

## Koomen, Tim

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### Software Control

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### Subject: TMap® / TPI® newsletter - August 2006

Dear TPI and TMap colleague,

Through this email we provide the latest news on TPI and TMap. The newsletter is sent between 2 and 4 times a year.

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### 1) New TMap book: TMap Next

Near the end of last year we started working on a new version of TMap. Based on experiences, ideas and a lot of change requests from testers around the world we started writing. Now, 8 months later, we look back on a highly effective period with a revised and enriched method and book as a result. The results of the first reviews are very hopeful and give us the idea we did our work well.

Initially, we aimed for a Dutch publication first, but this has changed. The aim is now to launch the English book at the Eurostar conference early December ([www.qualtechconferences.com](http://www.qualtechconferences.com)), the Dutch book will follow soon after. See below for a quick overview of the contents of the book. Essentials of the book and method are:

- Based on a business-driven test management (BDTM) approach, allowing the customer to control the test process based on rational and economic considerations.
- Gives a full description of the test process.
- Contains a complete 'toolbox', i.e. technique descriptions, checklists, procedures, and so on.
- Adaptive, suitable for all testing situations in most development environments (new systems, maintenance, waterfall / iterative / agile development, custom-made or software packages, and so on).

There are a number of reasons for this completely revised version:

- Time didn't stand still, a large number of people have asked for revising the method.
- At present, it's clear for most organisations that testing is necessary. So, instead of the

discussion on why to test, the discussions are more about how long, how much and what to test.

- In the current version testing is described as a stand-alone process in waterfall development of new information systems. The current field of play in IT is much larger: more maintenance instead of development of new systems, many implementations of standard software (like SAP) and iterative and agile development besides waterfall. Although the method has grown with current practices, this is not the case for the book. In the new book testing is more seen as an integral part of the larger whole.
- In many organisations testing is organised as a separate department instead of purely as a project activity. Many kinds of test organisations are possible, from expertise centers up to complete test factories, each with certain advantages and disadvantages. In current testing literature this is given little attention.
- Besides the theoretical part, readers were looking for the practical 'how' in TMap. In the new book a lot of tips and examples are given.
- And perhaps the most important reason: testing should much more be seen as an economic activity within IT. Time and costs, but also the benefits and risks, have to be made clear to the customer. With this information he or she can control testing in a rational and businesslike way, finding the right balance between required time and money on the one hand and the benefits on the other: insight in quality and risks, confidence in the product and project (tracking) information. This part of TMap is called BDTM, Business Driven Test Management, and will be the guiding principle of the method.

*TMap offers the tester and test manager a guide to deliver results to the customer within his/her context.*

The change in method does not only has consequences for the book. Also trainings, certification programs, websites and such need to be adapted. We will keep you informed!

## **Overview book**

### General part

The first part of the book contains an introduction to TMap and to testing, the what and why. The essentials of TMap are explained.

### Processes

This part deals with the various test processes, including a number of test supporting processes. The relations between these processes are also explained. Processes described are master test planning, acceptance testing, system testing and development testing. In the processes, special attention is given to their relation with the rest of the system development process, to BDTM and to managing the tests. To the phases Planning, Control, Preparation, Specification, Execution, Completion a new phase has been added: Setting up and Maintaining the Infrastructure. Within the phases, a better distinction is made between activities of the tester and the test manager.

Besides these primary test processes, a number of supporting processes is dealt with. These are in the following areas:

- Organisation  
Organizing a permanent test organisation, from a test expertise center to a test factory, outsourcing of testing;
- Test environments  
Requirements of the test environments, processes to maintain the environments;
- Test tools  
Kinds of test tools, implementing a test tool;
- Test professionals  
Hiring, test functions, training and career paths.

### Components

The last part of the book contains so-called component chapters that are used within a number of the above processes, like techniques and procedures.

