

CASE STUDY

SAWS Public Utility Assessment



AT A GLANCE

- QA Consultants reviewed SAWS' overall quality assurance (QA) efforts to identify gaps, inefficiencies, and process issues as opportunities for improvement.



San Antonio Water System, one of the region's largest public utilities, selected QA Consultants to provide an independent and holistic look into our software quality assurance function. Aside from the ease of working with them as a Texas-based local firm, they provided skilled and knowledgeable resources, a dedicated team, and a clear picture into our needs. We appreciated their independent view of not only areas that were sufficient and needing improvement, but they also benchmarked our systems and provided a roadmap to a future state.

Max Mokeyev
INFORMATION SYSTEMS



SAWS serves two million people in Bexar County, as well as parts of Medina and Atascosa counties. The population includes more than 511,300 water customers and 457,600 wastewater customers.



THE CHALLENGE

SAWS was in the process of making intentional improvements to quality and testing with the goal of achieving a 50 percent reduction in production incidents over an 18-month period. QA Consultants encouraged continuing this effort, performing over 20 interviews across 16 roles within the Customer IS Department.

EIGHT CRITICAL AREAS OF IMPROVEMENT WERE IDENTIFIED, INCLUDING

QA Practices & Governance

Testing Scope

QA Organization

QA Automation

Delivery Methodologies

Test Environment Strategy

Release Management

QA Tools



QA Consultants
an ALTEN company

QA Consultants is the nation's preeminent test automation and quality engineering firm due to its quality engineering advisory intellectual property, deep software test automation capabilities, and proven successful outcomes. Leveraging its proprietary Quality Maturity Framework methodology to deliver assessment programs customized to each client's application environment, schedule, and budget, QAC aligns every assessment with each client's quality engineering environment improvement strategies. [Learn more at qaconsultants.com](http://qaconsultants.com)

OUR DELIVERABLES

- Software development methodologies
- Use of tools
- Test automation
- Performance testing
- Security testing
- Specialized audit



THE SOLUTION

Through a deep dive into the critical areas of improvement during the discovery process, actions were determined to provide value quickly.

THESE INCLUDED

Testing Integrations and Backend Data

1

2

Expanding test data to test all requirements and negative testing

3

Integrating QA with a current innovation scrum team to help determine the path for future expansion.



THE RESULTS



CREATED

a standard process for releases.



DEVELOPED

a tools strategy that includes the ability to scale to future needs.



ESTABLISHED

environment management.

INTERESTED IN A QUALITY ASSURANCE PROGRAM TO IMPROVE YOUR SOFTWARE PERFORMANCE?

Email David to learn how
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