

# What Should Successful Managed Testing Services Look Like in the Public Sector?



## Achieving Effective Quality Assurance - An Inside View

**QA and testing has to ramp up in order to bring the growing number of new systems and applications quickly and securely to market.**

We only have to compare last year's World Quality Report (WQR) to this year's, to see that economic improvement has caused an interesting shift in Public Sector testing priorities. The 2014/15 report highlighted an overriding need to reduce costs whereas our latest report for 2015/16 places customer experience (82%) and security (79%) as the two top strategic priorities for IT this coming year.

This change in emphasis is highly visible when considering examples of current Government investment. There are many automation and self-service projects focused on improving customer experience (CX) at the same time as cutting costs, and the Cyber Security Capacity Building Programme is funding projects to support huge economic and social value from secure cyberspace.

Modernisation and digital transformation programmes are without a doubt enabling the Public Sector to engage more closely with citizens and businesses. However the QA and testing function needs to ramp up to bring the growing number of new systems and applications quickly and securely to market. In fact 39% of IT Executives in the Public Sector have confirmed that they find the implementation and testing of multi-channel applications very challenging. Indeed a lack of test time is one of the biggest challenges with mobile and multi-channel applications (46%). In addition, when looking at security it is the Public Sector that is performing the least amount of systematic security testing at 57%.

Cost reduction and industrialisation still remain at the centre of the Public Sector agenda, but the latest report shows the budget allocated to Testing has actually increased from 25% to 33% of total IT spend. If the proportion of spend allocated to ensuring application quality and performance continues to rise at this rate, then it will reach 40% by 2018. This underlines the increasing strategic importance of this function.

Managed Test programs reduce overall testing costs by **25-40%**

### A Cheaper, More Flexible Managed Test Service

Within this cost-driven, yet customer focused testing landscape we understand the importance of adopting new techniques and new methods to enable Public Sector leaders to deliver on complex modernisation programmes, which are made even more complex due to the nature of operating within multi-tower, multi-supplier environments.

The reports' findings, coupled with the recent requirements of one of our biggest Public Sector clients and the wider needs of the sector to deploy and modify applications quickly and cost effectively, were the catalyst for the creation of this new Managed Test Service (MTS), delivered by Sogeti and the Capgemini Group. It provides:

- An assessment that benchmarks where your organisation is today and the creation of a dynamic and flexible solution that seeks to continually improve your QA and testing and meet rapidly changing goals.
- Pre-agreed costs savings built into the programme providing a 25-40% reduction in overall testing costs.
- Test Management that supports continuous deployment in traditional, Agile and DevOps environments resulting in a minimum 15% reduction in testing time and faster time to delivery.
- An holistic approach with new ways of working, including using optimised test processes, shift-left techniques to find bugs earlier and tools to automate and virtualise test execution.
- Cybersecurity Testing to protect reputation and revenue and combat the fact that the Public Sector performs the least amount of systematic security testing out of all the main industry sectors.
- Test data provisioning with a high level of synchronisation across a wide variety of integrated apps.
- Functional and non-functional testing with a high level of automation and less than 0.9% defect leakage.
- Enterprise Release Management with flexible governance principles, processes and tools for a smooth transition from IT change and inception to go-live.
- User acceptance and business process testing.
- Business-aligned Regression Testing to minimise risk.
- Test Assurance processes that enable you to work towards KPIs and best in class standards, whilst simplifying the complexity of the multivendor landscape.
- A managed cloud-hosted portal to enable organisations to consume single services while delivering real-time updates to enable you to meet timescales and self-select and schedule essential services on-demand. The majority of services are also available to procure via G-Cloud.



Our Managed Test Services help agile and legacy development teams to reduce test time, meet customer experience and security quality requirements, and launch new projects more quickly.

The key to success with MTS is that it doesn't only address the functional dynamics of a requirement; it focuses on the entire customer journey and end-user satisfaction with an emphasis on usability, compatibility, performance, security and overall citizen and business CX.

