Test Environment Maturity Assessment for Financial Services

Compare the maturity of your test environment services against industry standards and create a roadmap to achieve world class test environment management operations

Test environment management has recently gained significant focus as a separate line of service. Financial services organizations understand the need for stable, production-like environments for testing teams to achieve the system quality required by the business. But many current test environments are at risk due to common organizational practices. For example, in many firms development and testing teams share environments that are managed by developers, not testers. As a result, work effort is wasted handling environment-related issues. Sometimes test scenarios are deferred to user acceptance testing or near-production environments because the QA environments are not available, leading to uncontrolled tests.
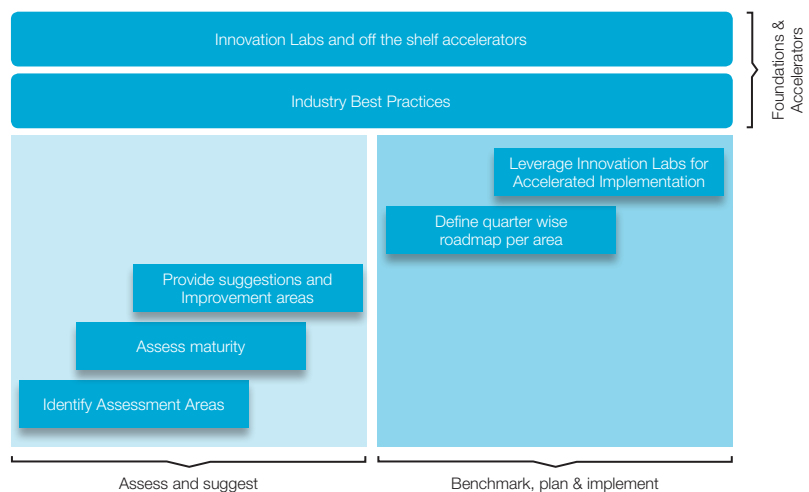
Many financial services organizations recognize that improving the test environment management process is essential to ensure high quality, repeatable testing and increase the productivity of testing teams. But many firms are unsure of the required steps to make successful improvements. Capgemini's test environment management professionals can help plan the path forward for your test organization.

People matter, results count.

4 Steps to Higher Maturity for Your Test Environments

Capgemini's Test Environment Maturity Assessment Services provides a structured and highly effective framework to accelerate the appraisal of your existing test environment organization based on various key areas. Our tools can help address common test environment management challenges so you can realize a higher level of test environment management maturity and achieve more streamlined and efficient processes. Our assessment lets us:

- **Identify areas for focus from our 14 key assessment topics** using your firm's list of challenges.
- **Measure and score your existing maturity** using a proprietary test environment maturity assessment tool.
- **Define a road map** to deliver test environment management as a service using actionable plans that focus effort and value on business priorities.
- **Leverage industry best practices and accelerators** to reduce cost and improve productivity.

End-to-end assesssment and improvement framework

Innovation Labs and off the shelf accelerators

Industry Best Practices

Foundations & Accelerators

Leverage Innovation Labs for Accelerated Implementation

Define quarter wise roadmap per area

Provide suggestions and Improvement areas

Assess maturity

Identify Assessment Areas

Assess and suggest

Benchmark, plan & implement

Step 1: Identify Areas for Focus

In this first step, Capgemini helps identify the areas defined for your test environment management organization starting from business alignment to training framework. These areas are uncovered based on key challenges in your current test organization.

We select the areas of focus from 14 key assessment topics which were defined based on the knowledge and practical experience of Capgemini test environment management specialists working collaboratively with our clients. Our proven model is designed to be aligned with your business drivers, not just IT goals, and brings stability and control to your processes.

Step 2: Measure and Score Your Existing Maturity

We evaluate the current state of your test environment management processes by using a detailed assessment focusing on 14 maturity parameters. This scoring helps analyze the readiness of your organization to meet the test environment challenges and is calculated using a proprietary Capgemini tool. Then we compare your current maturity score against the test environment maturity of other financial services firms. This helps us identify areas for transformation.

The data in our scoring tool is continuously updated based on completed Capgemini assessments and industry reports. We use this benchmarking data to help you set destination points which can be based on industry standards or company-specific goals.

Step 3: Define a Transformation Roadmap

Now that we've identified the current state of your test environment management organization and compared it to industry peers, Capgemini can help you define the steps required to set up and improve test environment management by charting out an effective action plan. There is no standard algorithm to achieve the perfect roadmap—it must be built collaboratively with your test organization and key stakeholders.

