

MORE THAN TWO THIRDS (68%) OF EUROPEAN IT MANAGERS BELIEVE THAT PRODUCTS AND SYSTEMS ARE LAUNCHED WITH INSUFFICIENT TESTING

29 September 2005

Businesses across Europe claim that software testing is a strategically important part of new product and service delivery. Yet despite this, testing tends to remain the sole responsibility of IT managers rather than business managers, finds new independent research¹ launched today by LogicaCMG. Lack of business ownership means that testing is under funded and inadequately resourced, and IT managers report that products and services are launched without proper testing, leading to high failure rates.

Testing Times for Board Rooms found that almost three quarters (73%) of European companies surveyed said that accountability for testing lay with IT directors, IT managers or software developers. Just 1% said that testing was the responsibility of marketing, while 9% said it was the end user department's responsibility.

Alex Garrick, general manager, managed testing at LogicaCMG, explained: "Considering that our survey shows that 68% of IT heads think too many products and systems are launched without sufficient testing, and 89% of respondents said they had problem ridden systems 48 hours after go live, it is a surprise to see that IT managers are accepting responsibility without a suitable level of business support. Poor availability of testing resources and capability (cited by 85% of respondents) and skills required to test new developments (78% of respondents) are largely to blame."

Other key findings of the research suggest that IT departments are under great pressure from the business to get new systems in place quickly to gain competitive advantage:

- Half (50%) of European organisations surveyed said that new software developments go live later than the planned deadline
- A third of respondents (32%) blamed the drive to meet go-live dates for poor testing
- Almost half (43%) said that projects were late or were failures because of user changes mid-development
- More than half (53%) said that regulatory compliance is having a major impact on how testing activities are undertaken

LogicaCMG believes that companies are failing to recognise that poor software testing can significantly harm competitive advantage as well as brand and market perception.

Of the IT managers surveyed, 78% believed that they could improve quality, ensuring that new services meet customer and market expectation from day one, if they had more time, and 74% confirmed that development time could be reduced through a more structured, business risk based approach to testing.

Alex Garrick adds: “It is clear from our research that software testing is not properly aligned with the needs of the business. The tragedy is that IT departments would like to reduce the costs of testing and increase the benefits by concentrating on the areas of most risk.

“The problem is that they cannot make changes to the testing process without a full understanding of the potential business risks - and the lack of business engagement makes such an analysis impossible. This is compounded by constantly changing business demands that set back testing.”

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The research found that better testing could lead to better products and reduced costs:

- 88% of respondents believe that better testing can lead to reduced development costs overall
- Two thirds (68%) think that too many products are launched with insufficient testing
- Three quarters (74%) believe that a more structured and risk based approach to testing could reduce development time

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In its research LogicaCMG found the vast majority of businesses have held back from using a wholly externally managed service for testing. However, one solution is to adopt a blended approach to testing, where a third party provides a managed testing service in partnership with the IT department.

Alex Garrick concludes: “Half of our respondents already use a blended model - working with a strategic partner with the objectives of achieving better quality software applications, better control of the development process, increased accountability and faster time to market - a partnership trend which our respondents believe would increase in the future. It is time for the board of directors to understand the potential effects of poor software testing on corporate reputation and to understand the benefits of an alternative approach. Continuing to waste funds on inappropriate testing is unacceptable. And to expose the IT department alone to the full risk of failure associated with software testing is no longer an option.”

Ends

¹The findings of *Testing Times for Board Rooms* are based on 255 in-depth interviews carried out by independent research company Coleman Parkes in the UK, the Netherlands and Sweden.

For a full copy of the research or to speak to LogicaCMG, please contact Samantha Botting at Citigate Dewe Rogerson, Tel: +44 (0) 207 282 2823 or Isabell Horvath at LogicaCMG, Tel: +44 (0) 207 446 1259 (direct line) or +44 (0) 7739 774512 (mobile). To download a copy of the research please visit: [xx](#)

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