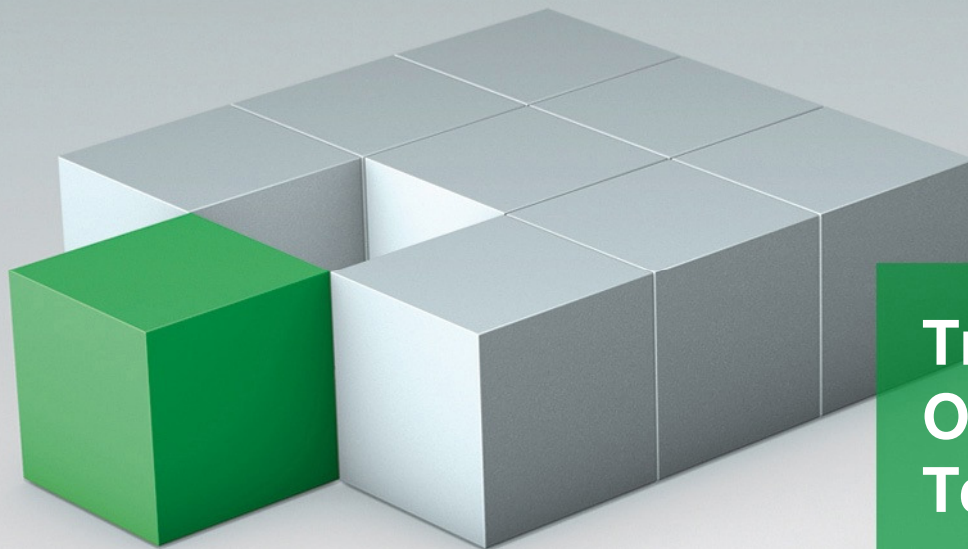SQS. Excellence through Independence

Trends, Issues and Opportunities in Software Testing

Nick Pointon,
International Director & COO, SQS-India
Pune, 15 October 2011

SQS India Infosystems Pvt. Ltd.

SQS is the world's largest supplier of independent pure play software testing and quality management services

>> *The global leader in independent software testing and quality management services – majority of its business in Europe* <<

Financial Times, 21 August 2007

Experience

Almost **30** years' testing experience resulting in a database of more than **5,000** projects

People

Team of more than **2,000** trained quality professionals

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Egypt	Ireland	South Africa	USA
Finland	Netherlands	Sweden	
Germany	Norway	Switzerland	Spain (Partnership)

![Power transmission towers against a blue sky with sun shining through the structure](image)
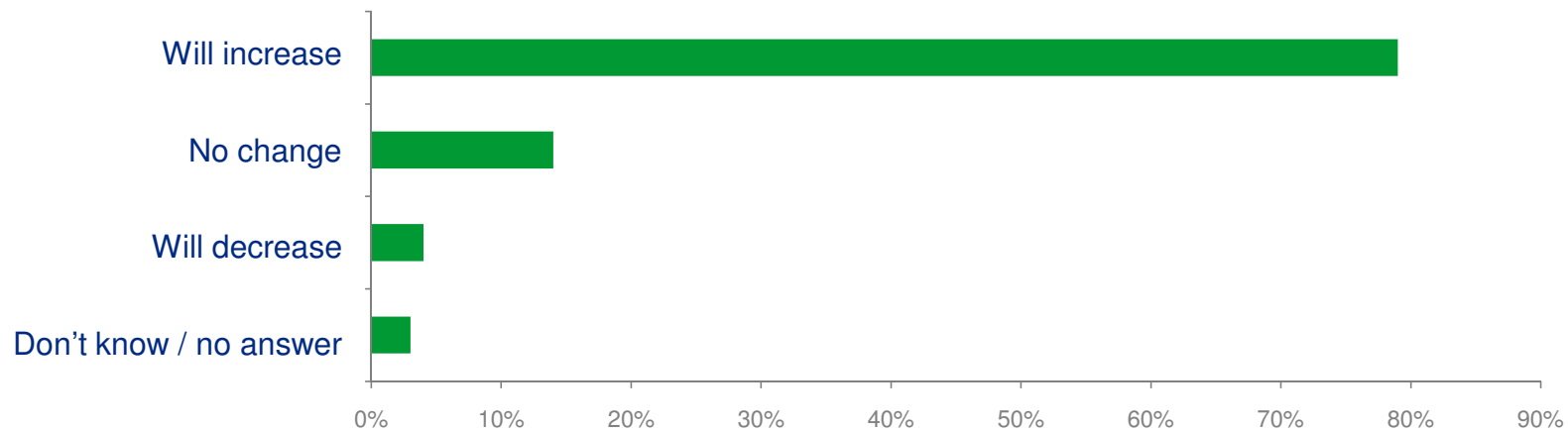
Trends

