

Find out how Adaptavist
Test Management for Jira
centralised testing at
Wüstenrot &
Württembergische Group



Adaptavist Test Management for Jira (TM4J) supports modular test case design and keeps the effort of creating and maintaining test cases at a minimum level.

Wüstenrot & Württembergische requirements:

- Support for modular test case design
- Easy-to-use interface for test analysts
- Requirements coverage and traceability report
- Integration of the cross-platform automation framework

We identified some Test Management for Jira features which enabled us to scale up the volume of testing whilst tracking every aspect of our testing:

- Modularisation and parameterisation of test cases
- Creating modular test cases is simple and intuitive
- Links between requirements, test cases, test executions and errors and reports that provide complete traceability
- An API interface to integrate the automation framework of W&W
- A report generator with numerous report types and data filters

Background

The client

The Wüstenrot & Württembergische Group is “The pension specialist” for the four building blocks of modern pension provision: Protection, home ownership, risk protection and asset accumulation. Established in 1999 following the merger of the traditional companies Wüstenrot & Württembergische, the listed group based in Stuttgart combines the business segments Wüstenrot, Württembergische and W&W brandpool as equally strong pillars and thus offers every customer the pension solution specific to their unique requirements. The W&W Group’s approximately six million customers value the service quality, competence and customer proximity of the pension specialist, for whom around 13,000 people work. Thanks to an extensive network of cooperation and partner sales, broker activities and digital initiatives, the W&W Group reaches more than 40 million people in Germany. The W&W Group will continue to focus on growth in the future and has already established itself as Baden-Württemberg’s largest independent financial services provider with the strongest customer base.

The challenge

Test Automation

Twenty years ago, all applications of Wüstenrot Bausparkasse and Württembergische Versicherung ran on IBM mainframes and the software tests were all based on a waterfall model. There were established processes that were successful for years until the IT infrastructure became increasingly complex. Many applications were added, others were migrated to platforms such as SAP or Web. Critical business processes now ran across multiple platforms.

At the same time, the W&W developers started to develop software using agile methodologies and delivered intermediate versions of the software for testing. This was a positive move but the downside was there were not enough testers in place for comprehensive testing per cycle. The test budget increased but this didn't improve the quality of software. A solution was needed, which was test automation.

The test team used an early version of Selenium and the initial results of the test automation were promising. Then, when the automated test suite was executed for the next release, lots of time and resource was invested to get the test suite up and running again. The effort needed to get it working was huge and well beyond what had been estimated. In the end, a manual test would have been cheaper for the test team than using Selenium.

A simple tweak to the user interface meant adapting countless test cases and corresponding test scripts. Maintenance costs for the test cases and test scripts made the team wonder "Will test automation actually pay off for a financial services provider?"

The solution to the challenge was now apparent, it was modular test case design (also known as "Keyword Driven Testing"). A test case would no longer consist of long sequences of test steps, but of short sequences of reusable modules, each of which containing a few test steps. All test cases containing the modular test case are synced and updated automatically when a change is made for manual and automated test cases.

As W&W Test Governance wanted to adhere to the automation strategy, a new test management tool was introduced that could handle keyword driven testing. In fact, the new tool delivered well beyond expectations over the following years.

Requirement coverage

Like all financial service providers, W&W is audited by the banking supervisory authority. Before software goes into production, it must be thoroughly tested. The test consists of regression test cases to ensure that existing functions are not affected whilst making sure new software requirements are implemented accurately. It's also important to demonstrate that each requirement addressed in the release is documented with detailed test cases. The W&W test analysts used to spend much of their time end-

lessly writing test case IDs of the test management tool to go into the corresponding fields of the relevant requirements in Jira.

The W&W test managers had no reporting capability to demonstrate traceability including requirements, test cases, executions and errors. To get around this issue, they took a sample with requirements in Jira, noted down the test case IDs and checked whether the corresponding test cases were actually executed. This was laborious and made it impossible to verify each requirement on a large project. It also meant requirements were only partially covered and even the experienced test managers simply didn't have the capacity to record traceability manually.

In the run-up to a major new project, two of the most senior test managers requested a software testing tool which would track end-to-end traceability with minimum effort. They'd had issues documenting requirements in their last release, even though the project was exemplary in all other respects.

