

Certified Tester Expert Level – Test Management: Operational Test Management Course

Course Duration: 40 Hrs.

Course Code: CTEL-TM-OTM

Course Overview

The **Certified Tester Expert Level – Test Management: Operational Test Management** course is designed for senior testing and quality assurance professionals who are responsible for planning, controlling, and optimizing testing activities at an operational level. This course focuses on translating test strategies into effective execution, managing day-to-day test operations, and ensuring that testing activities consistently support business and delivery goals. Participants will develop advanced skills to manage complex test programs, multiple projects, and evolving delivery environments.

What You'll Learn?

By the end of this course, you will be able to:

- Plan, monitor, and control operational test activities
- Apply advanced test management techniques in real projects
- Manage test risks, resources, schedules, and dependencies
- Establish and use meaningful test metrics and KPIs
- Integrate testing effectively within agile, hybrid, and traditional models
- Optimize test processes for efficiency and quality
- Prepare for the ISTQB Expert Level Operational Test Management assessment

Target Audience

This course is intended for:

- Senior Test Managers and Test Directors
- QA Managers and Quality Heads
- Test Program and Delivery Managers
- Test Consultants and Process Improvement Leads
- Experienced testing professionals aiming for Expert Level certification

Pre-Requisites

Participants should meet the following requirements:

- ISTQB Advanced Level Test Manager (CTAL-TM) certification
- Extensive experience in test management and software testing
- Practical knowledge of test planning, monitoring, and control
- Familiarity with different software development life cycles

Course Content

Module 1: Operational Test Management Fundamentals

- Role and responsibilities of operational test management
- Aligning test operations with business objectives
- Test management in complex environments

Module 2: Test Planning and Control at Operational Level

- Detailed test planning techniques
- Monitoring progress and controlling test execution

- Managing deviations and corrective actions

Module 3: Risk-Based Operational Testing

- Identifying and analyzing test risks
- Prioritizing testing activities based on risk
- Risk mitigation and contingency planning

Module 4: Resource, Schedule, and Vendor Management

- Resource estimation and capacity planning
- Managing test teams and external vendors
- Scheduling and dependency management

Module 5: Metrics, Reporting, and Decision Support

- Defining effective test metrics and KPIs
- Test reporting for different stakeholders
- Using data to support release and quality decisions

Module 6: Continuous Improvement and Optimization

- Assessing operational test effectiveness
- Process improvement models and techniques
- Driving efficiency, quality, and organizational maturity