

# IMAGINE IF OUTSOURCING IS NO LONGER AN OPTION...

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# ENERGINET – SHORT INTRODUCTION



Energinet is responsible for ensuring that Denmark is supplied with gas and electricity

Safeguarding society's interests while moving to a 100% green energy system

Independent, publicly owned

# INTRODUCTION TO DATAHUB

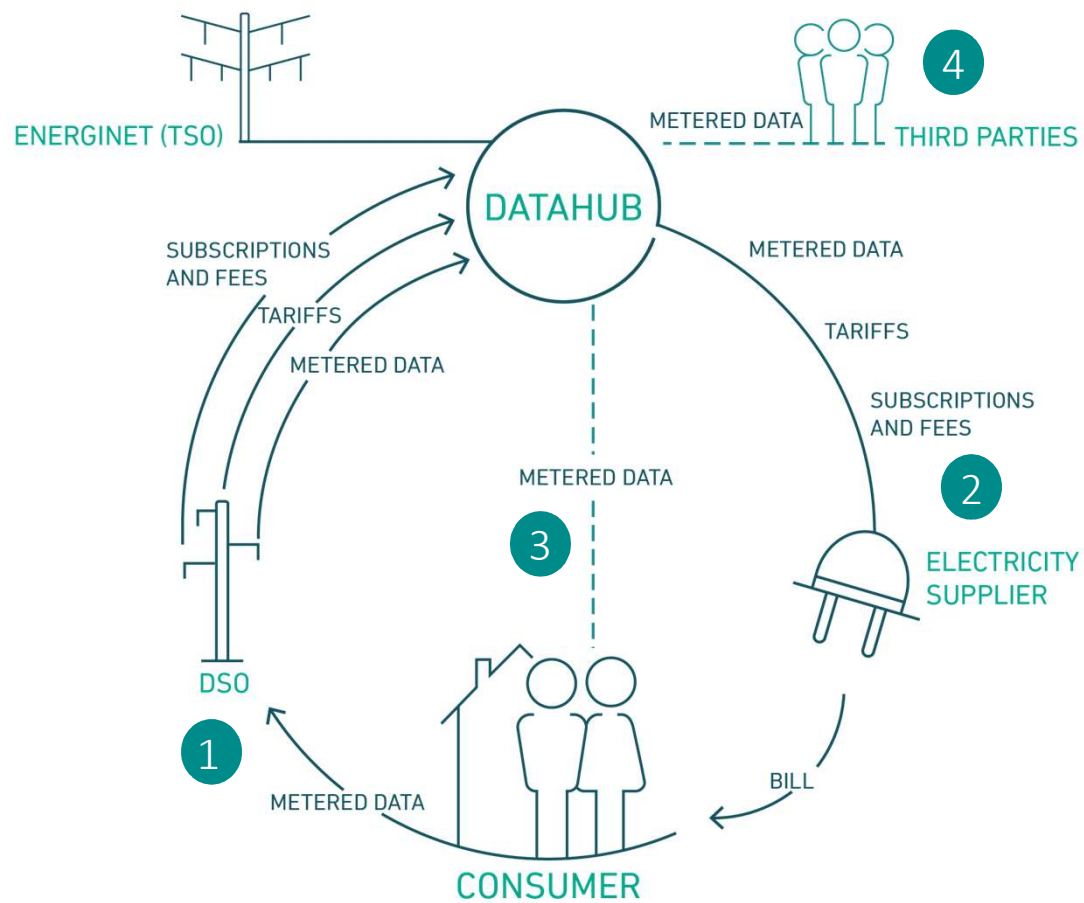
IT platform owned and operated by Energinet

Introduced to the Danish electricity retail market in 2013

Ensures a level playing field for all electricity suppliers through:

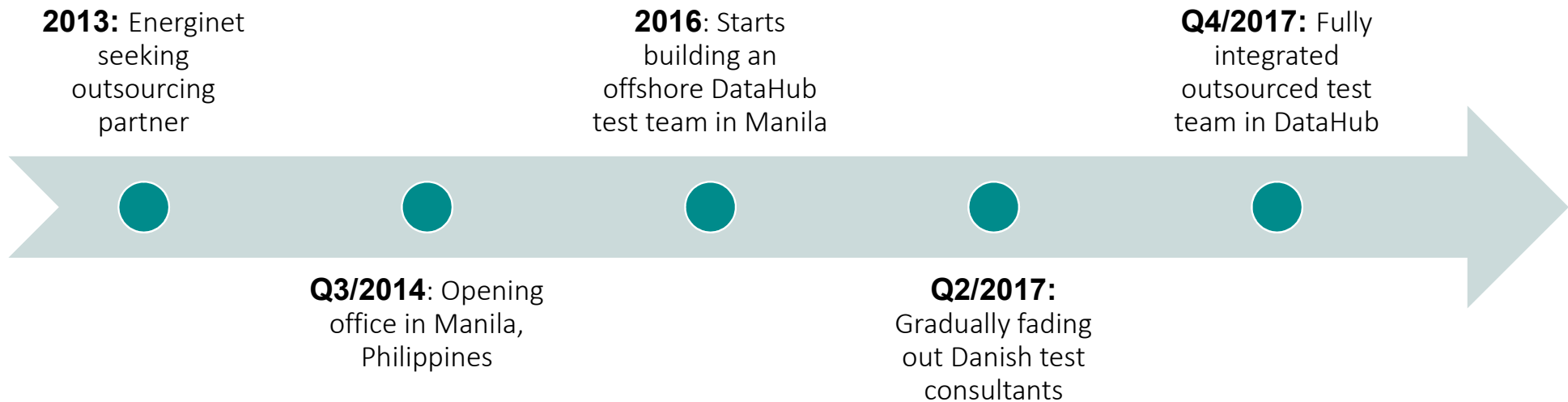
- Standardized processes for registration and distribution of market data
- Low entry barriers for new market participants
- One point of entry for change of supplier
- Clear definition of DSO and electricity supplier, and separation of roles.

