



**Verizon Technology Organization
Systems Integration and Testing**

Verizon Testing Partner Program

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Document Revision History

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Version & Date	Section & page	Contact Name & Tel.	Action Taken	Comments
1.0 4/23/02		Joseph Vecchioli	New Document	
1.1 1/7/04	All	William Uliasz	Change	Minor edits and modified program to focus on recognition instead of certification.
2.1 –2.6 9/13/2004 – 4/21/2005	All	John Kim Stanley Lee	Change	New SIT document template used and document status changed to approved (v2.3) Grammar errors corrected throughout the document; Appendix A removed and replaced with Appendix B; Reorganized sections 3.0, 4.0 and 5.0; changes made to section 6 in Appendix A (v2.5)
3.0 9/28/2005 – 11/9/2005	3.0, 3.0.2, 3.0.3, 4.0 & 4.0.1	John Kim	Change	Text added to Section 3.0, 3.0.2, 3.0.3, 4.0 & 4.0.1 (v3.0) Section 3 renumbered, details added to Section 4 to outline lab time availability. (v3.0.1)
3.0 11/9/2005	All	John Kim 781-466-2702	Change	Document SIT.QMS.OTH.TP.2004.001, renamed as SIT.QMS.OTH.TP.2005.001 Recognition status evaluated annually; differentiation between test plans made; Section 4.1 added; changes made to Appendix A, especially in section 6.0
3.1 11/18/2005	3.3 & Appendix A	John Kim 781-466-2702	Change	Lab Entry Criteria document clarified to be SIT LEC, not VTO LEC. Questions added to Appendix A-Section 6.4 Version number changed from v1.0 to v3.2 to match the 2004.001 sequences.

Note: Actions taken are: New = new document, Add/Delete/Change = a section or topic that has been added, deleted or changed.

Reviewed by:

 Alex Laparidis, Director-Transport Systems Testing

Additional Approvals:

 James E. Sylvester, Vice President, Systems Integration and Testing

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1.0 PURPOSE AND SCOPE

Verizon Testing Partner recognition is granted to a specific Vendor testing team responsible for a particular product that has demonstrated an understanding of, and commitment to adhere to System Integration and Testing's (SIT) expectations for quality products. The Vendor product team must demonstrate exemplary performance on: Lab Entry Criteria responses (including System Verification results and system documentation), the SIT testing process, and Vendor team support during the SIT testing process for a product that meets technical deployable criteria. Verizon SIT will grant Testing Partner recognition to a Vendor's product testing team following an assessment process that covers testing of a specific product, generally following a previous positive testing experience. Testing Partner status will be evaluated annually.

Once a Vendor product testing team is recognized as a Testing Partner, SIT, at its discretion, may choose to accept certain Vendor testing results, and not repeat those tests. Accepted Vendor testing may include regression testing, maximum load configurations, and fundamental interface compliance. However, SIT will execute tests that address critical deployment requirements, including relevant enhancements and product corrections in the release under test. Vendor achievement of Testing Partner status does not preclude SIT from repeating or performing any testing it deems necessary to ensure that the product meets Verizon's stated requirements.

2.0 OBJECTIVES

The objectives of this program are to:

- reduce SIT test time,
- eliminate redundant testing, whenever possible,
- lower Vendor costs and
- speed delivery of products to market.

Section 3 defines the criteria to be used when evaluating a Vendor product testing team for Testing Partner recognition.

3.0 CRITERIA

The following criteria will be used to evaluate a Vendor product testing team and its qualifications for Verizon Testing Partner. A summary of the criteria can be found on the nomination form, Appendix A, of this document. The nomination form must be completed by an SIT member and submitted to their director to be considered for Testing Partner.

3.1 COMMITMENT TO EXCELLENCE

The Vendor shall operate under an overall quality system that includes project management, risk management, schedule management, requirements management, change management and supplier management. ISO 9001-2000 certification is desirable, though not required.

If the Vendor participates in a quality system (such as ISO 9001-2000, TL-9000, etc.), it must provide information as to when it became certified, the accredited registrar, and the date of its last audit. If the Vendor is not already certified, SIT may review its plans to become certified.

The Vendor shall present a summary of its quality system process and procedure for testing, and how its quality system is measured and audited. A flow chart outlining this testing process would be helpful. The flow chart should show quality checkpoints and quality documents if applicable.

The Vendor shall provide examples of product quality track records by detailing product release testing dates, summaries of test cases and trouble tickets, and a list of any maintenance releases issued.

3.2 VENDOR TEST PLAN

Prior to the initiation of SIT testing, an agreement (e.g., Integration Testing Agreement, ITA) shall be reached between SIT and the Vendor. The Vendor is responsible for preparing a test plan that encompasses all of Verizon's requirements as outlined in the RFP, or other appropriate defining document. The Vendor is also responsible for documenting the test configurations necessary to test against the requirements.

