

How to Test in IT Operations

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nnit

Not only applications and software

Who test **operations**?

My context, cases, approach, lessons

A model of an enterprise IT context

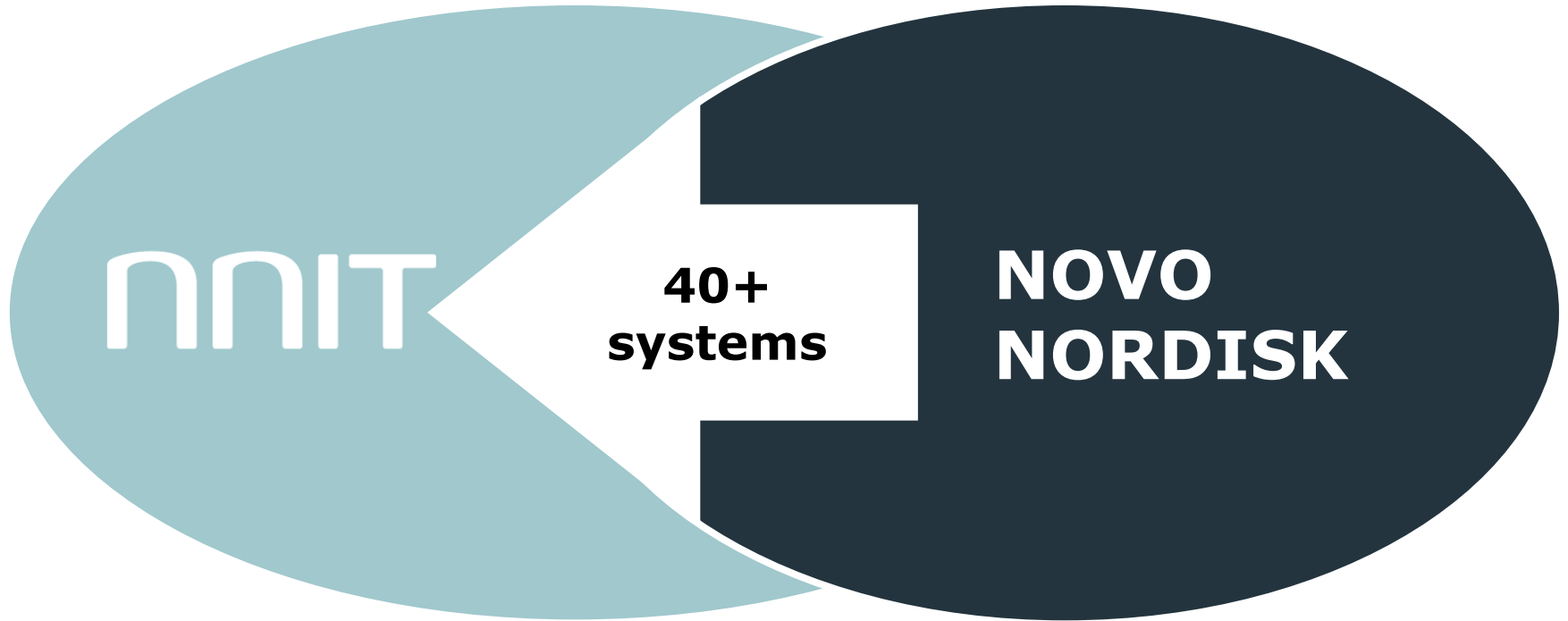
IT Service management
Change management
Incident management

Business requests
Portfolio management
Project management

Servers
Network
Middleware

Solutions delivery
Test management
Development model

After 20 years NNIT moves away from home



Changing horses on the stagecoach

- **IT Change request** management
- Network deployment tools
- Configuration Item management
- Customer Incident management
- Development servers
- **Test management Servers**



**It has to work
as before**

just better strategic fit

80 sites with 10 to 2000 users

1. Malmö
2. Oslo
3. Riyadh
4. Manila
5. Vienna
6. San Paulo
7. Chicago
8. Dubai
9. Baku
10. Zurich
11. Beijing
12. Copenhagen
13. Ballerup



