

Case Study – Test Case Management Tool Implementation

Goals:

An OASIS QA Lead was engaged as an interim replacement for a departing QA Manager at a Medium sized software development company specializing in software creation, sale and support for small hospitals and clinics.

The key issues identified by the Client were:

- Test effort reporting was constructed manually, taking 20 hours per week, for an estimated total of 100 FTE hours per week.
- Client was in the midst of an aggressive project designed to move hospital and clinic patient management and care from legacy systems to web-based systems easily accessible via wireless connections from laptops, iPads, and iPods (Touch).
- Code that was tested successfully during development was failing in production.
- The QA Team was widely dispersed throughout the US, India, and Eastern Europe with several communication and workload assignment issues.

Solution/Approach

- Selection and implementation of 'Software Planner', the test management tool which was customized to meet the needs of the agile development process.
- Introducing QA processes that included building a formal test environment and scheduling software turnover procedures for each build replaced testing being performed in a development sandbox environment with constant, uncontrolled changes.

Results:

- Implementation of Software Planner enabled the client to produce on-the-fly testing progress reports which saved the company approximately 100 hours of FTE work per week.
- Access to the same requirements, tests and associated defects, improved team communication in the widely-dispersed testing environment with Software Planner's web-based capabilities.
- Requirements coverage and traceability were aligned automatically in the test results that provided an audit trail for multiple executions of the same tests.
- Test results accuracy was greatly improved after implementation of a QA test environment that is controlled and aligned more directly with the customer's production environments.