The Vendor Test Plan maybe a sub-set of the verification test cases the Vendor executes for the specific release, but it must still meet Verizon's requirements outlined in the RFP or other appropriate defining document. The Vendor Test Plan may be in electronic format or in any format that is easily imported into SIT's Mercury Quality Center.

3.3 DOCUMENTATION

In accordance with the Verizon SIT Lab Entry Criteria¹, the Vendor shall provide the following:

- Release Notes containing the following:
 - the version number for each item delivered and controlled under configuration management.
 - a listing and description of the features and functions added with this release.
 - a listing and description of the known non-conformances and troubles.
 - a listing and description of the non-conformances that have been corrected in this release.
 - a listing and description of all precautions and/or warnings related to this release.
- A Requirements Traceability Matrix completed by the Vendor demonstrating that each Verizon requirement is met in the delivered product. The test results shall provide reference to the appropriate notes in the Vendor's Software Release Notes (SRN) document accompanying the delivery to Verizon for those specific systems under test when indicated by SIT.
- Final versions of appropriate element or system documentation including a general description, installation procedures, operating procedures, system administration / maintenance procedures, and trouble shooting procedures
- A Test Summary package that shall contain the following:
 - a description of the test cases and results, as performed by the Vendor, on the Release/Build used to qualify said Release/Build for General Availability (GA) status. These test cases should include standard interface conformance, functionality relevant to this Release (enhancements and corrections), product documentation tests, and craft management tests.
 - a description of any functionality that has not been tested prior to GA delivery (e.g., software that is included but not operational or active).
 - a listing of all 3rd Party Software, including any patches necessary to run the application under test.
 - In addition, Vendors shall provide documented results of the Vendor test plan as described in Section 3.2. The results shall include the initials of the tester, the date tested, the outcome, and any issues noted during testing. These results may be compared to the results achieved by SIT.

¹ A copy of the Verizon Technology Lab Entry Criteria can be found on the Internet at:
http://www22.verizon.com/technologytesting/files/SITLabEntry_template07122004.pdf

3.4 TEST ENVIRONMENT

The Vendor shall disclose the test environment used to obtain the Test Summary results. The test environment should be equipped to execute the Vendor Test Plan outlined in Section 3.2. The test environment shall contain adequate capabilities to determine system performance during normal, overload, and appropriate failure scenarios including diabolical testing. The Vendor shall allow Verizon to audit its testing process and facilities.

The Vendor may use simulators, load generators, test automation tools, or third-party software to perform testing. If used, these tools must be specified as part of the Vendor's test environment.

The Vendor shall apply industry accepted best practices during the test cycle. These practices shall include quality gates during development and testing processes, the maintenance of an accurate project schedule, and the application of risk management techniques to mitigate obstacles or problems that could have an adverse effect on the project schedule. The Vendor must provide reports that demonstrate testing progress related to the testing and product delivery schedule.

3.5 RESOURCES

The Vendor shall demonstrate adequate and competent testing staff to perform the agreed tests. For example, the Vendor shall provide information regarding testing staff training, certification, and qualification process. The Vendor shall also provide timely technical support to diagnose troubles found during the testing process. The Vendor shall provide on-site technical support during the SIT testing cycle. The Vendor shall provide Verizon with a single point of contact and an escalation process to expedite trouble resolution.

The Vendor shall establish and support a trouble ticket process that records all reported troubles and tracks each ticket until closed.

3.6 SIT TESTING

Verizon SIT will create a Test Plan, which may include any or all of the cases from the Vendor Test Plan. SIT may choose to share this Test Plan with the Vendor, at its sole discretion.

SIT will then execute the Test Plan as part of the SIT testing process. SIT will execute the Test Plan in its entirety, unless defects or non-conformances in the product under test are identified that prevent completion of the testing. SIT will log issues found during testing as Trouble Tickets and will share these Trouble Tickets with the Vendor and the SIT client.

4.0 TESTING PARTNER EVALUATION

To be considered for Testing Partner recognition, the Vendor shall:

- comply with the Lab Entry Criteria,
- execute the Vendor Test Plan, and achieve results which Verizon SIT can repeat,
- review and agree with Verizon test policies and procedures,
- provide a product which meets Verizon's technical requirements,
- demonstrate Vendor commitment to provide exemplary support and responsiveness.

Vendors are expected to detail their responses in the Nomination Form found in Appendix A of this document. A separate Nomination Form must be completed for each Vendor product testing team annually. Recognition of the designated Vendor product team shall occur after a Verizon review of one or more major product release tests. The test results will be reviewed along with adherence to the other criteria specified herein. The Testing Partner recognition will be approved by Verizon's Vice-President, Systems Integration and Testing.

