

Test Automation and Service Virtualization Services Offerings from IBM Rational Lab Services



Our Mission

*IBM Rational Lab Services is a global organization of over 300 senior expert consultants and architects experienced in deploying Rational Solutions to improve your **Software & System Development and Delivery capabilities**.*

*Our unique capabilities **Accelerate your Deployment** of IBM Rational technologies to maximize your ROI.*

Our team has direct access to experts in our Development Labs across IBM in addition to our own Business partner ecosystem to deliver your Rational solution on any scale.

- Our **1-2-3 services delivery approach** is based on our proven experience and industry best practices:
 - **1. Assess and Plan** - Tailored solutions to meet specific business needs
 - **2. Adopt** - Expertise to prove and accelerate adoption of business processes and development capabilities
 - **3. Rollout and Scale** - Efficient rollout of your proven solutions across the organization



Test Automation and Service Virtualization

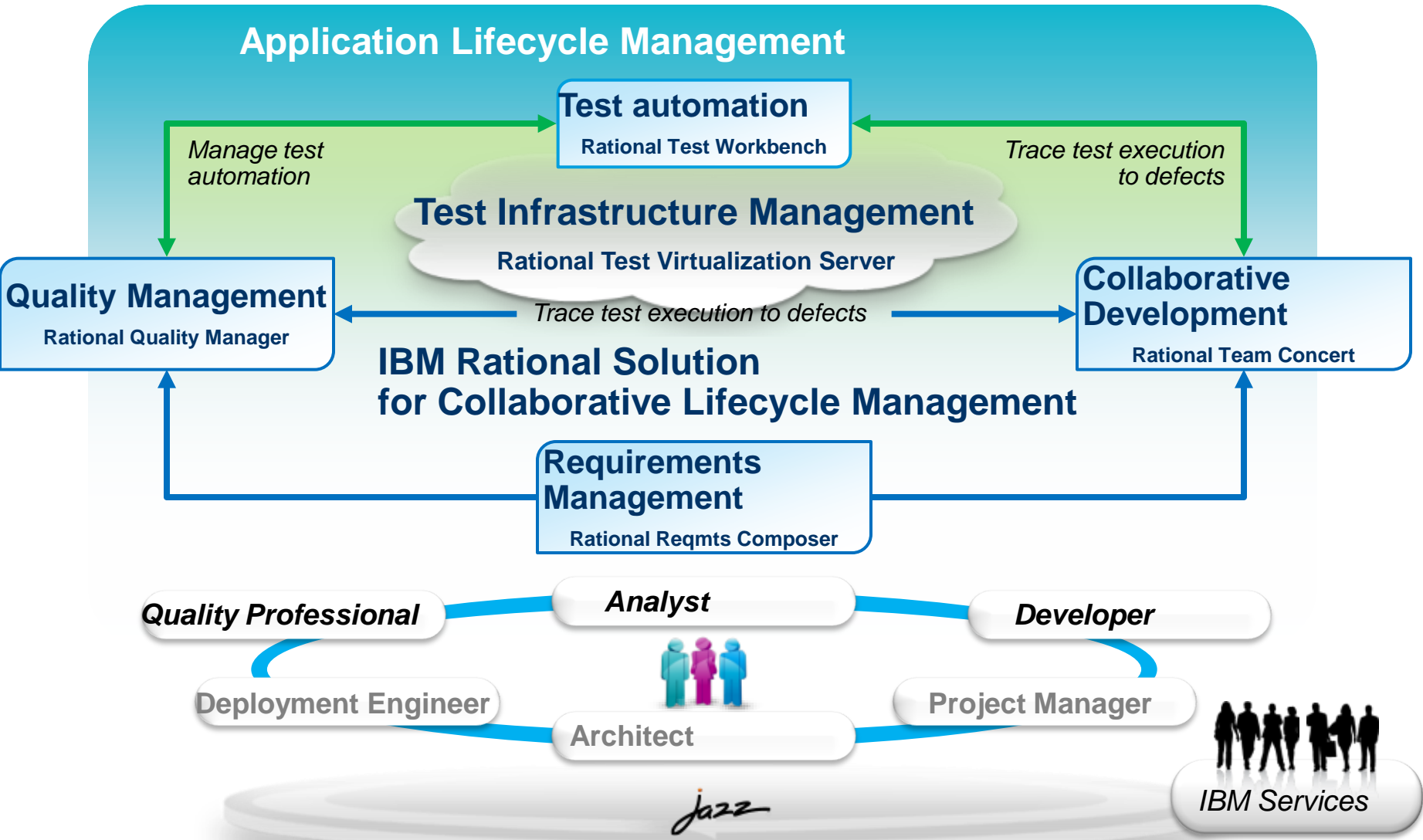
Achieve greater agility and software quality by reducing cost, cycle time and risk being driven by software size and complexity.

