

QA Roles and Responsibilities

There are various roles on projects, some people may play more than one role. You should always check with your organizations testing methodology on what your role(s) are.

An effective QA team includes a mixture of resources

- QA expertise
- Domain/Technology expertise
- Tools expertise
- Database expertise
- Management/Lead expertise

The QA team must be properly structured, with defined roles and responsibilities that allow the testers to perform their functions with minimal overlap.

There should not be any uncertainty regarding which team member should perform which duties.

Clear Communication protocol should be defined with in the testing team to ensure proper understanding of roles and responsibilities.

Below is a breakdown of quality assurance roles and responsibilities and you may not see all these roles in your organization.

QA Manager Roles and Responsibilities

- Define and implement the overall QA strategic approach.
- Define and implement the overall QA tactical/operational approach.
- Define and implement an efficient QA operating model to align with the company's business goals.
- Manage teams across multiple geographic locations, releases and projects.
- Manage and maintain the QA team budget.
- Build the QA area/team, QA team structure, and QA roles and responsibilities based on the projects the QA group would be responsible to deliver.
- Build a strong QA team through better recruitment, retention, training, and performance evaluation.
- Set the overall QA test strategy that includes all the various types of testing being performed by the QA team.
- Determine the scope of the overall QA team based on all the business demand, run the business maintenance work, resource capacity and skill set.
- Provide input from a testing perspective to the delivery release roadmap and project schedule plan, capacity, and deployment to production schedule.
- Maintain the QA team's capacity planning, utilization and assignment allocations, etc.
- Create and maintain the overall QA Project Plan and Statement of Work (SOW).

QA Manager Roles and Responsibilities Cont'd

- Identify overall QA milestones, external milestones, dependencies, issues, risks and assumptions.
- Assign release/project work to the various QA teams.
- Ensure release/project testing commitments are met for the entire QA team.
- Develop and maintain strong working relationships with all the areas engaged with the overall QA team.
- Resolve escalated issues and risks with firm mitigation plans and escalate outstanding issues if required.
- Identify needs for implementing new processes and analyze project trends to improve and optimize existing processes. Ensure both new and existing processes are being followed.
- Identify areas of improvement to increase speed, quality and gain efficiencies.
- Identify the various tools needed by the QA team and help customize these various tools based on testing needs.
- Identify and help build the Automation model, framework and approach.
- Identify and help build the Regression Test Bed.
- Create and maintain the QA team member skill set database.
- Provide leadership and guidance to build and maintain a high performance environment.

QA Manager Roles and Responsibilities Cont'd

- Provide specific training, coaching, direction and mentoring to the QA team members.
- Ensure all QA team members are developing the needed skill set and encourage certifications.
- Set performance goals and conduct reviews.

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QA Team Leader Roles and Responsibilities

- Provide input from a testing perspective to the release's and project's schedule plan.
- Create and maintain the overall release and project specific test strategy and scope that include the types and amount of testing based on resource capacity and skill set along with adhering to testing standards.
- Create and maintain all the release and project specific QA high-level plans (includes timelines, assumptions & risks).
- Identify release and project specific milestones, external milestones, dependencies, issues, risks and assumptions.
- Establish QA release entrance and exit criteria.
- Identify specific skill sets needed to fulfill the specific roles and tasks on their team.
- Manage, coordinate and ensure the delivery of a release or project.
- Assign and conduct day-to-day management of team's assigned projects, tasks and activities.
- Balance the workload amongst the QA resources on the team.
- Provide leadership and guidance to build and maintain a high performance environment.
- Review the project specific test strategy.

QA Team Leader Roles and Responsibilities Cont'd

- Review requirement change requests and QA change requests and provide input.
- Review the functional test plan (test scenarios, conditions and data) and provide input.
- Review and validate test results and defect reports.
- Escalate outstanding defects per the Defect SLA.
- Resolve assigned release/project issues and risks and escalate outstanding issues to the QA Manager.
- Reports release/project specific testing status, defect status and testing metrics.
- Ensure release/project testing commitments are met within the QA team and monitor assigned QA team projects for potential impacts to target dates or other projects. Communicate potential impacts to target dates to the QA Manager.
- Identify risk to testing and communicate to the QA Manager.
- Identify, communicate and implement risk-based testing approach when needed.
- Support User Acceptance Testing (UAT) as needed.
- Help customize the various tools needed by the QA team.
- Identify areas of improvement to increase speed, quality and gain efficiencies.

