

# Testing Practice Maturity Matrix For End User Organization

PARAMETERS	1 INITIAL LEVEL	2 MANAGED LEVEL	3 DEFINED LEVEL	4 QUANTITATIVE LEVEL	5 OPTIMUM LEVEL
PROCEDURAL MATURITY	Absence of Formal Procedure  Largely dependent on Software Vendors for Testing	Absence of Defined Procedures, testing carried out on case to case basis.	Testing & Sign-off Process / Procedures are Defined  Testing is conducted on Software for New Acquisitions / Change Requests / Periodic	Established Practise of Root Cause Analysis  Objective Decision making based on measurements	Testing measurements feed into software Vendor's SLA refinement (Quality parameters in SLA)
TEST ASSETS MATURITY	Absence of Test Assets	Assets created in basic documented form  Assets are not reusable	Documented Test Libraries exist  Ability to reuse Test Assets	End to End traceability between – requirements - test library components - output - is maintained & used	Test Assets become feeds into the Software Development Life cycle
TECHNOLOGY USAGE	No Specific Technology used	Basic Technology are used such as word processors and spread sheets	Test Library Management Tools are used  Test automation tools are used for regression testing	Test Library management & Test automation technologies are integrated	Test library management & Test Automation drive standardization in software development.  Test automation is used for progressive testing besides regression testing.
MODEL MATURITY	Absence of Testing Model	Adhoc Models Adopted for Testing	Organisation wide Software testing framework is defined	Organisation wide Model of Software Quality Centre of Excellence is created & operate as shared service	Independent software quality research units exist to support continuous excellence
PEOPLE MATURITY	Lack of testing skills	Testing team created from various groups on need basis.  Absence of trained People, however they are able to conduct basic testing	Identified Test team exist with defined roles & responsibilities (Commensurate with need)  People are trained for testing / documentation / Procedures etc.	Sustainable Knowledgebase & Standardised Approach (through Succession plan & periodic training)	People start adopting other roles & merging of roles for higher productivity & performance. e.g. BAQA, FTPT, FTAT etc.