

Case Study 1: Bridging the Gap



Bridging the Gap between vendors and the final client can be difficult for a System Integrator. It is one thing to actually make the decision, purchase the software, integrate the software and deliver it. It is very much another situation when you come to the various levels of testing and need to coordinate multiple vendors, one System Integrator, and a client with multiple departments with differing needs. There are now multiple interested parties with differing standards, terminology, processes and expectations.

NVP Software Solutions encountered this situation with a project that had both political and safety considerations.

Step One was to bring order to the chaos by defining standards and procedures for the testing. Whether the final client had different standard in their departments and even if the vendors used completely different methodologies, for the sake of this project we defined one process for creating and retaining testcases and defects. We also defined standards for testcases and defects. Everything was stored in the one place. Both the vendors and the client were welcome to store items using their own methods but the Database of Record for testcases and defects was retained and controlled by the System Integrator and the Test Manager.

Step Two was to interview the vendors to see what they had in terms of known existing issues and testcases that could be leveraged towards the final set of testing that had to be completed. This material was incorporated into the Database of Record and referenced. The final client was interviewed for what they needed the software to do in order to obtain signoff on installation.

Step Three was to bridge the gap between what the final client needed as proof and what the vendors had already completed. We wrote test objectives and test cases to “bridge the gap” between what had already been done and what was needed to provide sign off. With this additional work we had sufficiently approved testing to procure sign off (if everything worked).



Step Four was the ongoing management of the testing when it occurred. Everything that occurred was recorded in the Database of Record and left with the final client for their audit.

NVP used a Master Test Plan to deal with Step One and an existing Testcase and Defect recording system to deal with Steps Two, Three and Four. The system was installed.

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