



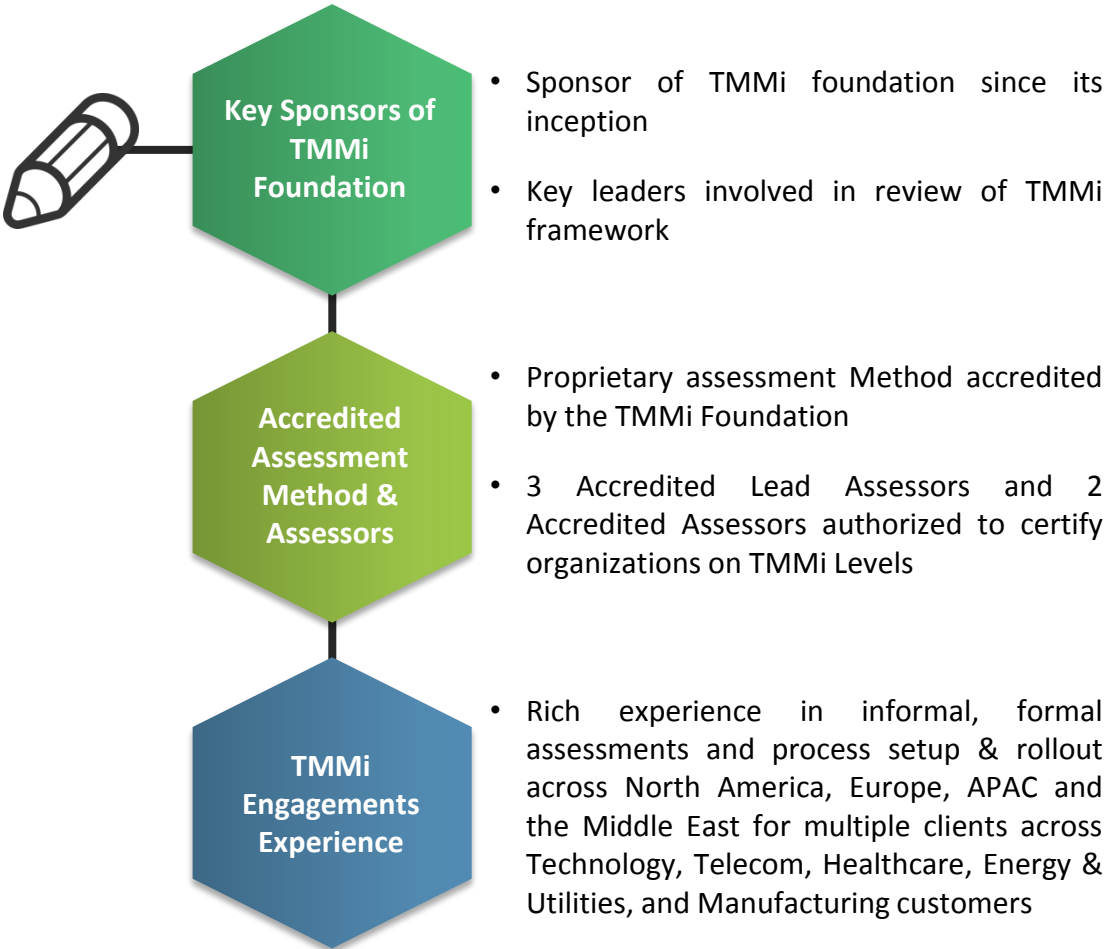
Cognizant

# Cognizant TMMi Capabilities & Success Case Study

Cognizant  
Business  
Consulting

# Why Cognizant?

Cognizant offers its accredited assessment method to evaluate maturity levels of Client's testing processes vis-à-vis TMMi® framework and help them achieve their desired maturity levels by providing recommendations, defining process aligned with TMMi standards and supporting rollout and TMMi certification



## TMMi OFFERINGS



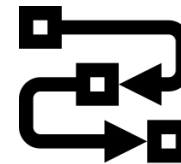
### TMMi Assessments

- Formally assess Client QA organization against TMMi practices and certify them
- Informal Assessment through Surveys and/or interactions to obtain indicative view of the test process maturity



### TMMi Trainings/Workshops

- Workshops for customer stakeholders
- Train QA teams on TMMi levels, goals and practices to adopt TMMi processes



### TMMi Process Setup & Rollout

- Define QA processes aligned with TMMi goals and practices
- Support Pilot and implementation of processes across projects within the QA organization

