

HP Mercury Interactive Testing Tools Capability Statement

V-Tech Solutions Inc. uses HP Mercury Interactive's Test Management, Performance, and Functional Automated testing tools like Quality Center, TestDirector, Performance Center, QuickTest Professional, WinRunner, and LoadRunner to support and perform Application testing for its customer and Government Agencies like FDA, HUD, and DHS. The testing efforts include functional, compatibility, regression, performance, load, and stress testing. HP Mercury Interactive testing solutions enables V-Tech customers to maximize the quality of business applications to ensure they meet business requirements before they are approved to be deployed into production.

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ENTERPRISE AND LEGACY SYSTEMS SOFTWARE TESTING

V-Tech's Testing Team provides full testing lifecycle support as stated under the Software Development Life Cycle (SDLC) Framework or Agency mandated framework. Testing responsibilities support each applicable test phase within the SDLC framework where activities, responsibilities, reviews, and deliverables are defined. Our team is responsible for test support activities for applications including: Enterprise, Large, and Legacy Applications.

ENTERPRISE AND LARGE LEGACY APPLICATION TESTING SUPPORT

V-Tech supports Independent Validation & Verification (IV&V) of software development of deliverables, performance testing, and post implementation testing activities. V-Tech utilizes industry best practice methodologies to support testing activities. Testing activities include the use of agency-approved automated test management, functional and performance testing tools. In addition, all testing outcomes are supported with documented artifacts as stated in the SDLC.

LEGACY APPLICATIONS

V-Tech supports testing activities for legacy applications utilizing Industry best practice methodologies. All testing outcomes are supported with documented artifacts as stated in the SDLC. V-Tech provides a highly qualified team of industry professional with extensive experience supporting the testing of Legacy applications.

V-Tech has the Technical experience in the following areas and has supported the following technologies:

- ◆ Platform experience: Java J2ee platform and Oracle Java, Struts, JsP, HTML, DHTML, Hibernate, Spring, EJB, Oracle, and web services
- ◆ Databases: Oracle 10g database and Oracle 10g Application Server
- ◆ Languages /application development environments: Windows and Unix environments

V-Tech has knowledge with all phases of the Software Development lifecycle (SDLC) and has delivered architecture using SOA and Regular Java and J2ee Design Patterns. We have also utilized RUP and Agile methodologies and have work experience in the area of Knowledge Management and Training.



“Excellence at Work”

YOUR AGENCY WILL BENEFIT from the V-Tech Team’s recent experience in supporting legacy systems and providing Operation and Maintenance (O&M) services. You will also realize the immediate benefit of our team members’ specific knowledge of the Software Development Life Cycle (SDLC) management process and legacy systems environments.

Integrating all of this knowledge gives the V-Tech Team the unique ability not only to understand your O&M requirements, but also to ensure seamless transitions. This “mission specific” knowledge is essential to understanding your Agency’s objectives and to support you in meeting your program goals. V-Tech has instituted complete customer relationship and program management solutions from concept development to implementation and rollout. Our clients leverage V-Tech’s powerful suite of tools and resources to provide our customers access to real-time solutions and relevant information. You will also directly benefit from V-Tech’s ISO/IEC 20000-1 and ITILv3 management approach in ensuring program success.

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OPERATIONS & MAINTENANCE – A CASE STUDY

V-Tech has an array of experience when it comes to IT system functionality. Some of our most recent is at FDA where the primary applications are Center Views (CV) and MARCS (Mission Accomplishment and Regulatory Compliance Services) Interface (MI) which are integrated portals that enable centralized, single sign-on, read-only access by product import reviewers in the field to center-specific databases maintained by the following five FDA centers:

- Center for Biologics Evaluation and Research (CBER)
- Center for Food Safety and Applied Nutrition (CFSAN)
- Center for Device and Radiological Health (CDRH)
- Center for Drug Evaluation and Research (CDER)
- Center for Veterinary Medicine (CVM)

Additionally, these applications provide user access to the FDA Import Alert Retrieval System (FIARS) and there is a corresponding administration component (MARCS/AMI) to control granting access to the portals and the center-specific databases. The intent of the application integration is to make it more efficient for product import reviewers in the field to use one central point of access to previously disparate databases.

In addition, our long term involvement includes:

1. Acquiring and maintaining knowledge of existing system infrastructure and application development platforms.
2. Acquiring and maintaining knowledge and participation in software product development life-cycle and related FDA policies, procedures and compliance measures.
3. Application maintenance and support effecting changes to existing versions based on bug reports and/or enhancement requests through software development and documentation, drafting and submitting change control requests (RFCs) where required for review/approval by Change Control Board (CCB).
4. Ensuring functional testing and packaging of new releases meet department standards.
5. Cross-functional coordination of teams to facilitate timely and efficient deployment of approved new releases to QC and production environments according to established schedules.
6. Drafting and submitting release package documentation to support deployment of approved new releases.
7. Evaluating current and later technologies in support of applications and drafting technical documents to describe architectural details where there are gaps in the existing document repository or proposals on the advantages of utilizing later technologies and how they can be introduced effectively and with minimal impact.
8. Reviewing performance of applications and system infrastructure platforms for capacity planning, performing metrics analysis and reporting significant findings of identified trends.

Of note, as OIM/AOMB supports approximately 40 applications, in addition to maintenance/ support of the CV-MI applications, V-Tech also anticipates proactively expanding our involvement to include assisting our customer with other applications as a value add to meeting their program objectives.