Premium Quality Assurance Services

Project Management & QA Team

19.02.2024

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Introduction

What is Quality Assurance in IT project and why it is important?

Quality Assurance in software development is a systematic process that ensures the delivery of high-quality software by preventing and identifying defects. It involves the implementation of rigorous testing, adherence to best practices, and continuous improvement methodologies to enhance product quality, customer satisfaction, and overall efficiency in the development lifecycle.

Quality Assurance in software development is essential part of OptiBuy DNA. Our skilled quality engineers ensure enhanced product quality, cost savings, improved customer satisfaction, and faster time-to-market. Their expertise in test script preparation, execution, and reporting adds value to the development process, fostering success.

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Value proposition

Customer benefits gained with Premium Quality Assurance services

Activity	Standard QA	Premium QA	Value to Customer
Use cases preparation	Customer	Customer	The same, no change.
Unit tests preparation and execution	**OptiBuy**	**OptiBuy**	The same, no change.
Business Acceptance Tests execution	Customer	Customer	The same, no change.
Test scripts preparation for UAT	Customer	**OptiBuy**	Test scenarios, coverage measures and test process are prepared by the OptiBuy Quality Assurance team in accordance with ISTQB standards.
Arrangements of UAT sessions	Customer	**OptiBuy**	Less work for Customer especially in case UAT sessions are carried out in several locations
Initial training for testers	Customer	**OptiBuy**	Increased efficiency and quality of tests done during UAT
UAT execution and monitoring	Customer	**OptiBuy**	Customer resources optimization.
Detail tests writing and execution for all enhacements made after Go Live	Customer	**OptiBuy**	Customer resources optimization and testing
Testing repository management	Customer	**OptiBuy**	Up to date tests repository. Fast and smooth system upgrade in the future.
Regression tests prior to tag delivery to Production	Customer	**OptiBuy**	Stable system operations and quality in spite of new developments delivered, higher end-user satisfaction due to stable system, higher user adoption
Regression tests automatization	Customer	**OptiBuy**	Increased efficiency and quality of tests done during regression tests.

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Use cases

Customer	QA service	Scope
International technology group, 2 billion EUR revenue	QA in implementation projects	• All new configurations are tested with test scripts prepared in X-Ray • Regression tests are carried out before each tag delivery by OptiBuy • Sourcing module under special management by OptiBuy QA team
	QA in running project	• Quality improvement plan for sourcing module • Identifying the root cause of recurring issues. • Redesigning the existing solution for foolproof outcomes. • Implementing new re-designed configuration. • Creating test scenarios to ensure the quality of new configuration.
Manufacturing company, 200M EUR revenue	QA during upgrade process	• Conducting UAT tests • Reporting test results • Reporting tickets to Ivalua • Performing retests for reported bugs
Telekom, 5 billion EUR revenue	QA during upgrade process	• Defining scope of test scenarios • Training in writing test scenarios • Test scenarios writing • Client scenarios review and support during writing • UAT phase planning & support during tests execution
Leading facility management company	QA during upgrade process	• Defining scope of test scenarios • Test scenarios writing

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Standard Quality Assurance service provided by OptiBuy

What activities are required on OptiBuy and Customer side during implementation project?

During each Ivalua Buyer software implementation, OptiBuy ensures the highest quality of the delivered solutions by implementation project team. The most important tasks performed by OptiBuy in terms of standard Quality Assurance service are listed below.

- ✓ Requirements validity analysis
- ✓ Verification of configuration compliance with customer requirements
- ✓ Unit testing at the configuration phase
- ✓ System Integration testing at the test phase

Successfull Ivalua Buyer implementation requires also **Customer involvment** in configuration testing prior to system go live. They are defined but no limited to below points:

- ✓ Conducting Business Acceptance Tests
- ✓ Use cases preparation for official UAT
- ✓ Test scripts preparation for official UAT
- ✓ Management of UAT process
- ✓ User Acceptance Tests

