

# Federal Agency Optimizes Testing Resources

## Keane Helps Federal Agency Shorten Test Queue, Maximize Test Budget, and Deliver on Its Mission of Protecting Americans' Benefits

### Abstract

This federal agency faced a paradox: How to boost the productivity of its test lab without spending money on additional resources? In response, Keane optimized its testing process so that the client would realize the greatest value from its quality assurance (QA) and testing investment.

With Keane's test waiver tool, the client was able to:

- Shorten its test queue and grant test waivers within three days
- Prioritize test projects and place business-critical projects at the front of the test queue
- Maximize its test budget and deliver on its number-one priority, protecting Americans' pensions

### Business Challenge

This independent US government agency plays a vital role as a safeguard in protecting American workers whose benefits from previous employers are susceptible to change. The agency's highest priority is to provide timely and uninterrupted payment of benefits while keeping costs low, and in the current economic climate, this mission has never been more critical.

Keane began its partnership with the federal corporation in 1998, when it took over the management of its Integrated Test Center, a lab where all changes to internally and externally facing applications and systems are tested before they are released into production.

While a centralized test lab has improved the quality of the client's applications

(Keane helped the client reach a 98.9% success rate), changes sometimes get held up in a lengthy test queue, ranging anywhere from five days to five weeks.

But keeping costs low means operating on a tight IT budget. The question was: How could the client increase testing productivity without paying for additional resources?

### Solution

Keane combined its deep expertise in QA and testing across a range of industries and hands-on experience gained from working onsite with this client for more than a decade to develop a test waiver process that enabled the organization to address bandwidth constraints while helping it meet its mission of providing uninterrupted pension benefits. The test waiver would allow applications changes made by the client's development team to bypass testing, if the changes met specific criteria. The client's development team could access the test waiver form via a Web portal.

The waiver is a practical, real-world solution to a real-world business problem.

Keane's team designed an easy-to-use online questionnaire that challenged developers to meet several requirements. Among the information that the development team had to disclose was the impact to integrated applications and business processes, as well as a risk analysis and response that would measure the degree of impact to critical payment systems.

The QA Team evaluated each request within three days after it was submitted and recommended either that the project

enter the test queue or that testing be waived.

### Results

The test waiver was a practical, real-world solution to a real-world business problem, and it helped this federal agency optimize its testing process by:

- **Prioritizing mission-critical and high-risk projects.** The test waiver tool enabled the client to quickly identify the mission-critical and riskier projects that require focused testing.
- **Shortening the test queue.** By eliminating benign application changes from the testing queue, the client was able to focus its testing organization on higher-priority projects.
- **Maximizing test resources.** While bringing in additional IT resources is a valid solution when special skills are needed or for long-term projects, the waiver offered a more immediate and cost-effective solution to bandwidth and budget constraints.

Keane has an insider's view of its client's systems and processes that it gained from its 10-year partnership with the agency. This special insight, combined with Keane's QA and testing expertise, enabled the team to design a practical, actionable solution that brings the client greater value from its QA and testing, and application investments.



## Client Story: US Federal Agency

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### About Keane

Keane partners with businesses and government agencies to *optimize* IT investments by delivering exceptional operation, maintenance, and evolution of mission-critical systems and business processes. Keane helps clients realize the greatest value from their IT investments by leveraging an insider's hands-on understanding of the nuances and subtleties of their applications, processes and infrastructure making the recommendations we give more actionable, the work we do more pragmatic, and the results realized more measurable.

In business since 1965, Keane is an agile, mid-sized, full service IT services firm with headquarters in the United States and more than 13,000 employees globally. For more information on Keane's services, solutions, and locations, please visit [www.keane.com](http://www.keane.com).

