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## Process Improvement and IV&V Project

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### Overview

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- Company was defining a Software Engineering Process Improvement (SEPI) process blending CMM and RUP and was looking for a joint partnership improvement on the QA process and IV&V.
- A complete process evaluation and re-definition of all the QA processes was required.
- UST engaged a Test Manager to evaluate all existing QA artifacts and identified gaps.
- Created workflow diagrams to document process flow and created templates such as a QA Plan, Master Test Plan, Test Plan, CM Plan, Test Cases and Reported Defects.
- Provided an overall QA solution ranging from process improvement, requirements reviews, test planning, test automation, performance testing, and test execution.

### Profile

Our client is a leading mining management products and software company for open pit, underground, and rail operations.

### Business Issue

Company was defining a Software Engineering Process Improvement (SEPI) process blending CMM and RUP. It was looking for a joint partnership improvement on the QA process and IV&V. A complete process evaluation and re-definition of all the QA processes was required. Form a test team to work on various projects.

### UST Approach

- UST engaged a Test Manager to evaluate all existing QA artifacts.
- Gaps were identified for improvement.
- Redefined QA process mapping to the entire SDLC (not just testing).
- Created workflow diagrams to document process flow (e.g. test case and defect workflows).
- Improved and/or created templates such as QA Plan, Master Test Plan, Test Plan, CM Plan, Test Case, Defect.
- Engaged a team ranging from Test Manager, Test Lead, and Test Specialists for the IV&V partnership.

### Benefits

- Incorporated the improved QA Process into SEPI.
- A team of core people maintained the domain knowledge required for internal training depending on resource needs.
- Completed 8 projects in the duration of 2.5 years with the team size growing to 9.
- Provided an overall QA solution ranging from process improvement, requirement reviews, test planning, test automation, performance testing, and test execution.