# DATA FLOW



# OUTSOURCING IN ENERGINET

The journey towards outsourcing test in DataHub



# OUR RECIPE FOR SUCCESS IN OUTSOURCING

INCLUSION

CO-LOCATED TEAM

THE SECRET  
INGREDIENT

AND THEN GDPR  
HAPPENED...



# WHY DID GDPR HAVE CONSEQUENCES IN TESTING?

## TYPE OF ACTIVITIES OFFSHORED

Both QA, infrastructure, BI and basic IT support

## LOCATION

Considered an unsecure country according to GDPR

## REMAINING ACTIVITIES

Negative business case for activities not affected by GDPR



# A fresh start



- Less FTE
- Involving business in test
- Roadmap cannot be postponed

## MANAGEMENT

"It is a known fact, that outsourcing adds some overhead costs. When insourcing you need to cut this overhead."

## BUSINESS

"We'd like to be part of test, but dont know how. Please introduce us to the tasks"

## PROJECT MANAGEMENT

"Legislation and regulations must be met. We can't cancel or postpone any projects or activities this year."

## I NEEDED HELP....

# THE CORNER STONES OF OUR FUTURE TEST TEAM

## AUTOMATION

To free up manual test resources from regression testing

## ANALYTICS

Test preparation belongs in the test team

## BUSINESS KNOW-HOW

"I'll tell you if this will work in real life..."

## THE VENDOR

Openness between organisations



# TEST AUTOMATION

A must when releasing to production on monthly basis

## Test automation specialist

- One-man army
- How to hire?

## Tool(s)

- Tool and language were outdated
- Setting the requirements for a new tool as the starting point

## Specialist vs. Generalist?

- Getting time allocated in a small team?!
- Working as a fire fighter/test automation specialist...



# TEST ANALYST

Linking business knowledge and test professionalism

## Experience and qualifications

- Mindset over certifications
- Test professionalism over domain knowledge

## Preparation vs execution

- Balancing preparation and execution
- Does it add value to separate design and execution between test specialists and business testers?

## Test profession vs. domain knowledge

- Dimensioning the team - test specialists and business testers
- Is this a task for test specialists or for business test?



# BUSINESS KNOWLEDGE

Combining business knowledge with test → business testers

## The mindset of a tester

- ...but no test-specialist
- Introduction to tools and test process

## Daily business vs. Test tasks

- Prioritization
- Timing
- Planning
- And some communication  
😊

## Management support

- Informal business test-team
- Close co-operation with department managers in business units



# CUSTOMER-VENDOR RELATIONSHIP

Openness between organisations

## Inter-team co-operation

- SPOC tester in both organisations
- Plan for testers to get acquainted, both personally and workwise

## Test maturity and – improvements

- Early test-review of new/changed functionality
- Introduced the TPI next model between organisations
- Dealing with potential conflicts of interests when increasing test maturity

## Test management co-operation

- The PRA in a customer-vendor relationship
- Joint roadmap planning
- Sharing estimates
- Reporting
- Shared holiday plans

# HOW DID WE SURVIVE THE GORDIAN KNOT?

## HIRING PROCESS

Time consuming

No guarantee to find the right candidate in take #1

## TRANSITION HELP

One tester from offshore team accepted a 6 months contract in Denmark

## MANAGEMENT AWARENESS

Support staff with new tasks

Owning the risk when test is going through a substantial change



# CURRENT TEST TEAM

Test under constant pressure, high workload, complex roadmap with interconnections and dependencies between projects → we are moving in the right direction

## AUTOMATION

- ✓ Time allocated
- Strategy for automation in new tool
- Refactoring regression test suite

## ANALYST

- ✓ SPOC pr project
- Test review of project requirements, designs etc.

## BUSINESS TESTERS

- ✓ Regression test
- Review of business value in test cases
- Test execution of new functionality

## THE VENDOR

- ✓ Joint holiday planning
- ✓ Joint effort in test improvement
- Extending use of PRA in test

## PROS

- Business knowledge at hand in test
- Increasing cooperation between departments
- Awareness of test challenges outside test team and IT-department

## CONS

- Vulnerable when size of team becomes too small
- Large amount of coordination needed
- Business testers and agile/hybrid development models is not the obvious match

# MY TAKE-AWAYS FOR FUTURE USE

- Re-organizing needs proper estimation
- Noone knows the future

# QUESTIONS?

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#TestExpo