



Ambient Success Story – Quality Assurance Assessment

Experience Summary:

Quality Assurance Assessment to determine the best practice approach to migrate IT from Quality Control to Quality Assurance in their software solution delivery process.

Industry:

Online Education

Measurable Results:

1. Improved the efficiency and quality of software releases through organizational change recommendations.
2. Methodology and Procedural recommendations.

Customer Quote:

“We are experiencing rapid business growth, putting extreme pressure on IT to deliver new product features in very short release cycles. We were discovering more problems late in the release cycle. Ambient performed a QA assessment of our IT processes and provided key resources and process improvements to help improve the quality of our software releases.”

Client Need:

To maintain their accreditation and standards of excellence, Capella University, one of the nation’s premier providers of online education, needed to assess the impact of growth on its Information Technology organization and its ability to deliver quality educational services.

Project Background and Challenges:

Capella had experienced three-fold growth and its Information Technology delivery process was having trouble keeping pace with new market, regulatory, and customer demands. Their delivery gaps were increasing and creating problems for both business and product delivery.

Ambient Consulting was brought in to achieve two primary objectives:

1. Evaluate current processes, methods, and procedures.
2. Develop recommendations on how to strengthen the QA role in the delivery process to ensure a balance between expediency and quality.

Real People:

Ambient brought in a team of three experienced senior level program and project managers to complete the assessment process and recommend best practice solutions. The team worked onsite with Capella team members, utilizing a structured assessment process to bring consistency to deliverables that highlighted organizational strengths and weakness.

Real Results:

Partnering with Ambient Consulting enabled this client to effectively and efficiently evaluate the current state of its IT service delivery.

The Quality Assurance Assessment identified three key areas to increase software quality:

1. Improve the software delivery process by integrating vertical groups into a horizontal software delivery process.
2. Clarify the QA role including process improvement recommendations with appropriate controls and communication paths.
3. Implement a source data quality improvement process for implementation of the new ERP application