

WORLD QUALITY REPORT

2011/12

PUBLIC SECTOR

unlimited funds or public support to continue running old, obsolete IT systems or to make unrestrained infrastructure investments.

As an example of the issues facing the Public Sector globally, the February 2011 US Federal Cloud Computing Strategy report indicates that the US Federal Government's current IT environment is characterized by low asset utilization, fragmented demand for resources, duplicative systems, environments that are difficult to manage, and long procurement lead times. It specifically states that these inefficiencies negatively impact the Federal Government's ability to serve the American public and must be remedied.¹

Nevertheless, despite budget constraints, governments worldwide must continue to invest in IT. New policies, changes in current regulations, requirements for better information sharing between departments, and citizens' demands for faster, more convenient interactions with their local and central governments fuel the need for further IT investment. In addition to underutilized data center resources and many outdated legacy systems, governments would like to have the capacity to provide their citizens with the same level of online interaction as the private sector. In countries where people enjoy the ease of online shopping, banking, payments, and customer service, having to wait at public offices, make numerous phone calls, or mail hard-copy papers is a noticeable inconvenience.

Many Public Sector organizations around the world are now aiming to change this pattern by investing in technologies such as cloud computing to:

- Modernize, restructure, and renew their IT infrastructure, platforms and applications
- Increase returns on their investments
- Provide citizens with an easier way to engage with their public service organizations

Our survey confirms that many of the Public Sector respondents have plans to host or migrate some portion of their applications on to the cloud. Nearly half (46%) of respondents say that they are planning to move between 11% and 50% of their applications to the cloud environment, while an additional 8% state that their organizations will be migrating over half of all applications to the cloud (see Figure 33).

Naturally, not all government applications will become the domain of the public cloud infrastructure. Certain classes of information are meant to be treated with the highest levels of security, and will most likely reside in some variation of a private cloud, which will still allow the agencies to utilize

The Consumer Drives Technology Innovation

By *Brian Girouard*, Leader, Global Consumer Products, Retail & Distribution Sector, Capgemini and *Norbert Jansen*, Project Center Testing Manager, Capgemini

This is an extract from the World Quality Report 2011-2012 which presents findings from a global survey completed online by over 1,200 CEOs, CFOs, CIOs, IT directors and managers, and quality assurance (QA) directors and managers around the globe. The goal of this report is to examine the state of application quality and testing practices across different industries and geographies.

The full report can be accessed at www.capgemini.com/testing or www.sogeti.com/testing.

The global Public Sector is comprised of multiple domain areas, including tax, welfare/social care, public security, public healthcare, defense logistics, local, regional and national government, and a variety of other government branches and organizations. Similar to their counterparts in the private sector, public services organizations rely heavily on technology to automate and streamline their back-office operations, as well as provide efficient means to better interact with citizens.

The recent economic decline has put Public Sector IT in the spotlight. With tight budgets and a growing public demand for innovation and efficiency, governments around the globe are forced to reevaluate their application and infrastructure portfolios to find ways to reduce costs and modernize their operations. Simply put, governments do not have either

¹ Federal Cloud Computing Strategy, February 8, 2011. <http://www.cio.gov/documents/Federal-Cloud-Computing-Strategy.pdf>

the architectural principles of cloud computing and realize the cost-saving benefits of the cloud, while protecting their most sensitive data. A cloud infrastructure should also improve the ability of different departments and organizations to share information. For example, a lifetime event for a citizen such as the birth of a child requires actions that span several agencies – tax, healthcare, benefits, etc. The most effective way to handle these types of events would be a private cloud environment that allows for unrestricted movement and sharing of secure data behind the firewall.

The rapid adoption of new technologies such as cloud computing, combined with the immediate need to support new government programs and policies, is creating the “perfect storm” for QA. In light of the highly-publicized government IT failures of the recent years, today’s Public Sector IT organizations have to pay utmost attention to application quality to make sure that this time they get it right. However, internal QA may not have the right skills and techniques to test the new class of emerging technologies such as mobile Internet, cloud, or virtualization. Plus, similar

to the rest of government IT, QA budgets have been cut. With 17% of survey respondents suggesting that QA budgets in their Public Service organizations have been reduced over the past two years, it is the highest level of decreased QA budgets among all verticals.