At this point, W&W Test Governance started a tool selection. The team was looking for a test management tool with modularisation and parameterisation support with a native Jira integration and a report to prove the traceability. There were some tools that could handle modularisation and parameterisation and that were well integrated into Jira, but there was only one tool that could handle modularisation and parameterisation and integrate perfectly into Jira: Adaptavist Test Management for Jira (TM4J).

It is advantageous that test management can be done completely in JIRA (and TM4J), all in a single tool"

Dietmar Klemm & Klaus-Jürgen Kallup
Test Analyst

Experience

End-users

The decision for adopting TM4J was made just in time before the major project started. Normally you would test a new test management tool with a smaller project, but here you had the opportunity to start immediately with a large reference project whose users were willing to accept initial problems.

Data

The users already had the requirements management and error management in Jira. The first impression of test management in Jira - without tool breakage - was very

positive. In addition, the new tool had a modern user interface in contrast to the last test management tool.

When the project team started working with TM4J, users noticed several functions that made life easier. The test analysts praised the ease of use and the test managers were impressed by the possibilities of the report generator. The report on the traceability fully met their expectations and there were reports available for pretty much all the data they wanted to present.

Support

Nevertheless, TM4J was not perfect and the test analysts made some suggestions for improvement, especially the modular test case design functionality. In addition, test automation engineers requested API improvements to integrate tightly their test automation framework with TM4J.

The experience with TM4J support was very positive. Easily traceable requirements were accepted and implemented immediately. More complex requirements were discussed by phone with W&W Governance, TM4J automation and support engineers. Some requirements were rejected by mutual agreement, others were added to the TM4J feature backlog and implemented at short notice.

The modular test case design in Adaptavist TM4J help us specify test cases much faster and maintain them afterwards with minimum effort.

Manuela Yassi A Messio
Test Manager

Chain reaction

Once the most important requirements had been implemented within the first few months, the response of the users was now unreservedly positive. The good impression of the reference project quickly made the rounds and more and more projects wanted to use the new tool. This led to 20 projects carrying out their test management with TM4J before the official rollout. It was remarkable that the "pilot projects" came from the most diverse specialist departments of the company. With the last test management tool, acceptance was still very mixed and the test governance team had to work hard to establish it as a standard tool. This time the situation was completely different.

Today, there is not a single person against the new tool (TM4J). This is mainly due to the full Jira integration, the structure and proof of the traceability, modular test case design support and the simple operability

Result

TM4J helped W&W set up a standardised test process: Test analysts systematically cover requirements with their test cases. Test planning, test execution and error management go hand in hand in Jira. The traceability report shows the entire traceability at a glance, which is the greatest help for test managers with regard to banking supervision.

With Adaptavist TM4J we can finally show the connection between requirements, test cases, test executions and defects in a single report.

Malko Baydono
Test Manager

The overall W&W test strategy pushes the test from a final phase in test cycles during development ("shift left"). This requires the automation of test cases. Automation in turn requires the use of modular test case design. With a test management tool that does not support modular test case design, the cost of maintaining test cases and test scripts would be far too high.

The best tool is worth nothing if it is not accepted and not used. TM4J is more than just accepted at W&W. The users are really enthusiastic. Specifying modular test case design is simple and intuitive. Planning, execution and reporting are simple and at the same time very efficient



We help organisations transform to continuous change being their business as usual. We do this by supplying technology, providing advice, and delivering change through modern, iterative approaches to development, deployment, and application lifecycle management.

Adaptavist is Atlassian's largest platinum partner, supporting more than three quarters of the Fortune 500. We are uniquely placed to provide our experience, expertise, and insight to help your business.

Offering the complete solution from strategic review, managed services and a leading array of products all focussed on delivering the most value from your Atlassian platform, we make application lifecycle management work. Whether you want training for your team, to build a platform for your organisation or automate your existing tooling, we can help you.

If you want to unlock the full power of Atlassian and transform your business at scale get in touch with our team today.



Platinum
Solution Partner
ENTERPRISE



Platinum
Top Vendor



Training
Partner

Follow us on Twitter: [@Adaptavist](https://twitter.com/Adaptavist)

Follow us on LinkedIn: www.linkedin.com/company/adaptavist