



Certified Test
Automation
Professional (CTAP)
consortium

Test Automation Certification CASE STUDY

www.ctapconsortium.com



Belastingdienst

Dutch Tax Office

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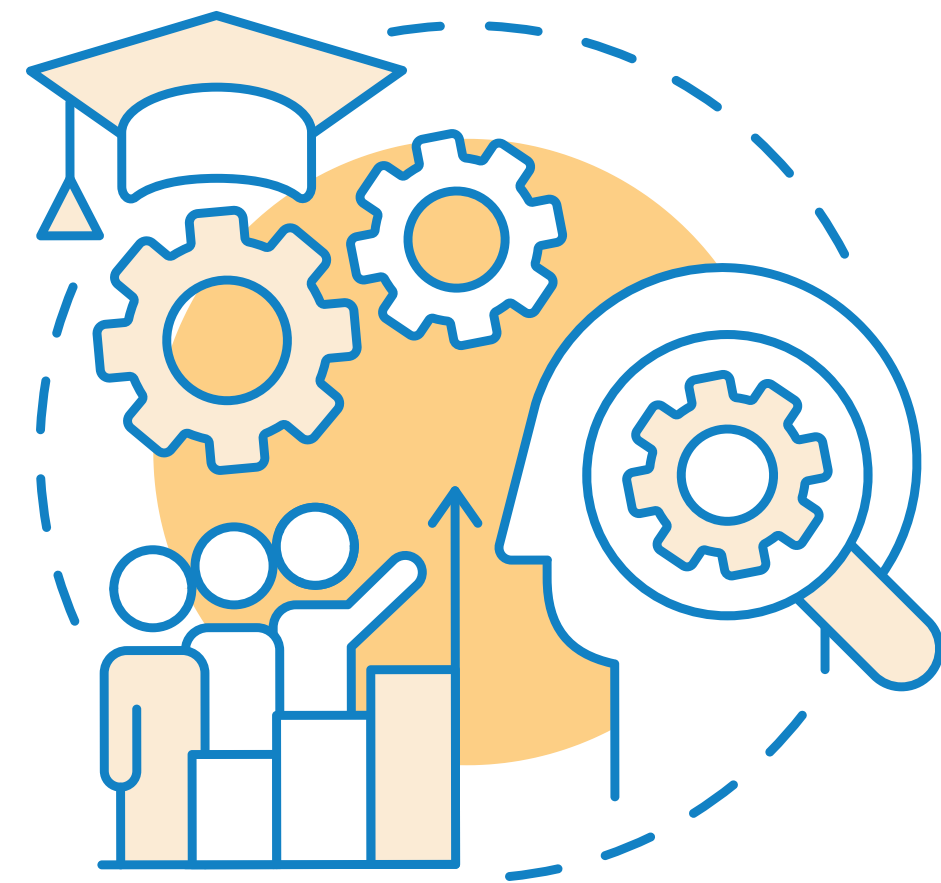
Main take aways

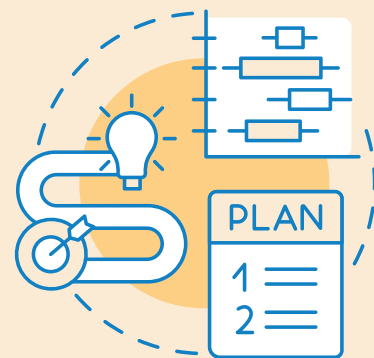
The right standard for test automation

Internal employees and trainees must meet agreed standards regarding test automation, but we could not find the right training/certification for this on the market.

Test professional validation

When hiring an external test automation specialist, we often received a CV showing that the employee has sufficient experience in the field of test automation, but which in practice often turns out to be disappointing.





Good foundation

It is now part of our standard career path, within the tax administration office, that all our junior test automation engineers and trainees have followed the CTAP training and have obtained the certificate. This lays a good foundation for the further careers of our internal employees.



Save money on intake of consultancy

We ask our external suppliers (currently optional) that the consultants they offer also have the CTAP certificate. This saves the organization a lot of money with the intake process, among other things. And there is a chance that we hire a consultant who really knows what test automation is and not just automated testing.

Outcome

This is very valuable to us and **saves** us a lot of **time and money** to sort things out.



Internal quality improvement up to 500x Test professionals

We see that the quality of internal employees has improved structurally. Among other things, cooperation between all more than 500 test employees will also be increased. They have a basic framework and from there it is much easier to reach each other and ask for help.



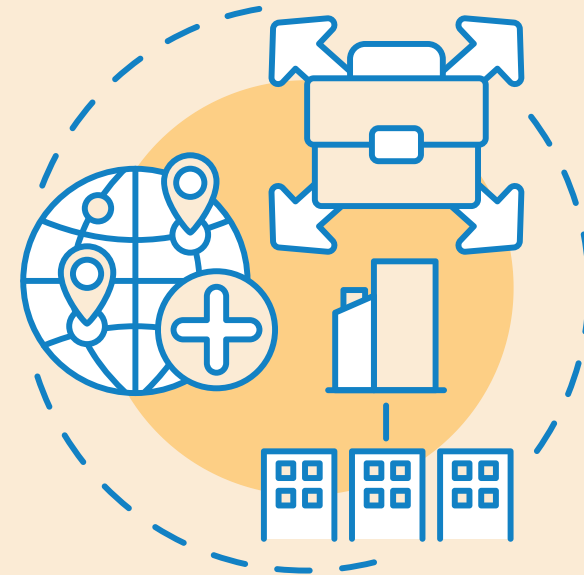
Enables a common language within and between (governmental) organisations within the Test domain.

The great thing is that by actively working on this, we are not only able to find each other better internally, but also more broadly. For example, we currently have frequent contacts with CJIB (The Central Judicial Collection Agency), UWV (Institute for Employee Benefit Schemes) and DUO (Governmental Education Executive Agency). Partly thanks to the CTAP platform.

Collaborations



Knowledge exchanged on a structural base between Dutch Tax Office (Belastingdienst) and CJIB. Especially in the area of learning & development.



Quarterly meetings with test professionals from all over the Netherlands, exchange of ideas to improve CTAP.



Introduction of the CTAP syllabus as part of curriculum software engineering bachelor (Hanze/ NHL Stenden)



Lessons learned

More modules are required to make CTAP more broadly applicable

A 2.0. version that zooms in on Test automation and not just automated testing would be a welcome addition.

Extensive structural collaboration is very valuable for improving the quality of both the syllabus and the courseware.

Additional modules can anticipate on market trends, for example a Playwright module can be added.

CTAP

Main take aways



Standardized Training and Certification

Implementation of the CTAP training and certification for all junior test automation engineers and trainees as part of their career path.

This ensures a solid foundation for their careers and improves the quality of internal employees structurally.



Improved Hiring Process

Requesting external suppliers to provide consultants with CTAP certification saves the organization money during the intake process and ensures that hired consultants are genuinely skilled in test automation.



Enhanced Collaboration and Knowledge Sharing

Structural knowledge exchange between Dutch Tax Office (Belastingdienst) and other organizations and regular quarterly meetings with test professionals across the Netherlands to share ideas and improve the CTAP program.

CTAP



Belastingdienst

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