

Title of Paper

Experience with Key Performance Indicators (KPIs) in Mobile Soft-switch Testing

Presenter

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Instructional Level

Introductory Intermediate Advanced

Target Group

Project Manager, Line Manager, Test Manager, QA Manager, Development Manager

Keywords

- KPIs
 - Software Testing
 - Metrics
 - Measurements
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Abstract

3rd generation mobile applications require high reliability, as provided by the Ericsson WCDMA core network services for transportation of speech and management of connections between devices. To ensure quality and success of core network software development, the definition of quality metrics (KPIs - Key Performance Indicators) together with target values and associated actions for product, projects and processes in the integration and verification (I&V) is essential.

This case study illustrates experiences with **product KPIs** (product performance, load capability), **project KPIs** (budget & control, change management, fault handling, test progress) and **process KPIs** (productivity), measured during I&V of different Ericsson WCDMA core network projects. The usage of fact-based information allows for evaluation of test efficiency and effectiveness, and for comparison and tracking of projects and activities. The employment of tracking data readily available in typical software verification projects enables to apply the KPIs to any verification project independent of software type.

Biography

Mark Flecken holds a Masters Degree from University of Liverpool, UK and has several years experience in the field of software engineering with focus on software testing, verification and software fault prediction. He started working for Hewlett Packard as a network specialist and later moved to Ericsson working as a senior verification engineer for the new Telecommunication system GPRS/UMTS. Since then he worked in different areas of verification, e.g. network verification test or product line maintenance verification as well as test and team leader and currently as Project Manager. His main research interests were always on software engineering with focus on software verification, software fault prediction as well as software test improvement and characterisation.

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