

Software Testing

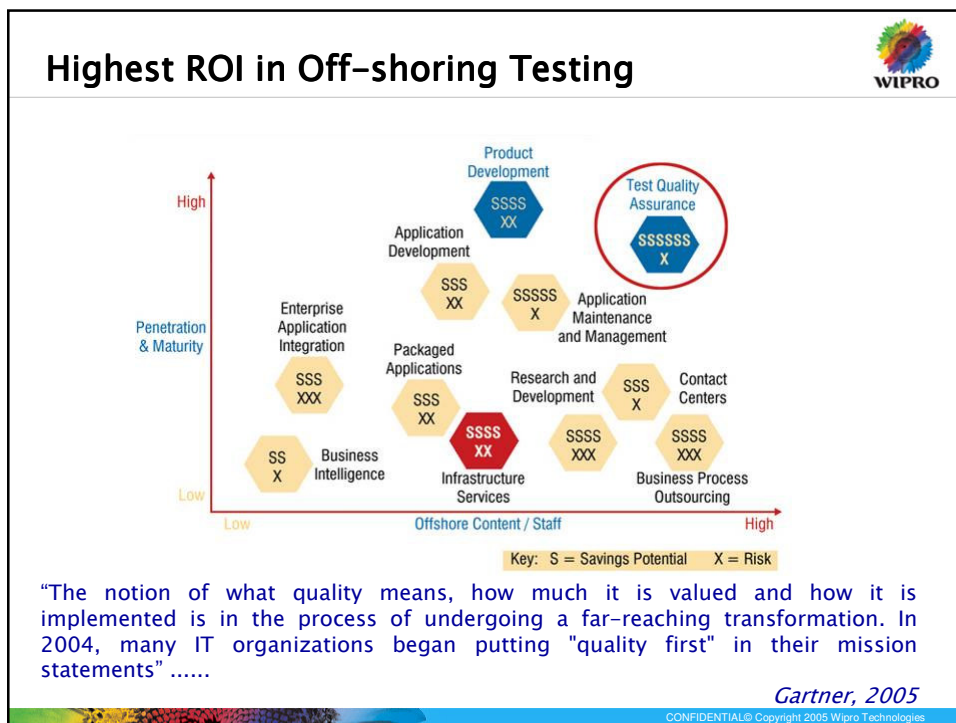
How Customer Expectations have Changed over the years and How to address those ?

Presenter: Gangadharaiah C.P.

