Test Practice Road Map

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Roadmap

What is a Testing Practice Strategy?

A **strategic document** that defines the **vision**, **objectives**, and **plans** for the Testing Practice within an organisation. It acts as a guiding framework to:

- Align testing efforts with broader **business goals**
- Promote a **structured**, **consistent**, and **efficient** approach to quality assurance
- Support **continuous improvement** and adaptability to change
- Ensure testing adds **measurable value** across the development lifecycle

Our Journey Through Change

- **Organisational Revamp**
  Over the past few years, Massey has been undergoing a major transformation across many services—including ITS.

- **Restructure Milestone**
  After extensive feedback, proposals, and discussions, the final ITS structure was confirmed on **31 January 2025**.

Our Journey Through Change

- **Team Evolution**
  - Transitioned from **5 Senior Test Analysts** to **2 Senior Test Engineers**
  - From **3 Test Analysts** to **2 Test Engineers**
  - Gained a new **Senior Test Engineer – Automation**
  - The **Test Manager** role evolved into **Practice Lead**
  - Our team's name changed from **Test Team** to **Testing & Quality (T&Q)**
  - Team roles were confirmed in **March 2025**

- **Reflecting & Rebuilding**
  The restructure encouraged us to reflect on our practices—what we do, how we do it, and why. It's sparked a proactive, forward-looking journey involving the entire ITS team.

- **Staying Focused**
  While the transition has brought some uncertainty, it hasn't stopped us from getting on with the job and delivering value.

So now what?

Current Focus Areas:

- **Planning Ahead**
  Contributing to the **ITS Annual Plan 2025** by outlining key initiatives for the next 12 months—such as reviewing our tools and evaluating non-production environments.

- **Strategic Alignment**
  Ensuring our team is engaged at the right level across other ITS department plans by applying the **RACI framework** (Responsible, Accountable, Consulted, Informed).
  Example: Collaborating on updates to the Project Management framework.

- **Workstream Structure**
  Organising our work into dedicated **workstreams**, with clear ownership and responsibilities.
  Using RACI to involve the right people and ensure cross-team collaboration.
  Workstreams regularly present updates to the **T&Q team**, and where relevant, to wider stakeholders.

Example

Title: Authority to Operate (ATO)

Deliverable:A formal authorisation process that certifies a system has met specific security & business requirements & is safe to operate within a designated environment, & to explicitly accept the residual risk to ITS operations.

Team:suggest a limit to 4-5 team members including designated lead: e.g. Jarod, Rachel, (security), (ServiceDesk)

Top 5 activities to achieve:

1. Define ATO
2. Identify all interested parties
3. Establish acceptance criteria of each interested party
4. Create tool kit
5. Governance endorsement
6. Socialise & training

Definition of done: ATO process has been approved & accepted by governance, is handed over to CAB & ITS (all staff) have received communications that process is live.

Crystal ball gazing

Future Vision: Our Evolving Testing Practice

- **Purpose-Built & Practical**
  A Testing Practice designed to meet our unique needs—practical, effective, and supported by clear policies, roadmaps, tools, and documentation.

- **Agile & Adaptive**
  Capable of responding to evolving business demands and emerging technologies with confidence and flexibility.

- **Empowered Team**
  A T&Q team that is engaged, continuously learning, growing their skills, and enjoying their work and environment.

- **Proud & Evolving**
  A Testing Practice we're proud of—transparent, collaborative, and always evolving as we do.