

# New futures in focus

## WORLD QUALITY REPORT

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## Quality Engineering in ANZ

Trends, challenges, and innovations down under

Australia and New Zealand (ANZ) are at the forefront of evolving IT trends, particularly in Quality Engineering and Testing. As organizations across these regions seek to enhance efficiency and embrace new technologies, several key trends and challenges have emerged that are shaping the future of enterprise IT.

### The role of Quality Engineering in ANZ's IT landscape

Quality Engineering and Testing have long been central to enterprise business assurance, especially within medium and large organizations. In ANZ, there's been a shift from a scaled Agile approach to a more balanced methodology. Organizations are reassessing the value of dedicated testing teams versus integrating testing within engineering squads. While early testing and shift-left practices are gaining momentum, the specialized expertise in functional assurance, integration, and continuous testing is being reaffirmed.

Managed testing services, which had seen a decline over the past several years, are now experiencing a resurgence. This renewed interest highlights the importance of specialized skills and expertise in ensuring quality outcomes. Moreover, there is a growing emphasis on Gen AI as a tool to enhance testing processes and improve overall efficiency.

### Cloud revolution and its implications

Cloud adoption continues to be a significant trend in ANZ, with enterprises focusing on accelerating data migration and

optimizing cloud costs. This year, there was a major incident involving a two-week outage on Google Cloud experienced by a prominent Australian organization, who is also one of Capgemini's clients. Although Capgemini is not the cloud partner for this client, but the incident served as a stark reminder of the critical importance of robust backup strategies and effective risk management.

### Sustainability and Automation in Quality Engineering

Sustainability is slowly but steadily gaining attention, but there remains a gap in integrating it into day-to-day practices within Quality Engineering. While organizations acknowledge its importance, there is still much work to be done in educating teams on how to measure and enrich sustainability as a value metric within quality practices.

Automation, on the other hand, continues to be both an opportunity and a challenge. While some organizations are early adopters, many still struggle with the complexities of automating business-as-usual (BAU) projects. There's a renewed focus on infrastructure and test environments, with investments in non-production environments and test data management becoming more prominent.

### Gen AI and the future of Quality Engineering

Gen AI is rapidly becoming a hot topic in ANZ, with organizations exploring its potential to address efficiency pain points within the testing cycle. While there is growing interest in leveraging

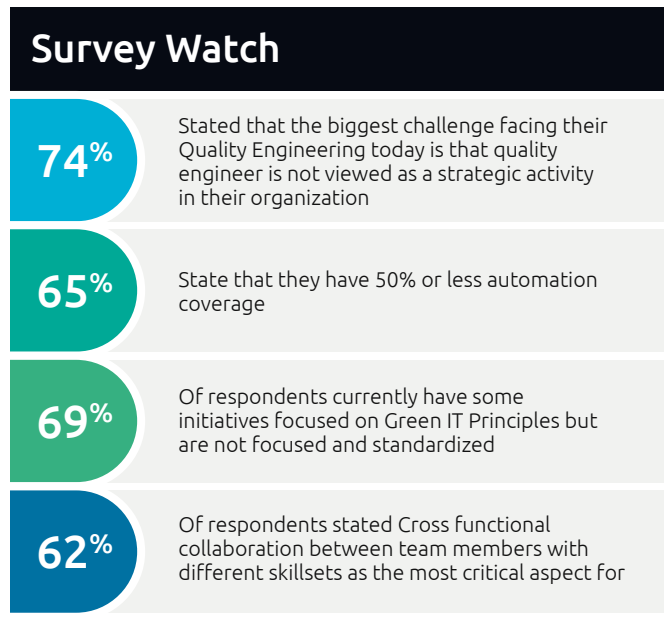
Gen AI for hyper-automating test design, there is also a cautious approach towards trusting its outcomes. Some organizations have paused their experimentation to centralize control and ensure reliability. In terms of platform preferences- Azure and Copilot are leading the way in Gen AI adoption, with organizations in ANZ exploring various options to find the best fit for their needs.

## The evolving workplace culture

As we move into the back-to-normal phase post-COVID, workplace culture in ANZ is experiencing a transformation. While hybrid work models were popular till last year, there is now a strong push towards on-site work. Many organizations are mandating a return to the office, emphasizing the importance of personal interaction and the co-location of development and testing teams. This shift is seen as crucial for maintaining product quality and fostering a culture of collaboration and learning.

## ANZ leads the change

ANZ is witnessing a dynamic shift in Quality Engineering and Testing, fueled by significant trends in cloud adoption, Gen AI, automation and more. As these technologies rewrite the future, organizations are rethinking workplace culture, positioning themselves to lead with more innovative and forward-looking Quality Engineering solutions.



### Contact

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