QA Team Leader Roles and Responsibilities Cont'd

- Identify and implement new processes. Improve and update existing processes. Ensure both new and existing QA processes are being followed.
- Help create and drive a training plan (checklist) and cross training within the team.
- Provide training and mentoring to new QA team members and QA Team.
- Develop and maintain strong working relationships with all the areas engaged with their QA team.

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QA Test Lead Roles and Responsibilities

- The following responsibilities are in addition to the QA Analyst role's responsibilities.
- Act as product or process SME based on experience for their assigned projects.
- Gather and analyze requirements.
- Participate in the Business Requirements Document (BRD) review and Functional Design Document review meetings.
- Provide project QA estimates.
- Perform any necessary follow-up on requirements analysis, estimates, including re-estimates, attendance at kickoff meetings, etc.
- Assign and conduct day-to-day management of sub QA team's assigned projects, tasks, and activities.
- Provide input for release test strategies and adhere to testing standards.
- Prepare and review the project test strategy.
- Prepare and review the functional test plan (test scenarios, conditions and data).
- Conduct a project/iteration specific functional test plan walk-thru.
- Review and estimate requirement change requests.
- Review and validate test results and defect reports by the Test Executors.
- Assign defect retesting and follow up with assigned testers on outstanding defects.
- Escalate outstanding defects per the Defect SLA.

QA Test Lead Roles and Responsibilities Cont'd

- Resolve assigned project issues and risks and escalate outstanding issues to the QA Team Leader.
- Provide tasks status and defect report communication to the QA Team Leader.
- Ensure testing commitments are met within the sub QA team and monitor assigned sub QA team projects for potential impacts to target dates or other projects. Communicate potential impacts to target dates to the QA Team Leader.
- Identify risk to testing and communicate to the QA Team Leader.
- Support User Acceptance Testing (UAT) as needed.
- Help customize the various tools needed by the QA team.
- Identify and implement new processes. Improve and update existing processes. Ensure both new and existing QA processes are being followed.
- Provide training and mentoring to new QA team members and QA sub group.
- Develop and maintain strong working relationships with all the areas engaged with their QA team.

QA Analyst (Test Planner) Roles and Responsibilities

- Gather and analyze requirements.
- Participate in the Business Requirements Document (BRD) review and Functional Design Document review meetings.
- Provide input to the project QA estimates.
- Perform any necessary follow-up on requirements analysis, estimates, including re-estimates, attendance at kickoff meetings, etc.
- Assist in preparing and reviewing the project test strategy.
- Prepare and review the functional test plan (test scenarios, conditions and data).
- Review and estimate change requests and modify the functional test plan if needed.
- Review and validate test results and defect reports by the Test Executors.
- Defect and issue identification, logging, tracking, resolution, and reporting.
- Tasks status communication to QA Test Lead.
- Ensure testing commitments are met and communicate potential impacts to target dates to the QA Test Lead.
- Identify risks to testing and communicate to the QA Test Lead.
- Help identify and implement new process improvements. Assist in existing process improvements. Adhere to all QA processes and procedures.
- Conduct training for new QA team members.
- Build and manage strong working relationships.

QA Analyst (Test Executor) Roles and Responsibilities

- Review and understand the functional test plan.
- Assist in preparing and modifying project specific test data.
- Conduct test execution (both manual and automated).
- Test results validation and reporting.
- Defect and issue identification, logging, tracking, resolution, and reporting.
- Tasks status communication to QA Test Planner and QA Test Lead.
- Ensure testing commitments are met and communicate potential impacts to target dates to the QA Test Lead.
- Identify risks to testing and communicate to the QA Test Lead.
- Help identify and implement new process improvements. Assist in existing process improvements. Adhere to all QA processes and procedures.
- Conduct training for new QA team members.
- Build and manage strong working relationships.

QA Automation Analyst Roles and Responsibilities

- Enhance and maintain the Automation framework and approach.
- Automated script creation and maintenance (script error debugging).
- Automated script enhancements.
- Identify and recommend script code efficiencies.
- Conduct script code inspections.
- Migrate script code to test environments.
- Tasks status communication to QA Team Leader and/or QA Test Lead.
- Ensure automation commitments are met and communicate potential impacts to target dates to the QA Team Leader and/or QA Test Lead.
- Identify risks to automated testing and communicate to the QA Team Leader and/or QA Test Lead.
- Help identify and implement new process improvements. Assist in existing process improvements. Follow all processes and procedures.
- Conduct training for new team members.
- Build and manage relationships and ensure customer/client satisfaction.

