OPTUS

Optus Case Study:

Junior 'Bootcamp' Testers

How Optus builds teams of highly experienced testers using our bootcamp programme.

KEY OUTCOMES:

- Strong team of highly experienced resources.
- Subject matter experts experienced in Optus systems.

DELIVERED:

- Planit bootcamp programme
- Software testing training
- Staff augmentation

Overview

Optus is an Australian leader in integrated telecommunications, delivering cutting-edge communications, information technology and entertainment services to more than eight million Australians. In 2001, SingTel became the parent company of Optus, paving the way for it to become a strong and strategic telecommunications player within the Asia-Pacific region. In a buoyant market, Optus has turned to Planit to help it find a way to introduce quality resources at the right price.

Solution

Through its unique Bootcamp training program, Planit is taking responsibility for recruiting software testing resources suitable for Optus and training them up over a two-year period. In turn, Optus provides a platform for on-the-job training, giving those staff highly specialised skills within the telecommunications industry.

Throughout the program, Planit will continue to provide theoretical training, which can quickly be turned in to practical skills through on-the-job training. Over time, these people become highly experienced software testers, with particular emphasis on the telecommunications sector.

planit an **NRI** company

While Planit is responsible for the initial selection of resources, Optus makes the final call on those suitable for the program. Though Optus admits nothing can prepare you for real life testing, it finds Planit's training provides people with sufficient ability to successfully put into practice the theories learned. And, because everyone in the Optus team has already completed the Planit testing certification courses, there is a real understanding of the gaps and challenges that come with translating theory into good practice. This understanding has also prompted Optus to rotate Planit's resources through different projects and phases of testing, giving people a good feel for the entire testing lifecycle.

Over time, Planit continues to build on the testing fundamentals through certification programs and training, so team members are constantly increasing their theoretical skills. At the end of the two-year program, both Optus and Planit will look at the leadership capabilities of recruits and, if equipped, the telco awill promote staff as appropriate.

Outcome

Currently halfway through the first cycle of intakes, Optus has experienced no drop offs and now has a strong team of highly experienced resources.

Optus has found the Planit resources to have a strong work ethic and, as they become experienced in Optus systems, these people are becoming subject matter experts. The value for Optus is having keen, enthusiastic people ready to throw themselves into work.

Given the quality of the resources, and Planit's dedication to working closely with Optus to ensure the right people come aboard, this program looks set to continue through many more cycles, boosting skills and expertise in the local IT industry and positioning Australia as one of the software testing hubs of the world.