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Bringing Technology to Post Offices and Benefit Payments

JOINT TESTING AGREEMENT

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Document Summary:

The document sets out the agreement for joint testing, between ICL Pathway's Testing & Business Integration Group and PDA's Testing & Integration Group. The scope and purpose of the agreement are described, as are the organisations' roles and responsibilities within the agreement .

Circulation

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0. Document control**0.1 Version History**

Version	Issue Date	Change Details
Version A draft	dd/12/97	initial draft reviewed by Simon Rilot
Version B draft	dd/12/97	second draft reviewed by PDA T&I
Version C draft	22/12/97	third draft reviewed by POCL, DSS, PDA and ICL Pathway
Version 0.4 issued	30/01/98	final draft for review by POCL, DSS, PDA and ICL Pathway

0.2 Related documentation

1. ICL Pathway document by John Hunt: Revisions to the Testing & Integration Approach for ICL Pathway Release 2, Version 2.0, 24/10/97 (VI/STR006)
1. PDA document by Keith Hall: Nile Release 2 End to End Interface Model Office Testing Approach
1. PDA document by Paul Duff/John Murray: Release 2 Stage Management Plan
1. PDA document by Catherine McCrohan: Joint Business Test Approach
1. PDA document by Don Dougherty: Joint Security & Technical Test Approach



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1. PURPOSE OF DOCUMENT

This is a PDA paper which sets out, at a high level, the Joint Testing Agreement between ICL Pathway Testing & Business Integration Group (which includes the Security & Technical testing at the ICL Solution Centre) and the PDA Testing & Integration Group.

The agreement is described in terms of scope, roles, responsibilities and working practices. This document is supported by documentation describing detailed local arrangements which operate within the framework of this agreement.

2. BACKGROUND

For background, see John Hunt's paper "Revisions to the Testing & Integration Approach for Pathway Release 2", Version 2.0, 24/10/97. In the latter part of 1997, a review of testing activity related to the BA/POCL Programme was carried out by PDA, ICL Pathway and sponsors. A key conclusion of the review was to ratify ICL Pathway's recommendation to operate a form of joint testing. This paper describes what "joint testing" means.

3. EXCLUSIONS

This agreement excludes arrangements relating to all other interactions between ICL Pathway and PDA/sponsor testing organisations, eg support arrangements during test phases; PDA assurance of ICL Pathway test material; PinICL Management; or progress reporting.

The agreement also excludes other ICL Pathway and PDA/sponsor interactions, such as those relating to assurance or acceptance.

The agreement does not address Acceptance. At the time of writing, agreement has yet to be reached on the conduct and management of Acceptance Testing, so this document does not anticipate that agreement. It is possible that the joint testing resource may have involvement in Acceptance Testing on behalf of either ICL Pathway or the PDA, and in the event of such involvement being agreed, that involvement will be documented.

4. REVIEW

This agreement is being put in place for ICL Pathway Release 2. At this time it is not known whether a similar arrangement will be required for ICL Pathway Release 3, but depending on the success of the arrangement and its relevance to ICL Pathway Release 3, it is likely that the agreement for Joint Testing will be extended.

It is planned to review the effectiveness of the Joint Test Agreement in May 1998. The



review is planned so that ICL Pathway and sponsors can be satisfied that the investment of resource is justified. The review will also help to inform planning for ICL Pathway Release 3.

5. ICL PATHWAY AIMS OF JOINT TESTING

ICL Pathway has three key objectives for joint testing:

- (a) enhanced quality of test;
- (b) speedier decision-making from PDA/sponsors;
- (c) earlier resolution of scope and coverage discrepancies resulting in a more robust product, more representative of the real requirements, and with reduced rework in the later stages of testing.

This document proposes that the first objective will be achieved by the joint testing resource working within ICL Pathway, that the second will be served by improved processes in relation to access to the existing decision-makers and that the third will be served by a combination of this agreement and actions taken for (b).

6. PDA AIMS FROM JOINT TESTING AGREEMENT

PDA and sponsors support ICL Pathway's aims and have committed to providing resource to ICL Pathway for Joint Testing. The return to sponsors from this agreement lies mainly in the aspiration that investing in the early stages of testing will pay dividends in later stages. As a more direct and immediate return, the PDA and sponsors require improved reporting from ICL Pathway and increased visibility of progress and activity. Accurate, comprehensive and timely reporting from ICL Pathway is critical in supporting PDA and sponsor activity.