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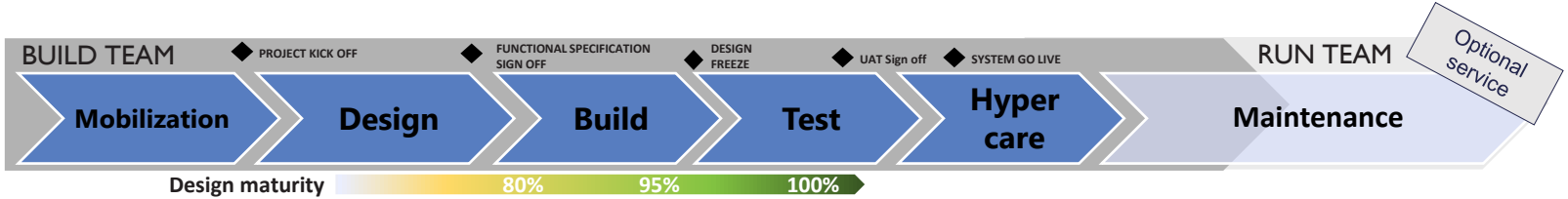
Our Project Lifecycle Framework with standard Quality Assurance



Deliverables

- Project Kick-off
- As-Is data gathering
- Design agenda

Deliverables

- Design workshop
- Functional GAP analysis Specification Document
- Interface Specification Document
- Design sign-off

Deliverables

- Unit configuration testing by OptiBuy
- Periodic Configuration Demos
- Build Sign-off
- SIT/Interface Testing & sign-off

Deliverables

- UAT execution support
- UAT sign-off
- Final Tag Deployment
- Migration/master data support

Deliverables

- Need based support

Deliverables

- Configuration unit testing by OptiBuy for bug fixes

Internal Quality Assurance activities carried out by OptiBuy implementation project team

- ✓ Requirements validity analysis
- ✓ Verification of configuration compliance with customer requirements
- ✓ Unit testing at the build and maintenance phases
- ✓ System Integration testing prior to Go Live

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Premium Quality Assurance service

Services provided by dedicated, highly qualified QA Team

Due to the continuous growth of Ivalua Buyer solution, the complexity of the implemented business processes and the extensive customization of deliverables, OptiBuy has prepared a **Premium Quality Assurance** service offer to ensure the reliability of the system during the entire Ivalua Buyer software lifecycle.

Premium Quality Assurance is recommended for all Customers:

- willing to **continue deployment** of the system after Go Live in additional organizations within the company
- will continue **implementation of next Ivalua modules** after Go Live
- are interested in **enriching existing configuration by new features** requested by end users, thanks to Ivalua configuration capabilities and OptiBuy experience and best practice know-how
- have **limited resources** and/or **lack of qualified personnel** to carry out IT system tests
- are looking for **smooth system upgrades** in the future

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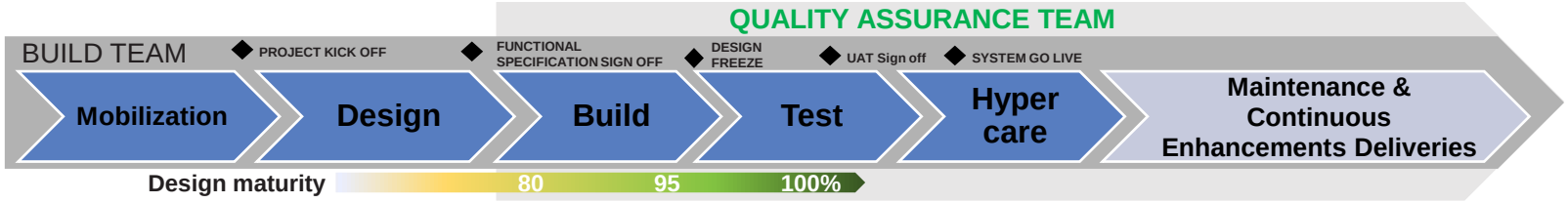
Our Project Lifecycle Framework with Premium Quality Assurance



Deliverables

- Project Kick-off
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- Design agenda

Deliverables

- Design workshop
- Functional GAP analysis Specification Document
- Interface Specification Document
- Design sign-off

Deliverables

- Unit configuration testing by OptiBuy
- Periodic Configuration Demos
- Build Sign-off
- SIT/Interface Testing & sign-off
- UAT tests scripts writing and tests execution by OptiBuy *)

Deliverables

- Testing training
- UAT execution support, reporting & monitoring
- UAT sign-off
- Final Tag Deployment
- Migration/master data support

Deliverables

- Need based support

Deliverables

- Configuration unit testing by OptiBuy for bug fixes
- Configuration and unit testing by OptiBuy for enhancements
- Detail tests scripts writing and execution for enhancements
- Test repository management
- Regression tests by OptiBuy
- Regression tests automatization

*) Additional Premium Quality Assurance activities and deliverables

Internal Quality Assurance activities carried out by OptiBuy Quality Assurance Team