Some examples of components are:

- Product risk analysis (PRA)  
The steps for conducting a successful PRA are explained: choosing participants, defining the

approach, organising the PRA, classifying risks, preparing a session/interview, collecting and analyzing risks, checking completeness;

- Test types  
Discussed test types are for testing regression, usability, performance, portability/compatibility and information security;
- Estimation techniques  
Several techniques for estimating the test effort are given, including Test Point Analysis;
- Test design techniques  
Starting with an explanation of the concept of test design and test coverage, a number of basic techniques (9x) giving certain coverage are described, followed by a starter set of useful test design techniques (12x).

Based on many practical experiences, the book has been revised and enriched, containing many tips, examples and in-depth explanations.

## **2) New paper: Testing migrations**

Migration occurs increasingly frequent in IT. Reasons for this often are the possibilities of cost reduction by replacing the mainframe, or the disappearance of older technology. The existing applications often contain valuable and approved functionalities, which are worthwhile to migrate. Because migrations often relate to information systems that are critical for business, the damage is substantial when faults are present in the system after the migration: the risks are large. In this paper the test approach for a successful migration is described, based on 6 case studies. You can find both a Dutch and English version of the paper at [www.tmap.net](http://www.tmap.net), under TMap/downloads. Access to the paper is usually restricted to customers, relations and employees of Sogeti. **However, they can be downloaded for free until September 25, after that you need an access code.**

## **3) New paper: SOX**

Subjects such as new legislation and directives like IFRS or Code Tabaksblat (Dutch) and laws like the Sarbanes-Oxley Act, also known as SOX, matter these days. These legislations and laws seem to be directed at giving businesses the opportunity to show that they 'manage properly' and restore confidence in the stock markets.

The impact of these measures on the involved organisations is gigantic. This paper gives a quick explanation of the Sarbanes-Oxley Act and a general view on its impact on the IT processes. It will specifically focus on the possible impact on testing, requirements and quality management in IT. You can find both a Dutch and English version of the paper at [www.tmap.net](http://www.tmap.net). Access to the paper is usually restricted to customers, relations and employees of Sogeti. **However, they can be downloaded for free until September 25, after that you need an access code.**

## **4) New paper: testing maintenance**

Since the beginning of the nineties awareness has grown that the costs during use and maintenance of information systems exceed the initial development costs by far. The existing literature on testing and test methods provides sufficient grip on testing of new software applications. Therefore, it is all the more striking that in literature very little can be found on the topic of testing in maintenance situations. With this document we fulfill the needs of many that deal with testing during maintenance on a regular basis. For this we employ the structured test methodology TMap as a basis, and give the differences for testing during maintenance. Testing during maintenance is not a new work area. On the contrary; for many people it is a daily routine. The advantage of this is that a lot of practical experiences are available, and these experiences are incorporated in this document. The document can be downloaded from [www.tmap.net](http://www.tmap.net), TMap/downloads/maintenance. However, downloading requires a valid access code.

## **5) New paper: testing in validation critical environments**

In pharmaceutical industries and other regulated sectors, application testing is part of a larger whole, namely validation of computer systems. This term can be defined as "establishing by objective evidence that all software requirements have been implemented correctly and completely and are traceable to system requirements". More concretely this implies not only the intention of implementing quality in the systems but that this quality is provable on paper as

well. Therefore the emphasis on the job responsibilities for a tester in a validation project will differ from a traditional test situation. However, the framework that TMap offers can be used perfectly in a validation project. The document can be downloaded from [www.tmap.net](http://www.tmap.net), TMap/downloads/maintenance. However, downloading requires a valid access code.

### **6) TPI Automotive and CMMi**

TPI Automotive is specifically designed for the German automotive industry but is also applicable in the embedded software world in general. This paper describes the relation between TPI Automotive and CMMi and can be found at [www.sogeti.nl/tpi](http://www.sogeti.nl/tpi), under 'Relations with other models'.

