



factsheet  
Testing

# Enhancing the effectiveness of software testing through offshoring

# Offshore-readiness is the key to effective test outsourcing

## Better quality through offshoring

Rising expectations for quality and increased pressure on development and software maintenance costs are making rising demands on the quality and efficiency of testing. One way of meeting these demands is to offshore aspects of the testing and test automation process.

## Developing solid solutions

The decision to move towards offshoring is the first and smallest step. Long-term offshoring success, on the other hand, requires foundations capable of taking the pressure. Experience shows that many offshoring projects face the same problems. Timely and systematic analysis followed by the implementation of an array of solutions, however, helps prevent these problems arising in the first place, or at least mitigates their impact.

## Reducing and avoiding risk

Offshoring projects are unlike ordinary projects. To minimise the risk of an offshore project failing, its tasks and processes first need to be tested for fitness of purpose. This creates an opportunity for establishing measures providing a suitable basis for the offshoring project and for optimising its processes.

Implementation of an offshore-readiness project helps keep risks at bay and improves the effectiveness of the test projects.

Potential tasks and suitable processes need to be defined, clear objectives set, existing test cases revised and synthetic test data defined and prepared.

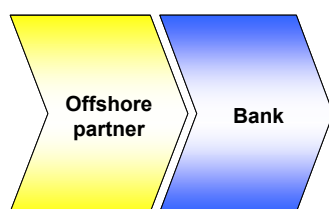
## Role assignment in the test project

When it comes to the relationship between the contractor and offshore partner, COMIT adopts the collaborative 'indirect market access' model. We take on the role of enabler. This helps mitigate to a large extent the contractor's risk in implementing the project and means he is able to benefit from local banking expertise and the detailed know-how acquired in other COMIT projects. This model helps keep the client's coordination outlay to a minimum.

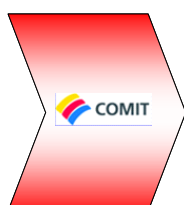
## Rapid elimination of vulnerabilities

An analysis of the test process, which is conducted as a part of an offshore-readiness project, helps reveal weak points so they can be relatively quickly corrected. The test team starts benefiting from such remedial measures from an early stage – well before any outsourcing of individual activities. Boosts to efficiency and quality are already tangible in the run-up to offshoring. Experience shows that COMIT's offshore-readiness projects yield the following quick wins:

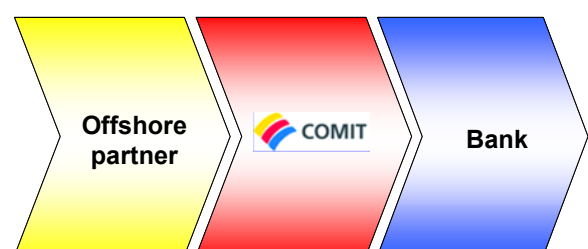
- Improved test case quality through revisions in accordance with guidelines
- Definition of requirements on a per test case basis
- Improved planability of test cycles owing to dedicated test case properties such as prioritisation, cycle time and necessary third-party systems
- Boosts in the efficiency and quality of test data searches through the allocation of synthetic types of test data



Enabling



Option 1: COMIT collaborative model



Option 2: COMIT collaborative model

## Establishing offshoring parameters

Whether or not the intention is to outsource a company or project's activities, there is a tendency for at least some of the problems and vulnerabilities illustrated in the diagram below to arise in testing projects. Even without going as far as offshoring, these problems cause inefficiencies – although these can be overcome. As soon as the project interfaces with external partners, however, these vulnerabilities impact negatively on its potential for a successful outcome.

