



QC Workflow Accelerator™

Features & Benefits

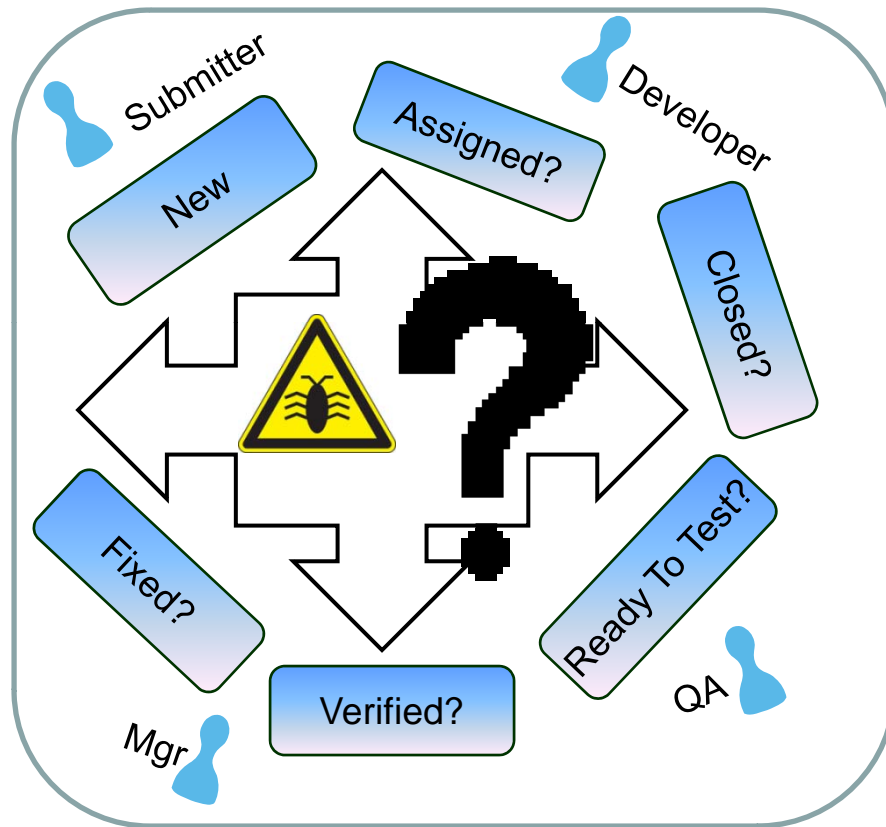


HP Software
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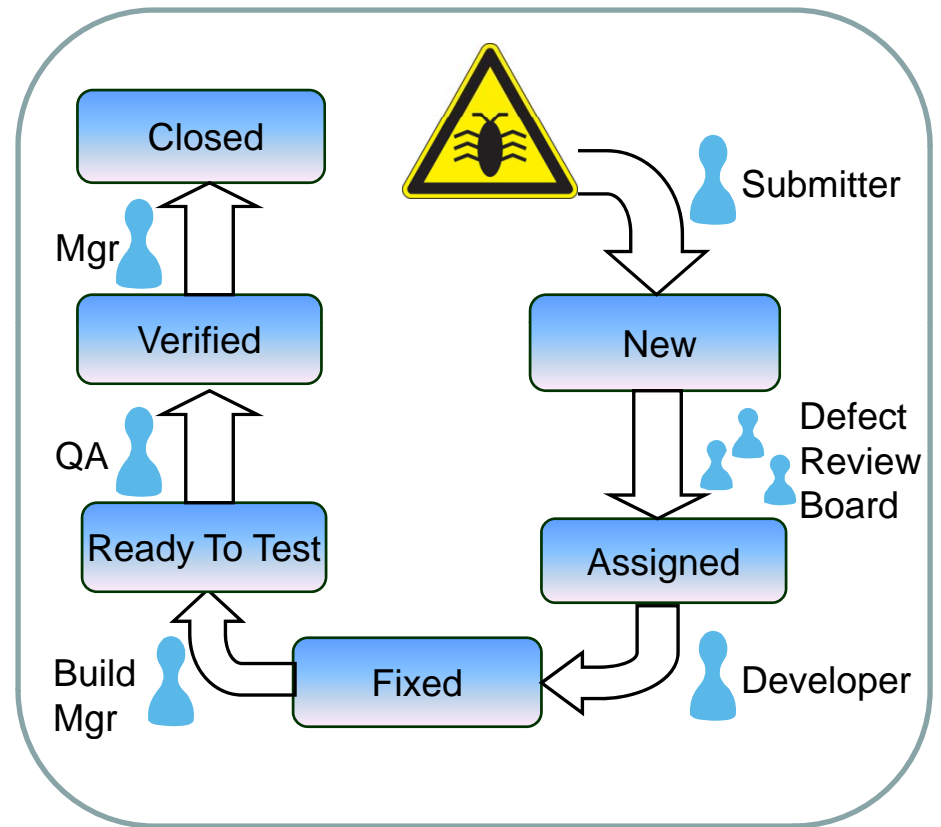
Your Defects on *plain* Quality Center

