

Case Study



The Challenge

The customer's public transportation ticketing systems were causing them to lose money. The government agency determined that they would need to create a newer, more modern system, with project budget expected to be \$250M.

Accordingly, the customer planned on developing the automated fare collection software and its security protection management system concurrently.

To achieve these goals, the customer realized that they would require the services of an experienced partner to monitor, audit and secure this software project.

The Solution

Tescom was chosen to fill this role. For five years, Tescom provided Independent Verification and Validation (IV&V) in the form of an ongoing quality audit of the developers of the system. During that time, Tescom led 8 IT audits, several security audits and financial audits on the automated fare collection system and the security protection management system.

In addition, Tescom conducted all of the testing tasks required to ensure the quality of the systems, including:

- ★ Test Management Services
- ★ Strategic Test Planning and Design
- ★ Detailed test case design
- ★ Audit and review of developer deliverables

The Result

The result of the audits led by Tescom resulted in the recognition of 21 major errors where the systems did not conform to requirements. The customer immediately initiated a number of the following preventative and corrective actions recommended by Tescom:

- ★ Implementing changes to the customers Use Case templates
- ★ Training for development staff in how to create Use Cases
- ★ Hands-on mentoring of development team in Use Case development

Over the course of five years, over 20 Tescomers contributed to the successful, secure and high-quality roll-out of the updated and improved national public transportation ticketing system.

The Customer

The customer is a government board responsible for national transportation planning and development.

The goals of this governmental entity include:

- ★ meeting the needs of automotive travelers, as well as those of public transport commuters
- ★ delivering an integrated, efficient, cost-effective and sustainable land transport network

This agency's responsibilities include management of the Light Rail system, Mass Rapid Transport, Public Bus Systems and taxi services.