- ✓ Development and implementation of a quality assurance strategy for the design, execution and reporting of test execution for the BAT and UAT phases on the customer side
- ✓ Assistance in selecting tools supporting QA processes on the customer side, including possibility of providing appropriate tools used by OptiBuy QA
- ✓ Test planning and support during the execution of acceptance tests by the customer
- ✓ Support during the writing of test scenarios and review of test scenarios
- ✓ Preparation of test scenarios for acceptance tests
- ✓ Induction training for testers (Ivalua basics, how to conduct tests, how to report bugs etc.)
- ✓ Continues update and management of centralized testing repository dedicated for specific configuration made for Customer
- ✓ Regression tests prior to tag delivery to Production environment after system go live
- ✓ Regression tests automatization – if required and justified

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Quality Assurance services and technical support in Ivalua upgrades

Services provided by dedicated, highly qualified QA Team

The continuous evolution of the Ivalua Buyer solution, the commitment to consistently deliver improved solutions, and staying abreast of market trends necessitate periodic upgrades. This ensures the utilization of the latest provided solutions.

Upgrades Ivalua system entails several QA activities conducted in close collaboration with the Ivalua team:

- Analyzing the existing configurations, including the **identification of custom configurations**.
- Defining the **scope of test scenarios** covering all relevant processes.
- **Delivering test scenarios** with defined complexity and execution priority.
- Providing Ivalua support during the **internal testing** phase.
- **Executing tests** during the User Acceptance Testing (UAT) phase.
- **Reporting** identified bugs
- **Monitoring** fixes delivery by Ivalua upgrade team
- **Conducting re-tests**
- **Hyper care** after upgrade

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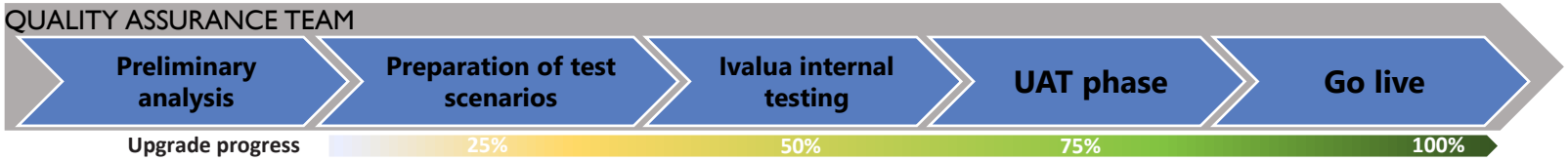
Quality Assurance process during Ivalua Platform upgrades



Deliverables

- Project Kick-off
- Custom configurations identification
- Defining scope of test scenarios

Deliverables

- Training in writing test scenarios
- Client scenarios review and support during writing
- Test scenarios writing by OptiBuy

Deliverables

- Support of the Ivalua team
- Tracking tests progress
- UAT phase planning

Deliverables

- Tests execution and management
- Bugs reporting and retests
- UAT phase plan adapting
- E2E test execution

Deliverables

- Need based support

Quality Assurance services and technical support during Ivalua Buyer upgrades

- ✓ Development and implementation of a quality assurance strategy for entire upgrade process
- ✓ Assistance in selecting tools supporting QA processes on the customer side, including possibility of providing appropriate tools used by OptiBuy QA
- ✓ Definition of the scope of required test scenarios based on coverage analysis
- ✓ Support during the writing of test scenarios and review of client's test scenarios
- ✓ UAT phase planning and support during the execution of acceptance tests by the customer
- ✓ Writing UAT test scenarios and execution of test scenarios during UAT phase
- ✓ Reporting tickets to the Extranet and supervising bug corrections, necessary retests execution
- ✓ Induction training for testers (how to conduct tests, how to report bugs etc.)

* the scope of responsibilities and the level of client involvement in the update process are defined individually for each project

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Technical Task Force Team solving quality issues in running projects

Services provided by dedicated, highly qualified Support Team & QA Team

We have established a dedicated Quality Assurance service to address persistent, unidentified issues in Ivalua Buyer software configured and implemented by external firms. Tailored to the project's scale, complexity, and reported problems, our comprehensive solution includes:

- Analyzing the scope of Ivalua Buyer configurations, including **custom configuration identification**.
- **Analyzing** reported problems.
- Identifying the **root cause** of recurring issues.
- Preparing a **recovery plan**.
- Redesigning the existing solution for **foolproof outcomes**.
- Implementing new **re-designed configuration**.
- **Creating test scenarios** to ensure the quality of new configuration.

