


Test Environment Maturity Assessment for Financial Services



Compare the maturity of your test environment services against industry standards and create a roadmap to achieve world class test environment management operations

Test environment management has recently gained significant focus as a separate line of service. Financial services organizations understand the need for stable, production-like environments for testing teams to achieve the system quality required by the business. But many current test environments are at risk due to common organizational practices. For example, in many firms development and testing teams share environments that are managed by developers, not testers. As a result, work effort is wasted handling environment-related issues. Sometimes test scenarios are deferred to user acceptance testing or near-production environments because the QA environments are not available, leading to uncontrolled tests.

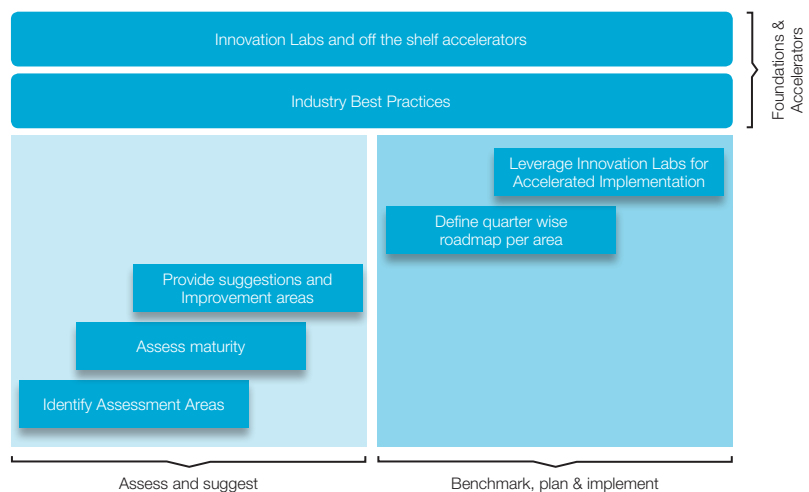
Many financial services organizations recognize that improving the test environment management process is essential to ensure high quality, repeatable testing and increase the productivity of testing teams. But many firms are unsure of the required steps to make successful improvements. Capgemini's test environment management professionals can help plan the path forward for your test organization.

4 Steps to Higher Maturity for Your Test Environments

Capgemini's Test Environment Maturity Assessment Services provides a structured and highly effective framework to accelerate the appraisal of your existing test environment organization based on various key areas. Our tools can help address common test environment management challenges so you can realize a higher level of test environment management maturity and achieve more streamlined and efficient processes. Our assessment lets us:

- **Identify areas for focus from our 14 key assessment topics** using your firm's list of challenges.
- **Measure and score your existing maturity** using a proprietary test environment maturity assessment tool.
- **Define a road map** to deliver test environment management as a service using actionable plans that focus effort and value on business priorities.
- **Leverage industry best practices and accelerators** to reduce cost and improve productivity.

End-to-end assessment and improvement framework



Step 1: Identify Areas for Focus

In this first step, Capgemini helps identify the areas defined for your test environment management organization starting from business alignment to training framework. These areas are uncovered based on key challenges in your current test organization.

We select the areas of focus from 14 key assessment topics which were defined based on the knowledge and practical experience of Capgemini test environment management specialists working collaboratively with our clients. Our proven model is designed to be aligned with your business drivers, not just IT goals, and brings stability and control to your processes.

Step 2: Measure and Score Your Existing Maturity

We evaluate the current state of your test environment management processes by using a detailed assessment focusing on 14 maturity parameters. This scoring helps analyze the readiness of your organization to meet the test environment challenges and is calculated using a proprietary Capgemini tool. Then we compare your current maturity score against the test environment maturity of other financial services firms. This helps us identify areas for transformation.

The data in our scoring tool is continuously updated based on completed Capgemini assessments and industry reports. We use this benchmarking data to help you set destination points which can be based on industry standards or company-specific goals.

Step 3: Define a Transformation Roadmap

Now that we've identified the current state of your test environment management organization and compared it to industry peers, Capgemini can help you define the steps required to set up and improve test environment management by charting out an effective action plan. There is no standard algorithm to achieve the perfect roadmap—it must be built collaboratively with your test organization and key stakeholders.

Capgemini provides industry best practices, though leadership and proven expertise while your financial institution provides the business priorities, knowledge and people that together make up your unique solution. The final roadmap helps you prioritize quick wins based on value versus effort to ensure that the highest yield improvements are initiated first. These early successes can motivate your team and build ownership for transformation efforts.