Capgemini provides industry best practices, though leadership and proven expertise while your financial institution provides the business priorities, knowledge and people that together make up your unique solution. The final roadmap helps you prioritize quick wins based on value versus effort to ensure that the highest yield improvements are initiated first. These early successes can motivate your team and build ownership for transformation efforts.

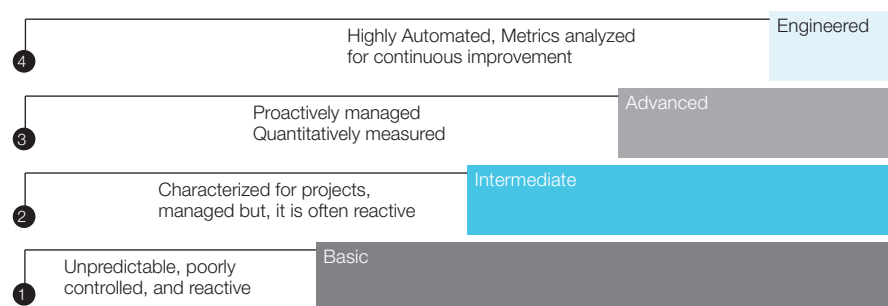## Step 4: Leverage Industry Best Practices and Accelerators

Using automated tools, frameworks, accelerators, and solutions developed in our Test Innovation Labs or with alliance partners, Capgemini can help speed up your road to higher maturity. Capgemini has built proprietary accelerators across multiple technologies to support a wide range of financial services systems. We partner with leading vendors and use the best "off-the-shelf" products to help hasten our efforts, such as:

- Service virtualization solution demonstration.
- Toolkit for environment management metrics.
- Framework for continuous integration automation framework using CruiseControl and Hudson.

Capgemini's test environment maturity assessment tool also helps financial firms measure the impact of test environment maturity post-transformation across all maturity parameters.

Test Environment Maturity Levels: Where Does Your Firm Fit?

4 — Highly Automated, Metrics analyzed for continuous improvement — Engineered

3 — Proactively managed Quantitatively measured — Advanced

2 — Characterized for projects, managed but, it is often reactive — Intermediate

1 — Unpredictable, poorly controlled, and reactive — Basic

Get Assessed by the Best

Our assessment service is based on Capgemini's TPI Next® framework and customized to address the unique needs of financial services and insurance firms. More than just a methodology or framework, our assessment includes automated tools and reports which bring rigor to your assessment and roadmap.

Capgemini has one of the largest global testing practices in the world with 9,500 test professionals—including over 3,500 focused exclusively on testing in insurance and financial services. We have strong alliance partnerships with leading quality assurance and testing vendors including IBM, HP, Blueprint Systems, Surgient, ITKO and Aegisoft. In addition, our Rightshore® network of centers in 40 countries provides the right skills in the right location at the right price.

Sample Test Environment Maturity Roadmap for a Global Bank

Roadmap	Q4 2012	Q1 2013	Q2 2013	Q3 2013	Q4 2013	Q1 2014	Q2 2014
Business Alignment		Formation of TEM group	Strategic Goal Setting				
Test Organization Structure		Implement R&R and RACI Matrix	Refine Test Env Org Structure. Introduce 3-tier model	Practice Community Formation			
Resource Competencies and Skills		Skills Matrix Implementation	Implement Org Level Training Initiative	Individual Training Programs implementation		Mid year Review of Training Conducted and next year priorities	
Infrastructure Services		Migrate workstations to a Server Environment	Virtualized Server Environments		Standardization of software stack for releases and Service based offering		
Build Automation		Enterprise application Analysis for BA	Automation of Application build in phases				
Build Environment			Implementation of CIA In POC Environment	Wide adoption of CIA In agile environments			
Software Configuration Management		Prepare program SCM Plan	Evaluation and gap analysis of the Current Testing process	Define and Layout the new improved test process	Implement new test process		
Code deployment management		Train the BPDM team in Code deployment	Form a deployment team	Support all Test Environment deployments		Define metrics and analyze for improvements	
Environment Services		Create a CAB team	Create the ESP for all existing environments	Processes defined for env handover to ops			
Knowledge Management		Identify knowledge champions for each domain, technology and tool	Establish KM portal/repository				
Test Communication and Reporting		Conduct gap analysis of current reporting and communication processes	Implement improved reporting mechanism	Quarterly Manager Review (QMR) of all testing related data			

For more information, contact us at: **fstesting@capgemini.com**
or visit: **www.capgemini.com/fstesting**

About Capgemini

With 120,000 people in 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2011 global revenues of EUR 9.7 billion. Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

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