



Strategy • Delivery • Certainty

Quality Assurance and Test (QAT) Practice

Service overview



Why do I need a QAT Practice?

As organisations transform from central project teams to agile delivery teams, quality assurance and testing of the outcomes you seek, increases in importance. Crucial to success will be how you embed accountability in your leaders and engineer delivery certainty of a quality outcome, as the primary responsibility of your delivery teams.

Without a well-defined set of processes managed by highly skilled QAT practitioners, you may be seeding risk and business-impacting issues, that will only become apparent later in the operational value stream. Common issues such as delays in delivery, expensive overruns and software not fit for purpose, will have a direct impact on business agility, customer satisfaction and ultimately the financial performance of the business.

Previous methods such as testing once and only when developers have finished working on a feature or, identifying bugs at the end of the development process, are no longer suited to meet today's demands of pace, agility, quality or scale. As a result, newer ways of working such as building testing across the development value stream, testing early and testing more often, have been adopted leading to the rise of the modern QAT Practice to better meet and serve customer needs.



A photograph of two men in a meeting. The man in the foreground is wearing glasses and has his hand to his chin, looking thoughtful. The man in the background is also wearing glasses and looking towards the right. They are sitting at a desk with a laptop and a white mug.

Addressing the key challenges

2i's QAT Practice has been borne out of experiences gained and lessons learned from working with some of the UK's largest and most demanding clients in the private and public sectors. Our QAT model drives consistency, quality and speed of delivery assurance across the enterprise while minimising risk, cost and delay. By implementing a QAT Practice, we will help you introduce key functions, common frameworks, and services to address your key quality and process challenges:

- **Inconsistent quality of deliverables** from your suppliers leading to higher costs and delays.
- **High cost of skilled resource** to architect technical solutions for each team.
- **Quality standards across teams being inconsistent**, resulting in a lack of consistency and poor-quality outcomes from your delivery teams.
- **Low adoption of automated testing and pipeline automation** leading to longer implementation timelines and lower ROI.
- **Poor metrics and measures** leading to a lack of visibility of product quality and process efficiency.

What the 2i QAT Practice delivers

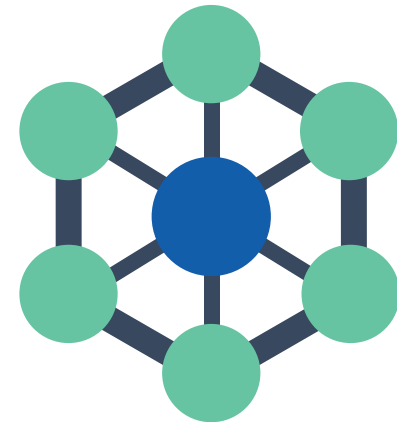
The 2i QAT Practice is a centralised service function that provides quality assurance and testing practices, standardised processes, and key shared services to your agile teams. It enables the industrialisation of standard QAT practices and procedures to increase the efficiency of your development value streams.

2i is a pure-play quality assurance and test consultancy with industry-leading expertise and proven QAT practices and automation frameworks. Through assessment of your current QAT delivery and quality objectives, we design and implement a QAT Practice that:

1. assures the quality of your solutions and,
2. delivers on your business outcomes

2i provides the expertise and frameworks into the Practice and implements these across your delivery teams.

Our 2i Head of Practice delivers the QAT Strategy to ensure your products meet the quality objectives of your organisation. The Practice Leads take ownership and stewardship of QAT practices, standards, and procedures. Through collaboration, we deliver a common framework and knowledge repository to enable consistent, repeatable implementation and roll out across your delivery function.



We implement consistent governance and reporting within each delivery team, to deliver standardised reporting of KPIs and metrics, facilitating an organisational view of product quality and QAT process efficiency.

By centralising common services (e.g. Environment & Data Management and Automation & Tooling), technical expertise within the Practice delivers pre-configured tooling and frameworks to your delivery teams. These are scaled and utilised across your organisation. This removes duplication of effort and accelerates your delivery.

