

HP Test Governance Portal Quickpack



Many organizations today are establishing the Test Center of Excellence (TCoE) as an operating model in which multiple teams, assets, and resources are brought together in a shared services model to define and standardize their enterprise-level quality assurance (QA) process – test strategies, methods, and practices.

Implementation, adoption, and management of an enterprise-level governance model and adherence to established QA processes is very complex and demanding work. Oftentimes, implementing such a model results in a cumbersome environment in which parts of the processes are automated and the rest are manually managed across the various project teams. This approach does not reliably produce desired results and is difficult to administer, manage, and conform to the baseline metrics that are established to show the business value of establishing the TCoE and ultimately the quality and performance of the application that is being tested.

The challenges faced by organizations vary, but are most often characterized by:

- Lack of consistent demand and project management
- Lack of visibility into in-flight projects and their current status
- Unclear measurement of project and business-level performance indicators for each project
- Lack of reliable reporting of such metrics and milestone accomplishments
- Lack of consistency in allocating and managing the cost of testing projects
- Lack of process to establish service level agreements (SLAs) and any associated charge back model
- Lack of a feedback mechanism and communication channel for continuous process improvement

The Test Governance Portal (TGP) Template Solution from HP Software Professional Services addresses these common challenges. TGP is a centralized test

management platform that enables organizations to:

- Govern the adoption and adherence of established testing methods and practices
- Manage the day-to-day operations of test projects
- Manage testing demand and task management
- Provide real-time reporting around enterprise quality processes and performance metrics
- Establish a collaborative communications channel linking the various stakeholders – project managers, development teams, QA teams, and operations teams

Service implementation

The TGP Quickpack consists of a Template Solution and services associated with its delivery. The TGP Quickpack contains:

- An extensible and robust governance and administration portal to manage project domains, project resources, work orders, tasks, issues, project costs, and pricing
- Prebuilt process workflows and rules for creating and managing test projects and associated tasks
- Prebuilt library of business-, project-, and quality-based KPIs and SLAs
- Predefined library of reports and charts to track project health status, project defect status, project quality status, and project adherence reports
- An administration portal to manage user access and server configuration
- Limit of 1500 concurrent users

Service planning and deployment

An HP Software Professional Services specialist will schedule the delivery of the service at a time mutually agreed upon between HP and the customer, which shall

be during local HP standard business hours, excluding HP holidays, unless otherwise agreed by HP. Any services provided outside of HP standard business hours will be subject to additional charges.

The HP Software Professional Services specialist will perform the following activities:

- Schedule customer meeting
- Present an overview of the TGP Quickpack
- Deliver the TGP Quickpack: the TGP Quickpack is uploaded onto a secure FTP site for customer retrieval

Customer mentoring session

Upon delivery of the TGP Quickpack, the HP Software Professional Services specialist will conduct up to three (3) remote mentoring sessions for up to two (2) customer technical resources. While not intended as a substitute for formal product training, this session will:

- Review TGP Quickpack contents
- Provide a virtual walkthrough of TGP Quickpack's capabilities and how to use it

Customer requirements

- The customer must have access to an administrator with in-depth knowledge of the ALM, QC and/or PC environment, who will manage the TGP Quickpack implementation.
- The customer staff will actively participate in knowledge transfer to gain self-sufficiency in the TGP Quickpack.
- After the TGP Quickpack is uploaded to a secure FTP site, the customer is responsible for retrieving and deploying it in their environment.

