

# WORLD QUALITY REPORT

2016-17

EIGHTH EDITION

## Nordic region

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### IMPORTANT TRENDS

- A majority of the IT projects in the region are being driven by trends such as digitalization, security and cloud.
- 56% of IT leaders from the Nordics say that they are using DevOps principles in more than half their projects. The corresponding worldwide average stands at just 39%.
- Nearly a quarter (26%) of all test cases in Nordic organizations are automated, as opposed to 29% worldwide.

The Nordic countries have always been early adopters of new technology trends. This fact is key to understanding the region. QA and Testing methodologies here are fairly mature and frameworks like agile have been around for a number of years. Today, a majority of the IT projects in the region are being driven by trends such as digitalization, security and cloud.

Digital Transformation programs have been part and parcel of the IT landscape here for a number of years now. As a result, objectives such as faster time-to-market, greater security of customer data, and a closer alignment between business and IT are paramount for almost all organizations. This is clearly borne out by the World Quality Report 2016 study findings. When asked about the importance of various objectives for QA and Testing, IT leaders across the region assign higher weights to business goals, such as protecting the corporate image, end-user satisfaction and contribution to business growth and outcomes. Similarly, when asked about the importance of different objectives for their overall IT strategy, enhancing security comes out on top reinforcing the importance given to brand image and customer perception.

It is these objectives that are driving QA and Testing activities in the region. Take for instance, the trend of continuous deployment instead of the traditional quarterly releases. This is driven by time-to-market considerations. The adoption of DevOps, which allows

for flexibility and speed, is another such trend. According to our survey, a full 56% of IT leaders interviewed say that they are using DevOps principles in more than half their projects. The corresponding worldwide average stands at just 39%.

With all of these trends expected to grow in the future, there remain a number of challenges that will have to be addressed. The biggest challenge is the lack of suitable tools, architecture and proper application landscapes. In addition, respondents also pointed to challenges with multi-channel interface and integration services for their digital implementations. IT executives who were interviewed also claim a lack of proper testing methods and tools when it comes to testing mobile and/or multi-channel applications.

Alongside Digital Transformation and the time-to-market imperative, IT-related spending in the region is being driven by security needs. As with the rest of Europe, this is the result of both the extremely stringent regulations related to customer data and to the high rates of digitalization and mobile adoption. In response to security concerns, a number of small companies offering specialized testing services have sprung up throughout the region. These companies have typically developed their own tools for security testing and are beginning to offer more generic security testing services, such as application testing.



With a move to cloud often forming part of digital strategies, we can see the continuing adoption of cloud and cloud-based testing in the Nordic region. According to this year's survey findings, cloud adoption rates in the region are similar to the worldwide averages, with one notable exception: the adoption of private cloud. This is being used for an average of 24% of all IT projects in the Nordics, as opposed to 30% worldwide. Over the next three years, survey respondents estimate that this figure will rise to 28% in the region. Interestingly, the corresponding worldwide figure stands at 37%. This lack of enthusiasm for private cloud could be due to concerns around security as well as the absence of a compelling business case for making the shift.

Cloud-based testing has also been taking off in the region. 58% of the Nordic IT leaders surveyed report that they are using cloud-based test environments for DevOps, against a 43% worldwide average. This is also reflected in the popularity of cloud-based temporary test environments, used by 40% of the region's respondents for their projects, as opposed to just 28% worldwide. More than anything else, this points to the maturity of QA and Testing practices in the Nordic region.

In the same vein, agile methodologies too have been used in the Nordic region for several years now and the associated processes are fairly sophisticated. It has almost become a standard for projects to be implemented using agile methodologies. The Scrum approach seems to be especially popular, being used in 28% of all projects in the region, as opposed to 24% worldwide. Of course, there are also a number of challenges when it comes to testing in an agile environment, with Nordic respondents pointing out the 'difficulty in identifying the right areas for the tests to focus' as one of their biggest problem areas.

Another challenging area in which the Nordic region lags behind the rest of the world is that of test automation. Nearly a quarter

(26%) of all test cases in Nordic organizations are automated, as opposed to 29% worldwide. Today, while test automation is performed for functional testing, it is rare to see regression testing being automated in the Nordics. This counter-intuitive trend of an otherwise mature market lagging behind in test automation can be explained by the fact that a number of organizations, particularly in Denmark, are using domain specialists rather than testing professionals. This has resulted in test cases that are often of a poor standard or not at a state where they can be automated. Historically, Nordic organizations have also found it hard to build a proper business case for test automation. The lack of skilled or experienced test automation resources adds to the problem.

When it comes to Testing Centers of Excellence (TCOEs) there are two different trends at work. While some organizations, especially in the financial sector, telecommunications and utilities are moving towards a more hybrid model, there are others, mainly in the public sector which are now trying to build centralized COEs to make testing more efficient and cost effective. One exception is Sweden where even public sector organizations are moving towards hybridization.

All in all, the Nordic region comes across as a fairly mature market, albeit with its own distinctive features. Looking ahead, the adoption of agile and DevOps will keep on increasing, as will the trends and capabilities related to mobile testing. There is already a huge push for increasing efficiency in testing and this is likely to increase automated testing in the region. We also foresee the QA and Testing function becoming more collaborative and integrated in the development lifecycle. Competence-wise, resources will need to become more specialized and technical skills will be emphasized because they are needed in the expanded skill sets required by the move from purely test automation to continuous integration.



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### Contact HPE

If you desire more information about testing tools, please contact

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