Quality Process Assessment Case Study

Client
Ventera

Technologies
Java and .NET

Testimony
"The Testing Assessment gave us significant ROI within the first quarter after the (Stelligent) engagement, and has resulted in even better service to our clients."

John Smith CTO

The Problem: *Ventera* is a Washington "Fast 50" government contractor, providing professional services to both commercial companies like Sprint and Fanny Mae and to the Federal government. They have excellent customer relations; even so, they were proactively determined to do even better at maintaining consistent practices and ensuring high software quality.

The Solution: Stelligent assessed Ventera's processes for developing software and ensuring quality. The assessment included consideration of documented processes, adherence to those processes, tools used, variation between projects with different natures, and attitudes, beliefs and existing insights concerning factors that affect software quality.

All business units were evaluated in terms of quality goals, principals, and realities. Furthermore, selected projects were evaluated with code metrics to provide an objective measurement of quality. The metric results were then correlated with earlier stated goals.

Stelligent then produced an action plan, based on the information gleaned from the assessment, Ventera's stated goals for improvement, and Stelligent's broad prior experience and knowledge regarding practices that facilitate the efficient delivery of high quality software. The recommendations encompassed testing practices as well as practices to improve communication, track progress, ensure accountability and address other issues.

As appropriate, specific software tools were recommended as were the most relevant metrics to track. Summaries, justifications, and references for proposed new practices were provided. Recommendations were prioritized so that implementation could begin to provide benefits as quickly as possible.

The Benefits: In two weeks time, Stelligent was able to gather together what individuals knew, and integrate this information plus knowledge of best practices into a coherent picture of current practices and associated issues. This helped establish a common understanding from which those at Ventera could make sound decisions about how to proceed as an organization.

Stelligent's recommendations provided Ventera with insight into very specific ways they could address quality improvement and provided guidance as to where to begin.