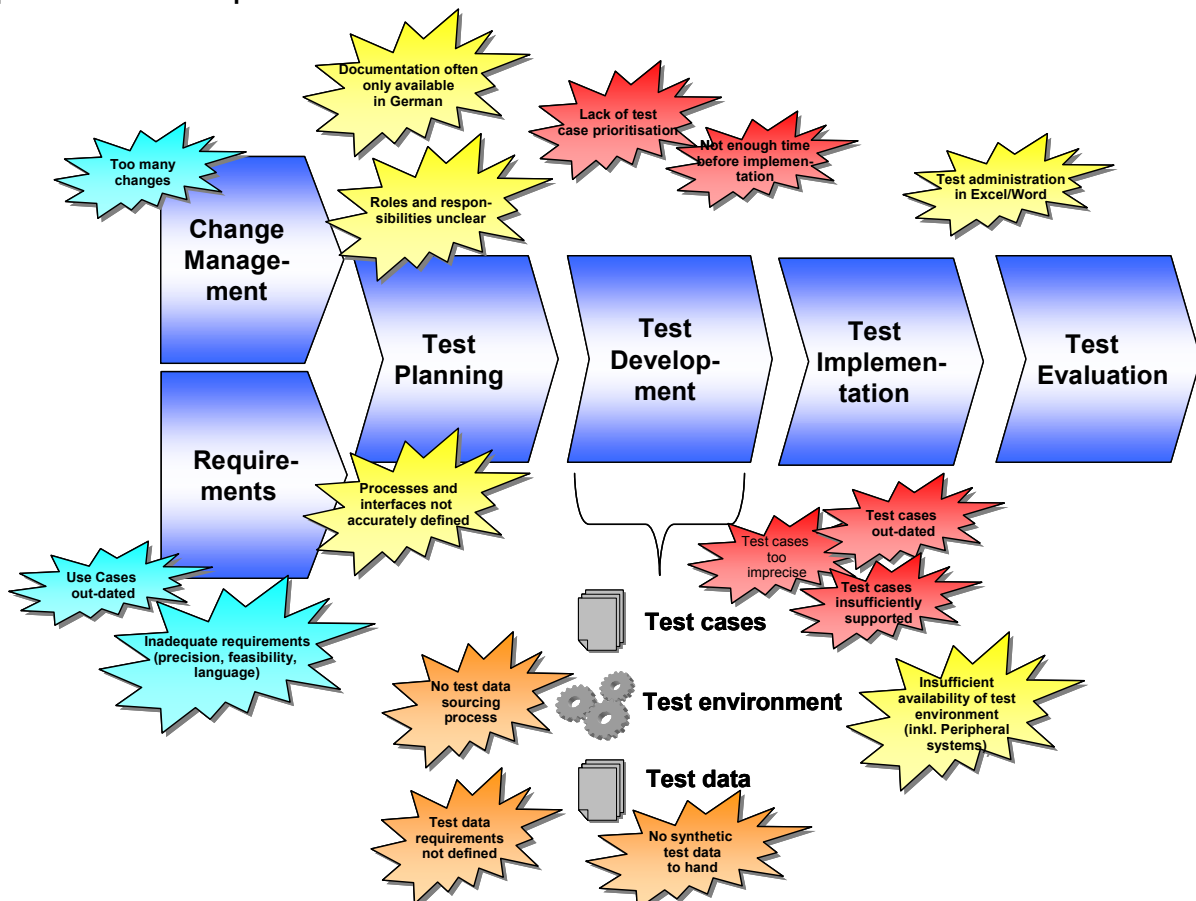
An offshore-readiness project creates an environment where these problems can be subjected to detailed scrutiny and specific solutions proposed and implemented. To reap early benefits from the improvements and generate quick win opportunities, the process is divided into a number of self-contained activities.

## Variance analysis in the test project

COMIT utilises a two-phase procedure. We undertake a study of the project's actual situation and carry out a GAP analysis. We also produce an application portfolio that allows us to examine the quality of the test cases, the test data requirements, the project's offshore suitability and its potential for improvement.

A review of the entire test process helps us identify any vulnerabilities, define appropriate remedial strategies and proposals, and plan their deployment. As well as carrying out ongoing improvements, by the end of the project we are in a position to recommend whether or not it makes sense to move the activities we have been looking at offshore. The next step involves evaluating the application portfolio and defining specific projects and actions.

## Potential problems in the test process:



## COMIT – your trusted testing partner

COMIT has the requisite expertise and extensive experience in the field of testing. Our staff are ISTQB/SAQ-certified, receive regular training and are familiar with best practice thanks to the large number of projects already completed.

We foster active knowledge management by operating communities of practice. Our test experts collaborate closely with each other and pool their expertise to ensure that you always have access to our vast, in-depth wealth of experience.

Our team of 35 test experts based in Switzerland and Austria has for many years been actively involved in client projects. We provide our clients with the support they need when it comes to implementing and specifying tests, test management and automation. We also audit existing testing processes and methods and offer our clients solutions tailored to their requirements.

## Contacts

Katja Gfeller, [katja.gfeller@comit.ch](mailto:katja.gfeller@comit.ch)

Dr. Hans-Joachim Lotzer, [hans-joachim.lotzer@comit.ch](mailto:hans-joachim.lotzer@comit.ch)

COMIT has served the finance industry for more than 25 years with professional IT services within the value-added chain: from strategic consulting through system implementation to the development and operation of the implemented IT solutions. Our areas of expertise are e consulting & solutions, the implementation of core solutions, especially Avaloq and Finnova core banking platforms, application management, and IT infrastructure services. COMIT is an independent subsidiary of Swisscom IT Services. We employ 700 IT and business specialists at different locations in Switzerland, Austria, Germany, Singapore, and Luxembourg.

### Head office

COMIT AG  
CH-8004 Zürich  
[www.comit.ch](http://www.comit.ch)

COMIT GmbH  
A-1010 Wien  
[www.comit.at](http://www.comit.at)

COMIT GmbH  
D-60528 Frankfurt a. M.  
[www.comit-consulting.de](http://www.comit-consulting.de)

COMIT Solutions Pte. Ltd.  
Singapore (088454)  
[www.comit.sg](http://www.comit.sg)

COMIT Luxembourg S.à.r.l.  
L-1259 Senningerberg  
[www.comit.lu](http://www.comit.lu)