

Visualizing the Game Using Quality Principles to Advance SOA

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The cost of mistakes?



Re-use



Promises of SOA:

- *faster time to market*
- *dynamic change*
- *higher productivity*
- *customer satisfaction*
- *business agility*

Need for better quality



Impact:

- *need to get it right first time*
- *constantly moving goals*
- *more pressure to test quickly*
- *more need for testing*
- *less time for testing*

Impact of Quality

A focus on quality more than
doubles the business value
delivered
per \$1 of spend

Lesson #1: Requirements

Sources of Defects

Defects discovered during testing introduced during requirements phase

> 70%

Lesson #1: Requirements: begin with the end in mind

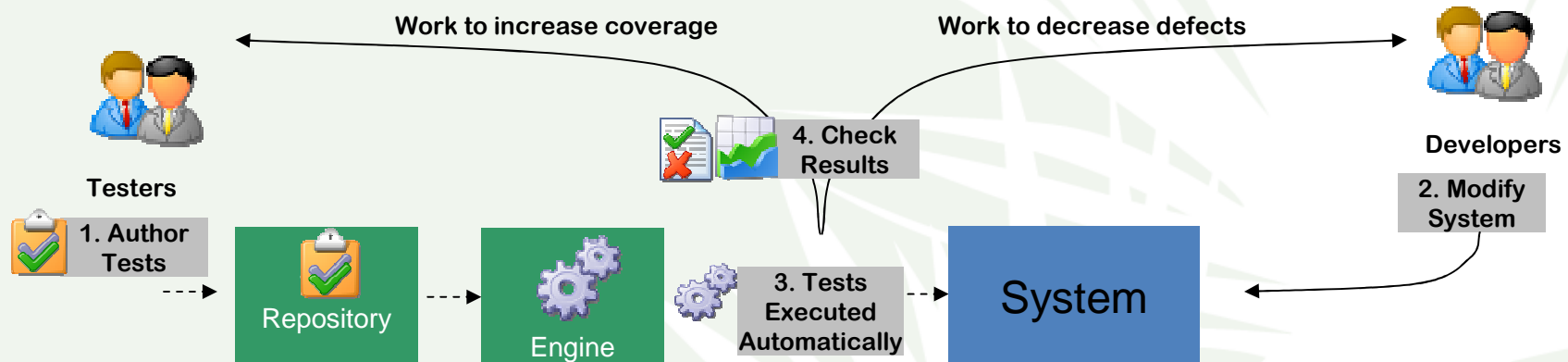
- Don't lose sight of the objectives
- SOA systems exchange information with one another
- So illustrate requirements with information exchanges
- Re-use is a desired outcome
- Prefer examples with a wide separation and high degree of coverage (SOA "use cases"), not specification documents
- Communicate changes to all affected developers and testers

Lesson #2: Automation

- SOA ideal for automation as harness required anyway

Lesson #2: Measure coverage, automate, monitor

- Coverage metrics establish quality baseline
- Automation provides great value enforcement
- Changes role of tester from executor to author



Design Time Governance

What gets in the way of re-use?

- No central repository
- Poor quality
- Poor documentation
- Difficult to test new clients

Lesson #3: Governance

Central registry + quality policies + right assets
=
Improved re-use

Lesson #4: Simulation

- Facilitates third party enforcement
- Reduces dependencies, facilitating testing and re-use
- Lets projects flow around blockages
- Reduce third party costs

Summary of SOA Quality Lessons

- Begin with the end in mind with requirement examples
- Automate testing, measure and monitor the results
- Deploy effective governance, including quality policies and documentation assets to ensure re-use
- Simulations reduce dependencies and help with 3rd parties

=> All this will help you double your business value per \$1 spend!