What change do you expect in the significance of quality within IT during the next few years?
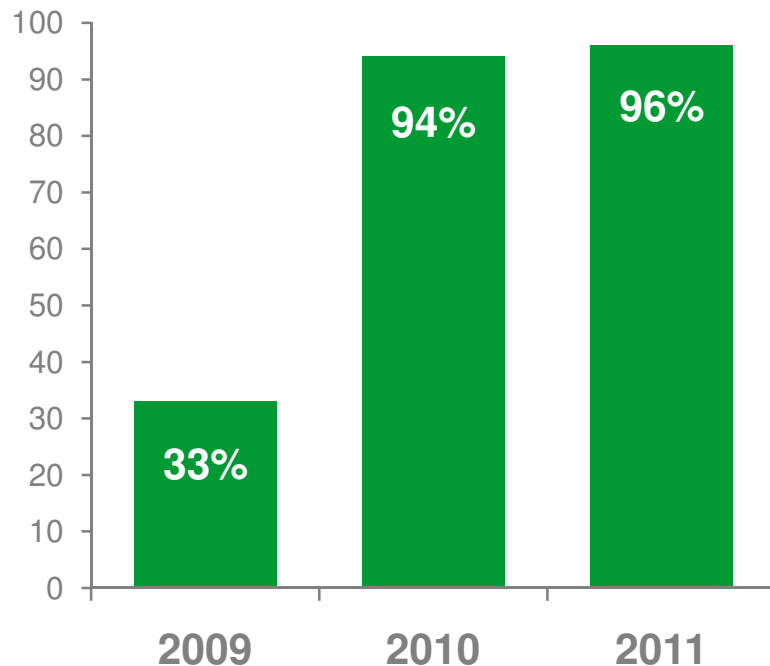
Results of online survey 2011

Comments

- A clear vote for more quality.
- Hardly anyone expects declining importance of quality.

Do you agree with the statement "Testing is an essential investment in the product"?

