






accenture Subba Ramaswamy 

Profile

- Graduated with Computer Science, Mathematics and Electronics
- Worked with Independent Validation Services group within Infosys for 3.5 years
- Working with **Accenture Test Services** since November 2007
- Passionate about Testing
- Held CSTE certification from QAI Orlando.
- Hold ISTQB Certification

Personal

- Originally from India, living in Amstelveen with spouse and 18-month old son
- Hobbies: writing, cooking, dancing, sporting and traveling




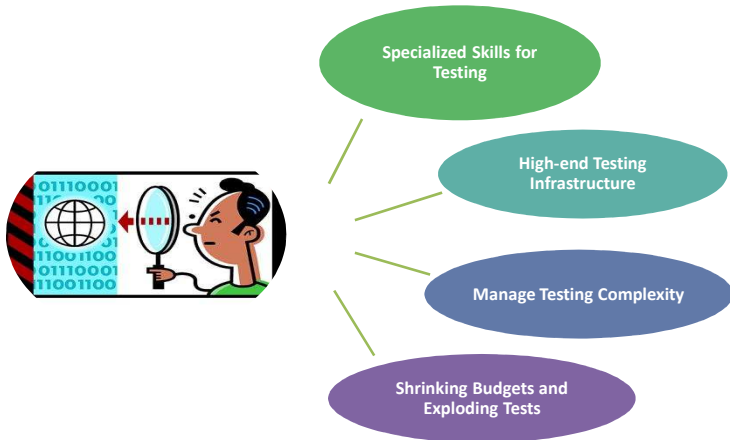
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accenture Agenda 

- Why Offshore Test Services?
- Challenges working with Offshore Test Teams
- Solutions
 - People
 - Scope Distribution
 - Quality
 - Schedule

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accenture Why Offshore Test Services? 



- Specialized Skills for Testing
- High-end Testing Infrastructure
- Manage Testing Complexity
- Shrinking Budgets and Exploding Tests

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accenture Challenges

Language Barriers

Time Difference

Quality

Challenges working with Offshore Test Team

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The slide features an orange header with the Accenture logo and the word 'Challenges'. On the right, there is a small inset image of a person in a car's side-view mirror. The main content is a funnel-shaped diagram. The top of the funnel is wide and contains three overlapping circles: a yellow one labeled 'Language Barriers', a green one labeled 'Time Difference', and a red one labeled 'Quality'. The funnel narrows as it goes down, ending in a grey arrow pointing to the text 'Challenges working with Offshore Test Team'. At the bottom left, there is a small copyright notice, and at the bottom right, the number '5'.

accenture Solutions

Do not only manage

Scope

Quality

Cost

Schedule

But also...

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The slide features an orange header with the Accenture logo and the word 'Solutions'. On the right, there is a small inset image of a person in a car's side-view mirror. The main content includes a red box at the top with the text 'Do not only manage'. Below this is a triangular diagram with 'Scope' at the top vertex, 'Quality' at the bottom vertex, and 'Cost' at the left vertex. To the right of the triangle is a blue box with the text 'But also...'. To the right of the triangle, there is an icon of a calendar showing 'JUL 17' and a clock. At the bottom left, there is a small copyright notice, and at the bottom right, the number '6'.


accenture People 

Know thy team




- Pronounce the name correctly!
- Share “How am I” slide to discuss interests, hobbies, etc.
- Attach a face to the name.
- Use Video Conference at least once.
- Regular calls.

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Tackle Language Barriers


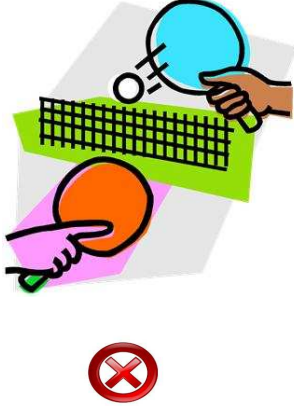


- Fluency in English for project team members
- Language of documents to handover to offshore
- Think about translations
- Ensure Dutch counterpart at onshore at client site to help review of test scripts


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accenture People 


Watch out for "blame game"



