



Client Name: SITA Aerospace

Industry: Aerospace

Project: Risk-based testing

Summary

SITA Aerospace develop the software used for passenger management by many airports, airlines and travel bookers. Typically this starts from booking confirmation and finishes when the passenger exits the destination airport. As safety is paramount to air travel, SITA needs to be able to demonstrate that their systems are robust and secure. Consequently, they have tended to test everything, every time, which continually increases the cost of testing.

SITA wanted to introduce a standard risk-based testing approach across all of their delivery projects so that they could ensure that the right testing was being done at the right time and reduce costs. Although many projects had claimed to use risk-based testing, this relied on the test manager's experience to decide what was, and wasn't, necessary and therefore the approach varied from project to project without metrics to demonstrate success.

TSG were engaged to help develop and implement a standard risk-based testing approach as a result of an in-depth review of testing across the organisation performed in 2014.

The Challenge

SITA briefed TSG to devise and document the risk-based testing approach followed by the provision of advice and support to the test teams who would be implementing the approach on pilot projects. The final step was to conduct a post-implementation review of the process, update the approach if

needed and publish the final version to be included in their formal SDLC.

TSG approached the engagement by creating a management overview of the approach and presenting this to key stakeholders including product owners and development managers for their approval. Then, rather than produce a single process document that might not get read again, TSG prepared a practical 'how to' user guides for each step of the testing lifecycle and implemented these on several pilot projects.

As the pilot projects completed each stage, TSG conducted a post-implementation review, made changes as necessary and delivered the documents for inclusion in the SDLC.

The biggest challenge faced during the engagement was, as with many projects, getting sufficient time from the members of the test team to review and comment on the approach being taken, along with feedback during the pilot implementation which is essential for a successful implementation and adoption. TSG overcame this by providing an experienced consultant who would work with the team one or two days a week over several months while constantly updating the process and documents based on practical experience.

Benefits

TSG delivered a risk-based testing overview and detailed process documentation. Also, TSG delivered a management summary presentation pack, separate user guides for each step of the process and supporting templates for a quality risk assessment at the project level and metrics collation and reporting.

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The immediate benefit to SITA was that the onshore project teams determined what was being tested and order in which tests were run on the pilot projects and therefore could control costs. The approach was estimated as saving at least 20% of the offshore execution costs.

Additional benefits included being able to justify why certain test types were not being performed (e.g. internal only application needs less formal security testing), high priority defects being found earlier than on previous projects giving more time to fix them and fewer defects leaking into later test stages. Intangible benefits included providing a clear statement of what is to be tested, and more importantly, what isn't and why, to the project stakeholders so that they are fully informed and understand the level of risk that they are accepting.

A photograph of a person sitting at a desk with a computer monitor, overlaid with a large, faint circular graphic. The person is wearing a light blue shirt and has their right arm raised. The background is a light purple/pink gradient.

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

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