The reporting requirement is a by-product of this agreement rather than a direct deliverable from it. Status, progress management and reporting remain the responsibility of ICL Pathway management, and will formally be communicated by ICL Pathway via agreed routes, such as the fortnightly Checkpoint meeting. Improved reporting processes are being actively discussed at present between PDA Release Management and ICL Pathway Programme Office. The revised reporting arrangements will be documented in the PDA Release 2 Stage Management Plan.

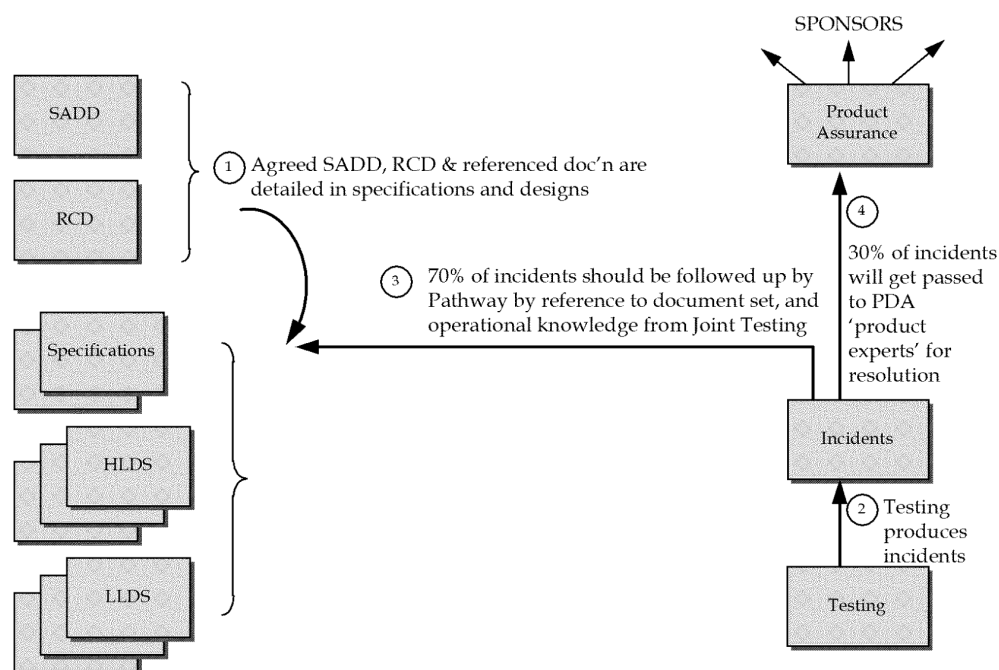
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- (a) **MANAGEMENT APPROACH** Joint Testing is undertaken to inject business knowledge from PDA/Sponsors into ICL Pathway for the purpose of enhancing ICL Pathway's test preparation and fault management.
- (a) Joint Testing is a set of activities which *input* to ICL Pathway. The resource provided to ICL Pathway will have business operational experience, and may additionally have some testing experience, but the emphasis is on providing ICL Pathway with that which it cannot provide itself: business knowledge.
- (a) Joint Testing will operate under the direction of ICL Pathway and will not, therefore, have any assurance aspect. ICL Pathway retains responsibility for management and adequacy of the testing approach, and for the quality of the test documentation. PDA Product Assurance (formerly PDA Service Development) remains the appropriate PDA body for the provision of business, security and technical assurance.
- (a) The PDA/Sponsor resource working with ICL Pathway on Joint Testing will work within Pathway teams under the direction of ICL Pathway team leaders. The PDA will provide management to work with ICL Pathway in managing this resource, to provide line management (rather than day-to-day management) and to ensure that the operation of the agreement is effective.
- (a) The PDA line management will also report back into the PDA in relation to the effectiveness of the agreement and resource utilisation. PDA and sponsors need regular assurance that the Joint Testing resource is adding value. The PDA Joint Test Managers (Catherine McCrohan and Don Dougherty) will provide weekly progress reports on the joint testing activity to the PDA Test & Integration Manager (Simon Rilot), and will copy the ICL Pathway Test & Business Integration Manager (John Wooler).
- (a) Should testing issues arise over progress, reporting or quality, the proper escalation path for the PDA Joint Test Managers will be within ICL Pathway, via the following ICL Pathway managers: Test & Business Integration Manager (John Wooler), the Development Director (Terry Austin) and finally the Programmes Director (Mike Coombs).
- (a) Concerns will be raised by the PDA Joint Test Managers within PDA only after discussion with ICL Pathway. Any such concerns would then be discussed by the PDA Test & Integration Manager (Simon Rilot) and PDA Testing Co-ordinator (Mitchell Leimon) with their ICL Pathway counterparts in advance of any wider escalation.