~ 26 days to first managed Defect



Your Defects on QC Workflow Accelerator

1 day to first managed Defect!



QC Workflow Overview

- Designed for medium to large organizations
- Defect status drives the workflow:
 - New > Open (assigned) > Fixed > Verified > Closed
- Defined Roles
 - Determines who can set specific statuses
 - Ensures process (i.e. QA verifies and closes defects)
- Ensures a standardized development, QA & release process
- Customizable to your organization & application environment



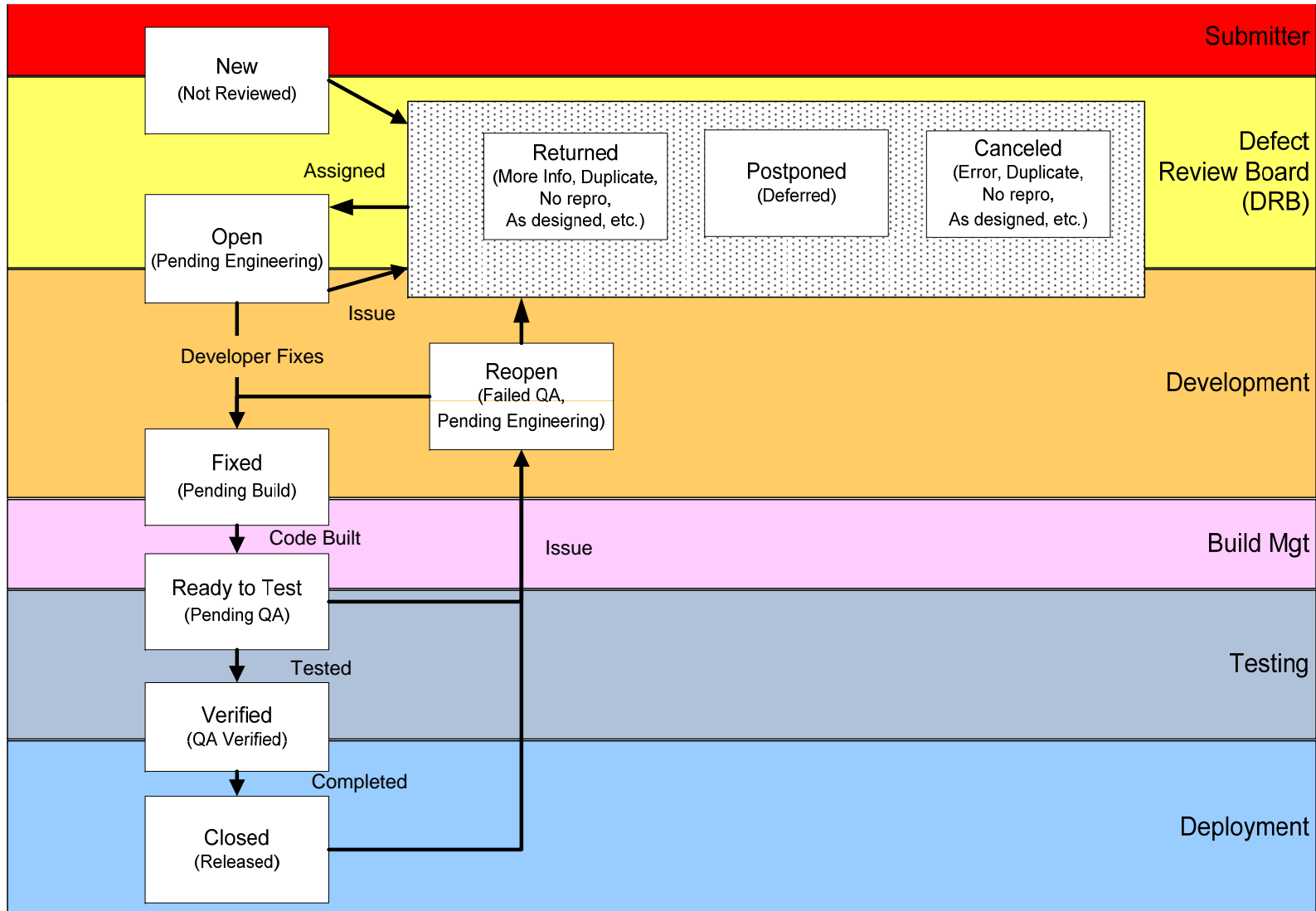
Features

- Out-of-the-box workflow, with predefined
 - Defect status & substatus
 - Roles and statusing rights
 - Custom Defect screen with fields organized into multiple tabs mapped to workflow steps
- List-driven values to customize to your environment
 - Products/Apps, Subsystems, Areas, Versions, Environment
- Status transition rules to ensure standardized process
- Documented process and training materials



QC Workflow Accelerator Process

Key:
 Status
 (Substatus)



Defect Status Definitions

Status	Description
New	Default status for new defects. Not yet assigned
Open	Defect accepted by the DRC and routed to dev Manager to be assigned
Fixed	Developer has fixed the defect. Routed to Build Manager
Ready to Test	Defect is ready for review by QA, routed to QA
Verified	Defect is verified by QA
Closed	Defect is closed
Reopen	Defect has not been resolved. Reassigned to developer
Returned	Defect is a duplicate, more information is needed, etc.
Cancelled	Defect not legitimate, is no longer relevant, etc.
Postponed	Defect is deferred to a future release



Defect Status and Substatus

- These Status and Substatus values drive the workflow