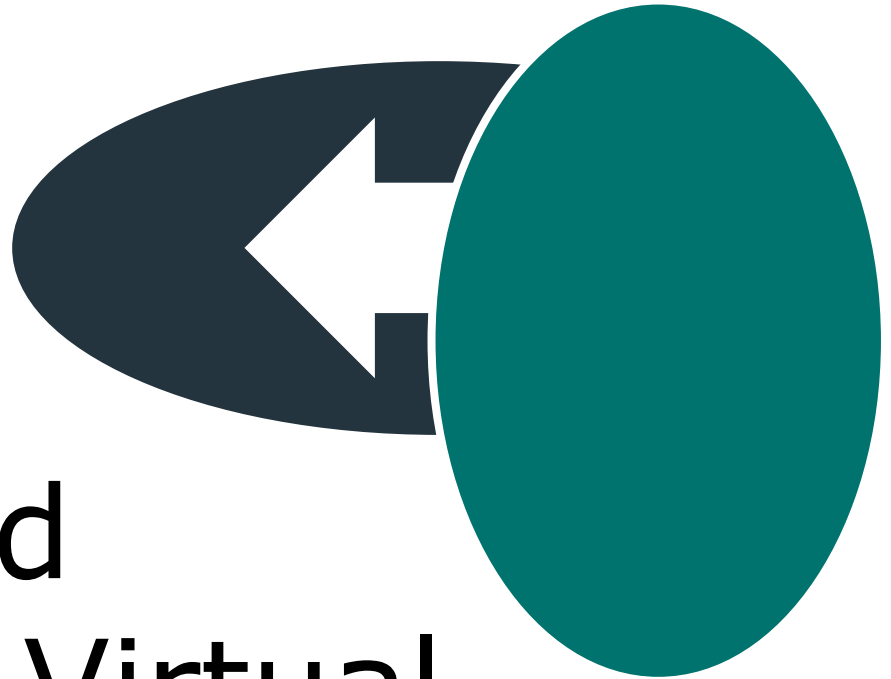
Virtualization of operations services



- WLAN / LAN
- Firewall
- VMware
- Monitoring
- VoIP
- File-server

Change is the new normal

- Outsource
- Going Cloud
- Physical to Virtual



We don't know the
details of **AS-IS**

We know the **TO-BE**

My role ... is part of the solution we used

- Innovate with new, borrow, Novo-blue
 - Implement the strategy context-driven
 - Facilitate many different people
-
- Raise and prepare change requests
 - Collect information and signatures
 - Insist upon work and fallback plan



