Quality@Speed
Putting Quality in the Fast Lane

Cognizant QualitE Convention 2017 – Boston
Tuesday, June 20, 2017
Boston Marriott Long Wharf, Boston, MA, U.S.
Introduction

Delivering Quality@Speed for Digital Success

On June 20, 2017, as the city gathered at the Long Wharf to witness a fleet of historical Tall Ships with Sail Boston, IT & QA leaders came together to put software quality in the fast lane. At the ninth edition of Cognizant QualitE Convention, over 100 participants joined analysts and Cognizant leaders to deliberate on ways to achieve Quality@Speed.

The Convention explored:

• Transformation of software development & testing through new technologies such as machine learning and artificial intelligence.
• Achieving quality and speed through lifecycle automation.
• Essentials for QA professionals to stay competitive in the digital era.

Welcome Note

Anbu G Muppidathi, Senior Vice President & Head of Global Markets – Quality Engineering & Assurance, Cognizant delivered the welcome address. He stressed on the need for Quality@Speed as the key aspect for success in Digital.

As the role of QA becomes even more critical, it is important for QA professionals to upskill and transform themselves to win with Digital.

Anbu emphasized the significance of bringing QA communities together to establish an ecosystem approach to QA.

Industry analysts have acknowledged Cognizant’s nextGen thinking by positioning its QE&A practice as a market leader in their analysis. Anbu thanked the participants for their continued support and endorsement of Cognizant’s thought leadership pursuits.
Keynote

What to do when Machines do everything?

Benjamin Pring, Vice President – Cognizant Digital Business, hailed the advent of robots as inevitable.

According to Ben, the most spectacular turning point of the last decade was the shift from an industrial regime to a digital one. He feels Artificial Intelligence (AI) is the greatest story of our time. Ben, through his presentation, provided a glimpse of the future via several real-world scenarios, demonstrating the fact that innovations will drive the world forward. The Fourth Industrial revolution is here, when AI and robots will change the way of life.

The IT Superheroes – Conquering Software Quality

In her keynote, Theresa Lanowitz, Founder and Principal Analyst –voke Inc. called QA professionals the IT Superheroes. With Digital, the business needs, QA methods, tools and techniques have changed completely. Today QA professionals are required to understand code, automation as well as operate in a Continuous Integration – Continuous Delivery (CI/CD) environment. Moreover, the Internet of Things (IoT) is shaping up demands posed by Digital customers. As the role of QA becomes more prominent, organizations should take up the responsibility for driving skill transformation.

Theresa classified three major roles to be played by IT leaders to enable QA professionals to be future ready. They include Captain Technology – the one who promotes technology adoption. Second, the Change Agent, who evangelizes the value delivered by QA & lastly, the Testing Titan who is the subject matter expert.
Perspectives

NextGen QA - The Role of BOTS in achieving Quality@Speed

Vikul Gupta - Director, Cognizant QE&A, alongside Ben Pring, Jennifer Boyce – Sr. Director, Loblaw companies and Shelly Knowlton – Director QA & Digital Products, Travelers, were part of a panel that discussed machine learning and AI techniques that best fit QA for Digital.

Digital demands “outcome-focused, inclusive” strategies to drive Quality@Speed, centered on Customer, Technology and Operations. An intelligent automation framework that ‘does, thinks & learns’, and ultimately ‘adapts’ can help businesses develop quality software, faster. Forward thinking businesses are taking advantage of Intelligent Automation and Autonomics.

Combining these techniques with business processes will contribute in creating BOTS that co-opt and support laborious QA activities. Moreover, these BOTS can go beyond the conventional boundaries to test possibilities that are out of human reach.

However, this does not mean testers will become obsolete. On the contrary, testers assume an even more significant role of orchestrating quality via these machines. They no longer come into the picture at the tail-end of the software development cycle. Instead, they need to be involved early and often to ensure quality is built-in from the get-go.

In the Digital era, the role of a tester becomes instrumental from incidental.

Transforming QA Workforce to be Digitally-Ready

Remesh Balakrishnan, Assistant Vice President - Cognizant QE&A; alongside Theresa Lanowitz; Steve Suttles, Vice President – Carefirst; and Bruce Lovvorn, Director– Ahold Delhaize, deliberated on ways to make QA professionals future ready.

Remesh provided a view on the clusters necessary for QA professionals to quickly learn and adopt. Steve and Bruce shared practical views on the skill transformation journey in their organizations, while Theresa shared her perspective on such enablers.
Whether a tester is a part of the industrial, consumer, or enterprise IoT, he/she is challenged to deliver software that is fast enough, safe enough, and secure enough. Testers need to focus on non-functional requirements, such as performance and security – specifically areas that have been overlooked in the race to “just ship it”. In fact, QA professionals are in a position to be the ‘IT Superheroes’ and deploy their superpowers to master quality for digital.

Eric and Brian shared their views and experiences on extending automation in their value chain. The ecosystem thinking to achieve lifecycle automation was the core theme of discussion during the session.

The Role of Lifecycle Automation in achieving Quality@Speed

The story of Automation has evolved over the years. Today, organizations leverage automation across lifecycle activities. However, they often need help on the approach. By adopting automation tools and techniques across software lifecycle, QA organizations can simultaneously maintain agility and enhance development efficiencies. Early automation enables efficient and automation-friendly test designs, feeding in to an efficient functional cycle. While automation is inevitable in the building and deployment of rapid development models, QA Automation becomes increasingly challenging. Anant detailed latest technology innovations that organizations are adopting to drive greater levels of automation across software lifecycle.

Moderated by: Anant Hariharan
Panelists (L - R) : Theresa Lanowitz, Eric Sandurs, Metlife Investments, Brian Kelley, Hanover Insurance

About Cognizant

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