The Practice drives the continuous improvement of your people and delivery capability through training and coaching in test practices, automation frameworks and tooling implementation. Practice Leads train new teams, ensure compliance with the overall strategy, provide short term resources to accelerate projects and run Proof of Concepts (PoC) to enable continuous improvement and benefits realisation.

The QAT Practice model overleaf provides examples of essential functions and services that we can deploy as shared services for your enterprise.

Outcomes achieved



Increased ROI

Increased profitability & ROI through cumulative benefits of centralised Test Governance.



Time & cost reductions

Time & cost reductions on delivery of up to 30% through optimising QA and test tasks.



Customer satisfaction

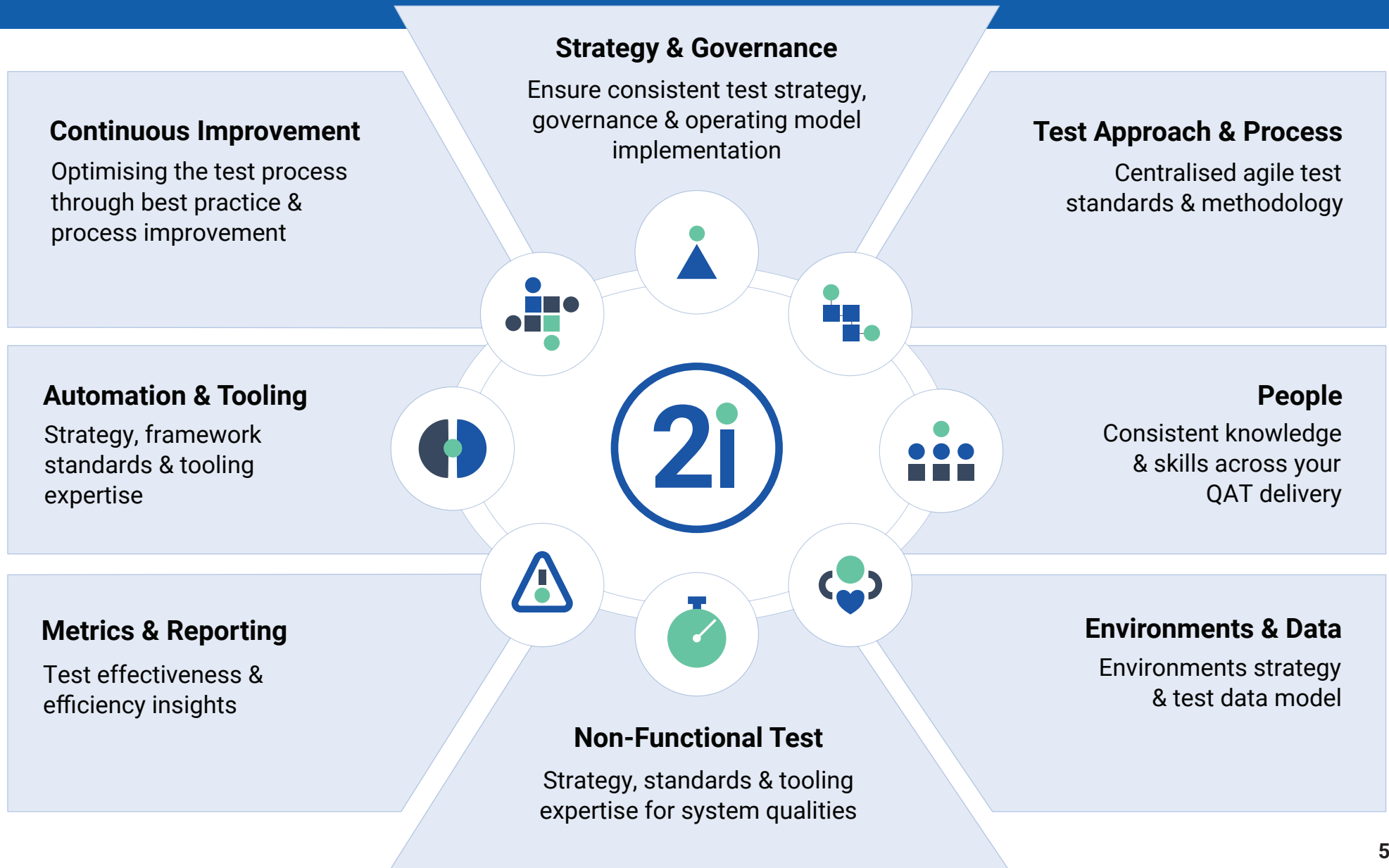
Through high-quality product delivery and certainty of business outcomes.