Status	Substatus
New	Not Reviewed
Open	Pending Engineering
Fixed	Pending Build - SCM
Ready to Test	Pending QA
Verified	QA Verified
Closed	Released
Reopen	Failed QA
	Pending Engineering
Returned	Duplicate
	Indirectly Fixed
	More Info
	Not Reproducible
	Obsolete
	Works as Designed
Cancelled	Duplicate
	Entered by Mistake
	Indirectly Fixed
	Not Reproducible
	Obsolete
	Test Case Error
	Works as Designed
Postponed	Deferred



Defect Statusing and Modification Rights

- Each QC Role has specific rights:
 - DRB/DRC – Defect Review Board/Coordinator
 - Development Manager, Developer
 - QA Manager, QA Engineer
 - Build Manager
 - Documentation/Technical Publications
 - Database Admin
 - Project Manager
 - Product Manager
 - Management

Defined Defect Modification Rights Matrix

Defect Modification Rights										
Status	To									
	New	Open	Fixed	Ready to Test	Verified	Closed	Reopen	Returned	Cancelled	Postponed
Form	New		DRC					DRC	DRC & Submitter	DRC
	Open			DEV/DM/DBA/TP				ALL (Expect BM)		DRC
	Fixed		**DEV/DM/DBA/TP		BM		BM			DRC
	Ready to Test				SQA/QAM		SQA/QAM			
	Verified					SQA/QAM/TP	QAM/DRC			
	Closed						QAM/DM/DRC			
	Reopen			DEV/DM/DBA/TP		SQA/QAM		DEV/DM	DRC	DRC
	Returned						ALL		DRC + Submitter	
	Cancelled						DRC/SQA/QAM			
	Postponed		DRC				DRC			
Role:										
	Defect Review Coordinator	QA Engineer	QA Manager	Developer	Dev Manager	Tech Pubs	Build Manager	NetOps	Database Admin	Product Manager
	DRC	SQA	QAM	DEV	DM	TP	BM	NTO	DBA	PM
**DEV/DM/DBA/TP	A defect should move back to "Open" <i>only</i> if it was moved to "Fixed" by a developer prematurely.									
DRC & Submitter	DRC and ALL submitters have permissions set that will allow them to cancel their own defects.									



