

# 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.

## Business Challenges

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

**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

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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.

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:

- » **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.

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

### About Keane

Keane is an IT services firm headquartered in the US with more than 12,000 professionals worldwide. For 45 years, Keane has been an Application Services specialist with distinguished project management credentials. Today, we offer a flagship suite of Application Services, as well as Infrastructure and Business Process Outsourcing solutions delivered through onsite, nearshore, and offshore resources. Visit [www.keane.com](http://www.keane.com) to learn how our projects, managed services, and outsourcing engagements deliver value for a range of businesses and government agencies.

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