opentext™

ALM/Quality Center Optimization Services

Unleash the true power of OpenText Application Lifecycle Management or Quality Center.

Key Benefits

Drive innovation, differentiation, and business success. Our ADM services help you improve your software delivery to achieve better time to market and agility, reduce costs and improve overall efficiency, gain broader insight for IT and business decisions, and deliver enterprise-class quality, security, and user experiences.

You have made a significant investment in your OpenText Application Lifecycle Management (ALM) or OpenText Quality Center (QC) application and you have been using it for a few years or more. Now what? Partner with OpenText Professional Services to optimize how you are using the system and evaluate whether you are really getting the most value from it. Our vast experience with OpenText solutions shows that you can make a significant impact on cutting your operational costs by evaluating and optimizing a number of key areas. And we can help you do just that.

ALM/Quality Center Optimization Services are designed to help you optimize your deployment and use of your ALM or QC application. Optimizing these solutions will reduce operational costs, and improve the efficiency and quality of your processes and applications. ALM/Quality Center Optimization Services provide you with a combination of expert configuration of ALM or QC products, ALM consulting services, and mentoring on various functions. They also establish OpenText best practices, methodologies, approaches, standards, and templates as a foundation for further optimization efforts.

Overview

ALM/Quality Center Optimization Services typically begin with our ALM/Quality Center Health Check Workshop to assess the maturity and/or quality of your ALM/Quality Center operations from a people, process, and technology perspective. The ALM/Quality Center Health Check Workshop is powered by the ALM Diagnostics tool, which traverses your ALM/Quality Center instance through its database and repository while collecting specific data points to determine the health status of a deployment. This report will indicate areas to be addressed, and provides the foundation

for our recommendation. Lastly, as part of the ALM/Quality Center Health Check Workshop, we will identify specific opportunities for improvement or optimization, value and benefits of the optimization, and an initial return on investment for implementing it.

Key Features

ALM/Quality Center Optimization Services are comprised of multiple types of services and OpenText Professional Services utilities created and designed specifically to support these services:

ALM/Quality Center Archiving and Consolidation

Managing a lean and efficient ALM/Quality Center instance is essential to getting the most out of your deployment. How do you keep only the necessary information? How do you overcome the out-of-the-box archiving solution limitation of projects larger than two gigabytes? How do you remain compliant with rules and regulations by keeping archived data accessible at any given time? The ALM/Quality Center Archiving and Consolidation Service specifically addresses these questions and provides a strong foundation for a consolidated and restructured ALM/Quality Center instance purged of stale data, based on your organization's data retention policies. Our experience shows that to run and operate a more efficient ALM/Quality Center instance, you need to keep only information/data that is truly needed. Combined with best practices, proven methodology, and our proprietary software utility, the ALM/Quality Center Archiving and Consolidation Service will significantly impact the way your ALM/Quality Center instances perform and grow.

We will help you identify the information that you can archive, show you how it can still be

accessed without the need to reimport it, show you how you can partially archive projects and keep only your most current information, and finally, how to reuse archived entities in future projects. The ALM/Quality Center Archiving and Consolidation Service will ensure a more efficient behavior of your ALM/ Quality Center instances.

Versioning and Baselining

Version control enables you to keep track of changes made to your project entities, including requirements, tests, test assets, and business components. You can check out an entity to make changes, and check it in to store the changes, making the new version available to other users. You can view and compare versions of an entity, or check out a previous version.

A baseline is a snapshot of your library at a specific point in time, and marks significant milestones in the application development lifecycle. In addition to your project entities, baselines also include the relationships between the entities in the library, such as traceability and coverage, and enable you to keep track of changes made to your project over time by creating detailed comparisons of any two baselines in a library.

You can compare a baseline's entities to their current state in the library to determine whether the project is proceeding as planned. Baselines can also be used for sign-off meetings to reflect, for example, requirements that have been defined and agreed upon prior to starting testing.