In addition, Verizon reserves the right to consider other criteria in its evaluation of a potential Testing Partner.

Testing Partner recognition is for one calendar year. The design team Testing Partner status will be reevaluated annually. If during that year, the design team has maintained the requirements as outlined in Appendix A, their status as Testing Partner will remain. SIT may choose to revoke the Testing Partner status from a Vendor at any time.

4.1 TESTING PARTNER PRIVILEGES

If SIT requests the Vendor to test Verizon specific test cases, the Vendor may request to execute those test cases in the SIT labs. The Vendor will be responsible for recording test procedures and test results, and providing them to SIT. These test procedures and test results will become the joint intellectual property of the Vendor and Verizon.

Access to the Verizon Laboratories (date and time) shall be negotiated with the local SIT lab manager. Lab availability may vary depending on the demand for the equipment, scheduled testing, construction or other factors.

Appendix A – SIT Testing Partner Nomination Form

Vendor:	
Vendor Contact: (Name, Telephone #, e-mail)	
Product Name:	
Product Release Tested: (Dates Tested)	

Initial Application: YES

NO

If “no” list date of last recognition:

Submitted by:

<Name>, <Title>

Date

Recommended by:

<Name>, Director

Date

Approved By:

James E. Sylvester – Vice President, SIT

Date

1. Commitment To Excellence	<i>Vendor may be asked to provide information in order to complete this section. See Section 3.1 in document for criteria details.</i>
1.1 DOCUMENTED QUALITY MANAGEMENT SYSTEM	<ul style="list-style-type: none"> • Identify quality programs employed by the Vendor. • List certification types (e.g., ISO 9001-2000, TL-9000, Baldrige, etc.). • Dates of certifications and name of registrar. • If not currently certified, outline their schedule for certification.
1.2 FULLY DOCUMENTED TESTING POLICY AND PROCEDURES	<ul style="list-style-type: none"> • Summarize the process and procedure used by the Vendor for testing. (Cite documents, documents numbers or charts if available.)
1.3 DEMONSTRATED ADHERENCE TO QUALITY SYSTEM PROCESS	<ul style="list-style-type: none"> • Summarize the Vendors Quality System, and how they use it to measure/audit their Quality System.
1.4 PROVEN TRACK RECORD FOR PRODUCT QUALITY	<ul style="list-style-type: none"> • Identify product/release and the dates of test. (List all that are applicable) • List any “dot” (maintenance) releases that have been issued. • Provide a brief summary of the testing.

2. Vendor Test Plan	<i>Vendor may be asked to provide information in order to complete this section. See Section 3.2 in document for criteria details.</i>
2.1 PREPARATION OF TEST PLAN THAT SPECIFICALLY INCLUDES VERIZON’S REQUIREMENTS	<ul style="list-style-type: none"> • Did the test plan incorporate critical Verizon requirements? • Describe the extent of collaboration on the test plan.

3. Documentation	<p><i>Vendor may be asked to provide information in order to complete this section.</i></p> <p><i>See Section 3.3 in document for criteria details.</i></p>
3.1 ADHERENCE TO VERIZON'S DOCUMENTATION GUIDELINES	<ul style="list-style-type: none"> • <i>How was the system/product documentation presented to Verizon? Was it GA quality and finalized?</i> • <i>What format was it presented in? (soft-copy, hard-copy, CD-ROM)</i>
3.2 RELEASE NOTES INCLUDING DESCRIPTION OF NEW FEATURES AND STATUS OF KNOWN PROBLEMS	<ul style="list-style-type: none"> • <i>Did the Vendor provide complete documentation as part of the Verizon Lab Entry process?</i>
3.3 TEST SUMMARY REPORT AND TEST RESULTS	<ul style="list-style-type: none"> • <i>Did the Vendor provide a copy of their test summary report as part of the Verizon Lab Entry process?</i> • <i>Did the Vendor provide descriptions of their test cases as part of the Verizon Lab Entry process?</i> • <i>Did the Vendor provide the results of their test cases as part of the Verizon Lab Entry process?</i> • <i>Did the Vendor disclose failed or blocked test cases?</i> • <i>Did the Vendor provide documentation on known issues?</i> • <i>What percentage of the test plan was executed?</i> • <i>What percent of the executed test cases passed, and what percent failed?</i>
3.4 GENERATION OF A REQUIREMENTS TRACEABILITY MATRIX SHOWING TRACEABILITY OF VERIZON'S REQUIREMENTS TO VENDOR'S TEST CASES	<ul style="list-style-type: none"> • <i>What type of information did the Vendor provide Verizon to prove they were meeting the Verizon (RFP) requirements?</i> • <i>Did the Vendor's product verification testing include comprehensive regression testing?</i> <ul style="list-style-type: none"> ○ <i>Cite the document numbers and the Lab Entry Criteria document number if applicable</i>
3.5 DOCUMENT VERSION CONTROL	<ul style="list-style-type: none"> • <i>Did the Vendor use version control on all documentation?</i>