**Percentage of agreement
in the online surveys**

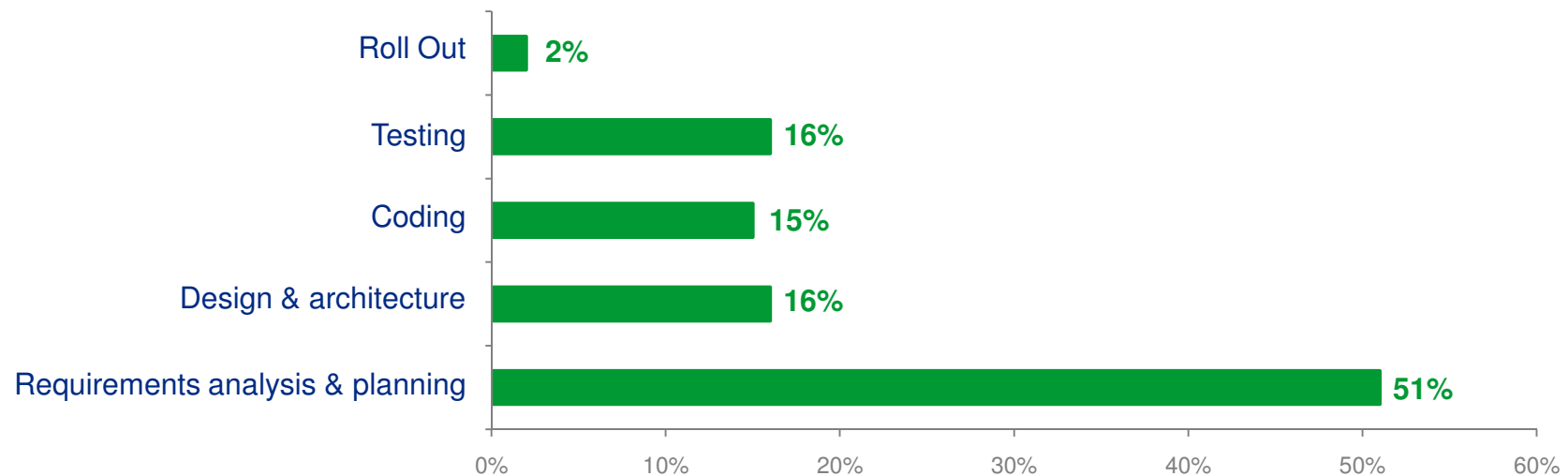## Comments

- From 2009 (33%) to 2010 there was a significant increase of interviewees who see testing as an essential investment

- This tendency has been confirmed positively in 2011

- What does that mean for testing itself?

Source: Iqnite Survey 2009-2011

In development projects: In which stage are you using quality assurance or testing practices first?

Results of online survey 2011

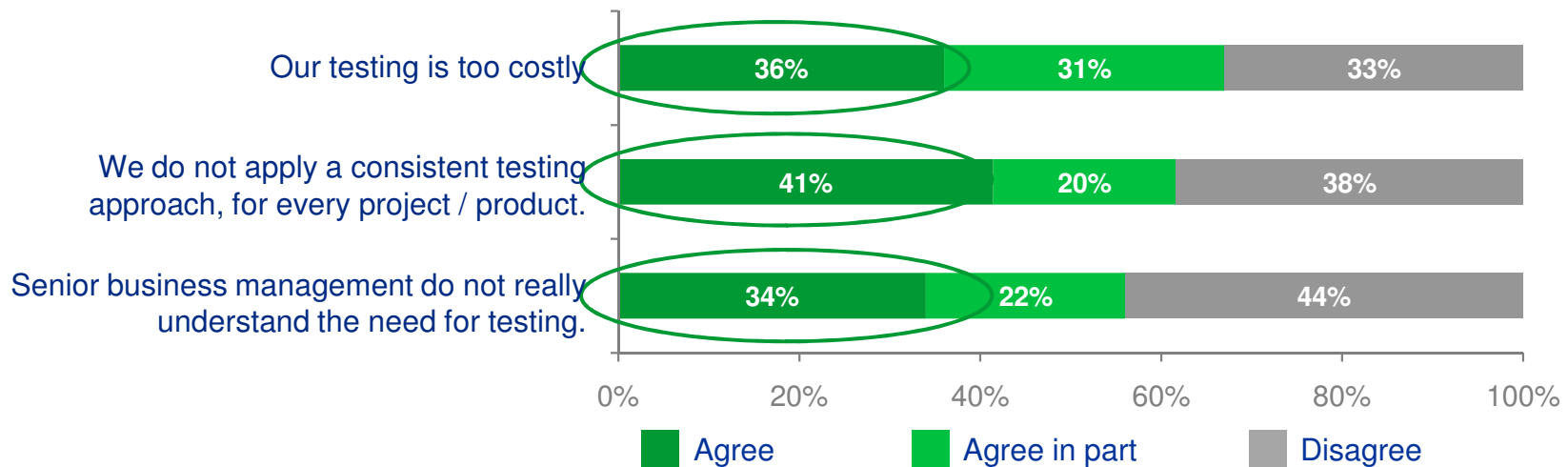|	
Roll Out	2%
Testing	16%
Coding	15%
Design & architecture	16%
Requirements analysis & planning	51%

Comments

- More than half of the interviewees (in 2010 only 13%) start testing as early as possible: this gives us reason to hope.

- Only 18% start definitely too late.

Source: Iqnite Survey 2011

In respect of your own testing activities, can you say whether you agree or disagree with the following?

