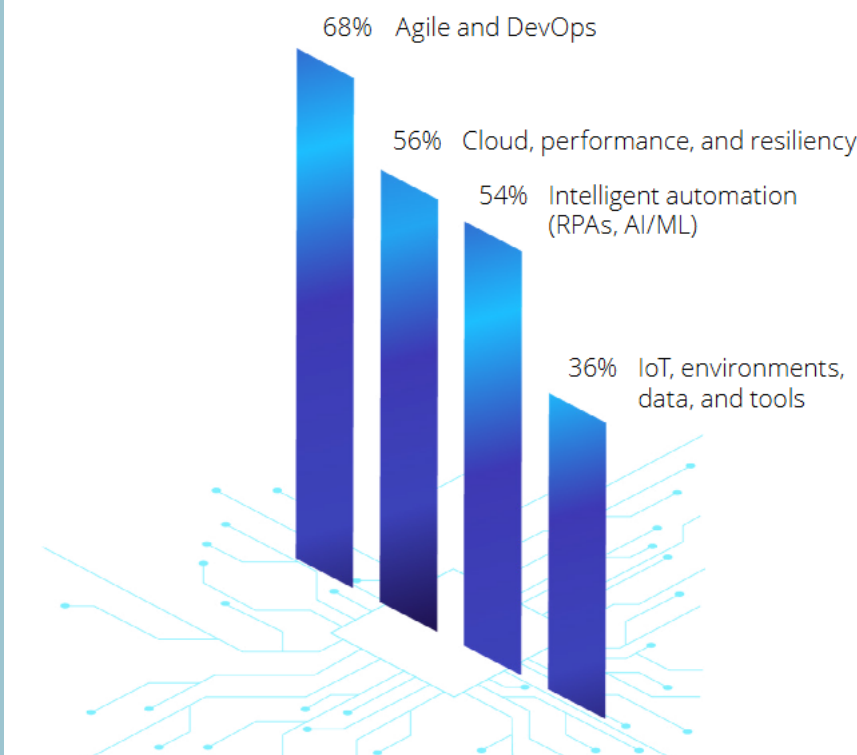
Prioritised Software Development & Delivery Goals



[12] Source: The 17th State of Agile Report

Reimagining Test Strategies

Figure 16. Current and future technology considerations for organizations



[11] Source: Deloitte 2023 Quality Engineering Trends Report

Six Essential Pillars

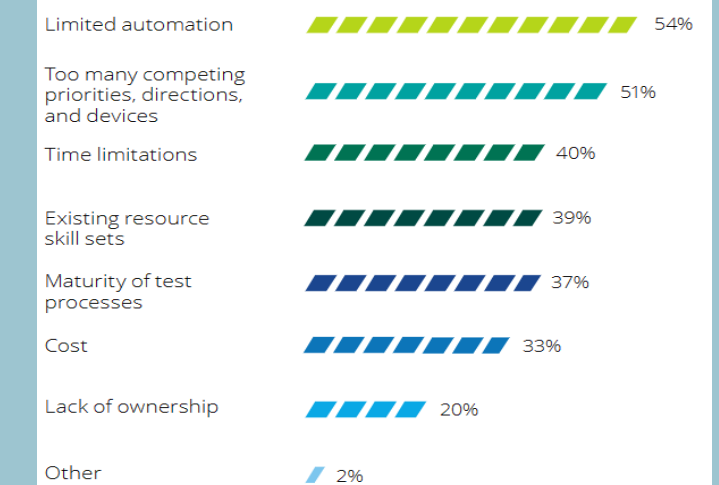
There are six essential pillars in this transformation from quality assurance to quality engineering:

1. Adequate orchestration of quality activities in and across Agile development teams. While QA is increasingly embedded in feature teams, we also see a clear rise of the quality function or quality support team across DevOps teams.
2. End-to-end automation of quality and test activities across all types and levels of testing, from planning and design to execution and continuous quality monitoring. This end-to-end quality automation must be fully integrated within the IT development process.
3. Leveraging smarter quality technologies to assist quality experts in making the right quality strategic decisions early in the process.
4. More attention to test infrastructure and test data provisioning.
5. Defining, tracking, and monitoring of the right set of quality indicators to be able to respond immediately to potential quality breaches.
6. Increase the technological and domain skill levels of the quality teams in order to secure value outcomes for business processes and end customers. Quality experts will need to develop their skills further from testing and engineering skills to subject matter business expertise, alongside growing their knowledge of tools and technical platforms.