Step 4: Leverage Industry Best Practices and Accelerators

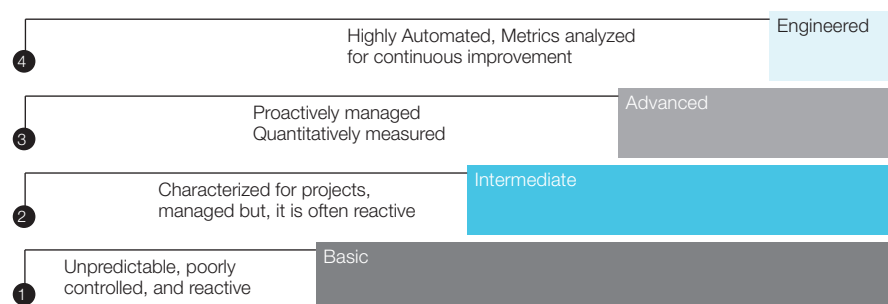
Using automated tools, frameworks, accelerators, and solutions developed in our Test Innovation Labs or with alliance partners, Capgemini can help speed up your road to higher maturity. Capgemini has built proprietary accelerators across multiple technologies to support a wide range of financial services systems. We partner with

leading vendors and use the best “off-the-shelf” products to help hasten our efforts, such as:

- Service virtualization solution demonstration.
- Toolkit for environment management metrics.
- Framework for continuous integration automation framework using CruiseControl and Hudson.

Capgemini's test environment maturity assessment tool also helps financial firms measure the impact of test environment maturity post-transformation across all maturity parameters.

Test Environment Maturity Levels: Where Does Your Firm Fit?



Get Assessed by the Best

Our assessment service is based on Capgemini's TPI Next® framework and customized to address the unique needs of financial services and insurance firms. More than just a methodology or framework, our assessment includes automated tools and reports which bring rigor to your assessment and roadmap.

Capgemini has one of the largest global testing practices in the world with 9,500 test professionals—including over 3,500 focused exclusively on testing in insurance and financial services. We have strong alliance partnerships with leading quality assurance and testing vendors including IBM, HP, Blueprint Systems, Surgient, ITKO and Aegisoft. In addition, our Rightshore® network of centers in 40 countries provides the right skills in the right location at the right price.

Sample Test Environment Maturity Roadmap for a Global Bank

| Roadmap | Q4 2012 | Q1 2013 | Q2 2013 | Q3 2013 | Q4 2013 | Q1 2014 | Q2 2014 |
|-----------------------------------|---------|---|--|---|---|--|---------|
| Business Alignment | | ▲ Formation of TEM group | ▲ Strategic Goal Setting | | | | |
| Test Organization Structure | | ▲ Implement R&R and RACI Matrix | ▲ Refine Test Env Org Structure. Introduce 3-tier model | ▲ Practice Community Formation | | | |
| Resource Competencies and Skills | | ▲ Skills Matrix Implementation | ▲ Implement Org Level Training Initiative | ▲ Individual Training Programs implementation | | ▲ Mid year Review of Training Conducted and next year priorities | |
| Infrastructure Services | | ▲ Migrate workstations to a Server Environment | ▲ Virtualized Server Environments | ▲ Standardization of software stack for releases and Service based offering | | | |
| Build Automation | | ▲ Enterprise application Analysis for BA | ▲ Automation of Application build in phases | | | | |
| Build Environment | | | ▲ Implementation of CIA In POC Environment | ▲ Wide adoption of CIA In agile environments | | | |
| Software Configuration Management | | ▲ Prepare program SCM Plan | ▲ Evaluation and gap analysis of the Current Testing process | ▲ Define and Layout the new improved test process | ▲ Implement new test process | | |
| Code deployment management | | ▲ Train the BPDM team in Code deployment | ▲ Form a deployment team | ▲ Support all Test Environment deployments | ▲ Define metrics and analyze for improvements | | |
| Environment Services | | | ▲ Create a CAB team | ▲ Create the ESP for all existing environments | ▲ Processes defined for env handover to ops | | |
| Knowledge Management | | ▲ Identify knowledge champions for each domain, technology and tool | | ▲ Establish KM portal/repository | | | |
| Test Communication and Reporting | | ▲ Conduct gap analysis of current reporting and communication processes | ▲ Implement improved reporting mechanism | ▲ Quarterly Manager Review (QMR) of all testing related data | | | |

For more information, contact us at: fstesting@capgemini.com or visit: www.capgemini.com/fstesting



About Capgemini

With 120,000 people in 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2011 global revenues of EUR 9.7 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.

Learn more about us at www.capgemini.com

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People matter, results count.