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Activities during Ivalua Buyer configuration repair process

Actions taken

- Project Kick-off
- Custom configurations identification
- Learning of implemented processes
- Bugs & problems analysis

Actions taken

- Identifying the cause of problems

Actions taken

- Selecting problems for repair
- Choosing a fixing method
- Agreeing of work methodology

Actions taken

- activities depending on the adopted plan and method of cooperation

Technical Task Force Team activities carried out during repair process

- ✓ Development and implementation of a comprehensive strategy for the repair process
- ✓ Analysis of configuration and reported problems
- ✓ Identification of the cause of problems and the scope of the configuration to be repaired
- ✓ Assistance in selecting tools supporting QA processes on the customer side, including possibility of providing appropriate tools used by OptiBuy QA
- ✓ Definition of the scope of required test scenarios
- ✓ Preparation of test scenarios for the repair process and to maintain quality during further development
- ✓ Reporting tickets, supervising bug corrections, necessary retests execution

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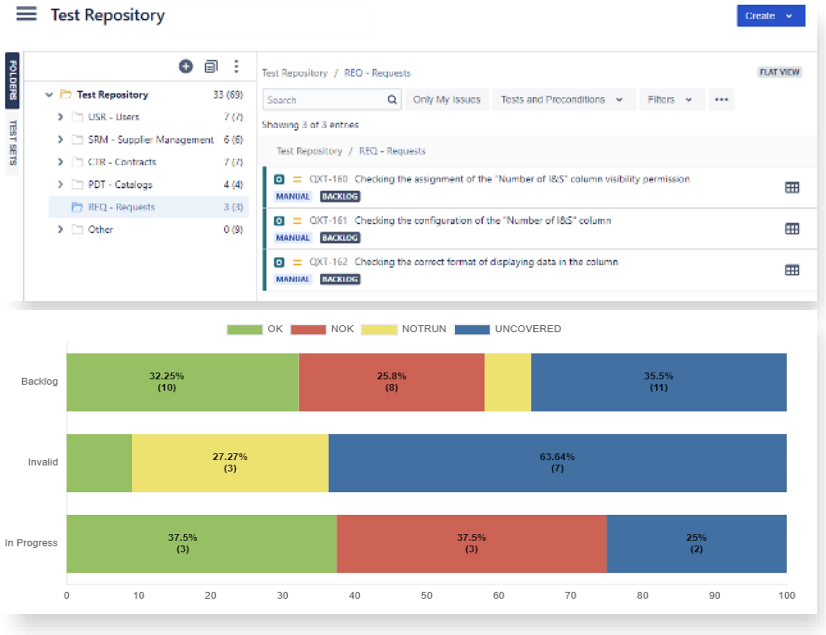
Tools used by our Quality Assurance Team

Dedicated tool to write test scripts and manage tests repository

The hands-on experience acquired during the implementation and upgrade processes of Ivalua Buyer has empowered us to choose the optimal tools for overseeing the testing process and reporting on the progress of work.



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Tools used by our Quality Assurance Team

Benefits of IT tools used by our Build, Run and QA Teams. .

1. **Full intergation with out leading project management tool: Jira**
2. **Streamlined Test Execution:** X-ray facilitates efficient test execution, providing real-time insights into progress and results within the familiar Jira environment.
3. **Traceability and Customization:** Achieve traceability by linking test cases to user stories or requirements. X-ray allows dynamic and customizable test planning tailored to project needs.
4. **Reporting and Analytics:** Generate detailed reports and analytics, gaining insights into metrics like test coverage and defect density for informed decision-making.
5. **Automation Integration:** Seamlessly integrate with test automation tools, ensuring efficient execution and quicker feedback on software quality.
6. **Enhanced Collaboration:** Foster better communication among team members, developers, and stakeholders with X-ray and Jira integration, promoting improved collaboration throughout the software development lifecycle.
7. **Scalability:** Adapt to varying project sizes and complexities with the scalable solution offered by X-ray and Jira, providing flexibility for your IT software house's evolving needs.

