

**Leveraging ICT for Growth, Employment and Governance Project  
Bangladesh Computer Council (BCC)  
Information and Communication Technology Division  
Ministry of Posts, Telecommunications and Information Technology  
ICT Tower, Plot # E-14/X, Agargaon, Dhaka-1207  
Bangladesh**

**Terms of Reference  
For  
Quality Assurance (QA) Manager  
(Contract Package # AF-S44B)  
(Credit # 5911-BD)**

**July 2018**

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**For**  
**Quality Assurance (QA) Manager**  
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**1. Objective of the Assignment**

The objective of the assignment is to recruit a Quality Assurance (QA) Manager for ensuring compliance of Data Center operations according to Information Technology Service Management Standard ISO 20000, Information Security Management Standard ISO 27001, Information Technology Infrastructure Library (ITIL) best practices, Disaster Recovery and Business Continuity Standard ISO 22301. The position is responsible for conducting Internal Audits and Continual Improvement of Data Center services and security management. This role will monitor and ensure that data center operations are compliant as per the applicable international standards, management policies and regulations.

**2. Scope of Services**

The Quality Assurance (QA) Manager will be responsible for the following:

- Determine, negotiate and agree on in-house quality procedures, standards and specifications
- Assess customer requirements and ensure that these are met
- Set customer service standards
- Specifying quality requirements of IT equipment and Infrastructure components with suppliers
- Investigate and set standards for quality of services including security and safety
- Ensure that operating processes comply with standards like ISO 20000, ISO 27001 and ISO 22301
- Work with operating staff to establish procedures, standards, systems and procedures
- Write management and technical reports and customers' charters
- Determine training needs
- Act as a catalyst for change and improvement in performance and quality
- Direct objectives to maximize return on investment (ROI)
- Record, analyze and distribute statistical information
- Monitor performance
- Supervise technical staff

**Leadership** - Set goals for the work group, developing organizational capability, and model how to work together:

- Identify and communicate key responsibilities and practices to ensure promotion of successful attitude, confidence in leadership, and teamwork to achieve business results.
- Work with business and information technology leaders to properly set priorities, to manage incidents and escalations, and to predict and resolve problems that may occur. Initiate corrective actions and preventative measures.
- Establish test priorities and coordinate test activities ensuring deadlines are met, and business requirements and objectives are satisfied.

- Negotiate business commitments and resource requirements. Work with business and technology leadership to evaluate performance of Data Center services and ensure satisfaction of support and services delivery.
- Function as a consultant regarding services provided by suppliers and vendors. Select, negotiate, and manage services, as well as professional contract resources in order to meet demands.

**Planning and Execution** - Develop strategic and operational plans for the work group, manage execution, and measure results:

- Prepare, communicate and educate client groups and team on changes in policies and practices within the organization.
- Plan and manage business unit and department processes and practices to ensure that programs are aligned with organizational business goals and objectives.
- Develop and implement strategic plans and roadmaps for initiatives promoting Quality Management and Governance, Quality Control and Test Management, Functional and Technical Competency, Release and Deployment Management.
- Plan, organize and execute multiple, simultaneous quality assurance test initiatives across multiple activities and continuous sustainment support.
- Assist with estimation, business requirements development, project scheduling, planning and prioritization by collaborating with technology change management, service and delivery teams.
- Lead and participate as a project team member in all phases of software development projects, including pre-initiation, initiation, definition, specification, development and testing.

**Business Requirements** - Provide functional expertise and execute functional responsibilities:

- Plan and manage technology processes and practices to ensure that programs are aligned with business goals and objectives.
- Promote advancements in technology capabilities through strategic planning initiatives. Develop technology plans and roadmaps for specific technical and functional areas, including resource utilization, capacity, budgets and capabilities. Manage the allocation of resources to both development projects and sustainment services.
- Prepare, communicate and educate client groups and teams on changes in policies and practices within the organization.
- Lead team in implementation of test environment and test data management, test and quality assurance processes and standards, release management and deployment standards.
- Oversee testing related concerns in all phases of service development and sustainment projects, including pre- initiation, initiation, definition, specification, development and testing.
- Provide direction for software quality assurance professionals responsible for software testing ensuring that software quality acceptance criteria and production release timeframes are met while delivering reliable and innovative technology solutions for our business.

