

Johnson & Johnson – PharmaGenius

Introduction

See:detail was commissioned to undertake test execution on a pharmaceutical website. The tests themselves were supplied by the project, with see:detail's responsibility confined to running the tests and reporting defects as and when they arose.

The website covered numerous functions related to pharmacies and their relations to the supplier, including functions to order products from the supplier and view educational materials from the supplier. There were also numerous administrative functions supporting the uses, including user management, content management from administrators, and support tools to resolve user problems.

Later, see:detail was also asked to create regression tests, to be carried out after each update. This time, the remit included test planning and test script writing, with a looser remit of high-priority tasks as decided by the client.

Test Planning

The tests for the new releases were supplied by the client. The test scripts were in general structured around the requirements. Only the website itself was in scope; the data on hospitals and prices of products were held on separate systems, and the interactive training materials were stand-alone components. These were assumed to understand correctly.

For the test design of the regression tests, only a limited amount of time was available per cycle. It was also necessary to make the scripts re-usable. This meant that everything from choice of test cases to test script writing had to be resilient against a test site whose content was liable to change at any moment in time. Test scenarios and test steps were kept non-specific against content (e.g. a tester would be given a generic instruction to select a product rather than a specific, named, product), and where it was not possible to create a resilient test against a business process, a different test was chosen instead.

Test Execution

Tests were created and executed using an ALM system provided by the client.

A commonly encountered problem throughout test execution was incorrectly configured test data. Sometimes actions specified in the test scripts referred to specific items in the test system that no longer existed; other times test users did not have access to sufficient data (e.g. a test script for a new learning material run against a user where all learning materials had already been started). See:detail developed a mechanism for reporting these issues to the client to allow speedy resolution to these issues.

The regression tests proceeded more smoothly; this was in part due to learning lessons from the earlier tests. The only issue was that, despite an agreed level of scope prioritisation with the client much was required to run the tests repeatedly. Therefore, in later releases it was agreed to select prioritise regression tests according to the risk posed by the change.

Outcome

The biggest challenge was the system testing before the original release of the product. The delays caused by the above test data issues, combined with duplication within the test scripts we were supplied with, put pressure on completing testing in time for the intended delivery data. Fortunately, the test system itself was quite reliable. See:detail's was therefore able to focus on improving efficiency of the test execution and was able to complete the testing in time.

The regression tests were adopted as a package for releases and re-run by both see:detail and the client in future releases.

see:detail is the trading name of Autism Works Limited, a Social Enterprise that offers the opportunity of sustainable employment to people with an autism spectrum condition or Asperger's Syndrome in the field of software testing. More information can be found at:

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