Perhaps the answer to this predicament lies in outsourcing – a cost-effective way to add outside expertise to internal QA teams. Our survey shows that currently Public Sector organizations are among the lowest users of third-party providers to supplement their in-house QA skills and knowledge. A third (33%) of respondents from the Public Sector organizations say that they don’t use contractors or outsource the testing function. Additionally, those organizations that do outsource largely prefer their resources to be co-located with their offices or based in a nearshore facility – unlike their private sector counterparts who commonly subcontract to offshore locations with lower labor costs. Nevertheless, we believe that outsourcing is going to play a bigger role in Public Sector QA in the future.

Furthermore, a growing number of Public Sector organizations are beginning to adopt Independent Verification and Validation (IV&V) practices, which require an objective third party to provide oversight to government agencies and focuses on enterprise, program, and project level risk management to drive down costs, improve quality, and effectively respond to customer needs. IV&V brings the following types of advantages to any given project:

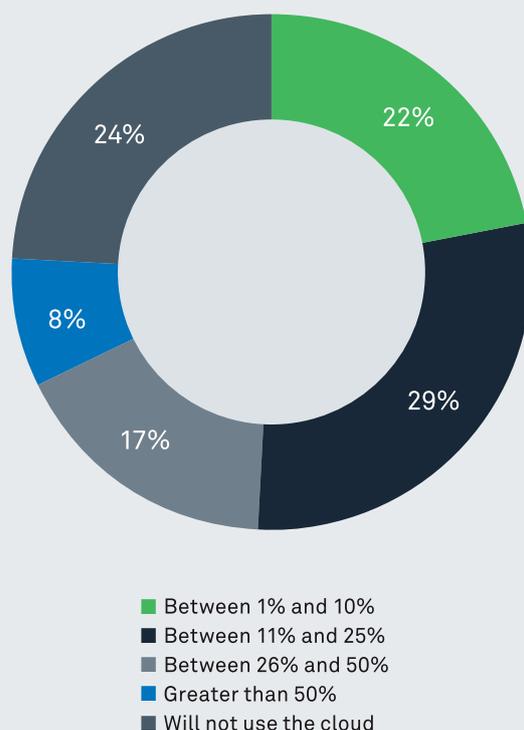
- Secure, reliable, high quality services through fully vetted systems
- Improved secure public access to information resources and government services
- Process consistency and repeatability across programs
- Lessons learned aligned with industry best practices

IV&V enables informed decision making based on an unbiased assessment of what is and is not working on a program. It is a highly effective risk mitigation strategy that increases the probability of producing a quality product and provides an early warning system for schedule and scope creep. The focus of IV&V is on activities that provide the most value based on specific agency needs, such as identifying and prioritizing defects, issues and critical risks and recommending realistic mitigation strategies. Utilizing IV&V on IT programs results in systems that provide value and support agency objectives.

Getting it right the first time is the mantra of today’s Public Sector IT. Despite the unstable economy and severe budget cuts, we believe that with the right focus on new technologies and application quality, the Public Sector will find the way to increase efficiency and deliver innovative IT solutions to help support their core functions.

FIGURE 33

WHAT PERCENTAGE OF YOUR APPLICATIONS DO YOU EXPECT WILL BE HOSTED OR MIGRATED TO THE CLOUD OVER THE NEXT YEAR?



Contacts

We value your comments and ideas. We welcome you to contact us in relation to any questions you might have concerning the 2011-2012 *World Quality Report*.

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About Capgemini and Sogeti

With around 115,000 people in 40 countries, The Capgemini Group is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2010 global revenues of EUR 8.7 billion. Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model. Sogeti, its wholly-owned subsidiary, is a leading provider of local professional services, bringing together more than 20,000 professionals in 15 countries and is present in over 100 locations in Europe, the US and India.

Together, Capgemini and Sogeti have developed innovative, business-driven quality assurance (QA) and testing services, combining best-in-breed testing methodologies (TMap® and TPI®) and the global delivery model, Rightshore®, to help organizations achieve their testing and QA goals. Capgemini and Sogeti have created one of the largest dedicated testing practices in the world, with over 8,200 test professionals and a further 12,500 application specialists, notably through a common center of excellence with testing specialists developed in India.

More information is available at:
www.capgemini.com/testing
www.sogeti.com/testing

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HP, the world's largest technology company, simplifies the technology experience for consumers and businesses with a portfolio that spans printing, personal computing, software, services and IT infrastructure.

Our Business Technology Optimization (BTO) products, along with our new and complete approach to Application Lifecycle Management (ALM), help our customers to achieve better business outcomes.

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