EMPOWERED DECISION-MAKING Those working for ICL Pathway under this agreement will be able to advise of likely PDA/sponsor priorities and impacts based on agreed documentation and operational experience of the sponsors' businesses, but will not have decision-making authority. Decision-making authority rests with PDA staff in PDA Product Assurance (formerly known as PDA Service Development, comprising Product Management, Technical Assurance, Business Assurance and Fraud & Security Group) and backwards into sponsors.

The diagram below documents how incident analysis will operate.

Relationship between Pathway (incl. Joint Test Resource) and Product Assurance Activities



Note 1: The 70/30 ratio above is an estimate. The extent to which authorised documentation is available to support the testing teams is key.

Note 2: PDA Product Assurance participates in test preparation workshops, and reviews High Level Test Plans in advance of their use in test execution. This reduces the possibility of misapprehensions about how the services are intended to operate.

Note 3: In line with Section 3, Acceptance is not covered by the diagram.

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JOINT TESTING ACTIVITIES This section provides an overview of the applicable joint testing activities. Resource will be deployed to work with ICL Pathway, within this agreement, on System Test, BIT, DIT, End to End (E2E), Security and Technical testing streams. The work on E2E is separate from the PDA activities on E2E and Model Office Test (documented in the Nile Release 2 End to End Interface Model Office Testing Approach). The resource will operate within two PDA teams, the Joint Business Test Team at Feltham (managed by Catherine McCrohan), and the Joint Technical Test Team at Bracknell (managed by Don Dougherty).

6.1 Joint Technical Testing (JTT)

The Joint Technical Test team is a PDA team which works with The Solution Centre, Bracknell, on ICL Pathway's Security and Technical testing. Due to the nature of these test streams, the emphasis for Joint Testing in these stages is on technical as well as business issues, and the input will be weighted accordingly.

- (a) The PDA Security & Technical Test Team will work with ICL Pathway on test preparation pertaining to security and technical aspects of the services. This work will comprise writing of, and documentation review for, release test strategies, High Level Test Plans and Low Level Test Scripts. It is possible that the PDA Security & Technical Test Team skills may be more usefully deployed in relation to the review of documentation, and if so, this will be agreed.
- (a) The PDA Security & Technical Test Team will review all incidents to assign an initial view of business impact.
- (a) The PDA Security & Technical Test Team will, depending on available resource, execute test scripts and raise PinICLs as appropriate.

More detail about the Joint Technical Tests may be found in the Joint Security & Technical Test Approach, see reference 5.

6.2 Joint Business Testing (JBT)

The Joint Business Test Team will provide resource to work with ICL Pathway on System Test and BIT. In addition, a DSS and a POCL resource will work with ICL Pathway to support DIT and E2E tests, in particular to aid ICL Pathway with analysis on data reconciliation and accounting. More detail about the Joint Business Tests may be found in the Joint Business Test Approach, see reference 4.

6.2.1 Prioritisation

It is proposed to concentrate the team's effort onto areas of greatest likely return, and to further prioritise in relation to the areas of most significance to sponsors in the solution.



Accordingly, it is proposed that the JBT will concentrate on Test Preparation, then Incident Analysis and finally Execution, depending on available resource. This order reflects where the JBT is likely to be of greatest value to support the joint testing aims.

Additionally, it is proposed that the JBT concentrates on EPOSS, APS, Migration, BPS and then OBCS. It is intended to cover all of these areas, but in the event of a need to prioritise, this is the order in which the services will be considered. This order of priority has been proposed after discussion with ICL Pathway and PDA Product Assurance, and it reflects both the relative complexity and visibility of services as well as historical concerns.

