

Infosys Metrics Dashboard - A Test Management Support Tool

Do you and your Quality Assurance (QA) team face the following challenges in tracking your organization's performance?

- Inability to track organizational metrics at multiple levels
- Inundated by excess data from multiple sources
- Inability to provide a Single 'C-level' view of data across the organizational units
- Bandwidth of key personnel utilized by mundane reporting

Infosys' Metrics Dashboard, a test management support tool, takes a holistic approach to addressing a QA organization's metrics management requirement. It can be easily customized to cover a wide range of operational metrics enabling effective tactical and strategic decision-making. The dashboard provides a single consolidated view of data derived from Test Management tools (HP Quality Center) across the organization, which is useful in C-level reporting.

Success Stories

A leading international bank successfully leveraged Infosys' Metrics Dashboard in their Testing Center of Excellence (TCoE) engagement along with Quality Center. Fully automated periodic status reporting (weekly, monthly and quarterly) helped save 75-80% in efforts. Additionally, real-time data generated by Infosys' Metrics Dashboard solution helped the client track their progress against SLAs effectively.

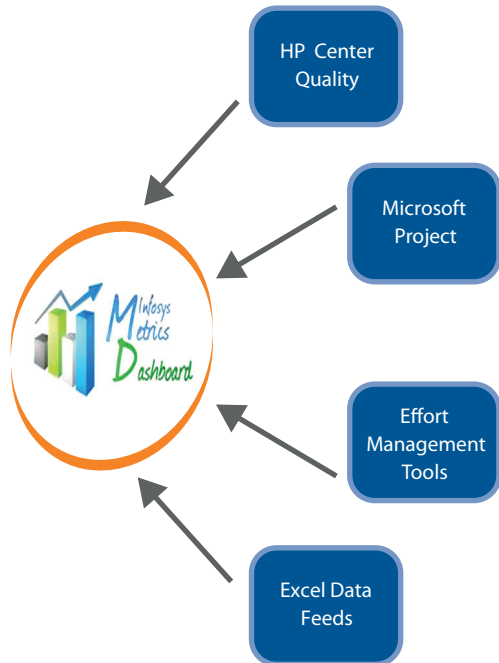
Key Benefits



- Enhances efficiency in QA management through 80% effort reduction in metrics reporting
- Supports decision-making at all organizational levels by providing a single view of past, current and predicted future performance at project, portfolio and enterprise levels
- Predictive analysis of past data provides indicators of the organization's performance and hence corrective/ reinforcement measures can be implemented



Solution Features



- Has over 30 predefined metrics
- Ability to define infinite number of additional metrics with customizable dashboards for TCoE (Engagement) and Line of Business (LOB)
- Application and project level reporting in rich report formats
- Collates metrics according to the structure of the organizational hierarchy
- Project level dashboard present all the project related metrics, along with the schedule information tracked against the control limits
- Users can define the level of granularity for the project details
- Trend analysis and baseline monitoring for improved governance
- Integrated with Quality Center using QC's Open Test Architecture (OTA), and is tested for Versions 9.x and 10.x (upcoming)
- Seamless integration with multiple data sources to track performance parameters
- Base-lining of metrics and ability to clearly define and track organizational goals
- Reducing time and effort spent on manual tracking of metrics and report generation
- Detailed customizable report generation based on current metrics which can be extrapolated
- Ability to review program status in real-time, enabling you to make well informed decisions
- friendly GUI which provides user views based on their position in multiple levels of a customizable organizational hierarchy

Allied Services

Technology Consulting

We work with you to develop implementable architecture solutions that help you leverage technology to enable business strategy. Our solution helps you achieve a balance between IT Effectiveness and business innovation.

Independent Validation

Gives your applications the third degree treatment and tests their robustness and ability to survive your business growth. A "must have" service if you are serious about long term leverage of your application assets.

Process Consulting

Strong quality processes are the key to delivering reliable, usable software within scope & budget commitments. Infosys can help you put in place robust processes to increase productivity, shrink cycle time and enhance customer satisfaction.

Application Development & Maintenance

We help you develop turnkey solutions with a faster time to market and a lower Total Cost of Ownership. Our services range from building a business case to assessing your application portfolio to designing solutions to building and implementing the solutions.

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