

**Overview**

This standard concerns the development of the testing infrastructure to meet business need for software testing. It involves managing the implementation of organisational software testing strategies, including coordinating the staff and other resources required to implement those strategies. It includes the skills and knowledge required to effectively manage and administer the end-to-end testing process, including test definition, execution and reporting.

## Performance criteria

*You must be able to:*

1. Liaise with internal and external stakeholders to determine testing requirements and acceptance criteria
2. Design the infrastructure for software testing to deliver testing objectives
3. Set up and configure the test environment in accordance with the test plan
4. Develop testing timeline to meet schedule and stakeholder requirements
5. Organise and monitor testing teams to deliver testing objectives
6. Document test objectives and schedule according to test procedures and distribute to appropriate personnel
7. Manage the reporting of defects identified
8. Document outcomes of system test for use in subsequent development phases
9. Evaluate test processes and information gathered to inform future testing activities
10. Manage changes to business or testing requirements as they arise
11. Evaluate results of system test to determine acceptability of system
12. Provide updates to stakeholders on the status of software testing activities

## Knowledge and understanding

*You need to know and understand:*

1. How to implement standard testing and assurance methodologies and procedures for digital solution platforms including front-and back-office enterprise, mobile apps and web based products
2. How to manage the relationships with internal stakeholders and external bodies involved in software development
3. The constraints and external factors affecting software testing
4. How to compare testing techniques and automated test tools, including the key features and processes of each
5. The key features of organisational procedures relating to the testing process
6. The software testing environment, including system requirements
7. How to analyse the performance of the system or application being tested
8. How to report defects and the stages of defect management
9. The importance of keeping stakeholders informed on the progress of software testing activities
10. The impact of changes to business or testing requirements on testing activities

## Manage software testing activities

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