ODA
ON DEMAND AGILITY SOLUTIONS

Case Study

Online Insurance
Application System (QA Testing)

A leading US-based financial services company was developing a web-based application that was going to enable customers to apply online for life insurance using a conventional web browser. Once implemented, the entire process of application would be completed online with minimal or no manual intervention.

As the development phase was going on, the client wanted to outsource the QA testing of the application to a suitable partner that had relevant experience in testing mission-critical, web based application projects, especially in the financial services domain.

Amongst a vast array of competitors, ODA Solutions emerged as a natural choice owing to its proven expertise in developing and implementing solutions for the financial services industry. Since ODA Solutions was already an existing development partner for the client, its familiarity with client's business processes and data security concerns worked to its advantage. Besides, ODA Solution's robust process framework, highly skilled talent pool and strict adherence to deadlines and budget made it the preferred outsourcing partner.

The Challenge

The entire application was structured on a multi-platform distributed system based on a service-oriented architecture. It was supported by a variety of "back-end" internal and external systems that were accessed through the client's system-to-system integration infrastructure. Since the project was to QA Test the application, the core services expected from ODA Solutions under this engagement were:

- Provide overall QA test management and coordination.
- Perform manual QA testing of the application.
- Automate a subset of test cases during the QA testing timeline.
- Continue automation of the regression package beyond the QA testing timeline

The Solution

Unlike normal QA projects, it was proposed in the beginning itself that the Quality Assurance activities would be carried out in parallel to the Design and Development effort instead of limiting it toward the end of the lifecycle. A team of 10 resources was formulated based on a combination of onshore and offshore team deployment, keeping in minds the cost benefits and quick availability of testers in the same time zone. Halfway during the project, the onshore strength was increased by deploying two more resources from offshore team to expedite the testing activities. The QA Phase was split into two parts:

The Planning Phase involved

- Detailed review of the prototype sent by the Client.
- Coordinating with the Client and External Interfacing Systems to understand the scope of their testing relevant to project.
- Identifying all stakeholders relevant to the project and assigning them the designated responsibilities.
- Identifying, creating and reviewing relevant test plans, test processes, test cases and related documents.
- Identifying the various functional Business Processes (Modules) and their test requirements.
- Identifying appropriate tools and software to manage the QA Testing processes.

The Test Execution Phase involved

- Executing all QA Tests identified in Planning Phase.
- Tracking Defects and coordinating with development team on the Defect Management Process (prioritize and route identified defects, to be fixed by the development team.)

The Timeline

It was estimated that all QA services and project deliverables would be completed as given below:

- QA Test planning phase – April to mid-June 2007.
- QA Test execution - mid-June to mid-August 2007
- UA Support and Creation of automated regression test package – mid-August to December 2007

The Approach

Since the application was on a web-based, distributed environment, it comprised of numerous interfacing systems running at the backend. A major task at hand initially for the QA team was to ensure a successful end-to-end testing approach by inserting Test Data into the application from the front-end and passing it to the interfacing systems as it would in a real-time production scenario.

In order to facilitate this, both the QA Teams of ODA Solutions and interfacing systems had to collaborate together seamlessly. Constant interaction and co-ordination between them ensured a successful end-to-end testing of all business functions, including all backend services utilized by the application to fulfill the business function. The coordination also helped in verifying if the data received from the upstream systems was handled with the desired results on the interfacing systems.

Besides, there were some additional testing needs that were specific to the interfacing systems' environment and had to be carried out independent of the end-to-end testing approach. ODA Solutions QA team was required to understand such specific testing needs and send relevant test data through the front-end accordingly.

In order to efficiently manage various testing processes, the QA Team was also equipped with - the leading proprietary software testing and quality assurance tool from HP. This tool helped the team to automate major testing activities and processes more effectively as compared Mercury Quality Center™ to conventional tools and methods, thus saving valuable time and offering the highest measure of quality results.

Looking Ahead

The on-time and successful delivery of Phase I of the project paved way for ODA Solutions to work on Phase II at a later stage. The Phase II involves further enhancement of the application with additional functionalities that would enable a customer to buy an insurance policy through Internet with the assistance of a customer representative in a bank.

About ODA Solutions

On Demand Agility is your unwavering partner in providing Mission Critical IT and Engineering Solutions. We enable businesses to lead market trends with our end-to-end business and technology solutions.

The offered solutions improve process processes and meet industry standards with cutting edge technology.

Partnering with ODA gives our clients access to some of the finest talent in the industry. As a global company with presence in US, Singapore, India and the Philippines, we are equipped to help your business run seamlessly and efficiently.

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