### **7) Case: major international telco**

A Swedish testmanager has written down his test experiences at a major telecom provider, where he had to deal with many different suppliers. The story can be found at [www.tmap.net](http://www.tmap.net), "Around TMap/Cases".

### **8) Start of Sogeti UK**

Sogeti UK has opened its first office in London at the beginning of 2006. Sogeti now employs 15,000 people across 10 countries delivering local professional services expertise to business and public sector organisations, and generated turnover in excess of £750 M in 2005. The company already has several clients in the UK market and expects revenues to grow significantly through 2006.

Sogeti UK Ltd will focus on two major business areas where Sogeti has already proved its expertise:

- Quality & Assurance and Testing (leader in Europe, TPI® and TMap® copyright, 1200 professional testers),
- New Technologies (1700 .NET engineers and 2000 Java engineers).

If you have any questions or requests for assistance, please contact the Service Director for the UK, Richard Ammerlaan at [richard.ammerlaan@sogeti.com](mailto:richard.ammerlaan@sogeti.com).

Sogeti UK Ltd.

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### **9) Change in look-and-feel of websites**

Our websites [www.tmap.net](http://www.tmap.net) and [www.sogeti.nl/tpi](http://www.sogeti.nl/tpi) have been given a new look-and-feel, more aligned to Sogeti standards. You're welcome to take a look. Any feedback is appreciated.

**\*\*\* For Dutch readers only: \*\*\***

### **10) Nieuwe TMap boek**

Eigenlijk is alle nieuws over het nieuwe boek TMap Next al gegeven in het eerste punt. Er is voorrang gegeven aan het Engelse boek. Dat wil gelukkig niet zeggen dat u lang moet wachten op het Nederlandse boek. De publicatiedatum hiervan staat gepland op 20 december. Dit wordt gevierd met een grote happening. Noteer deze datum alvast in uw agenda!

### **11) Nieuwe paper: usability testtechnieken**

Usability is al jaren een bekend en 'hot' begrip in de IT-wereld. Toch zijn maar weinig testers bekend met de technieken die voor het testen van usability gehanteerd kunnen worden. Op het Nederlandse deel van de website vindt u onder Downloads/Usability een inventarisatie van de verschillende bestaande technieken (18 in totaal!). Elke techniek wordt belicht aan de hand van een aantal kenmerken, zoals in welke fase van het ontwikkelingsproces de techniek toepasbaar is, infrastructurele vereisten en welk type testers benodigd zijn.

### **12) Seminar Infratesten op 26/9**

Op 26/9 organiseren we 's ochtends in Vianen het gratis seminar "*Gestructureerd Infratesten: de hoogste tijd!*". Doelgroep zijn zij die verantwoordelijk zijn voor een goed functionerende IT-infrastructuur, danwel zij die daar tenminste eisen aan willen stellen.

Sinds 2004 wordt TMap® ook met succes toegepast voor het testen van de infrastructuur. Graag delen wij onze kennis en ervaring met "infratesten", zoals we infrastructuur testen vaak afkorten.

U hoort ondermeer de heer John Smit (ING Nederland) vertellen welk belang zijn organisatie hecht aan gestructureerd testen en hoe infratesten in de praktijk is ingericht. We geven ook een onderbouwing waarom infratesten eigenlijk ook vanzelfsprekend moet zijn. We laten de infrastructuurwereld graag kennismaken met de achtergronden en principes van TMap® en hoe we deze toepassen in de infrastructuur. Ook informeren wij u over hetgeen wij aan TMap® hebben toegevoegd. En natuurlijk reiken wij u handvatten aan hoe kunt starten met gestructureerd infratesten. Overigens, ook in de wereld van infratesten hanteert Sogeti het motto: No risk, no test!

U kunt u inschrijven via [www.sogeti.nl](http://www.sogeti.nl).

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If you have any suggestions, remarks or questions, please email to [tpi@sogeti.nl](mailto:tpi@sogeti.nl) or [tmap@sogeti.nl](mailto:tmap@sogeti.nl).

Kind regards

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