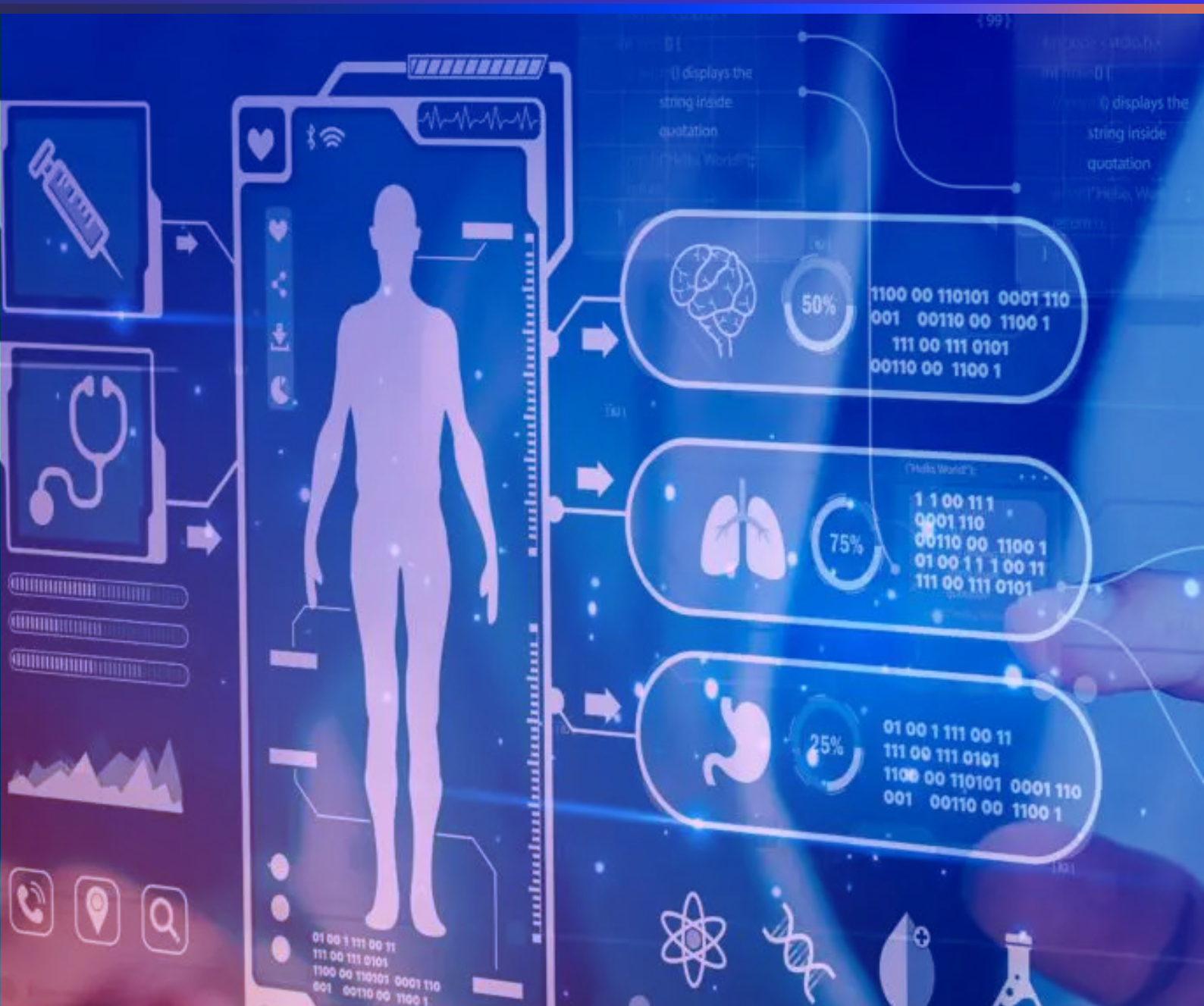# QUALITEST™

Measuring the Impact of Transformation with a Tailored Dashboard Solution

A healthcare leader gains clarity on key metrics and saves manual effort with Qualiview, Qualitest's customizable data visualization platform.

Challenges

Client could not measure impact of DevOps/QE (Quality Engineering) transformation due to lack of KPIs and metrics.
Manual data collection from multiple sources was time-consuming and tedious.

Solution

Qualitest collaborated with the Client to identify, baseline and measure key data and KPIs.
We deployed our unified data analytics platform, Qualiview, to create dashboards with real-time data tailored for specific stakeholder groups.
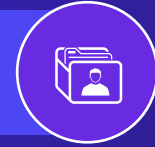
Results

Qualitest collaborated with the Client to identify, baseline and measure key data and KPIs.
We deployed our unified data analytics platform, Qualiview, to create dashboards with real-time data tailored for specific stakeholder groups.

