

Title / Titel

Unbundling the Test Process - Testing as a service @ Deutsche Post DHL IT Services

Speaker(s) / Referent(s)

Distelrath, Gösta; Baltus, Rob / Deutsche Post DHL IT Services, Germany (DE)

To whom is the presentation addressed? / An wen richtet sich der Beitrag?

Testing Professionals, Testers, Test Managers, Quality Responsibles

Keywords / Stichwörter

Testing As A Service, Standardization,

Abstract / Zusammenfassung

Can you imagine the diversity of software systems running behind the scenes of a company like Deutsche Post DHL? From mobile and embedded systems via internal enterprise- and logistics software to end customer web shops and applications, the DP DHL IT Services build and run every imaginable type of software that keeps our business going.

To ensure customer value and mitigate business risk, all software produced by and for us must be tested adequately. Nowadays our projects frequently encompass numerous vendors spread around the globe, a situation in which specialized local testing departments quickly start hitting the wall.

As a consequence, DP DHL IT Services set out to globally redefine how we do testing:

We gathered all the activities and continuous processes, analyzed and unbundled them. At the end of that process stood the foundation of a Testing Competence Center. From this new, global unit we now offer those unbundled testing activities in the form of a service portfolio that interlocks with any project / vendor configuration. This allows us to offer our business partners standardized fix price testing services that fit together like Lego bricks, scaling with risk mitigation to meet their testing needs and budgets.

Biography / Biografie

Gösta Distelrath

Gösta Distelrath studied Computer Science at the University of Koblenz-Landau (Germany). He joined Deutsche Post DHL IT Services in 2008 as a Senior Test Engineer. In addition to his Test Management tasks he supported in establishing a global Testing & Quality Competence Center.

Rob Baltus

Rob Baltus studied Technical Computer Science at Zuyd University of Applied Sciences Heerlen (Netherlands). He joined DP DHL IT Services in 2006. There he holds the position of Head of Operations Germany for the Testing & Quality Competence Center. He has been involved in quality and test management since 1993 in various functions. His focus is on process assessment and improvement on both project and organizational level.

Contact information / Kontaktinformationen

Distelrath, Gösta
Deutsche Post DHL IT Services
Testing Competence Center
Wielandstraße 4

53173 Bonn
Germany
