CASE STUDY
Offshore Team Provides Custom Agile Development Process and QA Automation

THE CLIENT
A Detroit-based business process outsourcing and consultancy firm that supports solutions for law firms nationwide.

THE CHALLENGE
The client has historically used a manual testing method; however, they recently instituted a customized agile methodology. The new process included weekly sprints for new development projects and required integrating automated QA into the development cycle. The movement to agile required making adjustments to the client’s existing platforms. The client also recognized the need for creating new processes, adapting to the new weekly sprints, adjusting story board sessions, and developing automation scripts in parallel.

THE SOLUTION
IBS has provided QA and Development support to this client for the past four years, performing most of the deliverables offshore. As a result of this relationship, the client knew that IBS employees have excellent domain and application knowledge. The client wanted to integrate IBS’ offshore QA automation team with their onsite agile team. Utilizing IBS’ blended onshore/offshore model, IBS worked with the client’s internal development, QA, and release management teams to revamp their testing processes under the new agile methodology.

The two teams quickly determined that the team configuration, created by implementing IBS’ blended model, was the key to making the agile process successful.

As a result, the QA automation analyst from IBS’ offshore team was made a part of the onsite agile team. This dedicated QA automation analyst worked full-time throughout the project, which helped validate the user story. The QA analyst understood how prioritizing the user stories and including them in the sprints held equal importance. The analyst’s knowledge of the functional domain and the application were key in determining the interface touch points, thus aiding both white box and black box test script creations.

IBS’ QA team identified the common (regularly used) workflow and created the regression automation scripts using Selenium IDE & Webdriver Java and created the following process:

1. IBS’ offshore QA team helps the onsite client identify the regression scenarios and test cases to automate. They then transform the workflows into regression test scripts and start the development of the scripts.

TECHNOLOGIES USED

• Selenium IDE
• Webdriver Java
2. A daily stand up call is scheduled to discuss the work status of the script and to see if any road blocks (such as application flows, test data, etc.) are present.

3. The team executes the regression automation scripts for every new build and ensures all the regression test cases pass. If any errors in the script’s execution are identified, team members verify the execution report and decide whether it is a script error or an application error. If it is an application error, the team assigns the defect to the appropriate developer using the Test Management Tool. If it has something to do with automation script, team continues to work on and maintain the scripts.

4. The execution report is sent to the onsite QA manager.

THE RESULTS

Quickly interpreting the client’s needs, IBS’ offshore team created a customized agile development process with QA automation. This process has been in place for the past three years and has only gone through minor refinements. After gaining experience with this customized process, IBS was able to administer work in multiple time zones. They leveraged the time difference to their advantage by allowing QA automation to go a step ahead of the development to assist in a hurdle-free agile development process.

TECHNOLOGIES USED

- Selenium IDE
- Webdriver Java