A New V-model for testing Operations

AS-IS

User
Baseline

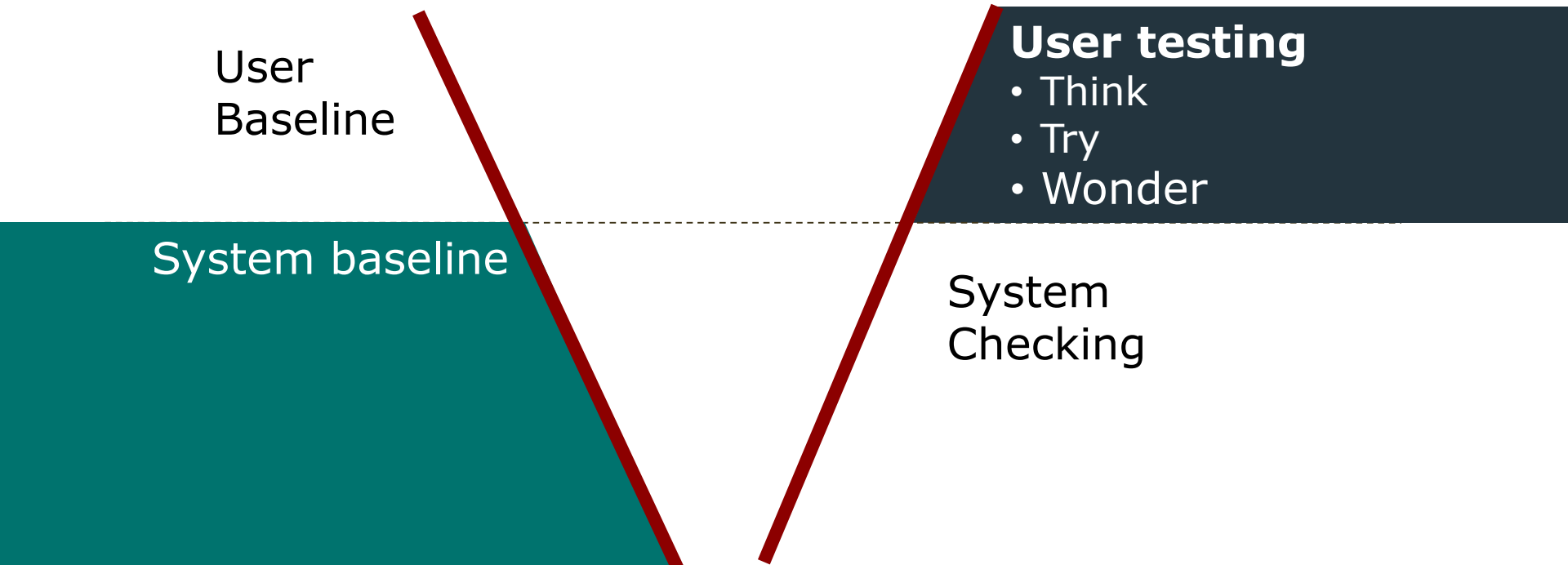
System baseline

TO-BE

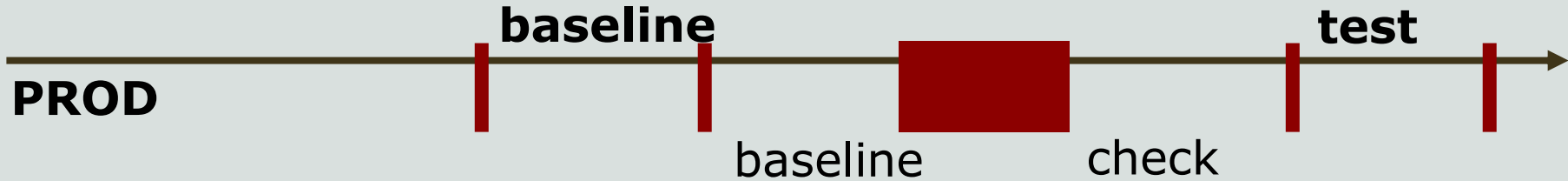
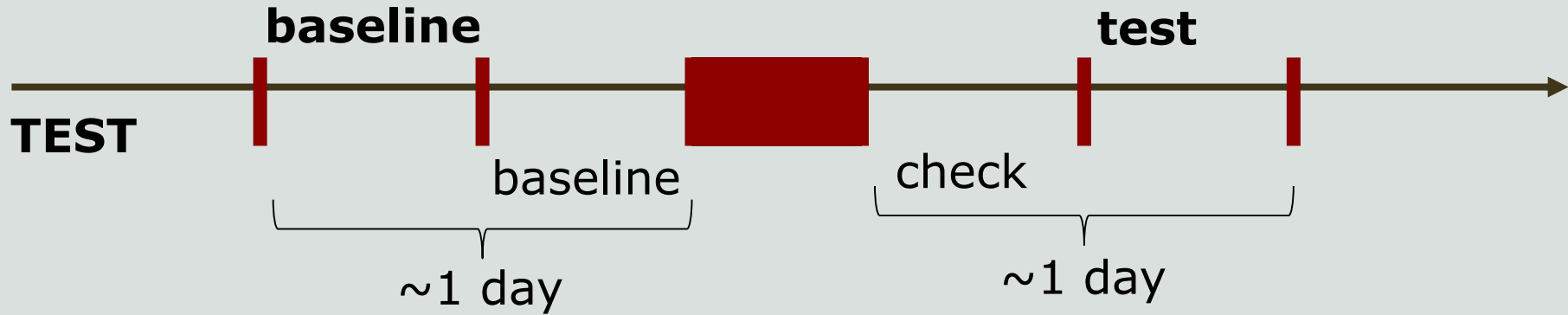
User testing