4. Test Environment	<i>Vendor may be asked to provide information in order to complete this section. See Section 3.4 in document for criteria details.</i>
4.1 TEST CONFIGURATIONS	<ul style="list-style-type: none"> • <i>Did the Vendor disclose the test environment used to obtain the results in the Test Summary?</i> • <i>Did Verizon conduct an audit of the Vendors' facility and test process?</i>
4.2 USE OF SIMULATORS, LOAD GENERATORS OR THIRD-PARTY SOFTWARE	<ul style="list-style-type: none"> • <i>Were simulators used during product testing?</i> • <i>Were there any test automation tools utilized in the product testing?</i>
4.3 DEMONSTRATED PERFORMANCE AND DIABOLICAL TESTING	<ul style="list-style-type: none"> • <i>Briefly describe any that were performed by the Vendor.</i>
4.4 TEST MANAGEMENT CONTROLS	<ul style="list-style-type: none"> • <i>Briefly describe the Vendors testing procedure and test tracking mechanism.</i> • <i>What tools were used to track their testing/progress?</i> • <i>Was a report generator used?</i>
4.5 TEST AUTOMATION TOOLS	<ul style="list-style-type: none"> • <i>What test automation tools were utilized?</i>

5. Resources	<i>Vendor may be asked to provide information in order to complete this section. See Section 3.5 in document for criteria details.</i>
5.1 QUALIFIED TESTING STAFF	<ul style="list-style-type: none"> • <i>What type of support was available to Verizon during the testing cycle?</i> • <i>How large was the product design team, and the SVT testing team?</i>
5.2 TECHNICAL SUPPORT FOR TROUBLE RESOLUTION	<ul style="list-style-type: none"> • <i>What were the different levels of support available to Verizon during the testing cycle?</i> • <i>Was on-site support available?</i>
5.3 SINGLE POINT OF CONTACT FOR TROUBLE ESCALATION	<ul style="list-style-type: none"> • <i>Did the Vendor establish a single point of contact for Verizon Laboratories?</i>
5.4 TROUBLE TICKET TRACKING AND CLOSING PROCESS	<ul style="list-style-type: none"> • <i>Did the Vendor have a procedure for responding to the Verizon trouble ticket report? Describe it.</i> • <i>How does the Vendor track trouble tickets internally?</i>

6. SIT Testing	<i>Additional comments from SIT staff can be recorded here. Identify how well the Vendor and the product performed in the SIT laboratories.</i>
6.1 VERIZON DOCUMENTATION	<ul style="list-style-type: none"> • <i>List Verizon documentation, and document numbers (Lab Entry, Test Plan and Test Exit Report as applicable)</i>
6.2 TEST ENVIRONMENT	<ul style="list-style-type: none"> • <i>Did the Vendor provide all the material, hardware and software required to execute the Test Plan?</i> • <i>Did the Vendor use simulators, load generators or third-party software to facility testing? Were they provided to Verizon?</i> • <i>Was the Vendor's test environment sufficient to meet Verizon's requirements?</i> • <i>Were additional configurations tested by SIT?</i>
6.3 LAB ENTRY CRITERIA	<ul style="list-style-type: none"> • <i>How well did the Vendor respond to Lab Entry Criteria?</i> • <i>Does the Vendor documentation meet the Lab Entry Criteria?</i> • <i>Was it useful, accurate and comprehensive?</i> • <i>Did each release pass Lab Entry Criteria testing on the initial pass?</i>
6.4 TROUBLE TICKETS	<ul style="list-style-type: none"> • <i>How many Critical, Major, Minor tickets were issued in this release?</i> • <i>Was the Vendor's "Known Trouble" list inclusive, or were additional troubles found by SIT?</i> • <i>How many trouble tickets were closed with this release?</i> • <i>Were trouble tickets addressed in an efficient manner? Did the vendor address each ticket in a timely manner?</i> • <i>Did the SIT's testing results match those of the Vendor?</i>
6.5 VENDOR REPORT CARD	<ul style="list-style-type: none"> • <i>What was the overall grade on the SIT Vendor Report Card?</i>
6.6 ADDITIONAL COMMENTS AND OBSERVATIONS	<ul style="list-style-type: none"> • <i>Have the products tested meet Verizon's technical requirements for deployment?</i> • <i>Were additional issues found in any release that was not disclosed in the Vendor's "known issues" documentation?</i>

{End-of-document}