

TSG – Case study

- Client:** MoneySuperMarket
- Industry:** eCommerce - Price comparison company/Aggregator
- Project:** Test process improvement and risk-based testing roll-out



Summary

MoneySuperMarket is a leading UK price comparison company, which also owns the MoneySavingExpert and TravelSupermarket brands.

In 2016, MoneySuperMarket saved the British consumers approximately £1.8 billion, had 22 million registered customers (33.5% of the UK population) and collaborated with 980 providers over its various brands.

MoneySuperMarket operates an advanced Agile SDLC, including continuous integration, DevOps and frequent releases into production – usually, around **15 per day**.

The MoneySuperMarket IT leadership team were looking for ways to make its testing operation more effective and to better meet regulatory compliance requirements.

Given our experience and reputation in the regulatory market space, MoneySuperMarket commissioned us to deliver a comprehensive process improvement package.

The Challenge

After an initial engagement to assess the testing maturity of the MoneySuperMarket operation, we proposed and were selected to deliver a total of 12 work packages including:

- Corporate test strategies
- Tailored risk-based testing (RBT) framework and approach
- Test reporting
- Quality metrics
- Environments review
- Testing toolset review
- Learning and development
- Non-functional testing review
- Testing/deliverance assurance.

MoneySuperMarket allowed its Agile Teams variation in their approach so there were no standardised processes or toolsets. All testing teams were using processes and tools that they felt most comfortable with.

Starting with the testing methodology, we delivered 2 test strategies: one for projects and one for the continuous integration systems maintenance schedule. This allowed us to define common standards throughout the IT organisation.

We followed this by establishing a "good practice" standard test process, which was tailored to the MoneySuperMarket agile work practices.

The standard testing process introduced started with the application of testing techniques to understand the test coverage of the stories. The testing techniques also verified the acceptance criteria, which in most cases required clarification to close gaps, remove overlaps and remove ambiguity from the requirements.

Our approach was mixed including training and a hands-on approach to the testing techniques.

Selected MoneySuperMarket staff received formal onsite training in the testing techniques using both prepared examples as well as actual user stories. After the training, our consultants were co-located with the testers helping them with the application of the testing techniques, then moving to coaching and mentoring.

Risk-based testing was an approach that MoneySuperMarket wanted to follow. We conducted workshops within ten different areas of the MoneySuperMarket and MoneySavingExpert business, delivering reviewed and signed-off risk-based testing instructions for ten areas. These tailored instructions were then rolled out to the MoneySuperMarket pilot testers and integrated into the test scenario selection process.

We reviewed MoneySuperMarket's environments, code, release and configuration management and submitted recommendations for each area. A particular focus was on ensuring that tested artefacts were correctly migrated through MoneySuperMarket's promotional model in a way that they could be audited.

Test reporting to improve the day-to-day tactical management of testing as well as QA metrics for long-term strategic improvement were defined and documented. The test reporting was integrated by MoneySuperMarket staff into their Agile toolset, in close collaboration with our consultants.

The QA metrics were defined, documented and delivered to the newly appointed Head of Testing

for their implementation once the data points become available from the already integrated test reporting.

These deliveries improved the testing and delivery assurance for MoneySuperMarket and its associated brands.

Benefits

- The confidence in testing improved in the areas where the changes had been rolled out
- MoneySuperMarket's processes became more mature while remaining agile
- The many different test teams became standardised in their approach
- Testing became more focused when moving away from a reliance on exploratory testing to using testing techniques
- The testing of a major incident could be conducted with fewer test cases, achieving higher test coverage and avoiding the gaps/overlaps that resulted from exploratory testing.

All the documents we delivered were stored in an Atlassian Confluence Wiki, which was accessible to all IT staff for reference and guidance. This Wiki had well over 150 pages by the end of the engagement.

On request of the newly appointed MoneySuperMarket's Head of Testing, the test strategies, methodology and risk-based testing processes were also made available in a graphic form using Atlassian's Gliffy drawing tool into a Jira connected Confluence instance.

If you would like to know more about TSG or any of our solutions please contact us on: Tel: +44(0)20 7469 1500 or email contact@tsgconsulting.co.uk

We are Testing Solutions Group.

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