[10] Source: World Quality Report 14th Edition, 2022-23

Major Testing Challenges

Figure 2. Major testing challenges



[2] Source: Deloitte 2023 Quality Engineering Trends Report

“Testing is an infinite process of comparing the invisible to the ambiguous in order to avoid the unthinkable happening to the anonymous” James Bach, American software tester, author, trainer, and consultant

Summary: Skills In Demand

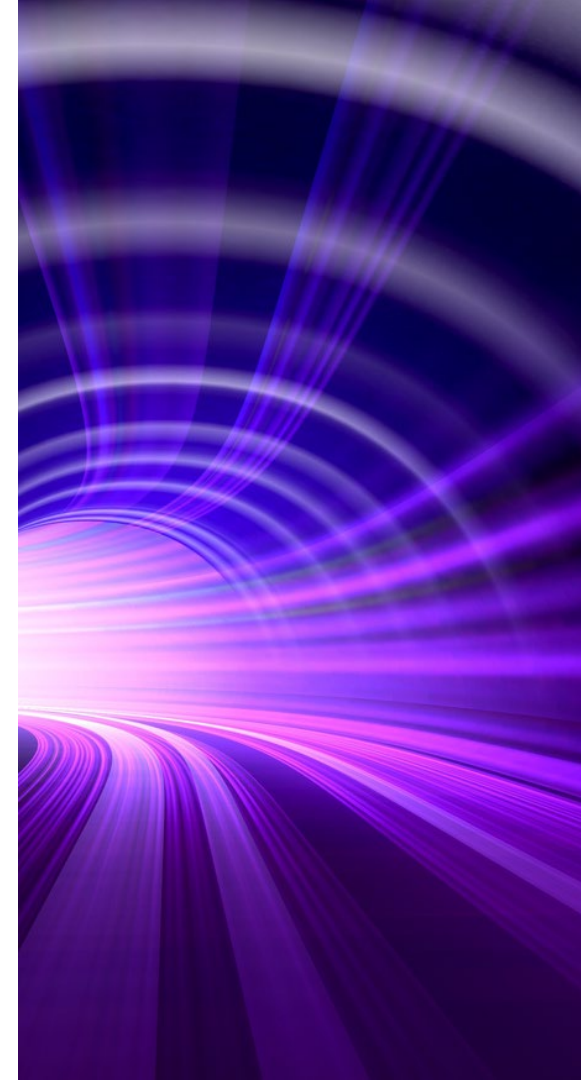
- Software Testing and QA Services Market to reach \$72 BN by 2030, growing at a CAGR of 13%. [8] Go-Live Readiness, Security, Compliance, PCI-DSS, Regulations & Standards.
- Growth industries – Manufacturing, Retail, Wholesale of consumer goods vs. supply-chain, transportation, Media, Entertainment & Sports & Financial Services[3].
- Fastest growing roles[3] - Technology, AI/ ML, Digitalisation & Sustainability.
- Future of Work – Hybrid, new ways of working and adoption of AI & Automation[4].
- Soft Skills – Negotiator, Adaptability, Strategic-Thinker, Pragmatism – Deliver the right outcomes[5]. Communication, highly collaborative, emotional intelligence, active listener, patients and conflict resolution.

“The key to building a great product is building a great team first. To me, great teams aren’t bound by roles, but they’re driven by moving forward.”

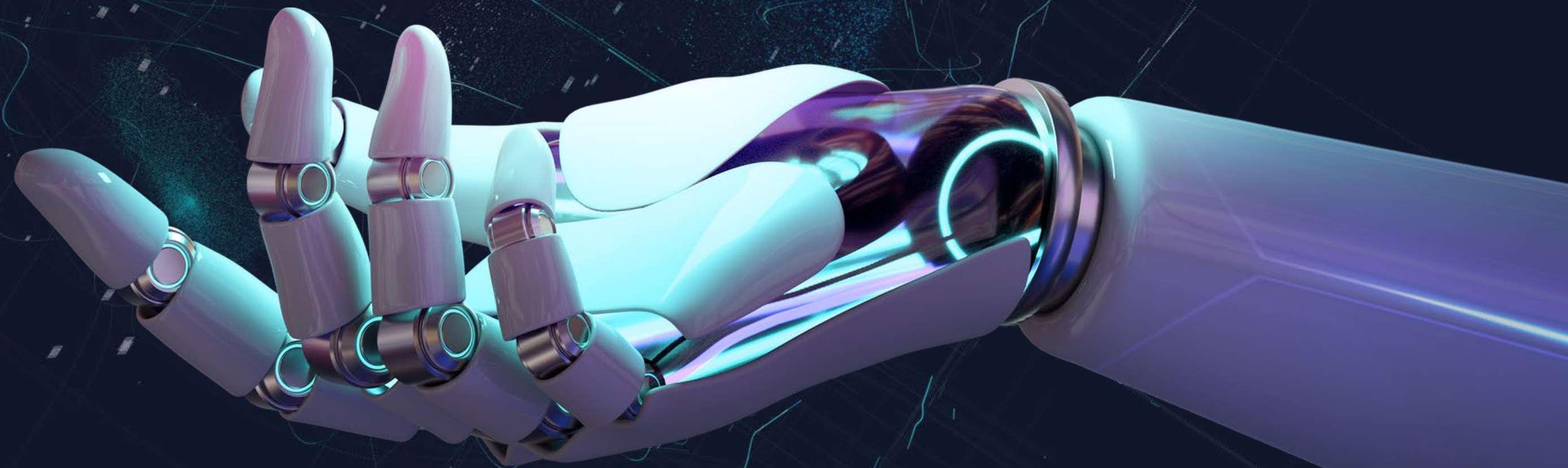
—Alan Page, software tester and Director of Quality for Services at Unity Technologies

“No amount of sophistication is going to allay the fact all of your knowledge is about the past and all of your decision are about the future”.

—Ian Wilson, Technical and Engineering Risk Manager, GE Vernova[6]



Q and A
ASK AWAY!





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Get in touch

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