# Cognizant TMMi Expertise

**We bring the right Consulting expertise to your engagement with:**

- ✓ **1<sup>st</sup> Organization in North America to successfully drive our Client to formal TMMi L3 certification -**  
<http://en.community.dell.com/dell-blogs/dell4enterprise/b/dell4enterprise/archive/2017/04/26/dell-enterprise-validation-first-in-north-america-to-achieve-tmmi-certification>
- ✓ **3 TMMi Accredited Lead Assessors and 2 Assessors from TMMi Foundation**
- ✓ **1<sup>st</sup> and only Lead Assessor in entire North and South America -** <https://www.tmmi.org/assessors/>
- ✓ **Cognizant TMMi Assessment Method has been accredited by TMMi Foundation -** [www.tmmi.org/?q=cog](http://www.tmmi.org/?q=cog)
- ✓ **Rich TMMi assessment and Implementation experience of our consultants**
- ✓ **Specialists in Software Development Methodologies, Release Management, Testing Best Practices, and Organizational Change**





## TMMi Assessment Toolkit

- Comprises of templates, workbooks and maturity rating sheets, designed by Cognizant and accredited by TMMi Foundation
- Ensures adequate coverage of the process areas and their associated goals and practices for the organizational units in scope of the assessment
- Facilitates in documenting findings, determining maturity ratings and comprehensive reporting of the assessment outcomes

### KEY TOOLKIT ITEMS

### OBJECTIVE



**Assessment Plan**

The purpose of this document is to define assessment objectives, scope, Organizational Units & Projects Covered Rationale for project selection, Key Assessment Parameters, Process Area Exclusions, assessment outputs etc.



**Assessment Kick-off Presentation**

Presentation that provides an overview of the assessment objectives, scope, participating projects, assessment approach , interview schedule etc. and intended for the client stakeholders and assessment participants



**TMMi Inventory Sheet**

Template for the assessment participants to submit evidence against the specific and generic practices of each process area



**Survey Portal**

Survey portal meant to gauge responses from project teams for questions covering the various goals and practices for each process area. This is optional and typically done for informal assessments.



**Process Area Workbook**

Rating sheet that tracks the takes into account the assessor's evaluation of the documentary reviews and affirmation sessions to generate ratings for organizational unit, practice, goal and process area levels.



**Final Findings Presentation**

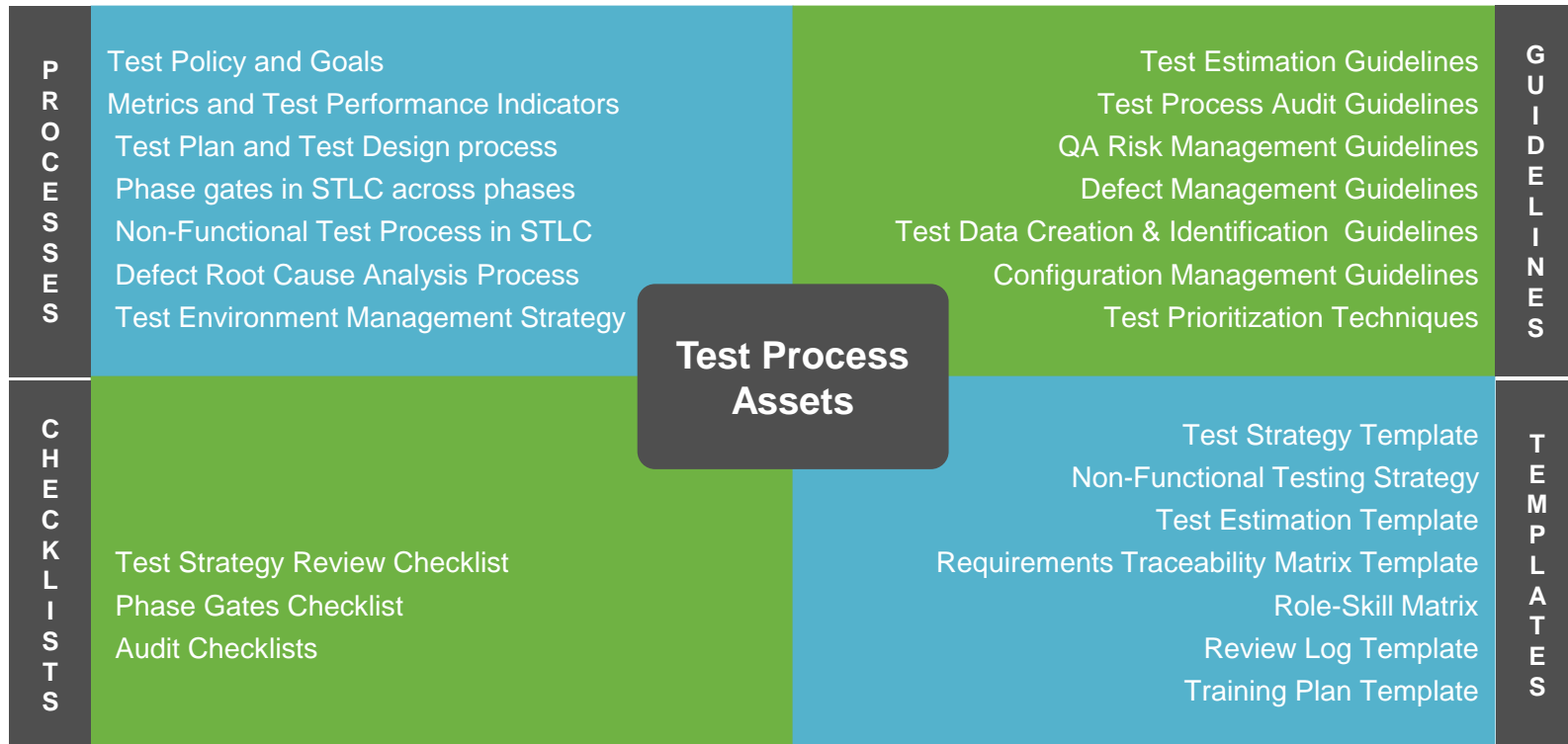
Findings report encapsulating the maturity levels of the organizational unit across the process areas and strengths and improvement opportunities