QA Defect Coordinator Roles and Responsibilities

- Define, implement and communicate the Defect Management Process.
- Train the QA Team members on the Defect Management Process along with key external contacts in the development, business, project management, etc. areas and ensure everyone is adhering to the Defect Management Process.
- Define, implement and communicate the Defect Service Level Agreement (SLA).
- Ensure everyone is adhering to the Defect Service Level Agreement (SLA).
- Work with the Quality Center support team to make the necessary changes to the tool to meet the QA needs according to the defined Defect Management Process and Defect Service Level Agreement.
- Identify and implement necessary defect metrics in Quality Center to capture and report defect resolution efficiency.
- Create and communicate Defect Reports used in defect status meetings.
- Coordinate and facilitate daily or weekly defect status meetings.
- Coordinate and follow up with Development Leads and QA Test Leads on defect fix estimates and retesting estimates.

QA Defect Coordinator Roles and Responsibilities Cont'd

- Create and communicate Defect Metrics used to identify gaps and trends.
- Identify risk to testing and communicate to the QA Team Leader and/or QA Test Lead.
- Help identify and implement new process improvements. Assist in existing process improvements. Follow all processes and procedures.
- Conduct training for new team members.
- Build and manage relationships and ensure customer/client satisfaction.

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- The role of the Program Manager is to provide overall leadership and coordination across various projects within the defined program.
 - Establishes milestones/deliverables for assigned pilot programs.
 - Manages scope.
 - Maintains the program work plan.
 - Coordinates program status communication.
 - Interfaces with all roles.
 - Ensures tasks are on schedule.
 - Mitigates risks and issues.
 - Facilitates design through deployment phases.
- The key goal of this role is to provide overall program oversight

Project Manager Roles and Responsibilities

- Oversee the implementation of the project on a daily basis (may include multiple projects) with regard to schedule, budget and quality.
 - Define the project management strategy and approach adhering to PMO guidelines and standards.
 - Communicate project progress and directions to the project team, and Sponsors.
 - Raise project issues and risks, as well as quality and scope deviations and escalate as necessary.
 - Provide direction and assign responsibilities when needed.
 - Review and Approval of the testing strategy, approach, and plans.
 - Provide formal sign-off on all testing deliverables and testing events.
 - Review of testing results and defects to determine/assess impact to overall project plan and implementation schedule.
 - Manage Change Control process.
 - Consult with Test Lead on review and creation of Test Completion report.
 - Approve Test Completion Report.
 - Performs project closure procedures.
 - Provide project deliverables and support to project team, if project team is responsible for on-going maintenance.
- The project manager is the person accountable for the project.

- Create requirements documentation.
- Be available as resource for testing team in regards to questions that arise with requirements and test case creation.
- Act as resource to Test Lead for information to create Test Strategy & Test Plan.
- Participate in Test Strategy, Test Plan, and Test Case walk-through.
- Approve Test Strategy & Test Plan.
- Participate in defect reviews
- Approve Test Completion Report.
- Provide On-going support to project team, if necessary.

- The role of the Technical Lead is to provide leadership to the technical resources and work - in conjunction with the Project Manager - to ensure that project milestones are met.
- Research the information technology marketplace for new and innovative technologies and application development practices. Proactively propose these new technologies as solutions to the stated business problems.
- Plan, schedule, and coordinate activities related to system development.
- Consult and mentor technical resources concerning methods, procedures, and standards to be used during design, development, and unit testing phases of system development projects.
- Provide system or technical development expertise to the technical resource team.
- Communicate issues and status information to the Project Manager concerning system development activities.
- Identify opportunities for reuse and process improvement.

- Review requirements and other project documentation.
- Create High Level (Macro) and Low Level (Micro) design documents.
- Be available as resource for test team in regards to questions that arise with requirements and design documents.
- Participate in walk-through and provide approval of Test Strategy and Test Plan.
- Approve Test Strategy and Test Plan.
- Coordinate and conduct Unit Testing
- Participate in defect reviews
- Collaborate with test team when conducting Test Readiness Assessment
- Investigate and resolve defects/issues
- Update defect/issues log with state and resolution.
- Provide on-going development support, if necessary.

The Other Miscellaneous Roles and Responsibilities–High Level Details

- Executive Sponsor
 - The key goal of this role is communication and mission/vision fulfillment.
 - Responsible for the success of the project team in fulfilling its mission.
 - Signs off on Large and Strategic Program/ Project deliverables.

- Business Sponsor
 - The key goal of this role is business direction and customer satisfaction.
 - The Business Sponsor answers the business-driven question, "Why are we doing this?" and ensures that all members of the team know and understand the answer.
 - Responsible for Provides funding, resolves business policy issues.
 - Signs off on Medium, Large, and Strategic Program/ Project deliverables.