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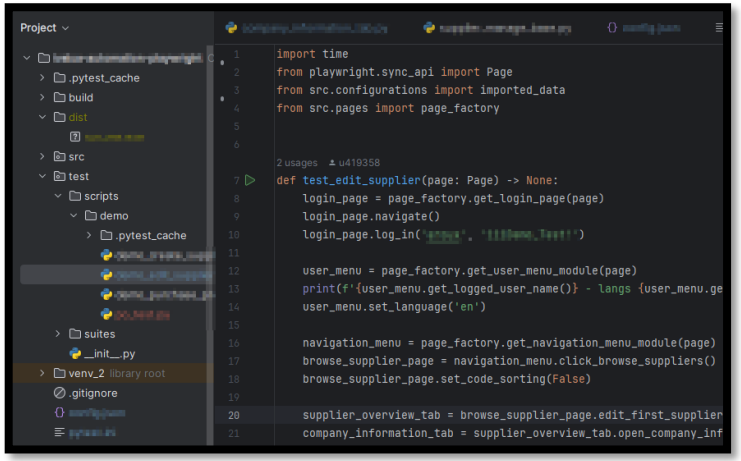
Tests automatization capabilities

Regression tests automatization

To optimize testing efficiency and streamline repetitive tasks, our Quality Assurance team is actively engaged in the development of multiple solutions related to process automation. Leveraging appropriate programming tools, we aim to automate a range of recurrent activities for enhanced productivity.

System testing automation (Python, Selenium, Playwright)



- ✓ Automation of regression tests
- ✓ Creation of dedicated tools for process automation, such as:
  - Analysis and modification of files
  - Mass editing and deletion of data in Ivalua
  - Exporting data from Ivalua
  - Other processes linked to Ivalua, allowing automation

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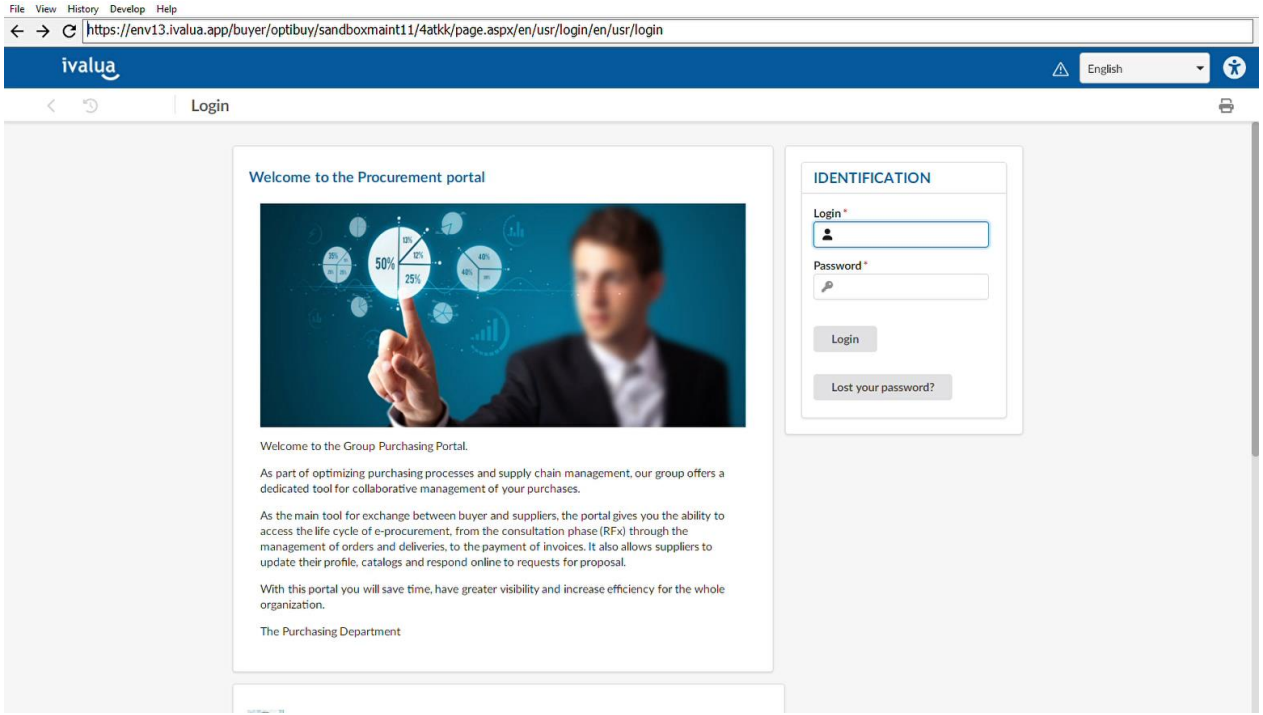
Tests automatization capabilities

Examples of automatizations made by OptiBuy



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