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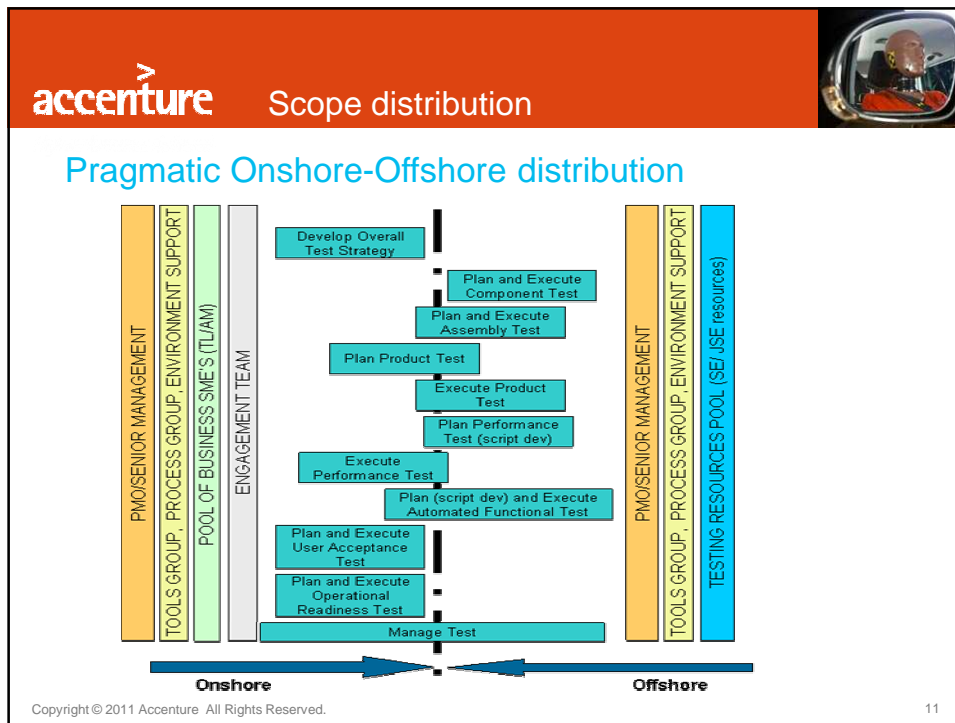
accenture People 

Share Success, Guard Responsibility



- Challenging to motivate and engage teams far away
- Write simple appreciation mails and 'thank you' notes
- Give constructive feedback for deliverables

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Sharpen the coordination

- Build Trust Based Relationships
- Strong coordination with clear day-to-day activities planning
- Agreements about reporting
- Enhance confidence in the deliverables
- Offshore coordinator for bigger team (>4)
- More you share, more the confidence and trust
- When in doubt, mention it and ask for explanations!

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accenture Quality




Issue, Defect and Document Management





- Centrally accessible defect management tool.
- Projects have Defect Management process and tools.
- Many miss Issue Management process and tools
- Issues are shared as mails
- Not commonly stored and shared
- Manage Documents in a central repository

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accenture Schedule

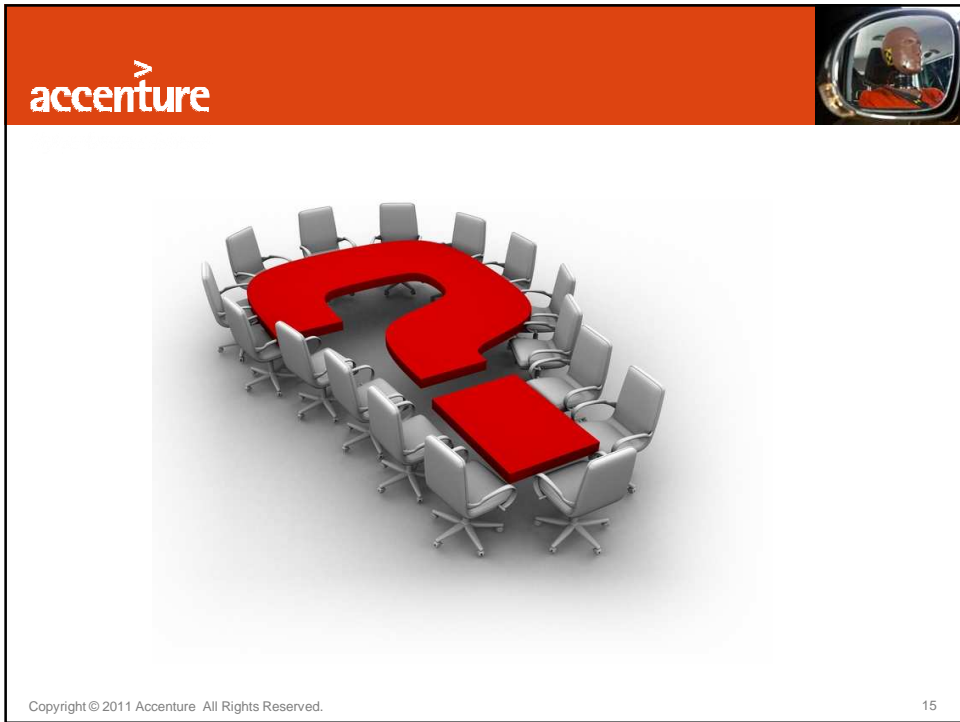


Time Difference can be a 'boon'



- Availability of test team longer in a project
- Example: NL and India (4 hours time difference)
- Test Execution in total Onshore + Offshore = 13 hours
- Offshore passes on defects afternoon
- Onshore coordinates fixing and deployment afternoon
- Offshore retests and reports back morning
- Be careful about "wait-mode"

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The slide features a red header bar on the left containing the Accenture logo. On the right side of the header bar is a small, square inset image showing a person's face in a car's side-view mirror. The main body of the slide is white and contains a 3D rendering of a conference table. The table is uniquely shaped like a large red question mark, with several white office chairs arranged around it. At the bottom left of the slide, there is a small copyright notice: "Copyright © 2011 Accenture All Rights Reserved." At the bottom right, the number "15" is displayed.