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CUSTOMER STORY – PUBLIC SECTOR

The Norwegian Directorate of Immigration

SQS delivers an innovative fixed cost performance testing solution

In order to help the Norwegian Directorate of Immigration (UDI) deliver a particularly challenging IT change programme SQS provided a bespoke performance testing solution which delivered a dependable service to a set cost, and ensured the right expertise at the right time. The delivery approach enabled a quick start to performance testing against all releases and meant there was no need for UDI to pay for expensive performance specialists or tools when they were not needed.

Background

UDI is responsible for processing applications from foreign nationals who wish to visit or live in Norway, and the running of asylum reception centres. For many people looking to live in or visit Norway, UDI is their first point of contact. UDI enables families to re-unite, refugees to find safe haven, professionals to re-locate and tourists to visit Norway.

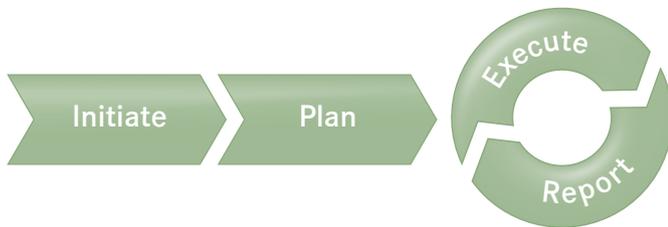
Challenge

In 2010 UDI embarked on a major multiyear IT system renewal programme. This involved the introduction of a number of new applications and major upgrades to some existing systems. This was a very complex initiative supported by a number of third party organisations as well as UDI itself. Given the nature of the services offered by UDI it was quickly realised that ensuring suitable application performance levels was critical. The challenge was designing a performance testing solution which would not only support execution across a range of applications and vendors, but was also adaptable to changing schedules, fluctuating scope and long periods of inactivity.

UDI approached SQS with its challenges and SQS proposed a subscription based managed performance test service offering, which would enable a flexible, cost predictable, guaranteed solution.

Solution

The SQS solution followed a standard four stage delivery process with the final two stages being repeated for each planned execution cycle. SQS immediately mobilised a team to initiate the service, which involved an analysis of the application under test as well as the tools, data and environments.



With the tool in place initial test scripts were created in the planning phase to enable a quick start for each iteration of testing. Therefore, when a new release was imminent, software and test environment configurations were already in place and SQS needed a relatively short time before testing started to read through the specifications, update the test cases and then execute the tests. Finally, each test ended in a final report (Hand-Over). These last two phases were then performed as and when required and the customer billed accordingly.

Managed Service Performance Testing at a glance:

- Monthly fixed cost for base service
- A fixed number of releases and systems included in base service
- Guaranteed performance testing of agreed systems
- Software, just licenses or even the whole environment can be included
- Detailed test-reports from all test activity
- All SQS services are delivered according the SQS Delivery Model

Benefits for the Customer

- Predictable costs even in the event of changing scope
- No need for software licenses or tool experts
- Expert resources available at the right time, and no cost overhead between releases
- Quick start up on every release, even for unscheduled releases
- Reduction of work required by the customer
- All releases checked for performance-issues
- Detailed test-reports from all systems tested, with analysis and suggestions for improvements.
- Gaining insight, understanding how systems perform under different load scenarios

“ SQS Performance testing services were ideal for us, providing **performance testing expertise** as and when we wanted it **without the cost** of expensive tools or resources waiting around for code to be available “

UDI

Contact

If you are interested in the SQS testing and quality management offering, please do not hesitate to send an e-mail to info@sqs.com or visit sqs.com