Results of online survey 2011

	Agree	Agree in part	Disagree
Our testing is too costly	36%	31%	33%
We do not apply a consistent testing approach, for every project / product.	41%	20%	38%
Senior business management do not really understand the need for testing.	34%	22%	44%

Agree ■   Agree in part ■   Disagree ■
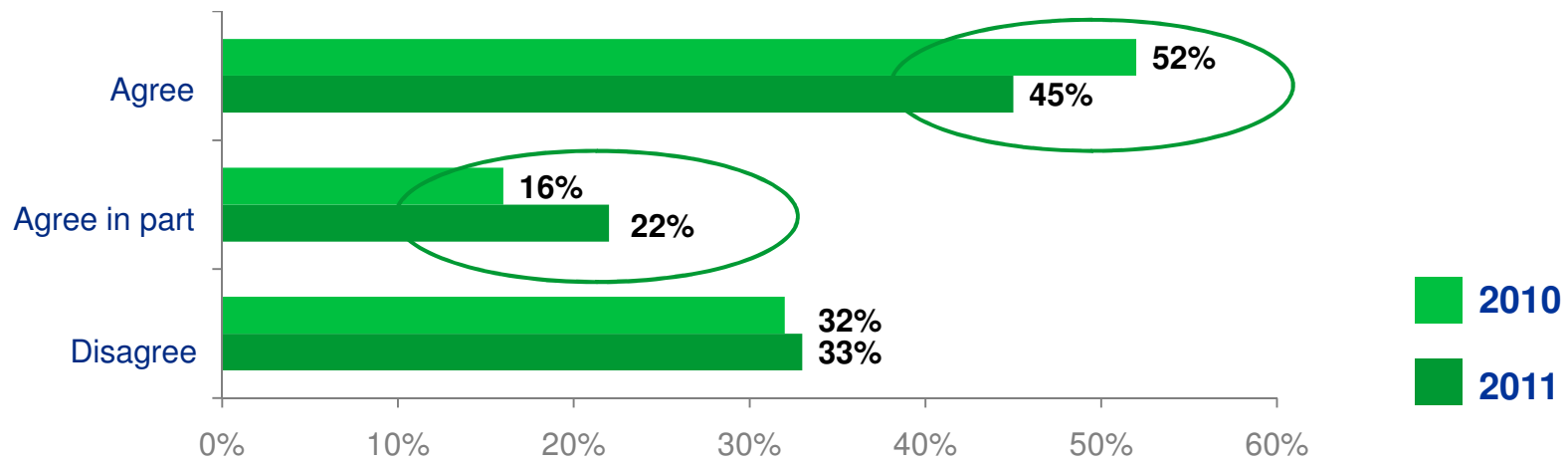
Comments

- Testing is still perceived as costly.

- Lack of a consistent testing approach is increasing.

- What's happened to the business?

Source: Iqnite Survey 2011

How much do you agree with the statement "The test team is independent of the application development team?"
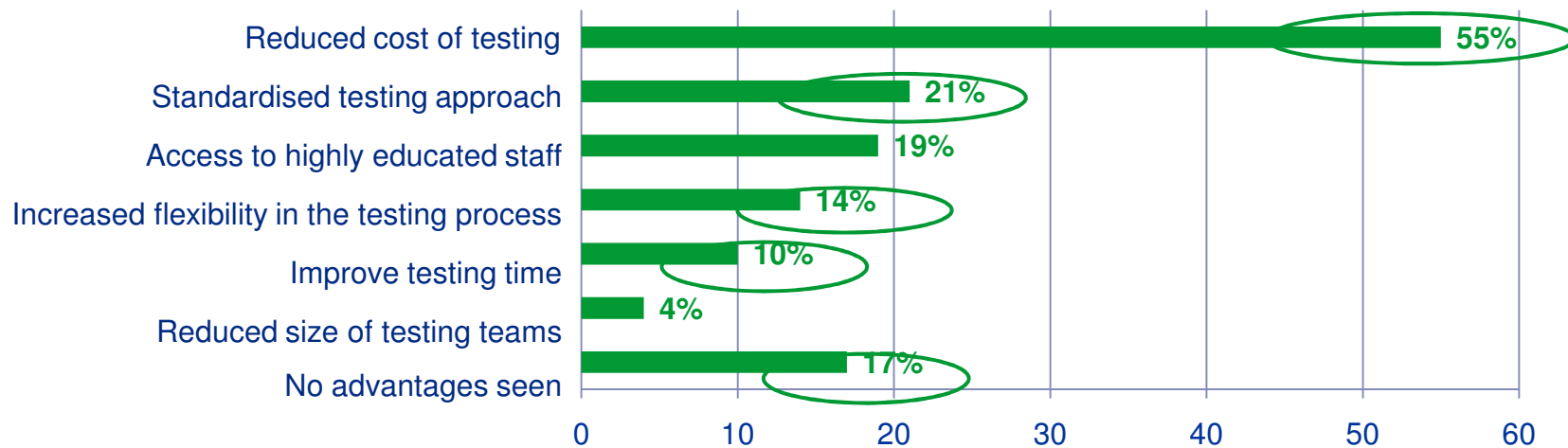
Results of online survey 2011

