

2014 Awards of Excellence Honorable Mention



IT Management Hall of Famer

William McKissack, T-Mobile

Accelerating QA to meet agility, efficiency, innovation needs of fast-paced business

Application Lifecycle Management

High-level overview: Using HP, T-Mobile has realized the following benefits:

- IT Quality Assurance supports corporate agility, fast time-to-market with innovative products and services
- Gain testing status insight to manage by exception, focus on issues and free IT time for value projects
- Detailed insight into vendor performance, testing status, and SLAs
- Deliver customized self-service dashboards with push-button availability of up-to-date data
- Save hours daily of costly consultant time, through automation
- Accelerate from 300 projects and 110,000 test cases in 2012 to 400 project and 160,000 test cases in 2013 (approximate), with essentially the same staff
- Streamlined defect workflow which moves the defect to the right person at the right time
- Effective end-to-end process that enable effective handoff to all organizations involved
- Follow the Sun model of testing with accurate real-time information

strategy including the JUMP! anytime phone upgrade program, no contracts, paying ETFs and international roaming. All these require quick IT changes, which in turn depend on immediate, accurate, and complete data on testing status. T-Mobile tests its entire IT suite of highly customized and complex applications: billing systems, retail, websites, and back office. T-Mobile wanted to quickly find exceptions, projects that were not going as planned, and resolve issues fast. T-Mobile also wanted to move proactively to prevention of defects from simply detection of defects to enable quality delivery.

HP Software products implemented: HP Application Lifecycle Management (ALM)/ HP Quality Center (QC). The HP software is customizable and powerful. T-Mobile has customized the full suite of activities within ALM: requirements, test cases, test lab, defect modules, to help support T-Mobile processes with real-time, accurate data. HP Software helps T-Mobile manage its testing process in a measurable, objective way, using a ten point process measurement across employees, managed services, and time-and-materials contractors. T-Mobile works on a project basis, and a project can affect any number of applications. T-Mobile customized the requirements module to add the data about each project, in order to correlate that data in the test and defect modules, and thus break out the defects by project, not just by application. It also uses data gathered in QC to prepare self-service dashboards, and to compare testing progress against what is normal for T-Mobile, which moves faster than typical companies. The dashboards include release over release comparison of KPIs and other metrics using actual data enabling smarter decisions.

Company: T-Mobile is a national provider of wireless voice, messaging, and data services capable of reaching over 293 million Americans where they live, work, and play. The company has approximately 38,000 employees.

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Business goals: T-Mobile moves very fast to introduce market innovations – the Un-carrier



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