**Partner Development & Team Building** - Provide partners with coaching, feedback, and developmental opportunities and building effective teams:

- Challenge and inspire team members to achieve business results.
- Conduct and ensure the completion of performance reviews.

- Ensure partners adhere to legal and operational compliance requirements.
- Oversee training and development of data center staff and make effective staffing decisions.
- Provide coaching, direction and leadership support to team members in order to achieve partners, business and customer results.
- Exhibit collaboration and facilitation skills on project and sustainment initiatives by interacting with project managers, business and functional analysts, architects and developers, technical and operations teams.
- Demonstrate track record as an educator and mentor with providing quality assurance leadership for information technology quality assurance professionals.
- Lead quality assurance team in developing new services, processes, tools and technology capabilities. Inspires innovation and operational excellence.
- Provide professional development opportunities promoting functional and technical expertise, developing new services and technology capabilities.
- Challenge and inspire staff and partners to achieve the highest potential. Inspire leadership brilliance and intellectual curiosity.

### **3. Education and Experience**

- Minimum Bachelor's degree in Information Technology/ Computer Science/ Computer Engineering (or similar)
- Minimum five (5) years of progressive experience in Information Technology Quality Management and Information Technology Governance.
- Experience should include information technology quality assurance information technology policy development, risk analysis, compliance management and testing
- In depth knowledge of Information Technology Service Management Standard ISO 20000, Information Security Management Standard ISO 27001, Information Technology Infrastructure Library (ITIL) best practices, Disaster Recovery and Business Continuity Standard ISO 22301 is required.
- This position requires some weekend and evening assignments as well as availability during off-hours for participation in scheduled and unscheduled activities
- Experience in large company and/or financial services organization preferred
- Other IT governance/policy experience helpful
- IT operational experience helpful
- ITIL and COBIT Certifications helpful
- Demonstrated leadership brilliance, intellectual curiosity and operational excellence
- Outstanding organization and planning skills
- Effective management and supervisory skills
- Exceptional oral and written communication skills with the ability to communicate clearly and concisely at various organizational levels
- Ability to apply knowledge of multidisciplinary business principles and practices to achieve successful outcomes with cross-functional teams
- Ability to explain complex issues in common terms
- Ability to establish solid working relationships with peers and subordinates
- Ability to create and deliver results in a highly collaborative environment
- Ability to handle numerous concurrent tasks under time constraints, effectively prioritize and execute tasks in a highly dynamic environment
- Team player who exhibits effective interpersonal skills with a collaborative style

- Demonstrated ability to improve individual job skills through training, self-research and self-study
- Knowledge of testing methodologies and software development lifecycle concepts
- Knowledge of testing best practices and approaches for custom developed and consumer off-the-shelf packaged applications
- Expert knowledge of test management processes, both functional and non-functional test planning and execution, version control and defect tracking methods using associated tools
- Knowledge of and ability to drive process development, quality assurance practices, and release management
- Understanding of Cloud computing services including Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS)
- Understanding of application and system architecture concepts including service-oriented architecture (SOA)
- Experience and knowledge with mobile digital technologies related to testing
- Strong technical skills including an understanding of automated test script execution and related tools
- Ability to work with one or more programming languages used for test script development
- Understanding of Infrastructure technologies including networks, servers, and databases
- Demonstrated project management skills including an understanding of project management processes and related tools

#### **4. Reporting Arrangements**

The Quality Assurance Manager will assist and report to the Project Director, under the general supervision and guidance of the e-Government Team Leader and Technical Specialist(s).

#### **5. Duration of the Assignment:**

The duration of the assignment will be about 10 (ten) months and may extend subject to satisfactory performance of the Consultants & Project Extension.

#### **6. Facilities to be provided by the Client:**

Project will provide appropriate office space and other associated (data, information, furniture, stationeries, etc.) necessary to carry out the assignment.

#### **7. Reporting requirements/deliverable:**

The Quality Assurance Manager will need the following reporting requirements/deliverables, but not limited to:

- Monthly work plan and progress report;
- Yearly Report;
- Any other Report, as required.