- Technical Sponsor
 - The key goal of this role is technical direction and issue resolution.
 - Makes IT resources available.
 - Resolves major technical policy issues.
 - Business and Technical Sponsors are partners in decision making
 - Business and Technical Sponsors will consult on issues before they are brought to the Executive Sponsor.
 - Signs off on program/ project deliverables.

- Release Manager: (Some of these tasks can be played by other roles (e.g., Project Manager or Product Manager), but it is with the hat of a Release Manager.)
 - The key goal of this role is to identify all items that need to be coordinated, managed, scheduled, and planned across a release.
 - Ensuring requirements are clear across dependent project streams with a release.
 - Ensuring requirements that impact other projects (internal and external) are submitted to the other products' requirements lists or backlogs.
 - Tracking changes to requirements and communicate impacts to externally dependent product releases.
 - Ensuring the tasks associated with parallel and external deliverables are included in the project plan (build time, run time, merging, etc.).
 - Ensuring items released in a parallel branch are merged and tested into this release as appropriate.
 - Managing the deployment of the deliverables to the test environment specifically ensuring that the external dependent items are available at test runtime. Managing the deployment of deliverables into production.
 - Validating the release notes.
 - Validating the release is operating as expected.

- Configuration Manager
- The key role is to establish and maintain the integrity of products.
- Responsible for the identification of work products and base lines that are subject to configuration items.
- Approve/reject of proposed changes to configuration items.
- Take back up and archival of the project. it should happen periodically.
- Conduct Configuration Status Accounting verification (conduct audits.)
- create the users and provide them with appropriate access rights, for whatever tool you are going to use.

→Subject Matter Expert (SME)

- The key goal of this role is to provide business expertise to the project team.
- Responsible for Providing business expertise in usability process.
- Assists with the development of training requirements
- Coordinates business implementation

→System Analyst

- The key goal of this role is technology consulting and determining how approved requirements will be implemented through the development of detailed functional/technical specifications.
- Responsible for assigned project/program deliverables.

etc.

Sample Role Charts

Sample Role Chart #1

Sr. PM: Multiple or Large Projects, Programs, Executive Level Customer Communication, Breadth of Product Experience.

PM Level 3: 10+ yrs experience. Multiple or Large Projects, Senior Management Level Communication, Experience with multiple Products

PM Level 2: 5 to <10 yrs experience. Single Project, Management Level Communication

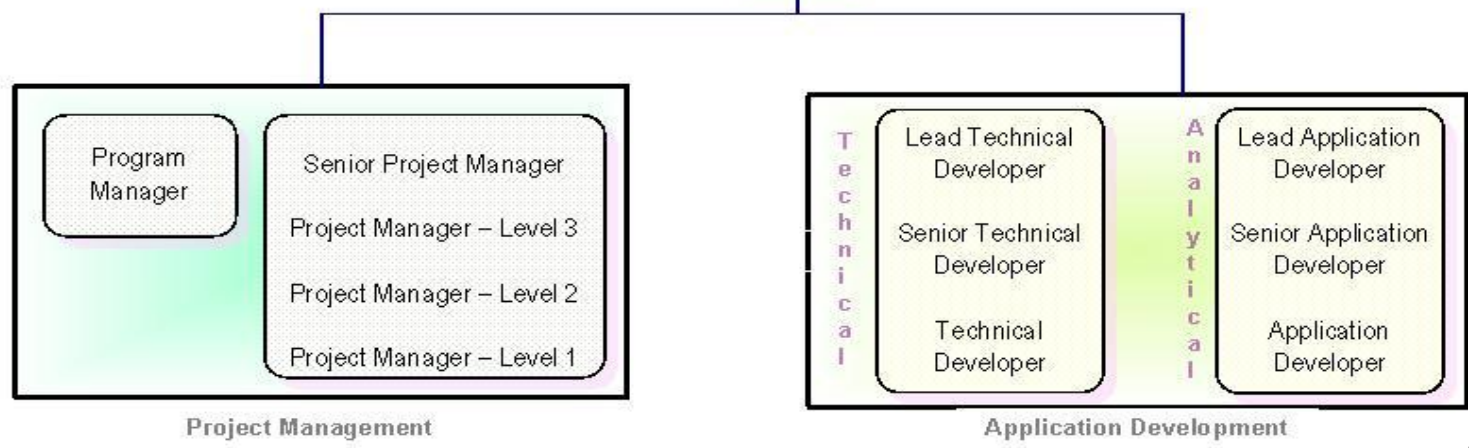
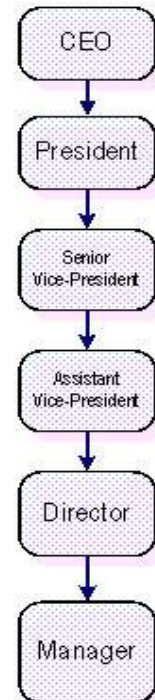
PM Level 1: < 5 yrs experience. Can manage small projects without another PM, Project Level Communication

Associate PM: Must report to a PM, Project Level Communication

Note: These details may vary from one organization to another.

