



- REQUIREMENT MANAGEMENT
- TEST STRATEGY
- TEST PLANNING
- TEST EXECUTION
- TRAINING
- DATA MANAGEMENT
- PROJECT ASSURANCE

**Siamang is a Service Management testing consultancy focused on the successful delivery of ITSM projects across a broad range of industry sectors. We consult on and manage all parts of the project lifecycle from requirements gathering to solution acceptance.**

**Ensuring that the benefits envisaged at the beginning are delivered at the end.**

#### ITSM Testing Experts

With 20 years experience in the field of delivering quality and testing services accompanied by a clear focus on ITSM solutions, Siamang is the right team to ensure that your ITSM solution functions as your organisation requires.

#### Leverage Your Existing Skills

Siamang is not a software development company. By leveraging your existing supplier arrangements, contracts and skills Siamang can ensure the value of your investment with your system integrator is retained.

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#### Service Management Expertise

Siamang helps businesses implement the systems that underpin ITIL® service management best practice. Whether a project is at inception, in need of a business case or it isn't delivering what your business really needs, Siamang can ensure you're on the right path.

Siamang helps businesses achieve innovative solutions appropriate for their requirements. By ensuring that systems are aligned to business processes and practices, project success is easier to achieve.

By understanding the interactions between the systems, the processes, the employees and the customers Siamang can ensure that ITSM really adds business value. Siamang has a proven track record of delivering high quality, timely and cost effective outcomes.

All Siamang consultants are ITIL® certified. Consultants have experience across industries as varied as FMCG, banking and telecommunications. Their expertise has been gained over 5 continents from single country implementations to "follow-the-sun" operations. For all of your ITSM needs, Siamang has the expertise to succeed.

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Siamang has worked in many different environments with numerous challenges. In this piece of work, Siamang adopted a risk based testing approach as part of a large new ITSM system development project. Siamang's work package was timeboxed and essential to the success of the project.

## The Client

The client was a large multinational telecoms service provider and network operator.

## The Project

A New BMC Remedy Project implementation across a large user base.

Siamang responsibilities included testing and test management of the project.

## The Challenge

Ensure adequate and appropriate testing of a new and complex implementation using a timeboxed approach.

## Issues

- Timeboxed testing in large project in a project environment with an initial high staff turnover rate.
- Client was undergoing a large corporate restructure

## Solution

- Siamang created a risk based testing approach with clear scope of each testing deliverable.
- The testing team was re-organised and streamlined, maximising use of targeted skill sets.
- Staff satisfaction levels were improved through various activities and techniques.
- Team felt motivated and remained throughout the duration of the project.

## Key learnings

- Communicating a clear and concise testing process throughout the project team is essential for success.
- Clear planning of all test executables is necessary when using a risk based approach. This must be done prior to the commencement of testing.
- The use of peer review as part of the testing process ensures that team members are informed and engaged. This leads to optimal performance, a high standard of quality, and timely completion of deliverables.
- It is essential to ensure that detailed requirements are created at the beginning of the project and regularly updated to ensure success when using this testing approach.