

# HM REVENUE AND CUSTOMS



## HM Revenue and Customs (HMRC) was formed in 2005, following the merger of the Inland Revenue and HM Customs and Excise Departments.

Its role is to collect and administer direct taxes and indirect taxes and pay and administer child benefit, child trust fund and tax credits. HMRC also protects the UK by enforcing and administering border and frontier protection, environmental taxes, national minimum wage enforcement and recovery of student loans.

By doing so, it makes sure that money is available to fund the UK's public services and helps families and individuals with targeted financial support.

HM Revenue and Customs had invested in a major enhancement to its corporation tax system - upgrading the platform from a VME mainframe to a client server. A legislative project, it was vital that the new business-critical system was fully tested to ensure business continuity and minimal risk on deployment whilst not jeopardising the delivery date of the application. From the outset, investment in a well-structured and focused test strategy was fully supported.

### The Project

With a strict deadline to meet, HMRC approached SDLC Solutions to develop a comprehensive testing strategy and implement the strategy across the whole project. The objectives were to maximise avoidable costs; provide confidence in the system before 'go live' and develop the strategy as a blueprint for rollout across other departments.

Automation was the focus of the test strategy since it was necessary to run thousands of tests across the new system against the old. Automation of testing delivered huge operational and business benefits. It enabled SDLC Solutions to demonstrate the integrity of the new corporation tax system with detailed documentation and scripts. The test strategy also included a degree of performance and unit testing to ensure that any serious functional flaws and performance issues were identified and removed before deployment.

Bob Docherty, Chief Architect from Capgemini<sup>1</sup> comments, "SDLC Solutions demonstrated an understanding of the business needs of HMRC and an appreciation of the culture of the organisation from the beginning of the relationship. A true partnership was established. This, coupled with SDLC's ability to cover a range of skills from detailed test analysis through to automation, is why the relationship has lasted more than four years. This project established a best practice blueprint which has since been rolled out successfully across a number of other HMRC departments."

1. Capgemini manages the provision of services to HMRC through a consortium of major IT providers.

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### Key Benefits

- **Robust testing strategy minimised risk and provided significant time and cost savings during and after implementation.**
- **More efficient resource allocation which resulted in greater specialist availability due to reduced manual testing.**
- **Deployment of the test strategy served as a pilot and has since been rolled out to other departments.**
- **The quality and reliability of the Corporation Tax system were assured due to significantly reduced manual testing which removed duplication and any risks of human error.**

### More information:

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