ABN·AMRO

Software QA @ ABN AMRO:
It is not about the numbers

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Bio

- 47

- Daughter of 9

- @ABN AMRO since 1994

- System Integrator

- Team Lead - Centre of Expertise Software Development

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- @TCS since 2003

- @ABN AMRO since 2006

- Consultant – Centre of Expertise Software Development

- Delivery Assurance Lead

Partnership

ABN AMRO, Dutch universal bank …

3 Top-3 In The Netherlands

running IT at scale …

EUR **1.2** billion IT spend

800+ business services delivered through 2,600+ applications

5,900 people in IT

International Private Banking footprint

21,660 employees

470 branches

~80% outsourced

~60% off-shore

EUR 8.6b operating income

ABN AMRO – TCS relationship since 2005

TATA

Tata Consultancy Services

Involvement in both ADM and BPS

Jersey   Amsterdam Germany
Belgium   UAE · India · Hong Kong
                                              Singapore

Strategic partner for 11+ years

1900+ Associates

Thane   Mumbai   Bangalore   Gurgaon   Chennai

46+	Years in Business
17.58	Billion US$ in Annual FY17 revenue
3,87,200+	Employees*
130	Nationalities
45	Countries where TCS has offices
97.4	% of revenues from repeat customers

Test Efficiency?

Number of Blocker violations?

It is not about the numbers

Work packages completed on Time?

Number of Test Cases passed?

Number of defects during post implementation aftercare period?

Unit Test Coverage?

Number of teams that have implemented CICD?

Need for Speed : Agile Transformation and CI CD

Time consuming processes

Late QA

Manual

Big Bang

Shop floor frustrations

Our Mantra: improve **Agility,** reduce **Debt !**

No more waste

Continuous QA

Fully Automated processes

Short iterations

Improved work satisfaction

Software QA in ABN AMRO

"Collaborative approach with all partners to define Software QA roadmap and strategy implementation"

Software QA : viewpoint "*People*"

TCS Global footprint

- Access to knowledge base of 387000 + IT staff
- Global footprint
- Access to industry trends, case studies, best practices

Knowledge and Skills

Mind-set and Behaviour : Culture

"*mindset*" (noun)
a set of beliefs or a way of
thinking that determines one's
behaviour, outlook and
mental attitude.

Software QA: viewpoint "*Process & Governance*"

The **HARDEST SKILLS** to find

For the fifth consecutive year, **Skilled Trades** positions are the hardest to fill globally; **IT** roles jumped seven places to second position
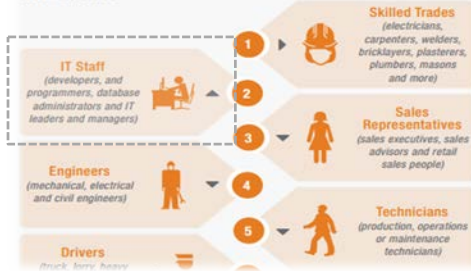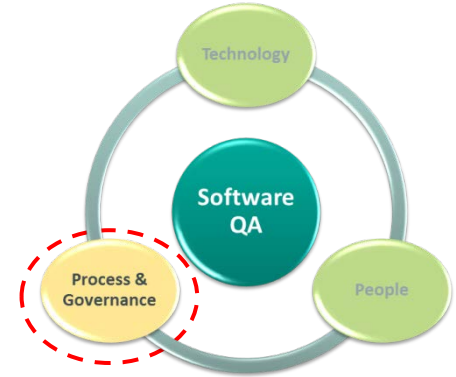
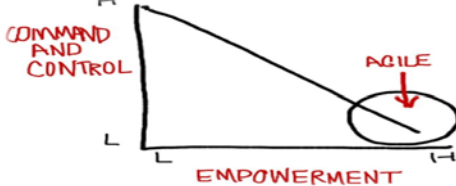**Is outsourcing / offshoring *Evil* ?**

Select the Best Partners

Autonomy : Empowered Agile Teams

Lean Automated Reporting

Enabler IT4IT Department

Simple reports change the question ... from "What does this mean?" to "What should we do?" Accurate, timely, and actionable information is too important to lean success to waste time quibbling.

Software QA: viewpoint "Technology"

repetitive
/rɪˈpɛtɪtɪv/ 🔊

adjective

containing or characterized by repetition, especially when unnecessary or tiresome.
"a repetitive task"
synonyms: monotonous, tedious, boring, uninteresting, humdrum, mundane, tiresome, wearisome, dreary, soul-destroying, mind-numbing; More

Automation

Collaboration Tools

- Community Wiki
- Agile ODC
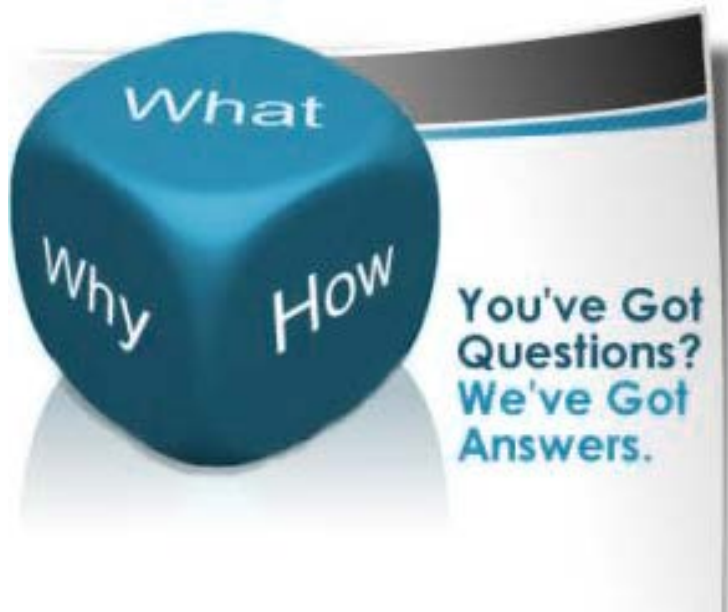- Global collaboration tools, Developer Laptops

Innovation

- Research and Digital Lab
- Experiments on emerging Technology Trends
- Hackathons, Innovation forums

Paradigm Shift: Move from *SLA* based to *XLA based QA*

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Questions

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THANK YOU !

Strengthening Partnership