World-Class Software Testing Model

Three-Step Process to Becoming a World-Class Testing Organization

The roadmap to become a world-class software testing organization is a simple three-step process, as follows:

1. Define or adopt a world-class software testing model.
2. Determine your organization's current level of software testing capabilities, competencies, and user satisfaction.
3. Develop and implement a plan to upgrade from your current capabilities, competencies, and user satisfaction to those in the world-class software testing model.

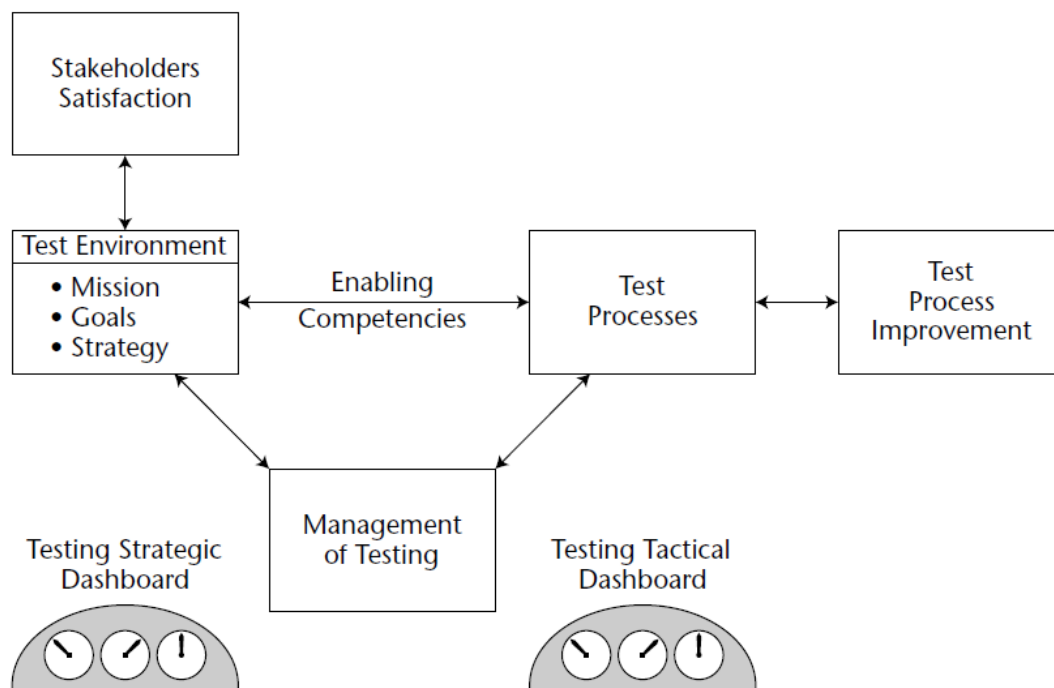**Step 1: Define a World-Class Software Testing Model**

Figure 1-2   Model of a world-class software testing organization.

The world-class software testing model includes

■■ **Test environment.** The conditions that management has put into place that both enable and constrain how testing is performed. The test environment includes management support, resources, work processes, tools, motivation, and so forth.
■■ **Process to test a single software project.** The standards and procedures testers use to test.
■■ **Tester competency.** The skill sets needed to test software in a test environment.

Step 2: Develop Baselines for Your Organization

This section presents the following three self-assessment categories to enable you to compare your testing organization against the world-class model:

1. **Assessing the test environment.** This includes user satisfaction, management support, environment, planning, tools, test processes, measurement, quality control, and training.

2. **Assessing the process for testing individual software projects.** This category of assessment will assess your testing process against the seven-step process for testing individual software projects.

3. **Assessing the competencies of software testers.** This self-assessment will be based on the 2006 Common Body of Knowledge (CBOK) developed by the Certification Board of the Software Certifications Organization.
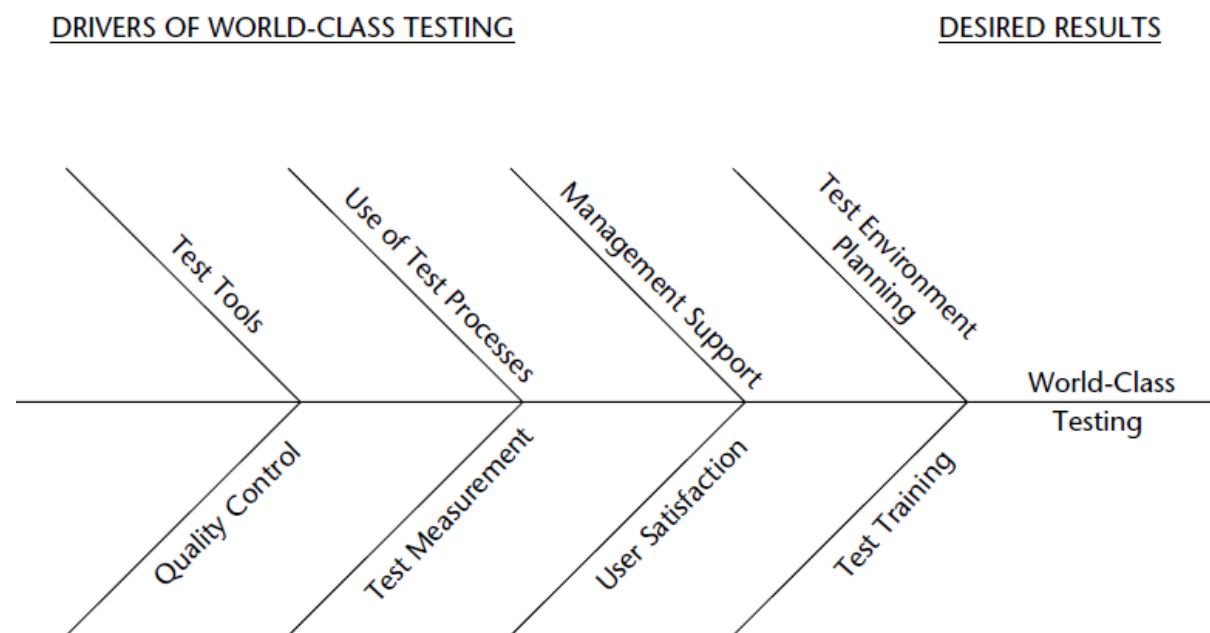
DRIVERS OF WORLD-CLASS TESTING   DESIRED RESULTS

Figure 1-3 Overview of the testing environment.

Step 3: Develop an Improvement Plan

The objective of the action plan is to move software testing from where it is (the baseline) to where it should be (the goal). There is no one way to develop this plan. Some organizations want to implement the plan so it is on a "pay as you go basis."

Other organizations are willing to invest in developing a significantly improved test process knowing that the payback will come after the process is developed and deployed.