

State Revenue Office Case Study: Training Services

How our training helped the State Revenue Office achieve better consistency and coverage in their testing.



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Trish Brown
Project Testing Manager
State Revenue Office

KEY OUTCOMES:

- Better consistency in testing.
- Higher testing coverage.
- Improved test documentation.
- Reinforcement of professional standards by staff.
- Confirmation that current processes meet industry standards.

Overview

The State Revenue Office (SRO) is the Victorian Government's major tax collection agency, administering a range of taxes. These include payroll tax, duties, land tax and debit tax.

The SRO is the first government agency in the world (and the first major organisation in Australia) to have its internal IT services certified to BS15000/AS8018, also known as ITIL Certification. ITIL (Information Technology Infrastructure Library) is widely recognised as the foremost approach to IT service management in the world.

At SRO IT Services, each stage of product development as well as system maintenance is subject to a series of tests: unit, system/acceptance, UAT and regression testing. In keeping with the high standards that SRO maintains in IT service management, SRO IT services are always looking for systematic improvements.

Trish Brown, Project Testing Manager at SRO said “As part of our commitment to process improvement, we recognised that there was a need for consistency in the testing methods applied by all our testers as well as across the development teams. We wanted to reinforce professional standards for our staff.”

Meeting industry standards was also a priority for SRO. “As an organisation, we wanted confirmation that our current processes met industry standards. Having an externally recognised qualification for our testers was also important,” Ms Brown added.

DELIVERED:

- In-house and external training
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ABOUT PLANIT:

Investing in your people is essential to maximise potential, increase retention, and realise your goals. In addition to providing personalised support and reporting, we offer a range of corporate savings to help you get the most out of your training budget.

Find out how our in-house training is a great way to upskill your team under the personal guidance of our expert trainers.

The SRO identified Planit as a training organisation capable of delivering on all of SRO's requirements. In addition, Planit's range of training courses leading to ISEB certification "was a big draw card", commented Ms Brown.

Solution

To meet the diverse training needs of SRO, Planit were able to package together a mix of both in-house and externally-run courses. These courses included: Creating Quality Requirements, Practical Test Management, User Acceptance Testing, e-Business Testing, Practical Test Workshop for Developers, Professional Testing Processes, ISEB Foundation Certificate in Software Testing, and ISEB Practitioner Certificate.

Outcomes

SRO was very pleased with the results of the training. Ms Brown believes the benefits include, "Our level of test documentation has improved, there is more consistency in the approaches undertaken, and staff are able to use techniques learnt in the courses to ensure high testing coverage. In particular, risk management approaches have been useful for projects with tight timelines."

Ms Brown said "The Planit experience has been a positive one. The trainers are professional in their approach to the courses and particularly tailor the in-house courses to the group. The documentation provided in the courses is an excellent resource for testers. We have seen improvements in our processes which can be related directly to the training provided."