- Think
- Try
- Wonder

System
Checking

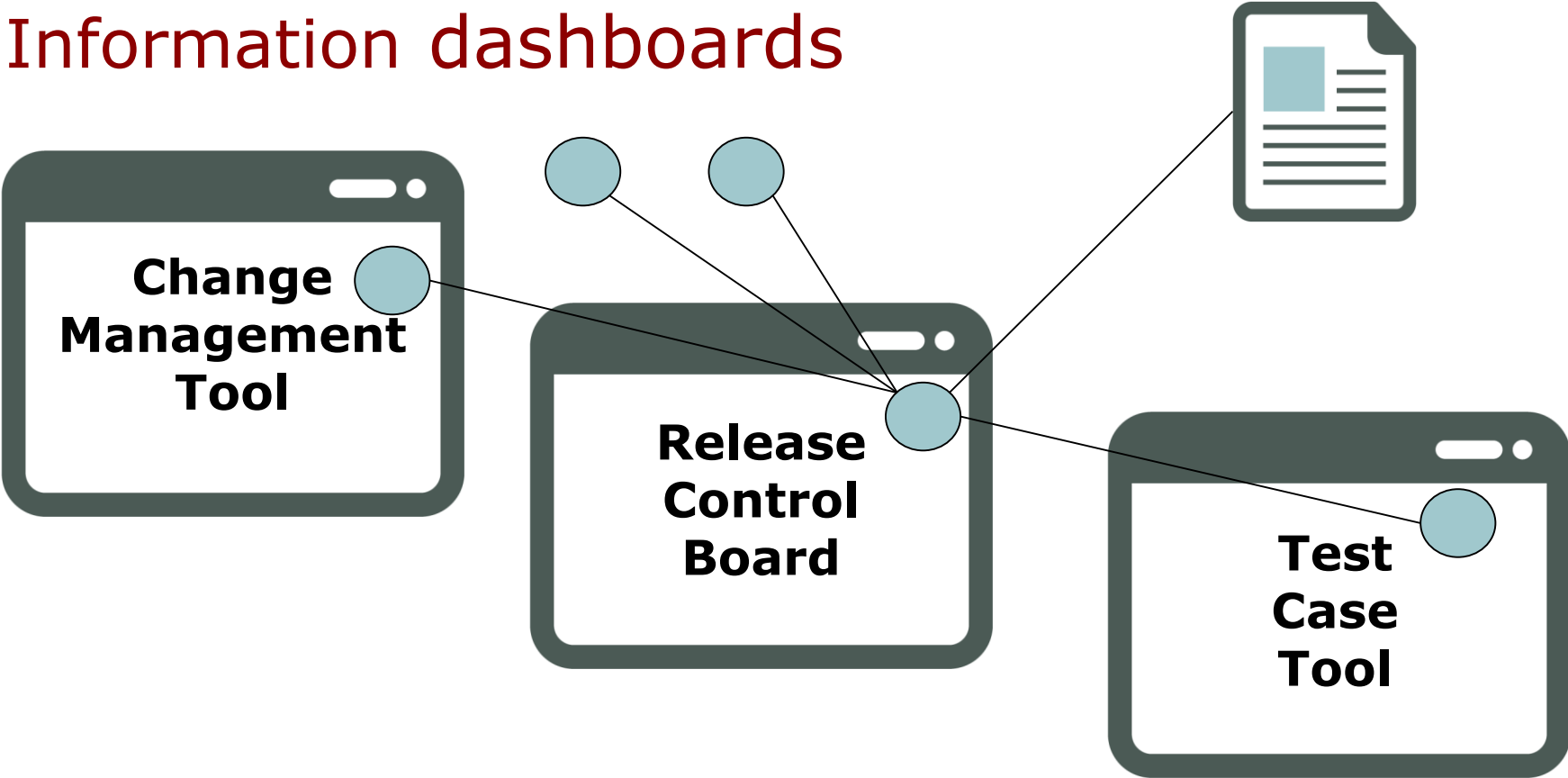


Multiple environments



**Finding, Filtering,
Relating, Presenting
information**

Information dashboards

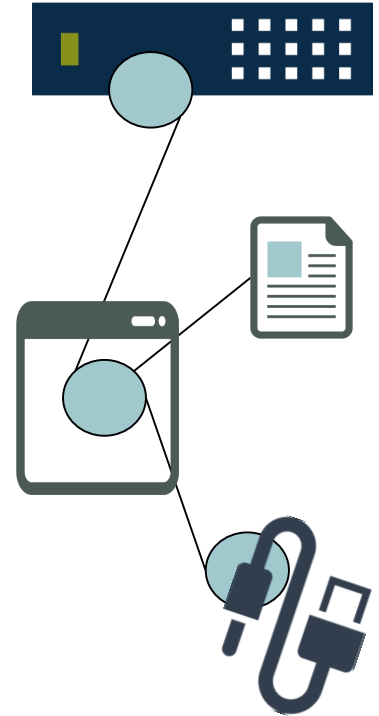


Experiences

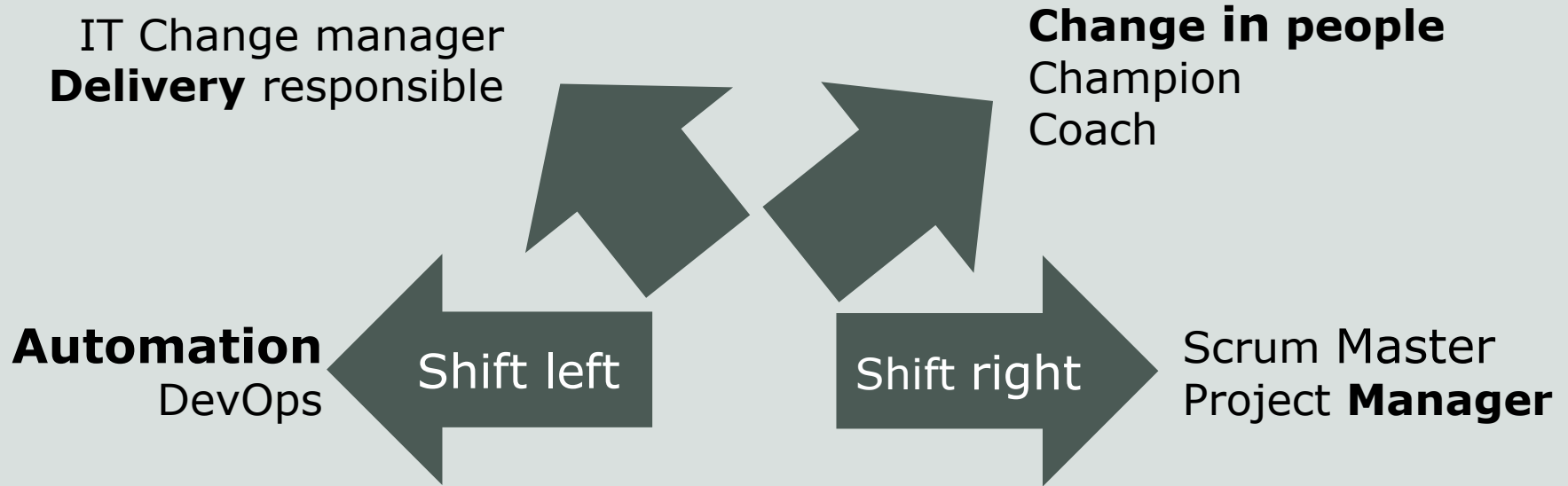
- Systems with active release cycles
- Systems with paper tests, other tools etc.
- System not touched in years, no clue at all

- Systems with known bugs in production
- Systems with bugs found under test
- Systems perform better after switch

- Applications with pharma GxP compliance



Expanding roles for the test manager



Is it the same as before?
- **just moved**

