CAPITA

Defect
management

Why your organisation needs this service

- The business can more effectively manage defects through development
- Defect management will be properly introduced
- Audit and regulatory requirements will be met (with levels of proof)
- A requirement for quality deliverables in a risk averse environment
- Costs can be reduced thanks to the earlier identification of defects

Service overview

As part of our wider testing framework we provide a robust and effective defect management service. Defect management should start as soon as a defect is discovered, with the accuracy and circumstances of its discovery key to the overall effectiveness of the defect management process.

Our service puts in place a mechanism that identifies and documents your testing defects using a broad set of criteria. These are reviewed for validity, priority and severity by members of the test, development and business teams.

The review aims to address the following

- The validation and acceptance of new defects into the defect management process
- Assignment of priority and severity to new defects, by agreement of parties involved
- Agreement of timescales for the remediation of defects
- Opportunity to review defects that have failed and require re-testing
- Opportunity to review deferred defects assigned to future releases.

Reporting metrics produced from this process are vital to effective project delivery. The ability to accurately review key indicators such as the "defect find vs. fix rate" and the retest failure rate also helps to identify and manage broader quality issues.

Our service runs across the entire development lifecycle from requirements capture to implementation, allowing traceability and quality throughout the delivery.

CAPITA

Benefits

- Defects are recorded accurately and managed effectively
- Testing costs are kept to a minimum
- Your organisation will see effective reporting on visibility of progress and quality across the project
- Accurate priorities and severities applied to effects providing a true picture of 'fix' priorities

Why Capita?

- Part of a broader testing framework
- Proven out-of-the-box process means your organisation sees effective reporting from day one
- A full range of resources and skills
- Tailored approach for each client, or able to work with existing processes
- Improved product quality as more defects are found
- Improved end-user/customer satisfaction
- Certified (ISEB/ISTQB) test resources at all levels
- Our resources are flexible and able to meet a project's peaks and troughs
- Vast experience of different technologies, markets and regulatory environments
- Choice of on-shore, near-shore and offshore facilities

For further information about these services please contact:

Email: **marketing.itps@capita.co.uk**
Tel: **+44 (0) 8456 077466**
www.capita.co.uk/itprofessionalservices

Further information about the Capita Group can be found at: **www.capita.co.uk**

Follow us: @CapitaITPS Capita ITPS Capita ITPS Capita IT Professional Services