

Lycetts – TWIST / OpenGI

Introduction

Lycetts runs OpenGI software, used to administer insurance quotes. Unlike many comparable products that use a web interface, OpenGI is a much more bespoke program. Even though Open GI is an off-the-shelf product, the bespoke nature of the software meant that some software testing was now needed.

see:detail was commissioned to conduct testing in several areas.

The Task

Remit

Unlike most see:detail projects, this project consisted of multiple small tasks concerning specific areas of the Lycetts OpenGI system. See:detail's responsibilities varied from task to task, but generally covered any or all of functionality, calculations and end-to-end processes.

Non-functional testing (including performance and security) and usability testing remained as Lycetts' responsibility.

Test Planning

There were two significant challenges to planning the testing. The first was that, because of using a commercial off the shelf product, there was no formal documentation on system behaviour, only some ad-hoc guides covering some of the bespoke rules used by Lycetts. The second challenge was that operation of OpenGI is quite different to operation of a web-based system, with keystrokes and field behaviour that would be counter-intuitive to someone used to a web interface.

It was therefore necessary to effectively reconstruct requirements to ascertain expected behaviour. This was achieved through a combination of a demonstration by Lycetts, subsequent exploratory tests and further queries. Based on this, it was possible to draw up a written list of rules to the extent required for the testing.

Test scripts

Testing was structured around either repeated tests entering different values in fields (where calculation rules were under test) or few longer tests (where end-to-end behaviour was being examined).

Test scripts were created in Practitest, the test tool used by Lycetts. Where appropriate, parameters were used to allow the same script to be used against different inputs and expected outputs.

Test Execution

Testing was conducted remotely by see:detail using a remote desktop provided by Lycetts.

The main challenge encountered during testing was numerous unwritten changes made to the test system since the specification was last documented. Where necessary, testing was paused so that

the correct behaviour could be queried. However, due to the volume of queries, it was frequently necessary to treat a step as passed if it was clear that observed system behaviour was correct.

Where individual steps failed due to minor errors, it was agreed with Lycetts these steps could be re-run rather than re-run the whole test.

Outcome

Most of the discrepancies between expected results and actual results turned out to be discrepancies in specification, particularly changes made after the specification was last written.

There were three system problems identified that were not down to testing or documentation issues:

- The system was found to crash if the sum insured was entered as a value greater than £500,000
- Type-through: It was noticed that for several fields, when the limit of the field length was reached, the input continued in another unrelated field. This issue had previously been identified, but the fields found in see:detail's testing were not included in the fix.
- Confirmation message: a confirmation message for an operation on one page was found to be inconsistent with equivalent messages on other pages. This was queried and confirmed to be incorrect.

However, none of the issues were believed to have a notable impact on live operations in practice. Based on this, the tested areas were found to be suitable for continued use in live operation, with the main issue being missing and out of date documentation.

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