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

**Key Sponsors of TMMi Foundation**

- Sponsor of TMMi foundation since its inception
- Key leaders involved in review of TMMi framework

**Accredited Assessment Method & Assessors**

- Proprietary assessment Method accredited by the TMMi Foundation
- 3 Accredited Lead Assessors and 2 Accredited Assessors authorized to certify organizations on TMMi Levels

**TMMi Engagements Experience**


©2017, Cognizant
Cognizant TMMi Expertise

We bring the right Consulting expertise to your engagement with:


- 3 TMMi Accredited Lead Assessors and 2 Assessors from TMMi Foundation

- **1st** and only Lead Assessor in entire North and South America - [https://www.tmmi.org/assessors/](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
### Key Toolkit Items

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assessment Plan</strong></td>
<td>The purpose of this document is to define assessment objectives, scope, Organizational Units &amp; Projects Covered Rationale for project selection, Key Assessment Parameters, Process Area Exclusions, assessment outputs etc.</td>
</tr>
<tr>
<td><strong>Assessment Kick-off Presentation</strong></td>
<td>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</td>
</tr>
<tr>
<td><strong>TMMi Inventory Sheet</strong></td>
<td>Template for the assessment participants to submit evidence against the specific and generic practices of each process area</td>
</tr>
<tr>
<td><strong>Survey Portal</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Process Area Workbook</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Final Findings Presentation</strong></td>
<td>Findings report encapsulating the maturity levels of the organizational unit across the process areas and strengths and improvement opportunities</td>
</tr>
</tbody>
</table>

### Objective

- 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
Cognizant TMMi Implementation Accelerators

- 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

**Test Process Assets**

<table>
<thead>
<tr>
<th>Processes</th>
<th>Guidelines</th>
<th>Templates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test Policy and Goals</td>
<td>Test Estimation Guidelines</td>
<td>Test Strategy Template</td>
</tr>
<tr>
<td>Metrics and Test Performance Indicators</td>
<td>Test Process Audit Guidelines</td>
<td>Non-Functional Testing Strategy</td>
</tr>
<tr>
<td>Test Plan and Test Design process</td>
<td>QA Risk Management Guidelines</td>
<td>Test Estimation Template</td>
</tr>
<tr>
<td>Phase gates in STLC across phases</td>
<td>Defect Management Guidelines</td>
<td>Requirements Traceability Matrix Template</td>
</tr>
<tr>
<td>Non-Functional Test Process in STLC</td>
<td>Test Data Creation &amp; Identification Guidelines</td>
<td>Role-Skill Matrix</td>
</tr>
<tr>
<td>Defect Root Cause Analysis Process</td>
<td>Configuration Management Guidelines</td>
<td>Review Log Template</td>
</tr>
<tr>
<td>Test Environment Management Strategy</td>
<td>Test Prioritization Techniques</td>
<td>Training Plan Template</td>
</tr>
</tbody>
</table>

**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 1st 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)


**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
Feel free to contact us

**Jim Mondi**
Vice President – Consulting (CBC-Process and Quality Consulting)

James.Mondi@cognizant.com

**Prakash Nagarajrao**
Sr. Director – Consulting (CBC-Process and Quality Consulting)

Prakash.Nagarajrao@cognizant.com

**Suresh Chandra Bose, Ganesh Bose**
TMMi Lead Assessor (CBC-Process and Quality Consulting)

SureshChandra.GaneshBose@cognizant.com