In many IT organizations, same person can play 2 or more roles.

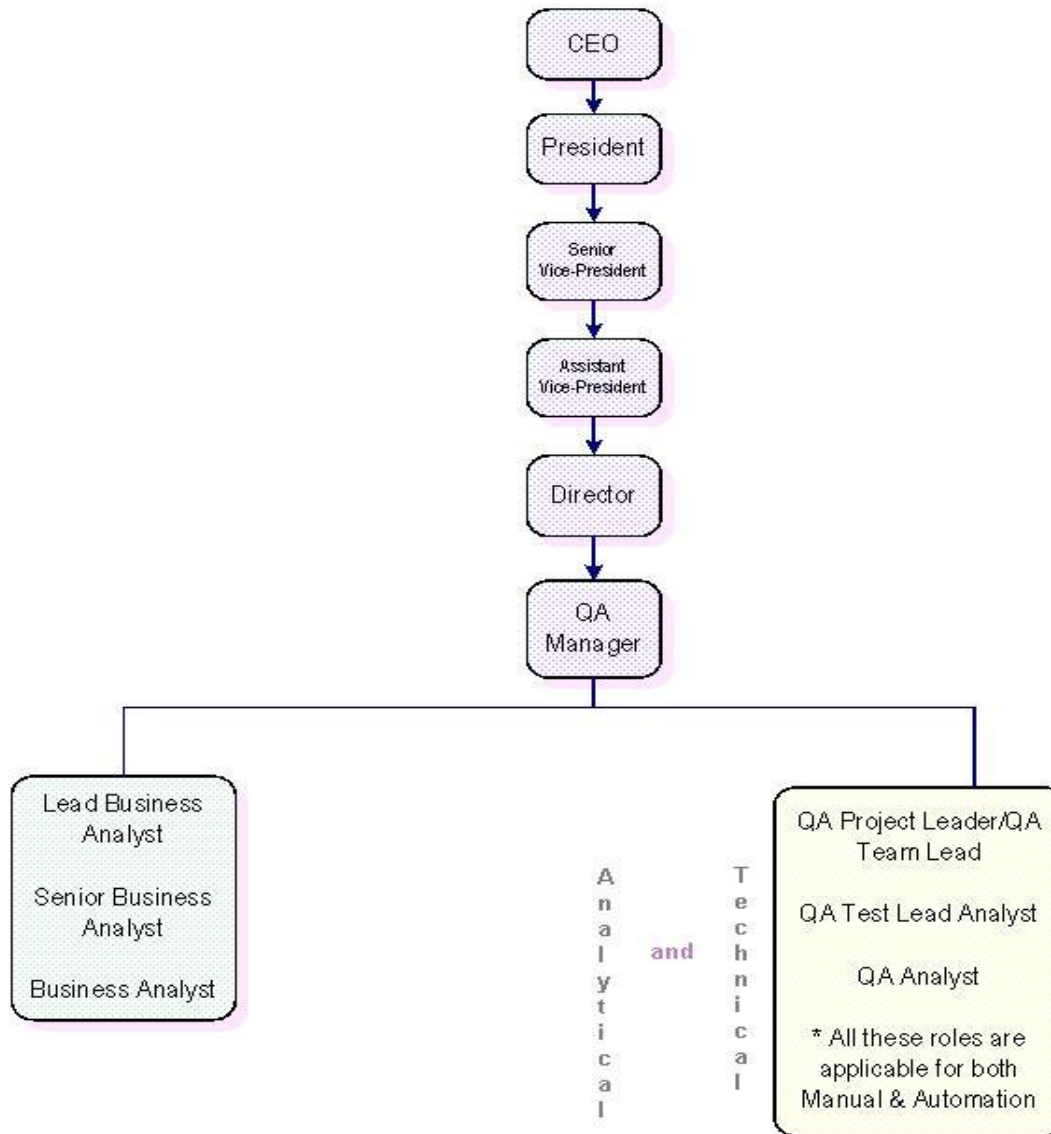
More than one person can play the same role.



Quality is never an accident; it is always the result of intelligent effort.

Sample Role Charts

Sample Role Chart #2



Sample Role Charts

Sample Role Chart #3

