

Quality Maturity Assessment

A quick assessment for a robust road map of software quality assurance practices

Fiserv helps financial institutions uncover testing process gaps and provide key inputs for formulating robust test processes with strategies and roadmaps. A quality maturity assessment is performed on three key testing dimensions – efficiency, effectiveness and process – presenting a holistic view of current testing practices, deficiencies and gaps, and the optimal direction for future testing practices.



Delays in “go-live” schedules, long test cycles, cost escalations and performance issues are constant challenges faced by IT organizations. Digital transformation and the advent of new development paradigms like DevOps are putting additional pressure to find faults early and often throughout the sprints of the development life cycle.

So it is imperative to have predictable processes, skilled resources and productivity tools that focus on constantly improving quality while reducing cost and time to market. The assessment has been conceptualized on the widely popular Test Maturity Model Integration and Test Process Improvement standards, and based on the underlying principles of software verification and validation – how effective and efficient the testing practices are.

The assessment is product agnostic and is applicable across Fiserv, products from other companies or proprietary applications of financial institutions looking to achieve:

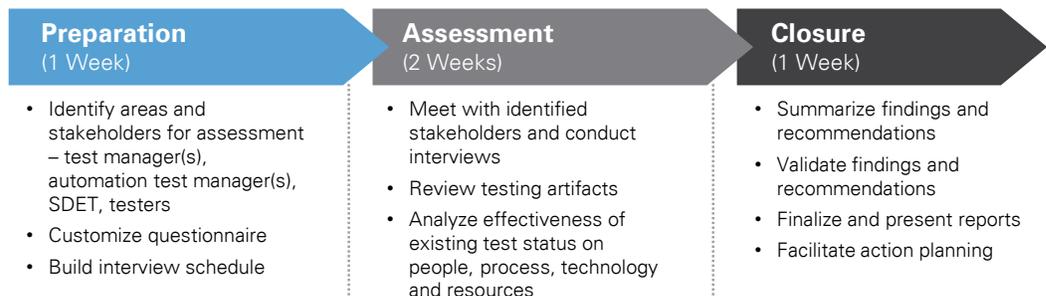
- Improvement in quality of a product having recurring issues in production

- Greater value from test automation investments
- Reduction in total cost of testing
- Success in their digital transformation initiatives
- Improvement in time to market

Engagement Model

Fiserv offers this assessment through an independent and unbiased evaluation on the health status of the financial institution's testing process in order to identify improvements required to reach the desired maturity level. The engagement duration will be four weeks, during which our consultants will work on-site in collaboration with key stakeholders.

At the end of the assignment the executive management get to know the strengths and areas of improvement with a clear road map to achieve the goals as part of the assessment report.



Fiserv is driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management and Insights & Optimization. Our solutions help clients deliver financial services at the speed of life to enhance the way people live and work today. Visit fiserv.com to learn more.

Assessment Deliverables

Assessment Report

- Key strengths and weaknesses in each assessment area
- Assessment areas that need an urgent improvement
- Detailed list of issues
- Ranked and time-phased improvement plan
- Organization structure

Improvement suggestions and changes needed (illustrative)

- Resource requirements
- Infrastructure requirements
- Recommended tools
- Recommended processes and methodologies
- Governance model
- Changes to quality gates, processes, tools, roles and responsibilities and checklists when shifting from one methodology to another

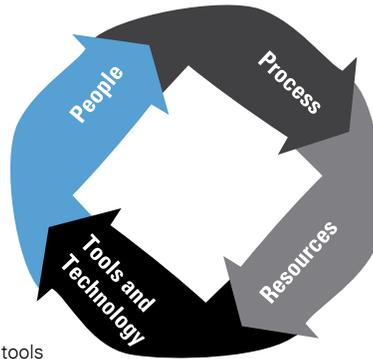
Quality Maturity Assessment

People

- Resource planning and staffing
- Roles and responsibilities
- Skills and competencies
- Governance, collaboration and coordination
- Cross training

Tools and Technology

- Test automation ROI
- Test automation strategy and tools
- Test automation framework and scripts
- Digital transformation readiness



Process

- Test traceability, test coverage and test strategy
- Test planning and test management
- Defect management and risk management
- Efficiency and effectiveness of testing

Resources

- Test environment
- Test data management
- Test artifacts and templates

Benefits

- An independent assessment highlighting the not-so-apparent issues and bottlenecks in current quality assurance (QA) processes
- Key report depicting action plans based on time to market and QA scores
- Increased productivity and reduced time to market through industry's best testing practices and tools recommendations
- Road map for predictable and frequent release cycles
- Recommendations for developing and promulgating matured quality culture across the organization

Results Delivered

- Cost savings of more than 27 percent for one of the largest financial institutions in the Midwest
- Rework reduction by 23 percent for a West Coast bank
- 18 percent defects detected before test execution and 25 percent reduction in nonfunctional-related issues on cumulative basis
- Improvement in requirements stability with requirements stability index around 1.15
- Improvement in overall customer satisfaction scores

Connect With Us

For more information about a quality maturity assessment, call 800-872-7882, email getsolutions@fiserv.com or visit www.fiserv.com

fiserv.

Fiserv, Inc.
255 Fiserv Drive
Brookfield, WI 53045

800-872-7882
262-879-5322
getsolutions@fiserv.com
www.fiserv.com