6.2.2 System Test & BIT Activities

- (a) The JBT will work with ICL Pathway on test preparation pertaining to EPOSS, APS, BPS, OBCS, migration, RDMC, TPS and possibly Audit. This work will comprise writing/documentation review for Business Threads, High Level Test Plans and Low Level Test Scripts. It is possible that the JBT skills may be more usefully deployed in relation to the review of documentation, and if so, this will be agreed.
- (a) The JBT will review all System Test & BIT incidents to assign an initial view of business impact.
- (a) The JBT will, depending on available resource, execute test scripts and raise PinICLs as appropriate.

6.2.3 Review Exercise

As this agreement is being effected after a considerable volume of work has already been produced by ICL Pathway, it is proposed that an initial review exercise be carried out to consider the test materials already produced, so that ICL Pathway can have some retrospective business input. Where traceability is not explicit, the JBT will attempt to provide it. The approach to this exercise will be set out in another document.

6.2.4 DIT & E2E

6.3 The DSS and POCL resource will work with ICL Pathway, mainly during test execution, and will concentrate on incident analysis. The focus of the work will be on data reconciliation and aiding ICL Pathway in test analysis to facilitate more speedy resolution of incidents. This work is within the Joint Test Agreement and is not related to the PDA management activities at Borough High Street, eg the DIT Co-ordination function, or indeed sponsor project activities.**RESPONSIBILITIES**ICL Pathway



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- (a) Retains responsibility for the testing approach and quality of test documentation;
- (b) To ensure that the PDA is fully apprised of progress and quality of test, through the normal reporting channels;
- (c) To ensure that Joint Testing resource is used to add value rather than as a necessary part of the head count;
- (d) To ensure that the resource supplied as part of Joint Testing is supplied with equal access to documentation (with the exception of commercially sensitive documentation), as well as appropriate accommodation and associated support (eg PC, email, access to PinICL).
- (e) To provide management information sufficient to enable the joint test managers to plan and manage resource levels. This information will need to be sufficient for the PDA Joint Testing management to ensure that the agreement is operating effectively;
- (f) To describe and gain agreement for revised management reporting processes.

6.4 PDA Test & Integration

- (a) To provide appropriate resource in line with levels agreed with ICL Pathway for the purpose of Joint Testing,;
- (b) To allow those resources provided to ICL Pathway to fully support ICL Pathway in line with this agreement;
- (c) To ensure that the Joint Test Agreement is being adhered to by resource provided to ICL Pathway, in particular that value is being added and that the resource is providing input to ICL Pathway.
- (d) To ensure that PDA management provided for Joint Testing will brief PDA on issues relating to the provided resource and required resource, and will restrict reporting on progress, issues and quality of test to that information published by ICL Pathway for that purpose or as otherwise set out in the Management Approach section of this document.



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CONFIDENTIALITY The PDA staff provided to ICL Pathway in line with this agreement shall not disclose material identified as ICL Pathway confidential information or material to the PDA or sponsors. Any information or material obtained in the course of Joint Testing which is indicated by ICL Pathway personnel as not open for disclosure will be regarded as confidential.

Material identified as confidential which is disclosed by the Joint Testing staff to ICL Pathway will not be disclosed by ICL Pathway to external parties.

7. LIMITATIONS

The following limitations are set out to avoid the possibility of a subsequent misunderstanding by PDA/sponsors or ICL Pathway.

- Information passed between the Joint Testing staff and ICL Pathway staff, ie within the ICL Pathway Testing & Business Integration Group, will not be regarded as formally passed from one organisation to another.
- The Joint Testing staff may not: act on behalf of PDA/sponsors; perform a reporting role for ICL Pathway to PDA/sponsors; or respond on behalf of PDA/sponsors, eg requests for clarification of requirements.
- The PDA and sponsors are providing the Joint Testing resource in line with this agreement and in the expectation that value will be added by their involvement. The Joint Testing resource has business knowledge based on operational experience and will endeavour to support the aims of this agreement. The PDA emphasises that input from the Joint Testing resource will be based on experience and by reference to available documentation, but that any information/clarification formally required of PDA/sponsors will need to be requested of PDA/sponsors or ratified by them.