Deloitte – Software Client

Introduction

Two Test Analysts from see:detail were sub-contracted by Deloitte Test Services to carry out regression testing on behalf of their client.

The system under test was an upgraded virtual environment for the client based on the Citrix platform. Most, or all of the components were commercial off-the-shelf products, from well-known mainstream products such as Microsoft Windows and Office, but also specialist applications for law firms. The programs were also heavily customised with numerous add-ins: most notably, a Document Management System (DMS) used as a central storage area for files that kept track of file versions.

The test scripts were therefore geared towards integration testing to ensure that programs correctly interacted with the virtual interface, the operating system, other programs, add-ons and the DMS.

In general, only the most critical features of the programs themselves were tested. It was normally assumed that if the base features of the program worked, and it correctly interacted with other components then the risk of bugs in other features would be minimal.

The name of this client has been anonymized due to our written agreements with them.

Problem Statement

To test hundreds of Office, and other applications, for the new Citrix environment.

Test Methodology

Test scripts in this project were arranged into test packs (also referred to as test cycles). These covered testing at various stages of the project, and covered different test builds. Test packs were normally released in pairs with one pack covering the applications running within a virtual desktop, and another testing "published apps" (which run on the local computer's desktop as if it was a local application). The local applications behaved as though separate from the overall system (no desktop or other windows), but still had access to the DMS and filesystem in general (open, save print commands for example.

Eight test packs were used during the first stage of see:detail's involvement with the project. In summary:
- Development regression pack 1 – Desktop
- Development regression pack 1 – Apps
- Full seed regression pack 1 – Desktop
- Full seed regression pack 1 – Apps
- DMS regression pack 1 – Desktop
- DMS regression pack 1 - Apps
- Manual regression pack 1 – Desktop
- Manual regression pack 1 – Apps

In the second stage, testing was primarily centred around three further test packs:
- RoW (Rest of World) test pack
- Asia test pack
- Moscow test pack

The Development regression packs tested the system on an early build where components had been added to the upgraded platform for the first time. see:detail was mostly involved with this part towards the end of the cycle.

What we did

Most testing see:detail performed was on the "Seed" environment. The bulk of see:detail testing was performed using the full seed regression packs. Certain tests were re-executed in the full seed regression pack for various reasons where a manual record had to be kept of the old test outcomes.

The RoW, Asia and Moscow test packs covered in the second stage were intended to test deployment of the new production environments of the corresponding locations. These test cycles were simplified compared to the earlier integration tests, and covered only the published desktop environments.

All our tests were manual and regression tests – some automated tests were also performed on the system, but not by other Test personnel on the project. The old system is simply called Live. see:detail would frequently check recorded defects against Live to see if they were present. If they were present then see:detail would only raise the defect as Trivial or not raise it at all.

Conclusion

This project was an important project which helped to develop see:detail as a company. During the project dozens of apps were tested hundreds of times to ensure that they loaded and functioned properly. Deloitte is one of our most important partners and we look forward to working with them again in the future.

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:
- www.seedetail.co.uk
- www.autismworks.co.uk