Free up capacity

Free up valuable people capacity to deliver more for less through repeatable automation.

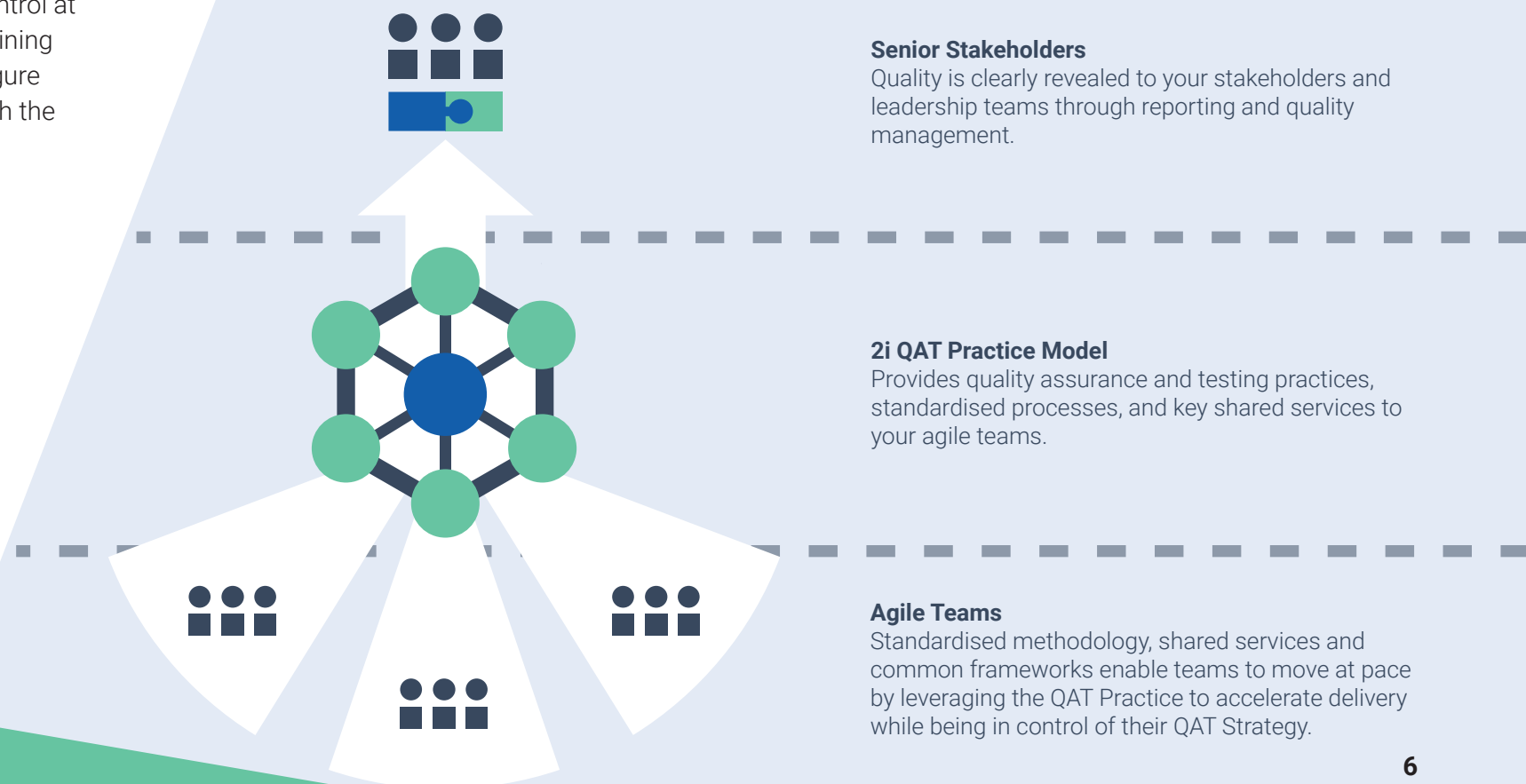
The 2i QAT Practice Model



How 2i delivers your QAT Practice

The Practice Model is the bridge between your senior stakeholders, development and business teams. It ensures enterprise alignment to your quality strategy, delivering control at the enterprise level while retaining delivery team agility, to configure your QAT approach in line with the risk within your domain.

