

14B - Testing Center of Excellence (COE) – Solving the Dilemma of Testing Consistency

Presenter

Mona G. Lane, Senior QA Project Manager, AETNA - lanem@aetna.com

Session Summary

Do you find yourself in this position?

In spite of well-established testing processes, your testing organization is still not achieving the consistent results you expect. Your concerns include:

- Are testing deliverables filled out incorrectly?
- Is the quality of your test scripts dependent upon the application team that wrote them?
- Is the organization slow to take up change?

A testing Center of Excellence (COE) is geared to help your organization achieve consistency and to adapt more rapidly to change. This session takes you through the steps necessary to build a successful COE, and includes examples of a good mission statement and the objectives to support your mission.

During the session, we discuss the tools necessary to conduct effective reviews, including developing processes for your COE team to follow, and the detailed checklists used to conduct their reviews of the testing organization. To ensure your COE thrives, we review the metrics necessary to identify knowledge gaps, enabling you to continually improve your training plan; we also discuss the metrics that sustain a continuous improvement of your testing processes. This session addresses the following issues:

- Establishing a Testing COE
- Is your organization ready?
- Obtaining Management Commitment
- Establishing Mission and Objectives
- Roles and Responsibilities – Reporting structure
- Establish Oversight Plan
- What are you going to review?
- How often are you going to review it?
- Tools to conduct effective reviews
- COE Processes
- Training of COE
- Using checklists
- Training Assessment
- Gap Analysis - Existing training versus needed training
- Reviewing metrics to see where additional training may be needed
- Metrics and Continuous process improvement
- Developing COE Metrics
- Ensuring visibility of metrics
- Reviewing metrics for training opportunities
- Reviewing metrics for process improvement opportunities

About the Presenter - Mona G. Lanes

Mona G. Lane, Senior QA Project Manager, AETNA, Mona had 10 years experience in software design and development before moving to Software Quality in 1997. She is a Certified Quality Auditor, Certified Software Quality Engineer, and Six Sigma Green Belt.

Mona has experience auditing both supplier and IT software for compliance to Software Development Life Cycle procedures. She has lead efforts for CMMi and ISO certifications. She also lead the roll out of HP Quality Center at 2 major Insurance Companies, which included customization of the tool, developing

processes around the proper use of the tool and developing training material. Most recently, Mona has established a Testing Center of Excellence at AETNA, leading to significant improvements in testing process compliance at AETNA.