Embracing continuous integration testing and test virtualization of dependent services as well as application components earlier in the development cycle offers the following benefits:

- Drive down cost – Reduce labor, hardware, and software costs associated with delivering and maintaining complex test environments.
- Improve cycle time – Reduce wasted time spent waiting on the availability of and setting up test environments.
- Reduce risk – Reduce risk of big bang, late stage integration issues.



IBM Rational Integrated Quality Management Solution



Test Automation Services Offerings from Rational Lab Services

1

ASSESS



Assessment and Planning (1-2 weeks*)

- Understand your strategy, goals and constraints and provide recommendations
- Understand business drivers, current integration capabilities and pain points. Identify and prioritize candidate projects.

2

ADOPT



Quick win Pilot (6-12 weeks*)

- Prepare your core team
- Define your usage model
- Implement a set of capabilities by taking a project team through the full solution life cycle

3

ROLLOUT AND SCALE



Consulting Services (3-6 months*)

- Execute the enterprise deployment plan to implement the solution across the organization
- Typical activities include creating centers of excellence, project mentoring, and train-the-trainer workshops

ONGOING MANAGEMENT AND SUPPORT



Accelerated Value Program (AVP)

- Transition to AVP for Proactive, Preventative and Personalized Services

Test Automation Assessment and Planning



The Assessment and Planning offering will aim to capture sufficient information to make specific recommendations and plans for implementation of your solution. IBM will collaborate with you to understand your current situation, goals and constraints.



- **Intended Audience:**
 - Key leadership from practice areas in stakeholder organization
 - Key pilot team stakeholders
- **Value Proposition**
 - Confirm and critique business plans for software delivery initiatives with IBM’s “expert testimony”
 - Benchmark your software capability improvement plans and targets with industry norms
 - Quantify your “as-is” performance and set “to-be” targets with incremental milestones of improvement
- **Activities**
 - Planning Workshop
 - Testing Assessment Workshop
 - Collaborative discussion on current status, future goals and adoption requirements
- **Deliverables**
 - Capability Improvement Recommendations
 - Testing architecture
 - Adoption Roadmap
- **Resources**
 - Typically 2 IBM Consultants

Test Automation Quick Win Pilot



The Quick Win Pilot follows a prescriptive approach which will implement and prove out the optimum usage model for your organization. IBM will review best practices, provide expert advice, and mentoring to your core team based on worldwide industry and client experiences.

- **Intended Audience:**
 - Development organization and CIO
- **Value Proposition**
 - Scope out the right amount of change and initiate pilot projects with high impact
 - Quantify pilot project expectations, timeframes and uncertainties
 - Ensure that pilot project is a catalyst for longer-term measured improvements
- **Activities**
 - Mentor your core team
 - Define Usage Model, Configure Solution, Migrate your existing data
 - Pilot the Testing solution with your core team
 - Measure outcomes and adjust solution to optimize value
- **Deliverables**
 - Initial implementation of Testing usage model
 - Enabled core team
 - Instantiated Testing environment
 - Repeatable process
- **Resources**
 - Typically 2 IBM Consultants



Test Automation Consulting Services



Our IBM experts will collaborate with your team to understand your scaling needs. The rollout will drive incremental enterprise-wide deployment of the solution leading to enhanced productivity, better collaboration and increased product value.