Comments

- The independency of test teams is confirmed, though the number of those who fully agree has decreased.

- Denial of independency increased significantly from 2009 to 2010, but stayed the same in 2011.

Source: Iqnite Survey 2010-2011

Which of the following, if any, do you see as the main advantages of offshore testing?
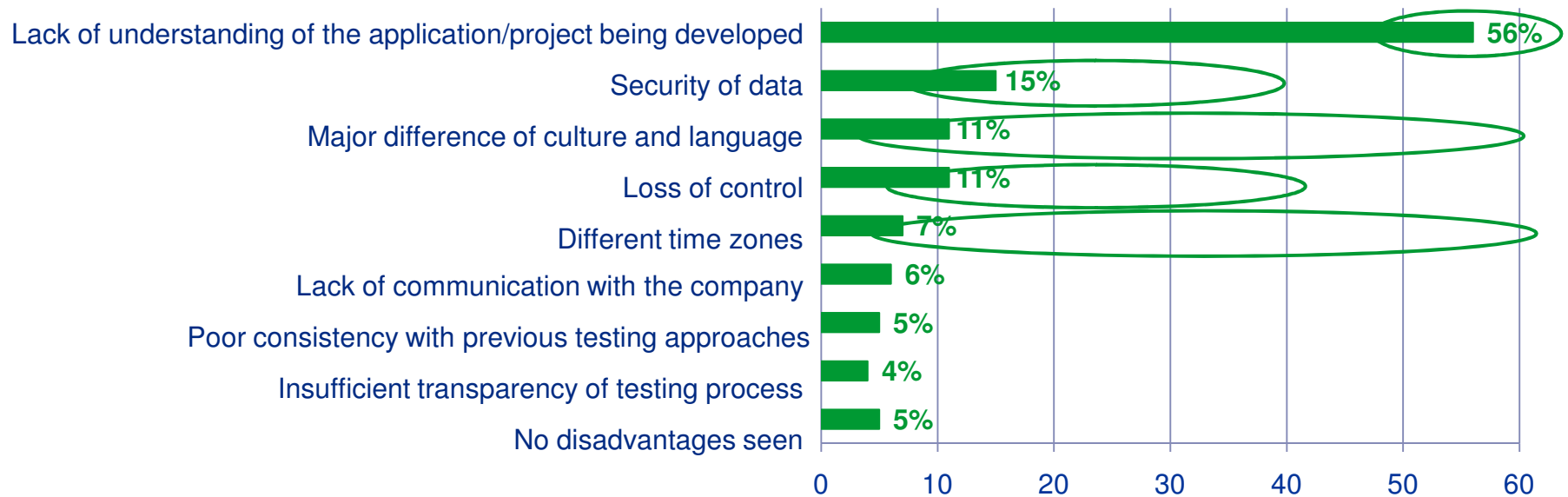
Results of online survey 2011

Reduced cost of testing	55%
Standardised testing approach	21%
Access to highly educated staff	19%
Increased flexibility in the testing process	14%
Improve testing time	10%
Reduced size of testing teams	4%
No advantages seen	17%

Comments

- Reduced cost is clearly the most compelling reason
- More work to do in the other areas

Source: Iqnite Survey 2011

And which, if any, do you see as the main disadvantages of offshore testing?

Results of online survey 2011

Disadvantage	Percentage
Lack of understanding of the application/project being developed	56%
Security of data	15%
Major difference of culture and language	11%
Loss of control	11%
Different time zones	7%
Lack of communication with the company	6%
Poor consistency with previous testing approaches	5%
Insufficient transparency of testing process	4%
No disadvantages seen	5%

Comments

- Understanding improving (2010: 91%), but still more to do.