Client overview

The Client is a large US PPO (Preferred Provider Organization), supplying cost-saving solutions to healthcare payors and increased access to provider networks for their clients. The company dominates in the commercial, property & casualty and government-sponsored healthcare markets.

A quality partner of longstanding with Qualitest, the Client had recently engaged us to help spearhead their <u>transformation journey.</u> Their objectives were to enhance organizational agility, expedite time to market, elevate product quality and establish robust continuous delivery practices

Initially our focus was on empowering teams through various DevOps and QE features and shift-left principles. We created robust CI/CD pipelines with Quality Gates and implemented in-sprint automation practices and continuous testing, among other actions. We designed this proactive approach to ensure the Client not only met but exceeded industry standards in a rapidly evolving landscape.

How are transformation efforts measuring up?

As the program continued, it became clear that something was missing: concrete factors to measure progress through real, data-driven insights. There were three major challenges:

- Absence of KPIs: The lack of Key Performance Indicators (KPIs) hindered the Client's ability to measure the success and impact of the transformation in quantitative terms.
- Manual data collection: The manual extraction of data from multiple tools, including Jenkins, ServiceNow, SonarQube, Jira and Zephyr, was time-consuming and tedious.

- No dashboards for real-time data viewing: The absence of a centralized dashboard or dashboards to unify and display key data in real time impacted the Client's ability to make informed decisions swiftly.ient not only met but exceeded industry standards in a rapidly evolving landscape.

Seeing is believing: Dashboards deliver the right data to the right stakeholders

In collaboration with the Client, the Qualitest team crafted a comprehensive solution with two distinct phases.

Phase One: Identifying, baselining and measuring KPI metrics

We enlisted DevOps and QE evangelists to help identify KPIs and engaged in discussions to align these metrics with the Client's transformation goals. This ensured a comprehensive understanding of the key success factors.

Next, we conducted a thorough assessment of existing processes to establish baseline metrics, using actuals from before the transformation, and implemented automated processes to collect data after baseline assessment. We measured baseline vs. actual KPIs to determine teams' progress for the three most recent sprints.

We also held workshops with the Client to define new or modify existing governance processes. Then we defined and communicated new or changed processes to the teams, emphasizing the importance of accurate data capture and conducting demo sessions to ensure a smooth transition.

Phase Two: Creating customized dashboards with Qualiview

The teams decided that differently focused dashboards displaying data most relevant and useful for certain stakeholders would supply everyone with the most meaningful metrics and KPIs and improve company-wide adoption. Qualiview, Qualitest's customizable data aggregation and visualization platform, would create the dashboards.

Qualiview streamlines data extraction across major platforms and tool sets to provide holistic consolidated and standardized reporting, using web-based dashboards. Flexible and effective, Qualiview enables unlimited users and can create ready-to-use dashboards in a wide variety of areas.

To enable the most meaningful measurement of the transformation's impact for key stakeholders, we created two dashboards:

DevOps and QE Dashboard:

This dashboard displayed real-time data most relevant for team members and technical product delivery managers (TPDM) within the team. A few examples:

- Overall Unit Code coverage
- Number of static code issues per sprint
- Number of third-party security vulnerabilities
- Number of in-sprint automated test cases
- Number of smoke, regression test cases executed per sprint

DORA (DevOps Research and Assessment) Dashboard:

Tailored for the leadership team, this dashboard offered a holistic perspective on the transformation's impact in alignment with DORA's four standard metrics: deployment frequency, lead time for change, mean time to recover (MTTR) and change failure rate.

After the dashboards were in place, we implemented weekly/biweekly standups so teams could promptly identify areas requiring additional training or support, contributing to ongoing enhancement.

Key benefits

This project continued our successful collaboration and built on the positive outcomes achieved in the earlier stages of the Client's delivery transformation, including an acceleration of DevOps adoption across the organization, the installation of Continuous Integration/Continuous Delivery (CI/CD) pipelines and implementation of NextGen automation technologies, among many others. Some noteworthy results from this initiative:

Reduction in manual effort:

Reduced manual data collection time by 85%.

Increased accuracy of metrics:

Improved data accuracy by 95%, reducing errors in manual data collection.

Data-driven decision making:

The meticulous identification, baselining and capture of KPI data elevated the Client's capability to measure success and assess the impact of the transformation program. Regular measurement of program ROI is enabled by DORA metric dashboard.

Significant efficiency gains:

By streamlining the process of manual data collection from multiple tools, teams were freed to focus on more impactful tasks.

Quicker response to change:

Simplified automated processes aligned closely with at-a-glance KPIs keep teams ready to respond immediately, advancing an environment of continuous improvement, the prime goal of a DevOps/QE transformation.

QUALITEST

Connect with Us

www.qualitestgroup.com