

Levels and checkpoints

The levels for *Stakeholder commitment* are typified as follows:

- **Controlled:** *Stakeholders commit to and support the test process by granting and delivering negotiated resources.*
- **Efficient:** *Stakeholders anticipate the implications of changes, thus enabling the test process to respond adequately*
- **Optimizing:** *Stakeholders recognize and stimulate process improvement as shared responsibility*

Please find the checkpoints below.

Controlled

1. The principal stakeholder is defined (not necessarily documented) and known to the testers.
2. Budget for test resources is granted by and negotiable with the principal stakeholder.
3. Stakeholders actually deliver the committed resources.
4. The principal stakeholder is responsible for a documented product risk analysis (the input for the test strategy).

Efficient

1. All relevant stakeholder are defined (not necessarily documented) and known to the testers.
2. Stakeholders actively acquire information on the quality of both the test process and the test object.
3. The stakeholders proactively take action on aspects that affect the test process. This includes changes in the delivery sequence of the test object and changes in the project scope.

Optimizing

1. Line management acknowledges that test process improvement comes with the need for increased learning time for which resources are provided.
2. Stakeholders are willing to adapt their way of working to suit the test process. This includes the software development and requirements management.
3. An adapted way of working by the stakeholder to suit demands of the test process is jointly evaluated by the test organization and the stakeholder.

(Source: "TPI Next, Business Driven Test Process Improvement" ISBN 9072194977)

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