

WORLD QUALITY REPORT

2016-17

EIGHTH EDITION

Australia & New Zealand

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IMPORTANT TRENDS

- At 28.41%, the percentage of applications running in a public cloud in Australia and New Zealand is the highest among all regions surveyed.
- IT leaders believe 'enhancing security' is the most important objective of their IT strategy.
- The Dynamic Systems Development Method (DSDM) is used for an average 31% of all projects in the region, as opposed to 22% globally.

The Digital Transformation that was ushered in by the mobile and internet revolutions is bringing rapid change to Australia and New Zealand. It is also responsible for the increasing alignment between IT and business. This can be seen in the huge focus on cycle time improvement that exists across sectors. Additionally, due to an economic slowdown there is a lot of pressure on organizations to cut costs.

The QA and Testing function in Australia and New Zealand is evolving in response to these macro-trends. Organizations are struggling to cope with the demands posed by digitalization, while agile and DevOps are becoming increasingly popular and there is a big push towards more automation.

Many of the QA and Testing trends we see today are being driven by digitalization. The sheer number of devices and operating systems to be tested is throwing up a number of challenges to established processes and ways of working. According to the World Quality Report 2016 survey, 'not having an in-house testing environment' and 'not having the right testing process or method' are two of the biggest challenges with testing mobile and omni-channel applications in the region.

In the response to these challenges, we can discern two different patterns. One is that of the larger companies, which are spending

on acquiring the proper tools and automating and consolidating their mobile testing operations. These companies have a good understanding of the QA and Testing process to the extent that some of them have even started to offshore their mobile testing labs. On the other hand, many of the small and medium-tier companies are feeling the heat of limited investments, as well as a lack of both test environments and enough time to react to the challenges posed by the Digital Transformation wave.

Digitalization is also driving IT towards greater alignment with business goals. When asked about the objectives of their QA and Testing activities, IT leaders from Australia and New Zealand give the highest weighting to business goals such as 'contributing to business growth and outcomes' and 'implementing quality checks early in the lifecycle'. Similarly, when asked about the objectives of their IT strategy they rank 'enhancing security' the highest, which in today's digital age, is closely tied to client satisfaction and brand reputation.

The importance given to security is reflected in the fact that 52% of the region's respondents, as opposed to 49% globally, report performing dynamic application security testing. 50% also perform static application security testing. This demonstrates that companies are taking steps to ensure security of applications and data early in the development lifecycle.



Alongside enhancing security, anecdotal evidence also suggests that 'time to market' has become an increasingly important goal and this is influencing QA and Testing activities in a big way. As a result, test environment management and test data management have become key focus areas for most organizations, with the aim of making environments and data more efficient, automated and tool-based.

This stress on 'time to market' as well as the trend towards digitalization is also driving the increasing adoption of agile across the region. The interest and talk around agile has been converted into actual implementation over the last year. The Dynamic Systems Development Method (DSDM) is an especially popular agile framework, being used for an average 31% of all projects in the region, as opposed to 22% globally.

On the other hand, Australia and New Zealand lag behind the global averages when it comes to DevOps. According to our survey, just 19% of IT leaders from the region, as opposed to 39% globally, report that they are using DevOps for more than half of all their projects. This low adoption of DevOps is primarily due to a lack of knowledge and familiarity with how to implement DevOps. Additionally, for those organizations that have yet to fully implement agile, adopting DevOps can be difficult because it doesn't align with a more traditional waterfall development model.

Two distinct patterns have emerged for testing in agile and DevOps. The larger companies have fairly mature agile testing processes, and after a phase of onshoring over recent years, these companies are now talking about distributed agile. On the other hand, smaller and mid-tier companies are still trying to bring all the work onshore and stabilizing agile methodology within their IT organizations.

The adoption of agile is also driving the trend towards automation. According to our survey, an average 28% of all test cases are automated in the region. Driven by agile, the region is also seeing a lot more automation earlier in the cycle, either in the testing or development phases. There is a strong focus on DevOps automation, continuous integration, continuous deployment and continuous delivery, but not without significant challenges. For instance, when asked about the key challenges they face in moving towards greater automation, quality professionals from the region point to the lack of test data and test environments holding back their movement towards greater automation.

There is also a two-fold pattern in terms of Testing Centers of Excellence (TCOEs). All the larger companies with their own TCOEs are moving towards a more federated structure after spending the last couple of years in centralizing their testing operations. On the other hand, smaller organizations are, even now, moving towards centralization.

Although this region is lagging behind the global DevOps adoption rate, it is nonetheless moving quite rapidly towards greater use of agile and DevOps methodologies, automation and digitalization. These trends are only likely to intensify in the coming years as more and more companies achieve greater maturity in their QA and Testing practices. As the trends of digitalization and the Internet of Things gain ground, the importance of both security and user experience is likely to grow. We will also see a lot of private and public cloud implementations taking place over the next couple of years as organizations appear to be more willing to embrace cloud technology platforms.



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If you desire more information about testing tools, please contact

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