- Fewer issues with security (2010: 43%), culture and language (2010: 43%), communication (2010: 64%) and loss of control (2010: 68%)

So what does all this mean?

- Testing is definitely important,

  - …but we still have to convince the business

- Everyone knows we should start testing early,

  - …but how much testing do we actually do early?

- For offshoring, cost reduction is still the primary motive,

  - …so we have to work on the other benefits too

- Having testing independent of development is absolutely vital,

  - …and testers need to invest in their domain skills.

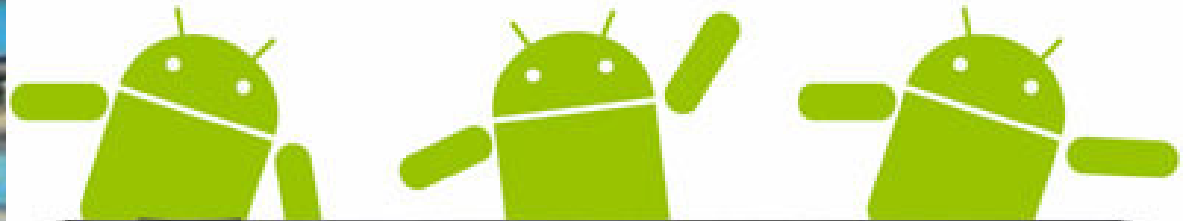Source: Market Trends, Service Providers, and Success Factors, PAC, June 2011

Opportunities

And finally...

And finally…

From the recent Pierre Audoin Consuling report:

- "Companies that separate out software development and testing benefit in particular from a clear allocation of roles, and *improved test quality*"

- "*Early* involvement from *independent testers* in the development process also contributes to the efficiency and effectiveness of testing performance."

For more information about efficient testing:

- Visit the SQS stand; or

- Email us at *info@sqs-india.com, and*

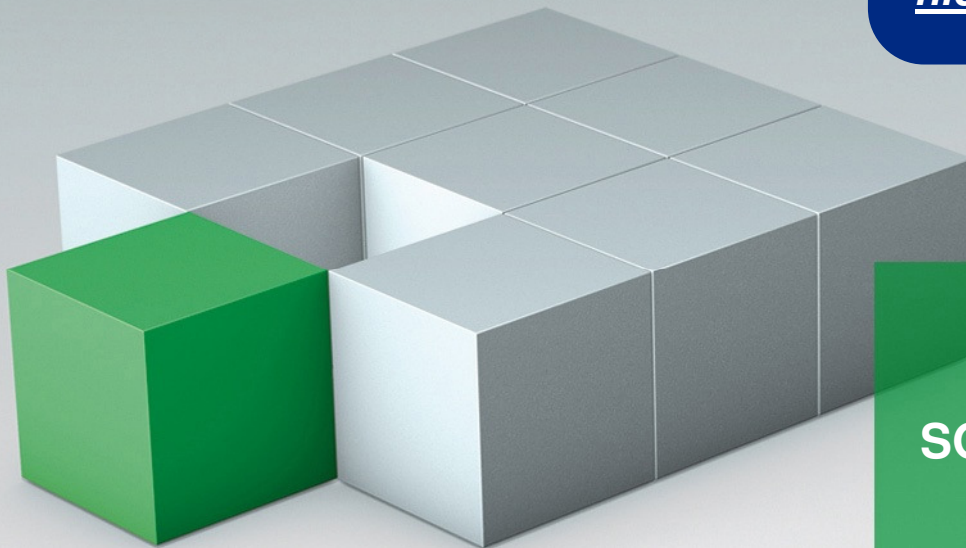- Join our regular webinars on software testing.

Any questions?

SQS. Excellence through Independence

Thank you!

Nick Pointon
nick.pointon@sqs.com

SQS India Infosystems Pvt. Ltd.

Plot No. 25/1, MIDC Phase III
Rajiv Gandhi Infotech Park
Hinejwadi, Pune 411 057, India
E-Mail: info@sqs-india.com
Internet: www.sqscom

Thank you for your attention