The Federal Administration performs successful SAP upgrade thanks to HP Quality Center

"The project team was extremely impressive when it came to quality, efficiency and meeting deadlines. The successful switch to the new release is an example of professional project, risk and test management. The minimal support costs after the system went live speak for themselves."

—Peter Künzi, department manager for Competence Centre SAP, Swiss Federal Office of Information Technology, Systems and Telecommunication

Objective

Migration from SAP Enterprise 4.7 to SAP ERP 6.0 including an upgrade of SAP Business Warehouse 3.5 to 7.0 on the system infrastructure of the Civil Federal Administration

Approach

The creation of a project-specific information platform has ensured minimal disruption to the 30,000 people using SAP on a daily basis. The early involvement of the three specialist federal offices involved (Federal Finance Administration EFV, Federal Office of Personnel EPA, Federal Office for Buildings and Logistics BBL) and around 80 administrative units

IT improvements

- Key federal administration processes
- Operating processes of the Competence Centre SAP (CCSAP)
- Processes in other SAP applications
- Customer-specific modifications, additions and functions/processes in third party software
- The clarity and reusability of the test cases was one of the major aims of the testing project

Business benefits

- Consistent testing and central test management
- Status overview is kept up-to-date at all times
- Clear test cases
- Central defect management thanks to standardised workflow
- Around 7,000 test cases carried out in less than 30 days, ensuring significant time saved
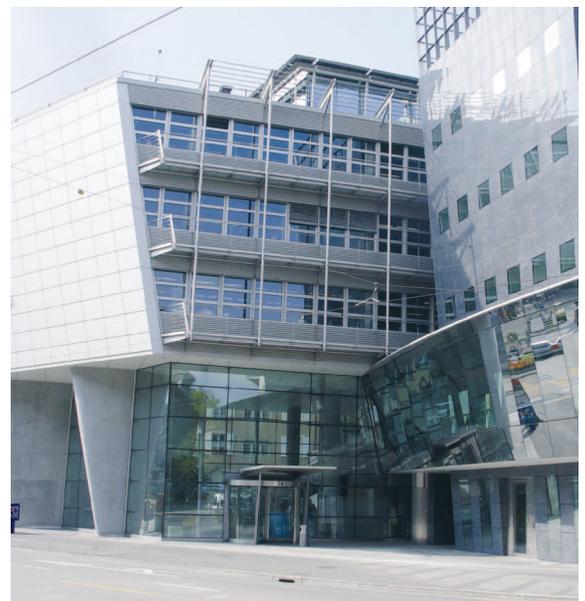
Federal Office of Information Technology, Systems and Telecommunication (FOITT) is the leading IT provider within the Federal Administration in Switzerland. There are nearly 40,000 public servants, both locally and abroad using Bundesamt für Informatik und Telekommunikation (BIT) equipment every day. The range of services extends from business management solutions (SAP), e-government, customer solutions, office automation, data centre services, communication services and IT training.

With 30,000 SAP users in three specialist departments and 80 administrative units, updating the entire SAP environment to the latest release, ERP 6.0, represented a series of major challenges to the Swiss Federal Administration. "A SAP migration on this scale had never been carried out at the Federal Administration before," explains Peter Künzi, department manager of the Competence Centre SAP for the Swiss Federal Office of Information Technology, Systems and Telecommunication.

"The central requirement was that all business processes continued to work effectively after the migration and that it did not impede users from carrying out their everyday work in any way."

To achieve this, the Federal Administration needed an efficient test system, which could carry out the massive number of test cases and related processes using a circle of testers, which was extensive and organised on a decentralised basis.

After an extensive evaluation phase involving local HP Preferred Partner, ITS, SAP and the testing team, HP Quality Center software was selected. One of the main factors in favour of the HP solution were the existing test cases for the human resources department already saved in the HP Quality Center tool. Many of the test cases were available in Excel format and could be imported into the HP tool. HP Partner, HP Partner, IT Services' (ITS), extensive experience in handling this professional testing tool was another deciding factor for Künzi.

Extensive tests - simultaneous and independent location

Over a period of around five weeks, all three groups of testers were involved in developing test packages (test cases and test sets) and incorporating these into the HP Quality Center tool. The clear file structure was discussed and saved in conjunction with the Competence Center SAP, the specialist departments and administrative units. This was followed by a two-week test planning phase and finally the effective testing phase which lasted about six weeks.

The progress check generated automatically by HP Quality Center - virtually at the touch of a button - and available at any time, proved to be a major advantage during the active test phase. The interim reports and current defect extracts generated using this tool, provided the test team with meaningful indicators allowing them to analyse the situation and plan accordingly.

Thanks to a web solution developed specially by Swisscom ITS, formerly Cirrus Consulting AG, the test cases could be carried out clearly and on a decentralised basis. They were created and stored centrally in HP Quality Center. Every individual test case was assigned to a test manager and a tester.

Peter Künzi praised the efficient project management by saying, "ITS provided us with optimum support throughout the project thanks to its creative, solution-oriented approach." He also underlined the company's effective interaction with the professional, supportive test management tool, HP Quality Center. "Without the HP tool, we would never have been able to reflect, execute and monitor the test cases so well," he summarises.

Successful introduction of SAP ERP 6.0

"The migration to SAP ERP 6.0 EhP3 was a complete success," reports Künzi. "With HP Quality Center, we could efficiently coordinate test management of the three key areas and their decentralised organisations."

Test management using HP Quality Center convinced all the administration units involved and also alerted other departments to the issue. The HP testing solution is now to be used for all IT projects within CC SAP and has also been integrated into the change management system. The project group is already working on a model for this.

For more information

To read more about HP Quality Center software, go to **hp.com/go/qualitycenter**