

2014 Awards of Excellence Nominee



Duran Wijay, Ontario Lottery & Gaming
Real-time visibility mitigates business risk

Application Lifecycle Management

High-level overview: Using HP, Ontario Lottery & Gaming has realized the following benefits:

- Establish consistent, repeatable standardized processes that lower cost and risk, increase quality
- Gain real-time visibility of requirements coverage and associated defects
- Manage release process and make more-informed decisions, with real-time KPIs and reports
- Enable collaboration among QA teams, developers and business analysts through single global platform
- Support all test activities conducted by multiple test communities (vendor, IT and business)
- Lower costs by capturing defects before they reach production

Company: Ontario Lottery and Gaming Corporation (OLG) is responsible for 24 gaming sites and sales of lottery products at approximately 9,800 retail locations across the province of Ontario. An Operational Enterprise of the Ministry of Finance, OLG is intended to provide gaming entertainment in an efficient and socially responsible manner that maximizes economic benefits for the people of Ontario, related economic sectors and host communities.

Contact: Duran Wijay is the Manager of IT Operations Testing and Pre-Production Services at OLG.

Business goals: OLG aimed to meet the following Quality Management challenges: Use of stand-alone documents or a collection of disparate systems to keep track of its quality and testing efforts and assets; inefficient and

redundant testing due to missing information, ineffective communication and a lack of consistent and repeatable processes; user frustration with disorganization, shifting priorities and rushed deadlines; inadequate visibility into project progress and status resulting in last-minute crunches, missed deadlines and poor quality; increased risk of deploying a bad application.

HP Software products implemented: HP QuickTest Professional, HP Performance Center. OLG implemented these solutions to satisfy a breadth of Testing and QA needs at OLG Quality Center. The solutions are innovative in their use of consistent, repeatable, standardized processes that reduce costs and risk, and increase quality.

Benefits: Gain real-time visibility of requirements coverage and associated defects to paint a clear picture of business risk. Manage the release process and make more-informed release decisions with real-time KPIs and reports. Enable managers to measure progress and effectiveness of quality activities. OLG QA teams, developers and business analysts can collaborate in the quality lifecycle with a single global platform. OLG is able to centrally manage manual and automated testing assets, and implement standardized testing and quality processes that boost productivity through workflows and alerts. All this allows OLG to lower costs by capturing critical defects before they reach production.

Additional benefits: Test Management for Transformation/Modernization projects are large, complex, extremely integrated and highly visible to OLG. Test Management tools support test activities (plan, design, construct, execute, report) conducted by multiple test communities (vendor, IT and business).



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