# Cognizant TMMi Implementation Accelerators



## TMMi Implementation Toolkit

- Reusable process asset library designed by Cognizant to accelerate the implementation phase – Process, Guidelines, Checklists, Templates
- Ensures adequate coverage of the process areas and their associated goals and practices
- Includes KPI Metrics for assessing the rollout effectiveness, Estimation tools to assist in Testing Capacity and Planning and Customizable Metrics Library
- Cognizant Consultants bring with them vast experience from past successful TMMi engagements



## Benefits

- Reduction in Cost of testing by 28%
- Rework reduction by more than 15%
- At least 20% defects detected before test execution At least 15% reduction in non-functional related issues
- Improvement in Requirements Stability with Requirements Stability Index around 1.15
- Improvement in overall Net Promoter Score (NPS)/ Customer Satisfaction

# Cognizant's Success Case Study: Dell TMMi Certification



## Background

- The client is one of the leading organizations that develops, sells and supports servers, data storage devices, etc.
- The client wanted to implement the recommendations based on the outcome of the informal TMMi assessment to raise the Maturity of its Enterprise Validation Organization to TMMi Maturity Level 3



## Objectives

- Carry out an informal assessment to provide and understand indicative maturity of testing organization against TMMi framework
- Provide actionable and specific recommendations to address required process improvements
- Define and institutionalize processes across testing organization to achieve high standards
- Obtain formal certification for the enterprise validation organization

## Benefits



- Enhanced Product Quality
- Improved test coverage efficiency
- Reduction in cost of rework and test execution effort
- Improved test design productivity
- Reduction in defect leakage to Production
- Early defect detection
- Reduction in performance issues

**Cognizant helped Dell on being the 1<sup>st</sup> Organization in North America to be formally certified for TMMi Maturity. The Formal Assessment was conducted by our PQC's TMMi Accredited Lead Assessor (Suresh Chandra Ganesh Bose)**

<http://en.community.dell.com/dell-blogs/dell4enterprise/b/dell4enterprise/archive/2017/04/26/dell-enterprise-validation-first-in-north-america-to-achieve-tmmi-certification>



## Cognizant's Approach

Cognizant carried out a 5 phased approach for across 3 countries (US, Taiwan & India) revamping 400+ team to help achieve TMMi Level 3 maturity

### Phase 1:

Assess against TMMi framework & provide recommendations improvement roadmap to reach Level 3 maturity

### Phase 2:

Define, develop, train and pilot the new processes and framework in the testing organization

### Phase 3:

Conduct spot checks and audits to assess effectiveness of testing organization against instituted processes

### Phase 4:

Phase 4: Train and handhold the project teams for TMMi Certification readiness

### Phase 5:

Conduct the final and formal certification for TMMi Level 3 maturity on behalf of the TMMi Foundation



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