- **Intended Audience:**
 - Your core team and Domain, Program and Project organizations
- **Value Proposition**
 - Accelerate time to value: Reduce project ramp-up times
 - Transform software practitioner duty cycles from 60/40 (Productive work/overhead work) to 80/20
 - Transform to quantified economic governance with honest, transparent measurement and collaboration
 - Add expertise that improves the predictability of successful outcomes
- **Activities**
 - Customized adoption planning services supporting implementation of transformational, enterprise solution
 - Organization change leadership, mentoring, asset development and learning continuum
 - Established distributed core team and social network
- **Deliverables**
 - Prescribed strategy for adoption, migration, on-boarding, measuring and learning
 - Repeatable Adoption Framework
 - Scaling Architecture Recommendations
- **Resources**
 - 2+* IBM Consultants

Test Automation Services Offerings from Rational Lab Services

A comprehensive suite of capabilities for your systems and integration testing needs

Helping you ensure the quality of complex, integrated, heterogeneous systems through:

- **Assess and Plan** - Determine requirements, constraints, usage model and success criteria; define high level solution architecture; and plan for integration needs
- **Adopt** - Pilot, mentor, measure & adjust
- **Rollout and Scale** - Incrementally scale your solution across the organization



IBM Software Accelerated Value Program



We provide personalized, proactive and preventative services for customers who are looking for more than standard support.

AVP offers a technical advisory service that assists clients to more efficiently accelerate from software purchase to software ROI

- **Intended Audience:**
 - Your core team

- **Value Proposition**
 - Personalized
 - Trusted Advisor, SPoC
 - Virtual Team Member
 - Continuity
 - Proactive
 - Filter Information
 - Advice through Product Lifecycle
 - Knowledge Transfer/Best Practices
 - Preventative
 - Early notifications of potential critical situations
 - Circumvent technical problems
 - Risk mitigation, fix advice and diagnostic coaching

- **Activities**
 - Customized coverage on product families
 - AVP Support Portal, Knowledge Sharing Calls

- **Resources**
 - % FTE of Trusted Advisor
 - Executive Sponsor

IBM Rational Lab Services Client Stories | Test Automation



**Client
Win**

Airline Industry client enables on-time delivery of business critical applications

Need	Avoid business operational slippage due to IT delivery issues
Solution	Automated integration testing and off-shore test data creation
Implementation	Rational Lab Services partnered with the client on the creation of message templates for impacted services in Phase 1. Automated validation of all build and environment updates including infrastructure deployment to new locations. Creation of simplified data input via worksheets.
Value	SOA Platform replacement “go-live” on-time Reduced skill requirement and efficiency improvement for test data creation
Feedback	”on time Go Live for 1.6 billion £ programme would not have been possible without the capability built in Green Hat”



Global Tier 1 Bank uses two-phase approach to reduce critical development path for Mortgage platform program and meet go-live schedule on time using Rational Integration Tester

Need	<p>Critical Path Risk Mitigation Automation (<i>Phase 1</i>)</p> <p>Achieve go-live date and avoid severe penalties (<i>Phase 2</i>)</p>
Solution	<p>Early testing before system components available (<i>Phase 1</i>)</p> <p>Automated Integration Testing (<i>Phase 2</i>)</p>
Implementation	<p>Simulation of GUI to conduct sub-GUI database and log checks. Middleware simulation to conduct message-based testing of Mortgages mainframe. (<i>Phase 1</i>)</p> <p>Simulation of system components enabling testing of 3rd party credit check component. Sub-GUI integration testing prior to GUI completion. (<i>Phase 2</i>)</p>
Value	<p>Critical path reduced by 6 weeks (<i>Phase 1</i>)</p> <p>Business users able to validate MI reports several months earlier in lifecycle (<i>Phase 1</i>)</p> <p>Detection and elimination of major data-related defects in middleware and back-end processing (<i>Phase 2</i>)</p> <p>System go-live on-time avoiding penalties in the tens of £millions (<i>Phase 2</i>)</p>
Feedback	<p>"You saved us 6 weeks manual component testing by bringing in GreenHat in this way."</p> <p>Following this success, the capability was embedded as an off-shore capability and continues to be business as usual for system development.</p>



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