

### Title of Paper

## Making ITIL and Testing complement each other: Experiences from services for a large Swiss Bank

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### Presenter/Company

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### Instructional Skill Level

Introductory     Intermediate     Advanced

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### Target Group

Any IT manager who either deals with Support Desk or Software Testing or both.

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### Key Points

- What are the common problems faced by IT organizations?
  - What is ITIL framework and where is commonly used?
  - How are the common oversights observed while doing a Software Testing?
  - Can ITIL framework and Testing be complementary to each other?
  - How do we use the concepts of ITIL framework in Software Testing?
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### Abstract

The basic objective of any IT organization is to provide good quality software that meets the end customer needs built at a cheaper cost and at a faster pace. There are several ways to achieve this and different organizations adopt different strategies.

While the goals seem to be met in terms of meeting cost, quality and time targets during the Software development life cycle, these organizations still end up spending lot of money in Support Desk, to make sure that the applications are available to the end users as desired. This paper looks into ITIL and Testing in this context and analyzes how both can be complemented against each other.

ITIL framework, by definition, helps an organization to realize the objectives of aligning IT services with the current and future needs to the business improve the quality of IT services and reduce the cost of providing the cost of IT service. Today, the ITIL framework is predominantly used in Infrastructure Management Support targeting the areas like Incident Management, Problem management, Change management, Release management, Capacity management, Configuration management and Service Management. In short, these best practices are more deployed in a reactive way, to ensure that the end users agony is addressed at a faster pace.

Software Testing is aimed at detecting all the defects during the software development life cycle, which is definitely a proactive way of preventing defects. However, the absence of best practices from ITIL like Capacity Management, Change Management, Release Management etc. result in inadequate test requirement capturing from a functional and non functional testing perspective, which result in unforeseen errors when the product is deployed.

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By bringing ITIL framework and testing together, the advantages of the ITIL framework can be leveraged while deploying the preventive testing process. This would result in lesser defects and errors when the software is deployed in production and as a result lesser cost in the support desk. This paper targets this area and brings out how ITIL and testing can be complementing each other, in a software development life cycle and achieves the true benefits of cost, quality and time.

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### Biography

Sankararaman (Certified Software Quality Analyst) has 10 years of experience in IT through various part of software development life cycle. He has extensive experience in managing projects for some of the fortune 500 companies. He has worked on several end-to-end testing programs that includes converting the client requirements into solutions defining test strategies and methodologies, setting up the test infrastructure, mentoring the team, functional/regression testing, Compatibility Testing, Usability Test-ing performance testing, load/stress testing and implementing effective defect management cycle.

He is currently responsible for managing 300 testing professional for client base across the globe in Investment Banking domain.

Kamaraj, (ITIL Practitioner) has 11 years of total work experience with over 5 years in managing large projects and programs, especially in the IT services for financial firms. He has worked on several initiatives to improve IT service efficiency such as a near-shore delivery center ( to USA ), integration of vertical support groups to cost effective and effort optimized horizontals, productivity improvement projects in addition to managing complex application development, maintenance and support service programmes. He has rich implementation experience of ITIL framework in application support service area for leading financial service firms.

Kamaraj is currently working as a program manager for a multimillion dollar program at a Financial Services firm that aims at consolidating Testing, Test Support and Production support services with a common operating model, common knowledge management framework aiming to create knowledgeable fungible pool of team members and cost effective service delivery. Kamaraj also is a proud contributing member of the consulting team that designed the solution for this program.

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