DeRisk IT Provides Support for Implementation of CARS in Major Retail Chain

✔ Background

DeRisk IT Inc. was founded in 1998 as a cost-effective testing solution aimed at the corporate level. DeRisk IT's primary goal is to help corporate organizations forecast and plan for the most efficient IT projects with respect to risk avoidance and assist the implementation of appropriate testing solutions in order to achieve a common goal. As 1 of only 2 major testing teams in the QA consulting arena, DeRisk IT was approached by the retail chain to assist in implementing a total testing solution and methodology they had purchased from Compuware called CARS. DeRisk IT was brought on board to implement this tool and convert all manual testing efforts to automation.

✔ The Need For A Testing Solution

Prior to DeRisk IT's involvement the retail chain's two major divisions of development and testing did not have a standardized methodology. DeRisk IT therefore, became the driving force, bringing both stability and a regimented testing approach where none had existed before. DeRisk IT spent a total of 18 months and used between 17-21 testers at any given time to accomplish the implementation. DeRisk IT testers served not only as automated testers but as administrators for the CARS applications, doing everything from initial set up, project set up, and maintenance throughout this time period.

✔ The Approach

DeRisk IT had many employees already fully versed in CARS and TestPartner and spent the largest majority of their time setting up the backend of CARS, including the WorkBench and Changepoint. Through their consultation services, DeRisk IT first focused on the Logistics side of the retail chain and implemented it first, providing training along the way. Once the first section (Logistics) was set up, DeRisk IT then moved to the second section or division of the retail's services. Once all sections and projects were set up within workbench and Changepoint, the retail chain was able to easily track and manage the tasks assigned and completed by testers, along with any outstanding or repaired bugs still the applications under test.

✔ Project Problems

Once the retail chain had settled on Compuware's CARS as their testing solution and obtained DeRisk IT's services to implement the applications into their environment, obstacles started to arise. With so many ongoing projects and the tedious task of inputting all placeholders, requirements, and testing steps into the workbench, then manual testers executing the test cases and logging results within CARS, many times CARS was overlooked as a solution. For many small projects the setup required and maintenance of the project inputs into the applications was more time consuming than the project

timeline allowed. This led to the election of many projects not utilizing CARS. With so many new contractors starting on smaller projects, and the overwhelming number of testers at the retail chain, often testers were not familiar with the CARS system after their initial training and never utilizing it. This led to the retail chain taking a second look at the testing solution verse their return on investment.

Also after many on site Compuware employees were no longer being retained for their services and the full weight of the maintenance fell on the retail chain employees and DeRisk IT testers, the CARS methodology and applications slowly became less of a solution and more of a hassle of upkeep.

✓ The Solution

DeRisk IT at the end of 2 years had not only implemented CARS , but remained the administrator on the applications, and performed automated testing using TestPartner. DeRisk IT at the same time also had many manual testers on site as well.

With the CARS methodology in place and the yearly maintenance costs rising on a solution that was not fully being used on 100% of projects, the retail client consulted with DeRisk IT to remedy the project problems they were facing with multiple testers conducting onsite testing and their big budget methodology not being utilized. Many clients were also contacting DeRisk IT at the same time with space and budgeting issues which were creating obstacles during projects. DeRisk IT created an "On Shore, Offsite, Integrating Testing Approach" which provided the optimal solution. DeRisk IT and the retail chain developed a working partnership which allowed the retail chain to retain complete control over the testing process, but let DeRisk IT conduct a large majority of its manual testing.

CARS was still being utilized as the major application and solution for their environment, but to cut some of the overhead costs and ensure all testers 'knew' the methodology, DeRisk IT offered a fully integrated solution with their offsite testing facility. Because of DeRisk IT's partnerships with the leading software vendors including Compuware, their testers were reliable and familiar with the methodology and testing approach the retail chain needed to stay the course. Over the course of 2 years, DeRisk IT performed much of the manual testing man-power (the retail chain still employed other onsite contractors as well), and eliminated a lot of the issues that had previously plagued the retail chain on their smaller projects. The offsite testers continued to attend weekly and daily conference calls as requested, created test plans, and executed all manual test cases assigned by the retail chain's project manager.