Service eligibility

The customer must provide the following for delivery of this service:

- If troubleshooting is necessary, provide network connectivity for the HP Software Professional Services specialist

Service limitations

This service will be delivered as a single, continuous event. Environments requiring multiple engagements or phases over longer periods of time are not included in this service, but can be accommodated at additional cost through a Statement of Work. Activities such as, but not limited to, the following are excluded from this service:

- Planning or design of ALM or QC or PC implementation
- ALM or QC or PC implementation
- Deployment of TGP Quickpack in the customer environment
- Integration with other products
- Additional configurations, workflows, and customizations
- Usage of TGP Quickpack for more than the number of concurrent users stated in the Service Implementation section
- Services required due to causes external to HP-maintained hardware or software
- Troubleshooting or fixing the customer's ALM/ QC/ PC deployment

Customer responsibility

- Contact an HP Software Professional Services specialist within ninety (90) days of the date of purchase to schedule the delivery of the Service
- Coordinate Service deployment on third-party-maintained hardware/software (if applicable) with HP
- Assign a designated person from the customer's staff who, on behalf of the customer, will grant all approvals, provide information, attend meetings, and otherwise be available to assist HP in facilitating the delivery of this Service

- Ensure that all Service prerequisites as identified in the Service Eligibility section are met
- Ensure the availability of all hardware, firmware, and software required by the HP Software Professional Services specialist to deliver this Service

Duration

Delivery of this offsite/remote Service will not exceed a total of five (5) consecutive days in duration.

These days will be delivered as follows:

- Up to one (1) day for project kick-off
- Up to one (1) day of functional and administration overview
- Up to three (3) days for delivery of Template Solution and customer mentoring

Terms

This offering consists of a consulting and training effort and is governed by the HP Customer Terms. All capitalized terms used in this Data Sheet, but not otherwise defined, will have the meaning assigned to them in the Terms. In the event of a conflict between this Data Sheet and the Terms, this Data Sheet shall take precedence. For purposes of this Data Sheet, "Services" shall mean "Professional Services" as defined in Exhibit A of this Data Sheet. Pricing for the TGP Template Solution may vary by country.

- This Data Sheet is the Statement of Work for the Services described herein.
- Use of the TGP Template Solution is governed by the End User License for Template Solution Agreement in Exhibit B of this Data Sheet and the Intellectual Property section of this Data Sheet. Template Solutions cannot be distributed or used in any manner except as specifically authorized in Exhibit B.

Payment and validity

This offering will be pre-billed. The customer agrees to pay invoiced amounts within 30 days of the invoice date. The customer must schedule delivery of the offering to be completed within a period of one year from purchase. The customer may not schedule delivery beyond the one-year period. At the end of the one-year period, HP's full obligation to deliver the offering is considered fulfilled and the customer's right to receive the Service will expire.

Change in scope

Changes in scope are not allowed for this Quickpack. Additional or different Services requested by the customer can be accommodated at additional cost through a Statement of Work.

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For more information

For more information, contact your HP representative.

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Exhibit A

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4. **Hiring of Employees.** Customer agrees not to solicit, or make offers of employment to, or enter into consultant relationships with, any HP employee involved, directly or indirectly, in the performance of Professional Services hereunder for one (1) year after the date such employee ceases to perform Professional Services under these Terms. Customer shall not be prevented from hiring any such employee who responds to a general hiring program conducted in the ordinary course of business and not specifically directed to such HP employees.
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Exhibit B

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 2. modifications made by You or a third party;
 3. Your non-compliance with the Specifications or the documentation described in Section 2. a above; or
 4. Your use with products, software, or services that are not HP Branded.
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- c. You agree that HP may audit Your compliance with this Agreement. Any such audit would be at HP's expense, require reasonable notice, and would be performed during normal business hours. If an audit reveals underpayments then You will immediately pay HP such underpayments together with the costs reasonably incurred by HP in connection with the audit and seeking compliance with this Section 8c.

- d. Subject to the other terms and conditions of this Agreement, this Agreement is the entire agreement between HP and You regarding Your use of the Template Solution, and supersedes and replaces any previous communications, representations, or agreements, or Your additional or inconsistent terms, whether oral or written. In the event any provision of this Agreement is held invalid or unenforceable the remainder of the Agreement will remain enforceable and unaffected thereby.
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