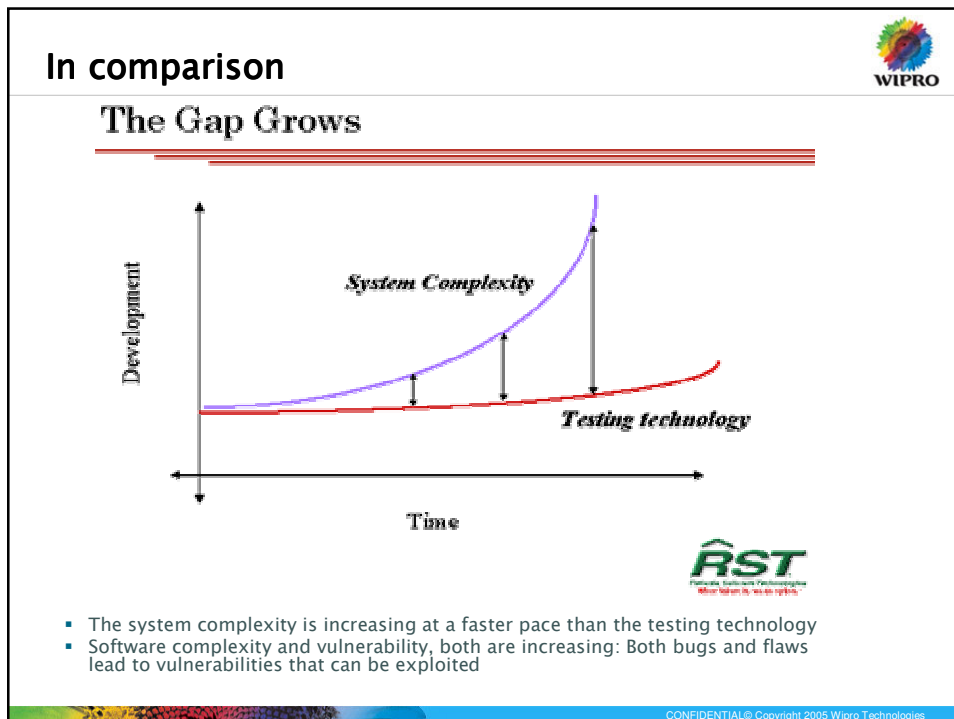
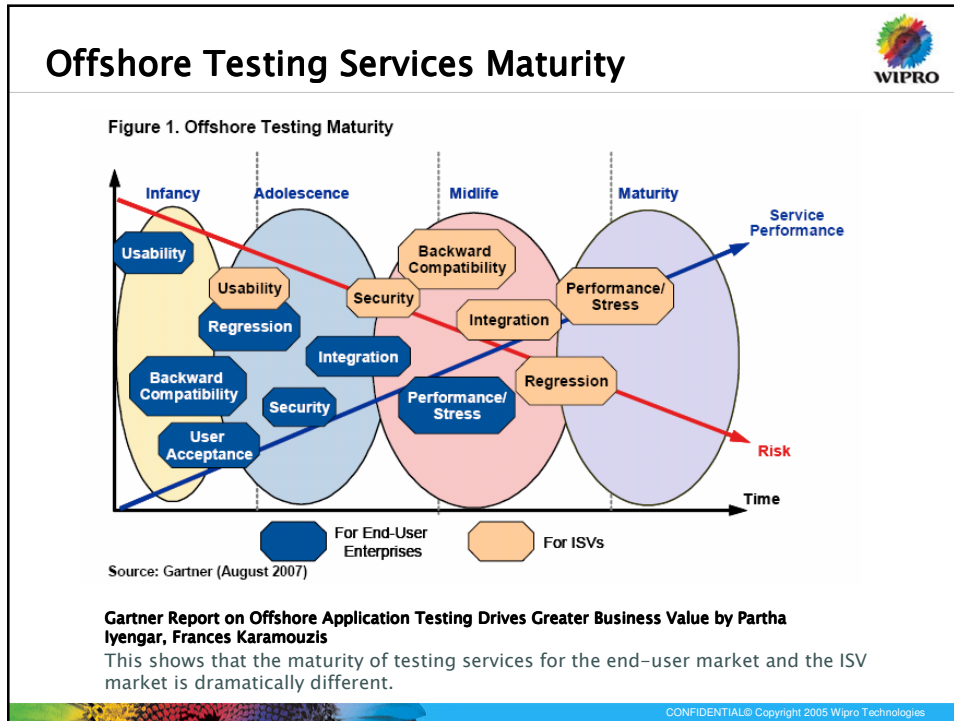
Designation: Senior Vice President and World Wide Head
 Testing Services Division
 Wipro Technologies

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Software Testing- How Customer Expectations have changed over the years and How to address those?
 Gangadharaiah C P, Wipro Technologies



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Customer Demand Pattern



- Increasing outsourcing in **End-to end Testing** as compared to the traditional phase-specific testing (e.g. regression, automation, acceptance)

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- Increasing outsourcing in **end-to end testing** as compared to the traditional phase-specific testing (e.g. regression, automation, acceptance)
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- Customers are expecting the positioning of test team equally competent and capable as development team in handling **Large Complex Testing Projects**

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Testing – Products v/s IT



- Product companies are well aware of Importance of testing
 - Independent QA organizations
 - Clear understanding of cost of defects
- Use of proprietary tools and techniques
- Domain Knowledge is mandatory in addition to testing competency
- Business is becoming IT driven
- Business performance highly dependent on IT application performance
 - Ability to handle peak loads e.g. Airlines free tickets
 - Application upgrades e.g. Blackberry in the US
 - System performance e.g. Thousands of users on the internal siebel
- Mostly uses common tools and techniques
- Robust independent testing is becoming increasingly critical for business success.

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Finally



- As Testing adds NO functional value to any product or an Application – Focus on Adding Business value.
 - Articulation of business value is very important for the success
- Testing is recognized as an independent function and is very critical to customers.
 - Projecting an independent testing organization will fuel growth
- Testing is a trade-off between budget, time and quality.
 - Continue to innovate ... Point Solutions, CoEs, Frameworks, etc.
- Building a test team is one thing but keeping and maintaining a healthy, effective and efficient test team is quite a different matter.
 - Build a team of committed individuals

Thank You

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