



Application Risk Management Model

OSQA Q1 2002

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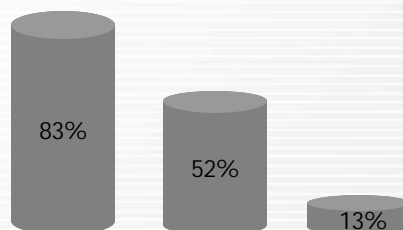
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Perception

☞ Everyone believes they have good quality but...*

- 83% Believe they have good quality model
- 52% Bought automated tools
- 13% Perform systematic and consistent automated testing



*Source: MIC Cheskin Survey 9/01

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Reality

✍ What is the real issue with testing in improving quality*

- Lack of knowledge to widely implement testing tools
- Knowing real needs of users is second biggest problem
- “Real world complexity” is most critical organizational problem

*Source: MIC Cheskin Survey 9/01

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Why Mercury

✍ Mercury’s message has always revolved around Quality

✍ All MIC products help reduce/mitigate risk of software business applications

✍ By virtue of its core business, Mercury has Subject Matter Experts on Quality

✍ Natural progression for Mercury

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Have you asked yourself...

“How do I build a testing lab?”

“What skill set do I need in the QA team?”

“Which tests do I automate?”

“Do you have any documentation on
Quality Best Practices?”

“Testing Methodologies are great, but
our situation is different”



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Have you mentioned...

- ✍ We need to create consistent and effective quality processes and procedures!
- ✍ Reducing our application risk is a priority
- ✍ We need to minimize the number of application bugs
- ✍ Delivering applications on time is a must
- ✍ Our applications have to perform consistently in QA as well as production

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History of ARMM

- ✍ Users have asked for best practices from MIC
- ✍ Customers don't have consistent quality best practices
- ✍ Based on thousands of person years of real-world experience
- ✍ While designed by Mercury Interactive, this model is vendor neutral
- ✍ Complements approaches offered by standards like SEI, IEEE & Six Sigma

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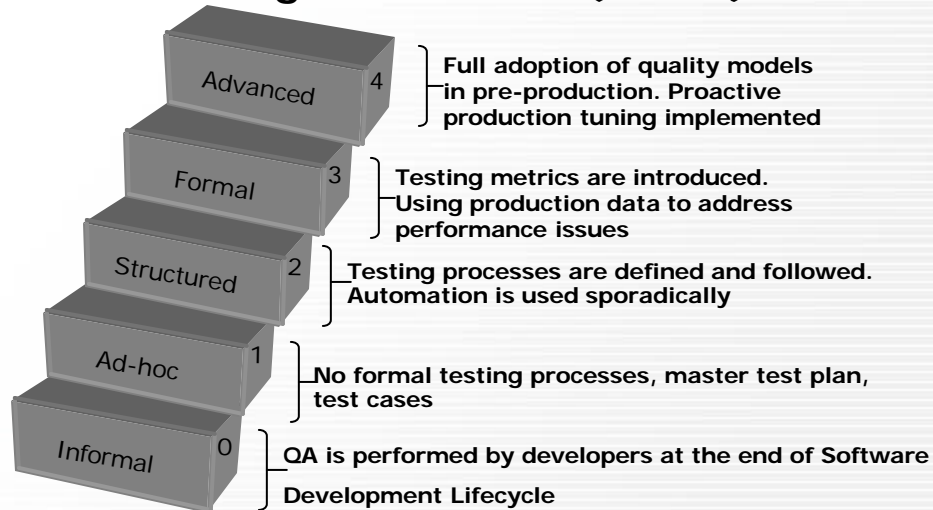
What is ARMM

Application Risk Management Model (ARMM) provides an assessment of current quality practices and creates a plan to improve those processes within an organization.

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Introducing Application Risk Management Model (ARMM)



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Methodology Models

☞ Software Engineering Institute (SEI)

- Capability Maturity Model (CMM)

☞ Institute of Electronics & Electrical Engineering (IEEE)

☞ Six Sigma

- ARMM is an assessment of existing QA processes with a practical plan for improvement
- ARMM provides the 'how to for testing'
- Integration with Methodologies

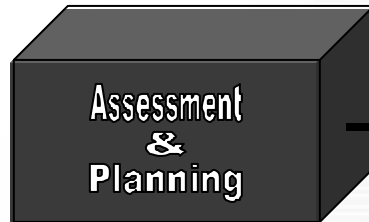


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ARMM Service Offerings

PHASE 1



- Over a 2 month period
- Includes reports, practical recommendations and ARMM Handbook

PHASE 2



- 2 days per unit
- Mentoring, periodic onsite, over time

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Benefits of ARMM

- Helps organizations in evaluating their quality standard at levels based from 0 through 4
- Helps implement best practices and standards that ensure continuous improvement and increase testing efficiencies.
- Guides organizations through a well defined roadmap to achieve and maintain higher quality by providing discrete steps
- Preaches an approach that helps manage the complete product lifecycle to get the maximum ROI

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ARMM Value Proposition

- ✍ ARMM provides detailed plan, guidelines, templates and other reference materials
- ✍ ARMM translates into savings in development, implementation and infrastructure costs
- ✍ ARMM helps maximize performance of existing resources
- ✍ ARMM instills quality conscious culture and above all helps deploy critical applications with highest quality

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Need more information on ARMM?

- ✍ Go to <http://model.mercuryinteractive.com>
- ✍ White paper and Fact Sheet available
- ✍ Michael Broome - Product Manager mbroome@merc-int.com or 408.822.5573
- ✍ Satish Atluri – Central Area Consulting Manager
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Q&A



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