### **Bringing Agility to Accountability to your MTS**

With 46% of the Public Sector using Agile testing and 39% adopting Test Driven and Behaviour Driven Development, organisations will be glad to know that our approach to MTS interacts with both agile development teams and legacy project teams to identify the right tests at the right time for a flexible, scalable, efficient and collaborative service. The MTS promotes automated regression testing and continuous integration, creating automated scripts that can be run during the development team Sprint process. This enables a clear view of the impact of a release across the entire estate, so that developers and testers can focus on new functionality while the integrity of the overall product can be validated. This saves time, minimises risk and alleviates the potential for reputational damage. In this way, the team delivering Sogeti's MTS acts as a binding agent between multiple towers and an independent broker between Development and Operations.

### **Building Your In-House Capability**

The rapid speed of Digital Transformation means that finding the right experts with the right testing skills can be a real challenge. We've seen some interesting trends developing, with the Public Sector recruiting from sectors with greater digital maturity such as Telecoms, coupled with a rise in specialist recruitment with 70% employing analytics experts and 48% taking on mobile testing professionals. Two other interesting developments are that the role of Chief Digital Officer is growing exponentially with 47% of Public Sector bodies already employing one and a further 21% planning on it in 2016 and the role of Chief Information Officer is morphing into that of Chief Integration Officer.

A major component of the MTS is integration testing, with the shift left methodology meaning that more bugs are found prior to the integration testing stage, so at the integration stage it's easier to review the outcome for a multichannel experience, all of which supports the CIOs in their new role. Furthermore, one of the overriding benefits of Sogeti's MTS is that as our transition teams shadow your existing work and build new operating processes using cutting edge testing tools, we also introduce more innovative ways of working, and transfer skills to build your own in-house capability, helping you to close the skills gap.

## Scalable, On-Demand Services

Our MTS for Public Sector clients responds directly to the concerns raised by the Public Sector IT leaders who participated in the World Quality Report and the particular requirements of our clients in this sector. We offer our client's best in class tools, highly experienced test professionals with appropriate security clearance and the expertise to optimise your testing assets. As a result, this Managed Test Service helps to improve product quality and deliver a faster time to market. The services are flexible, scalable up and down and available for self-selection on demand to ensure that our Public Sector clients can collaborate with us to create a truly bespoke MTS that meets specific requirements.

As one of our client's CIO's puts it, the service provides you with ***“better access to the increasingly scarce IT skills that support every part of our business and our customers, improving the overall performance of our business.”***

In this way our MTS team can offer you greater certainty, quality, efficiency, speed and quantifiable results in times of transformation and change, with the understanding of the need to step back when certain services are not required, but always be on hand for when they are in demand again.

All statistics are taken from the World Quality Report 2015-16.  
You can download your free copy here: <http://www.worldqualityreport.com/>

---

To find out how Capgemini and Sogeti's Testing Services can help your organizations achieve its Testing and QA business goals, please contact your local Capgemini or Sogeti testing representative or our Global Testing Services Sales Team:

### Gary Moore

Head of Delivery for Government Testing Services  
Sogeti UK  
0330 588 8200  
gary.moore@sogeti.com

### Paul Collins

Head of Managed Testing Services, Apps UK  
020 7936 3800  
paul.collins@capgemini.com

---



## About Capgemini and Sogeti

With more than 180,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2015 global revenues of EUR 11.9 billion. Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Sogeti is a leading provider of Technology and Engineering Services. In the UK, Sogeti offers cutting-edge Consulting, Cloud, Cyber Security, DevOps, Digital, and Testing solutions, combining world class methodologies and a global delivery model, Rightshore®. Sogeti brings together 25,000 professionals in 15 countries and has a strong local presence in over 100 locations in Europe, USA and India. Sogeti is a wholly-owned subsidiary of Cap Gemini S.A., listed on the Paris Stock Exchange.

Together Capgemini and Sogeti have developed innovative, business-driven quality assurance (QA) and Testing services, combining best-in-class testing methodologies (TMap® and TPI®) to help organizations achieve their testing and QA goals. The Capgemini Group has created one of the largest dedicated testing practices in the world, with over 12,300 test professionals and a further 14,500 application specialists with Testing experience, notably through a common centers of excellence with testing specialists developed in India and elsewhere.

For further information visit

[www.capgemini.com/testing](http://www.capgemini.com/testing)  
or  
[www.sogeti.com/testing](http://www.sogeti.com/testing)