Default QC Defect Screen

- Only basic fields
- No required fields
- No application hierarchy
- No values for drop downs, and no dependent value lists
- No effort metrics

The screenshot shows a web application window titled "New Defect". At the top, there is a toolbar with icons for "Clear", "Attach" (with sub-icons for document, link, image, and PDF), and other functions. Below the toolbar is a text input field labeled "* Summary:". The main area is titled "Details" and contains a grid of form fields:

Assigned To:	<input type="text"/>	Browser:	<input type="text"/>
Category:	<input type="text"/>	Detected By:	<input type="text" value="ddowning"/>
Detected in Version:	<input type="text"/>	Detected on Date:	<input type="text" value="9/21/2009"/>
Estimated Fix Time:	<input type="text"/>	Language:	<input type="text" value="English"/>
Planned Closing Version:	<input type="text"/>	Priority:	<input type="text"/>
Project:	<input type="text" value="Mercury Tours Web Site"/>	Regression:	<input type="text" value="N"/>
Reproducible:	<input type="text" value="Y"/>	Severity:	<input type="text"/>
Status:	<input type="text" value="New"/>	Subject:	<input type="text"/>
Detected in Cycle:	<input type="text"/>	Detected in Release:	<input type="text"/>

Below the grid is a large text area labeled "Description:". At the bottom of the window are three buttons: "Submit", "Close", and "Help".

QC Workflow Accelerator Custom Defect Screen

- Fields organized in 7 tabs mapped to process
- Can customize:
 - *Required fields
 - Field order
 - Drop-down field values
 - Dependent list values

Defect: 1 The default installation configuration file has typos in it

Details

Environment Fix Verify and Close CM Notes Release Notes Test Suggestions

* Product: Billing

* Functional Area: Installation

* Date Entered: 9/16/2009

* Status: Open

* Severity: 3-Average

* Detected In Version: 1.0.0

* Type: Defect

Target Version:

* Subsystem: Configuration

* Submitted By: susan_ga

* Assigned To: steven_dev

* Substatus: Pending Engineering

Priority:

Detected In Build:

DRB Status: Not Reviewed

Target Build:

Description: Typos exist in the installation configuration file on lines 4 and 23
Enter database name
Login usernam

Comments: Add Comment

Execution Report

OK Cancel Help

Dependent Lists - Definition

- Fields whose values depend on higher level value; e.g.:
 - Product A has subsystems A1, A2
 - Product B has subsystems B1, B2, B3
- Selecting a higher level field value (Product A) determines the values list for lower level fields (Subsystems A1, A2)



Defect Fix Tab for Developers

- Version and build details
- Fix details
- Fix effort metrics
- Release documentation

The screenshot shows a software application window titled "Defect Details". At the top, there is a toolbar with navigation icons. Below the toolbar, a "Defect:" field contains the number "1" and a text box with the description "The default installation configuration file has typos in it". The main area is divided into tabs: "Details", "Environment", "Fix", "Verify and Close", "CM Notes", "Release Notes", and "Test Suggestions". The "Fix" tab is active, displaying various input fields for tracking the fix process. On the left side of the window, there is a vertical sidebar with icons for "Details", "Attachments", "Linked Entities", and "History". At the bottom of the window, there is an "Execution Report" link and three buttons: "OK", "Cancel", and "Help".

