



Client Name: LCH Clearnet

Industry: Financial Services

Project: Strategic testing review

Summary

LCH Clearnet is a leading multi-asset class clearing house serving a wide number of exchanges and OTC markets.

Some high-profile system failures led LCH to want to understand better why their current approach to assurance and testing within its SDLC did not realise the expected return on investment, inform decision making or better support the business day-to-day.

LCH invited TSG to perform a short, but in-depth and focused, review aimed at increasing the engagement of key stakeholders and making recommendations that will improve the value of testing. The initial report and recommendations were to be presented two weeks after starting.

TSG used an interactive approach using workshops and one-to-one interviews so that their consultants were quickly able to understand the current operating model, the risks that can potentially impact live service and the day-to-day issues faced by the teams.

From this TSG developed a high-level target operating model and identified areas for improvement as quick wins, tactical or strategic which were presented to the engagement stakeholders. Following the presentation, TSG prepared and issued a formal report, which concluded the engagement.

The Challenge

The key questions that LCH wanted to be answered from the review were:

- Why testing was not providing the information needed for stakeholders to make informed decisions regarding the quality of developments.
- Why testing did not appear to be giving value for money.
- How to achieve successful releases in the future.

As LCH wanted the review and initial presentation completed within two weeks, TSG decided that the best approach would be to hold open workshops with the key people involved in the delivery. However, as there was some friction between the technical and business teams, rather than risk a 'free for all' it was decided to hold separate workshops and compare the findings. TSG would then hold one to one meetings with the key people to clarify what had been noted and gain further in-depth understanding as necessary.

Benefits

The workshop sessions were well attended, well received and the participants were extremely open and honest in their comments and responses to questions from TSG. The TSG consultants then conducted approximately 15 one-to-one follow up meetings.

Once the results were evaluated, TSG prepared and delivered a presentation on the findings including over 30 improvement recommendations to the engagement stakeholders and subsequently this was presented to the LCH board.

If you would like to know more about TSG or any of our solutions please contact us on: Tel: +44(0)20 7469 1500 or email contact@tsgconsulting.co.uk

We are Testing Solutions Group.

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