We will help you with creating and maintaining versioning on an entity, baselining for your significant milestones, and performing change-based testing using version information help to significantly reduce testing costs.

Cross-Project Asset Sharing and Reuse

In the world of cross-functional IT initiatives, the same application may be incorporated into multiple initiatives. It is critical for QA teams to be able to share the same set of requirements, tests, test assets, and business components to validate that the new initiative is working as expected and does not disrupt the behavior of other applications.

The reusable library of requirements, tests, test assets, and business components allows multiple QA teams to coordinate their efforts to support enterprise-wide releases. Each team can import the library and work with the assets within their own project. Changes made to entities in an imported library can be viewed from either project, and then be synchronized between the two projects to enable ongoing consistency. A sharable library also enables the organization to reuse compliance requirements and tests, reduce duplication of effort, and aggregate a common set of metrics across projects.

We will help you with best practices for creating shared asset repositories and libraries, and synchronizing between projects. Smart asset sharing can reduce your costs by more than 60%.

Cross-Project Reporting

When managing enterprise releases, it is essential to be able to aggregate quality metrics, requirements coverage, and defect trends across projects, to assess the overall quality and readiness of the release.

We will help you set up dashboards that can combine multiple projects to aggregate metrics for real-time progress, status, and release views at the enterprise release level. This saves time and effort in creating these reports manually.

Cross-Project Customization

To coordinate release activities between projects, provide visibility across projects, and deliver cross-project reporting, all projects that are part of the same initiative or enterprise release need a common set of attributes: workflows, customizations, user-defined fields, and so on. Cross-project customization allows the ALM/Quality Center template administrator to define the most effective workflow and key project attributes in a master template, link it to the projects that need to comply, and automatically propagate it to all projects linked to the template. If the workflow changes or the process requires a new set of fields, the changes can be made only to the master template project. All projects linked to the template can easily be synchronized to pick up the changes. ALM/Quality Center can create more than one type of template to accommodate a variety of project structures. Project templates provide visibility into the status and quality of all projects and enable asset sharing, cross-project reporting, and a number of other critical new features and concepts in ALM/Quality Center. The system's flexibility allows individual customizations even to template-based projects.

We will help you set up ALM or QC templates with built-in workflows that can be tailored to your needs.

ALM/Quality Center Integration Consulting

One sure-fire way to easily increase the lines of communication between development, QA, and operations is to make it a part of each and every user's day-to-day work. Our subject matter experts have deep knowledge and understanding on how to integrate your ALM/Quality Center, leveraging technologies such as OpenText Application Lifecycle Intelligence® (ALI) and other inherent third-party solution integrations. These natural connections increases the lines of communications across

these traditionally disparate organizations, while promoting agility and efficiency within both the software development lifecycle and the software testing lifecycle processes.

We will help you identify where integrations should be happening, and assist you in making the connections between ALM/Quality Center and other third-party products.

ALM/Quality Center Migration
You may in time decide to migrate from QC to ALM, or perhaps you are in the process of an infrastructure change that requires you to migrate your ALM/Quality Center information from one environment to another. Our ALM/Quality Center Migration service leverages a utility that is automated to run fast without compromising the quality of the data being moved. Migrated assets are verified at the destination, and checks are in place to identify broken links and prohibit loss of data. Our migration framework is proven to shorten your migration timeline and reduce your project costs.

We will validate the successful migration of your ALM/Quality Center assets for authenticity and the preservation of all referential integrity of your data.

The OpenText Professional Services Difference

OpenText provides unmatched capabilities with a comprehensive set of consulting and implementation services and unique intellectual property that help you drive innovation through streamlined and efficient software delivery:

- Proven OpenText software solution implementation expertise

- More than 20 years of experience helping large, complex, global organizations realize value from their OpenText software investments

- Rich intellectual property and unparalleled reach into product engineering

- Technology-agnostic implementation approach with no vendor lock-in, no rip-and-replace

- Education and support services to ensure adoption

Learn more at
www.microfocus.com/en-us/ professional-services/overview

www.microfocus.com/opentext