

Title / Titel

Industrialized Service Utility for Integration Testing in Deutsche Bank - Leveraging the Potentials of International Production Sites

Speaker(s) / Referent(s)

Oliver Wintermeier - Head of Test & Release Management for Deutsche Bank Private & Business Clients (PBC)

Horst Moldenhauer - Test Lead for Advisory Applications and Subject Matter Expert for Test Processes and Tools

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

Test and QA Leads of CIO Organisations, Senior QA Manager, Senior Test Manager, Project Manager

Keywords / Stichwörter

Test Utility/ Test Factory

Managed Test Services

Test Smart Sourcing (Offshore/ Nearshore)

Industrialisation/ Optimization of SW Development Lifecycle

Specialization of IT roles and respective Career Opportunities in DB Global Technology

Abstract / Zusammenfassung

Responding to dynamic market developments and the related need to improve flexibility, scalability and efficiency of the CIO organisation, Deutsche Bank decided to build up an industrialised Test Utility for integration testing in mid 2008.

The new approach harmonises the existing test strategies, concepts and tools over the application portfolio and drives the maturity level of the Software Development Lifecycle processes, KPI transparency and test-automation.

The utility was implemented in cooperation with two strategic external partners. They helped to overcome the existing limitations of internal organization, while accelerating the ramp-up phase by state of the art knowledge and methods. The responsibility of the external partners lies in the provision of capabilities for operative test activities, test methodology and cross services like test environment management.

Beside the central onsite location Frankfurt several nearshore and offshore Test Centres are used to provide the service. These Test Centres provide cost optimized resources in stable core teams and offer additional flexible staff depending on actual demand situations.

During the build-up phase the internal test team has developed an elaborate governance framework that covers utility management aspects like demand management, test-project monitoring and the coordination of internally provided work packages.

In addition a new test management process has been developed to ensure consistent approaches with both vendors and to adapt the existing SDLC process framework to the new utility model.

A risk-based Unit Pricing Model for test services was jointly developed and implemented to increase transparency and simplify cost calculations.

Some further solution cornerstones of the Test Utility:

- Onsite domain and testing expertise for clear and efficient Domain interaction
- Flexible offshore/nearshore resources with optimized cost structures
- Transparency based on Service Performance Indicators (SPIs)
- Annual Cap to limits customer financial risk (budget predictability)
- Governance structure on operational and strategic level like Innovation & Technology Boards etc.

Today more than 180 internal and external people are working in new Utility serving above 70% of testing demand of PBC IT/O, including all major strategic initiatives.

Biography / Biografie

Oliver Wintermeier is Head of Test & Release Management for Deutsche Bank Private & Business Clients (PBC) and is responsible for end-to-end software quality for an application portfolio comprising more than 100 business critical applications and all strategic initiatives within PBC.

During the last 2 years Oliver Wintermeier established a centralised utility for quality assurance services within Deutsche Bank, fostering the degree of standardisation and harmonisation on SDLC processes, while driving success factors important to the business, such as transparency, scalability and efficiency.

The referee holds a degree in electronic engineering and an international Executive MBA from the Kellogg/ WHU University. He has more than 10 years experience in complex IT transition & transformation projects, especially in combination with sourcing engagements.

Before he joined Deutsche Bank, Oliver held various managerial positions in Siemens leading a series of strategic change and transformation initiatives for national and international customers in the Banking and Retail industry.

Dr. Horst Moldenhauer is Test Lead for Advisory Applications in the Deutsche Bank – PBC Test & Release Management organisation and is responsible for testing of the application portfolio related to the advisory process. He is also the coordinator for the definition and introduction of Test Processes and Tools for the test utility.

He has more than 10 years experience in IT during which he held positions as IT Project Manager and Test Manager for large SW development projects. One of his assignments was the large scale rollout of a new IT process framework to DBs IT organisation. Dr. Moldenhauer holds a university and a doctoral degree in computer science.

Contact information / Kontaktinformationen

Oliver Wintermeier

Deutsche Bank AG
GIS - Core Banking/ PBC IT Application Services
Alfred-Herrhausen-Allee 16-24, 65760 Eschborn, Germany

Tel. +49(69)910-69884

Email oliver.wintermeier@db.com