

Testing and Release Management Services

Ensure that your state's Medicaid IT system works as designed, meets functional and non-functional requirements, and supports outcomes required by the Centers for Medicare & Medicaid Services (CMS).

The systems development life cycle presents unique challenges to Medicaid and state health agencies. Every year, millions of government dollars go toward technical vendor services for application development, modification and enhancements, configuration, testing, and deployment. Managing these services and their vendors requires a proven approach with a focus on quality through requirements management, robust testing, and managed release cycles.

Public Consulting Group (PCG) is a leading provider of quality management services. Designed by consultants with extensive experience in healthcare technical and process change initiatives, our comprehensive approach to quality, requirements, testing, and release management will dovetail with any organization's project timeline.

Effective release and testing management measures the quality of the IT solution. Prior to the system's 'go live' date, PCG performs thorough and rigorous testing on the system's functions against the detailed requirements defined in the scope of work.

We offer a holistic approach that includes:

- Requirements management
- Release management
- User acceptance testing
- Software integration oversight
- Non-functional testing oversight (data migration/conversion, security, performance, interfaces, etc.)

Our requirements, release, and testing management methodology offers significant long-term returns on investment, including:

- ✓ Improved quality of services
- ✓ Vendor accountability and compliance
- ✓ Traceability from properly documented requirements to product delivery
- ✓ Rigorous user acceptance testing
- ✓ Tightly controlled configuration management
- ✓ Cost reduction on technical vendor maintenance and operations services

Why choose PCG?

Our fully-integrated solution executes on each client's unique needs, employing a complete set of tools that work together seamlessly to prevent duplication or gaps. We ensure application functionality and end-to-end workflows are implemented as expected and documented in the approved artifacts from the requirements and design phases of every project.

PCG can help you structure and implement a more proactive solution that relies on business release planning, ongoing oversight, and documentation control.

- **Understand design and requirements**

PCG analyzes our client's functional and technical artifacts in a timely manner. We baseline using a gap analysis to start clients on the same page as their developers from the outset.

- **Build sustainable project plans**

We develop robust project plans to communicate timelines and to ensure targets and deadlines are hit, developers deliver on time, and goals can be reached.

- **Execute functionality and content review**

Client input and review are key. We bring together three key participants—client, developer, and PCG—to confirm that all configurations and customizations are built as agreed.

- **Validate developer's testing artifacts**

PCG ensures our clients review and approve business scenarios, test cases, and scripts prior to the start of testing.

- **Conduct acceptance and usability testing**

We coordinate rigorous testing by real users driving toward one bottom line: the best user experience with a high-quality product.

- **Evaluate metrics and outcomes**

Our solutions include dashboards so clients can analyze quality and performance trends and monitor vendor compliance. We measure and evaluate the impact of release cycles as they are implemented under PCG's management.

- **Support CMS' Medicaid Enterprise Systems (MES) Testing Guidance Framework**

Our approach aligns with CMS' guidance for test planning, test execution, and operational monitoring.

Test Execution Test Coordination
Quality Assurance **Test Planning**
Risk Analysis
Testing and Release
Management Services
Automation Defect Management

To learn more about how PCG can help your organization take a more proactive approach to release and testing management, contact us today.

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