Client:

Our client is one of the pioneers in providing niche services in healthcare domain education and other high-growth career industries. They are an online leader in nursing education. They produce a variety of unique print and digital content, learning tools etc. to prepare professionals for the nursing industry. They are involved in assisting universities and businesses in educating and nourishing the latent in the healthcare domain.

Challenges and Need:

The client has an online learning portal which runs only on desktop browsers since it was created with Silverlight tool.

They created a newer version of the application and wanted to release the Silverlight independent application to cater to the generation of smart mobile devices users.

A fully tested application was to be rolled out to the new category of users.

They wanted to have maximum coverage of devices and OS/browser combinations.

Also they wanted to ensure that the transition of the existing user base to the application's new UI is smooth.

The newly designed UI product would be available firstly for devices greater than 7" screen size.

"Client Speak: -

"You guys are doing AWESOME! I know how hard you are working to get a full team up to speed - and transition a process that is not documented. I truly appreciate all you are doing to make this an efficient on-boarding activity...and your support."

"Love it!!"

- One of the end user

"I LOVEEEEE IT!! This one works just great and reminds me of the proctored exams. Thank you and PLEASE PLEASE PLEASE keep it. Also a bonus that it works on my iphone and android tablet."

- Another end user

Solution:

We at QA InfoTech have a varied stock of devices covering a range of compatibility matrices. Our inventory consists of various devices ranging from Windows XP, Windows 7, and Windows 8 in different machine configurations, to Macintosh, UNIX, and a wide variety of smart phone devices used by different category of users so that we provide a realistic experience of testing rather than using simulators.

We first started off creating a matrix in which we listed all the OS that the client had promised to support the product in. We ensured that all browsers compatible with the OS were covered in that matrix. We then listed all the smart devices ranging from tablets with Android, iOS, Kindle Fire, Kindle Fire HD, Surface. We also made sure that we had the devices across different screen sizes ranging from 7" to 10"

The entire test plan and effort was documented through Zephyr – a plugin tool available in JIRA.

Approach:

We first confirmed the adequacy of the compatibility matrix we had created, with the Product Owner. They were excited that our planned coverage was more than what they had expected. Additionally since we had the inventory of all these devices, we could start the effort right away.

We then created a detailed regression test cycle for the application and wrote test cases covering each functionality and executed them under the compatibility test cycle for each sprint.

We also had created a smoke checklist separately in Zephyr and we ensured that we executed it under compatibility testing cycle in addition to the release specific cycle.

Steps carried out for each release:

1. Executed the regression and the compatibility checklists and provided sign-off on QA

2. Executed the smoke checklist under compatibility test cycle for the specific release providing live sign-off

3. There is a 'Feedback' feature available on the application where each end user can input the problems faced and submit it with details. The feature is integrated with JIRA. Each entered feedback gets created as a separate entry in JIRA. Due to the wide variety of smart devices available with QA InfoTech, this task was also assigned to us to ensure that, we review, regress and take care of each individual feedback

Client Benefits:

With the above defined solution, we were able to cover the entire range of smart devices and helped our client support and target a large customer base.

Also, due to the creation of segregated regression, smoke checklist, execution under compatibility cycle in Zephyr along with regression cycle, we could ensure the release covered the compatibility matrix in its entirety during the cycle window.

Although the release window was widened the greatest advantage was we were able to ensure that the build going live with the maximum possible compatibility coverage.

The client was very happy with this effort as OS/Browser coverage in the release window brought in better test and release confidence. Also, the wider range of devices available in our inventory helped the client in efficient review and quicker issue triaging.

We helped in identifying the root cause of the issue and providing quicker solutions to the issues. This eventually helped them in saving quality time.

 At QA InfoTech (an ISO 9001:2008, 20000-1:2005, 27001:2005 and CMMI Level III certified company), we specialize in providing independent offshore software testing and, unbiased software quality assurance services to product companies, ranging from the Fortune 500s to start-up companies.

Established in 2003, with less than five testing experts, QA InfoTech has grown leaps and bounds with its QA Centers of Excellence globally; three of which are located in the hub of IT activity in India, Noida, India and the other, our affiliate QA InfoTech Inc. Michigan USA. In 2010 and 2011, QA InfoTech has been ranked in the top 100 places to work for in India. For more details, please refer to our blog on this event.

"We assure the highest degree of Excellence and Accuracy in our engagements. Once you have placed your trust with us, rest assured we guarantee an elated peace of mind"

- **Mukesh Sharma, Founder & Chief Executive Officer**

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