Bridging senior stakeholders, development and business teams



Senior Stakeholders

Quality is clearly revealed to your stakeholders and leadership teams through reporting and quality management.

2i QAT Practice Model

Provides quality assurance and testing practices, standardised processes, and key shared services to your agile teams.

Agile Teams

Standardised methodology, shared services and common frameworks enable teams to move at pace by leveraging the QAT Practice to accelerate delivery while being in control of their QAT Strategy.

The 2i approach

Plan

Mobilise

We implement a 2i/customer cross-functional team to determine the business value and critical (technology and operational) risks addressed by your QAT capability.

Map & SWOT

Through stakeholder interview, value stream mapping and tool assessment, we map your current operating model and identify any gaps, inefficiencies, and baseline existing QAT Delivery metrics.

Set your strategy

We deliver a strategy for QAT Delivery that will mitigate your key risks, deliver your quality objectives and define the key shared services required to drive efficient QAT Delivery.

Configure & implement

Initiate

Test Practice Function is deployed and led by a Head of Practice responsible for strategy rollout.

Configure & implement

With strategy and supporting shared services rolled out to product teams, we monitor implementation, capture improvement opportunities and demonstrate ROI.

Prove

Product quality and process metrics are measured against baseline metrics to ensure demonstrable improvement in QAT delivery, driven by QAT Practice engagement and support for your product teams.

Enable

Leverage

Share successful approaches across all teams through the test practice knowledge repository.

Sustain

Establish and maintain effectiveness and efficiency when reporting to key stakeholders, by standardisation of delivery and test strategy.

Improve

Trial solutions through Proof of Concept before implementing only initiatives that deliver demonstrable quality and efficiency improvements.

Scale

Drive consistent mobilisation of new teams with the correct skills, practices, and tools to deliver.

The 2i QAT Practice Model advantages



We understand that quality challenges are different for every organisation. Our model is configurable to deliver only the services that improve quality and delivery in your organisation. The Practice is implemented without risking your current delivery and product quality and achieves results for your enterprise.

Benefits

- **Accelerated delivery** through high levels of automation across your technology and product portfolio.
- **Reduction in skilled resource costs** as expertise is centralised and knowledge distributed and rolled out across teams.
- **Increased efficiency and consistency of quality and test delivery** through standardised methodology, guidelines and techniques implemented across your product teams, while putting teams in control of their QAT strategy.
- **Make quality visible to your leadership and stakeholders** through enterprise view reporting and quality management.
- **Consistency of technical and test expertise** across your delivery teams.
- **Increased test coverage** of critical business risks.
- **Reduction in defect leakage** through embedded practices driving prevention and early detection.

About 2i

2i provides business and digital leaders with certainty of delivery. We do this by leveraging many years of experiences gained and lessons learned from major QA and Test (QAT) implementations. Working with the UK's leading organisations in the Private and Public sectors, we bring industry-leading expertise, proven QAT practices and automation frameworks.

Since our inception in 2005, we have become the UK's leading independent pure-play QAT consultancy specialising in mitigating risk across the development value stream. Our independence allows us to provide an impartial view of what is, and what is not working, in your environment, to help you be in control, improve quality and release faster.



Governance

Working with you to identify risks within your software life cycle, to develop a strategy that achieves the required business outcomes.



Delivery

Specialist expertise assembling empowered teams or groups of highly skilled individuals, to support your strategy implementation objectives.



Consultancy

Our experts assist you in implementing a QAT strategy plan to help you put control back into your delivery.

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