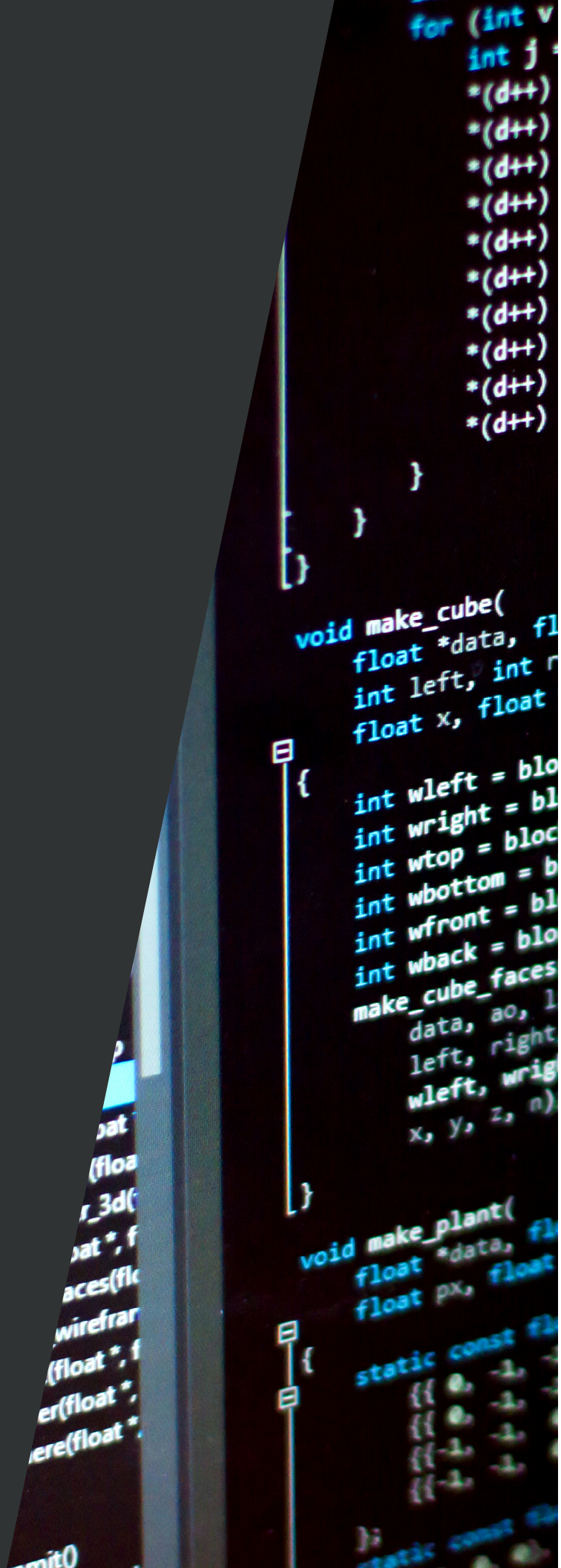




CHECKLIST: **SELECTING A SOFTWARE TESTING PARTNER**



VENDOR QUESTIONS

PROPOSAL ASSESSMENT

- ☐ How will the vendor deliver on the scope of work?
- ☐ What is the timeline for delivery?
- ☐ What are the resource requirements from both sides?
 - ☐ What infrastructure will the vendor provide?
- ☐ Does the vendor provide ownership of the test assets (e.g. test scripts, test cases, etc.)?

COMPANY BACKGROUND & EXPERIENCE

- ☐ How many years has the vendor been in business?
- ☐ How many projects has the vendor completed?
- ☐ What are the vendor's core specialties?
- ☐ What is the vendor's ability to consult or offer recommendations on best practices? Request examples (e.g. QA process set up, tool implementation, etc.)
- ☐ What client references does the vendor have for similar projects. Include:
 - ☐ Company
 - ☐ Scope of Project
 - ☐ Timeline
 - ☐ Budget
- ☐ Is there an online source for client reviews from an independent third-party? If so, request examples.

ENGAGEMENT MODEL

- ☐ What is the process for adjusting the scope or team size partway through the engagement?
- ☐ What type of commitments does the vendor require in terms of hours, resources, or term length?

- ☐ What is the typical communication process or flow?
- ☐ What types of reports are provided? Request examples.

TEAM STRUCTURE

- ☐ Are teams professionally trained staff or crowd-sourced?
- ☐ Will the vendor use any temporary employees or contractors?
- ☐ Are the teams dedicated?
 - ☐ What is the annual attrition rate?
- ☐ What is the vendor's process for vetting testing team staff? (e.g. background checks, drug tests)
- ☐ Who will be leading/overseeing these teams and what is their experience?
- ☐ Where is the vendor's testing team located?
 - ☐ Onshore or offshore?
 - ☐ What is the time zone alignment with the testing team?

PRICING & COST MODEL

- ☐ What is the bid on the scope provided?
- ☐ What is your pricing model?
- ☐ How does adjusting the scope or team size partway through the engagement affect cost?
- ☐ If the work is completed in a lesser timeframe than is bid, is the full payment still required?
- ☐ Is there anything else that would affect the cost of the engagement?

WHAT THINGS TO LOOK FOR

- ☐ Significant history in the software testing business (typically 15+ years is ideal) and demonstration of thought leadership or domain knowledge in the area of testing needed
- ☐ Software testing is at the core of the business (or ideally is the exclusive focus of the business)

- ☐ Strong references for similar projects, successful outcomes that show breadth of knowledge and thought leadership, and highly positive online client reviews from independent third-party sources
- ☐ Highly responsive to questions asked
- ☐ Ability to explain what tools should be used and why
- ☐ Easy alignment with internal teams
 - ☐ Time zone alignment
 - ☐ Strong communication practices
 - ☐ Ability to use internal tools / systems / languages
 - ☐ Flexibility on adjusting team size or scope throughout the effort as needed (ideally no term commitments or commitment to certain number of hours / resources / timeframe)
 - ☐ How internal teams feel the vendor would fit based on communications / interactions over email and call
- ☐ Quality control
 - ☐ Commitment to project deliverables rather than merely to supply staff (managed service vs staff augmentation)
 - ☐ Management and leadership of vendor's testing staff provided by vendor
 - ☐ The vendor's test team should ideally be full-time, professionally-trained QA staff that are dedicated
 - ☐ The vendor's team should be led or managed by people who are highly experienced, can offer thought leadership, and have domain knowledge of the testing space
 - ☐ The vendor should have a comprehensive process to vet and train its staff
 - ☐ Reporting samples should be provided and should be easy to understand and thorough
 - ☐ Low attrition rate
 - ☐ Quality guarantees are ideal

- ☐ Easy to onboard
 - ☐ After initial onboarding, vendor should handle cross-training or training of additional support staff as needed
 - ☐ Management of testing team and monitoring of testing team performance should be handled by the vendor
 - ☐ Vendor should handle provision of any physical devices or infrastructure used in testing or should be able to assist in setting up any necessary cloud infrastructure (e.g. AWS instance)
- ☐ Cost model
 - ☐ Should be straight-forward
 - ☐ Should be easy to adjust
 - ☐ Should not have change fees or require payment for unworked hours
- ☐ Miscellaneous
 - ☐ Ownership of all test assets (e.g. automation scripts, test cases) should be turned over by vendor

FOR MORE INFORMATION

Visit www.QualityLogic.com, call 208-423-7936, or email us at info@qualitylogic.com