Field	Type
Fixed By:	Dropdown
Date Fixed:	Dropdown
Database Change?:	Dropdown
Doc Change?:	Dropdown
Fixed In Version:	Dropdown
Fixed In Build:	Dropdown
Assigned Developer:	Dropdown
Fixed In Branch:	Text
Injection Point:	Dropdown
Resolution:	Dropdown
Component:	Dropdown
Subcomponent:	Dropdown
Document Name:	Text
Actual Work (in hours):	Text
Doc Change Done?:	Dropdown
Est. Fix Time in hours:	Text
Tech Pubs Assigned To:	Dropdown
Need Release Notes:	Dropdown
Estimated Fix Time:	Text
Tech Pubs Estimate:	Text
Development % Complete:	Text
Doc Revision:	Text
Reproducible?:	Dropdown

Defect Environment Tab

- Product / Project specific data
- Customizable fields to match your environment

The screenshot shows a software window titled "Defect Details". At the top, there is a navigation bar with several icons. Below this, a "Defect:" field contains the number "1", and a text area contains the message "The default installation configuration file has typos in it". The main area is divided into tabs: "Details", "Environment", "Fix", "Verify and Close", "CM Notes", "Release Notes", and "Test Suggestions". The "Environment" tab is active, displaying various configuration fields:

- Language: International English
- JVM: SUN
- Case ID: (empty)
- * Phase Detected: QA Testing
- Customer: Internal
- Database: ORACLE
- Pre-Existing?: (empty)
- * Subtype: Software
- * Group Detected By: QA
- Old ID: (empty)

At the bottom of the window, there is an "Execution Report" label and three buttons: "OK", "Cancel", and "Help".



Defect Verify & Close Tab for QA

- Verification details
- Test effort metrics
- Customizable fields to match your environment

The screenshot shows a software window titled "Defect Details". At the top, there is a navigation bar with icons for back, forward, and search. Below this, the "Defect:" field contains the number "1" and the description "The default installation configuration file has typos in it". The main area is divided into several tabs: "Details", "Environment", "Fix", "Verify and Close", "CM Notes", "Release Notes", and "Test Suggestions". The "Verify and Close" tab is currently selected and contains various input fields for tracking the defect's resolution. On the left side of the window, there is a vertical sidebar with icons and labels for "Details", "Attachments", "Linked Entities", and "History". At the bottom of the window, there are "OK", "Cancel", and "Help" buttons, along with a link for "Execution Report".

Field	Value
Verified By:	[Dropdown]
Date Verified:	[Dropdown]
Date DRB Approved:	[Dropdown]
Days to Assign:	[Text]
Date Assigned:	[Dropdown]
Days to Fix:	[Text]
Date To QA:	[Dropdown]
Days To Test:	0
FailedTest Counter:	0
Returned Counter:	0
Total Days Open:	[Text]
Reopened Counter:	0
Actual Fix Time:	[Text]
Assigned Tester:	ncopp
Current Group:	In Dev
Closed By:	[Dropdown]
Cycle Time:	[Dropdown]
QA Estimate in Hours:	[Text]
Date Closed:	[Dropdown]

“Roll Your Own” Estimated Effort

Activity	Duration* (days)
Typical workflow script development time**	20
Typical group and transition creation time	2
Typical documentation development time	2
Typical training development time	2
Total initial development days	26

* Data from a HP workflow expert at a worldwide company

** Assumes expertise with both Quality Center and VBScript



Benefits

- **Standardized Defect Tracking Process**
 - ZERO workflow to code
 - Define project defaults, add data to lists, go!
 - ***1 day to first defect tracked and metrics report!***
- **Low workflow maintenance cost**
 - Once defined, very little workflow maintenance required
- **High ROI**
 - Low-cost initial investment
 - Cost recouped in first project rollout

QC Workflow Accelerator Pricing

- **One-time license fee includes**
 - QC Workflow Accelerator product*
 - A 1-hour webex tutorial to teach you how to use it
- **Annual maintenance includes**
 - New enhancements and certified on latest Quality Center release
- **Optional consulting**
 - Remotely or on-site customization, training

Contact us at 866-MENTORA for pricing!

* Quality Center required & licensed separately from HP

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