

Talking Business
from
SFRD Services

Your **big** project

Avoid the **mistakes** of others

Part 11

Testing

So why do we do testing?

- Surely the IT team **tested** the system at every stage **during build**
- The **business isn't qualified** to test the system – its **awfully boring**
- Surely it will be **tested at go live!**
- I suppose it gives us an **opportunity to demonstrate** the system

The views expressed on the previous slide are suicidal!

Testing is Critical

Allow a significant amount of time for testing!

The whole purpose of testing is to *break* the system

- You are **not testing** to show how well it has been built
- You need to **find every flaw** and cure it
- You must use **real data** and **simulate every day situations**
- You must **test**, and **then test**, and then **test again**

Create proper test scripts in line with the Best Practice operation

- The scripts must be **designed to test the system from end-to-end**
- The scripts must **use real situations**
- You must insist on the **tests** being run **with real data** loaded from the legacy system
- You must insist that the tests are done using **realistic volumes of data**
- You must either **specify the correct answer or show how it is to be calculated**

Everyone who tests the system must be an expert user of the system

- This is an **opportunity to test** whether the **training material** you've created is good!
- You must **test all parts of the system** from end to end
 - You must test the **programs**, the **data uploads**, the **links etc.**
 - You must test the **data loaded** into the system
 - You must test **compliance with Best Practice**

Rewards for those who break the system!

- They're the **effective testers**
- They're the **thorough testers**
- They don't have any friends in IT!

Carry on to the end

- If you found an error early in the process it can be worth seeing how far you can get through the script – the correction of one error might create one later in the process!
- **It can be useful to know what did work and no longer works!**

Understand the cause of every error

- **System** – programs, links etc.
- **Data** – compliance to Best Practice standards, data loads, data quality
- **User errors** – they do happen

Correct the errors - properly

- No fudges
- No shortcuts
- No 'it'll be alright on the night'
- No pressure from JFDIs
- The **correction may take time**, but this is time well spent as it protects your organisation from disaster

Errors corrected during testing are errors eliminated before go-live!

Document every error

- **What** it was
- **Why** it occurred
- The **action taken to cure** it
- The **action taken to prevent a recurrence**

Your testing team

- **You** – otherwise how do you know it is being done properly
- Members of your **global team**
- Members of the **‘extended’ Best Practice team** – they must understand what has to be delivered
- **Subject Experts**
- **Local experts** – their buy-in is worth a great deal!

Don't rush it

- Even if you overrun the schedule **this stage is critical**
- **Don't be bullied** by the JFDIs after their project bonus
- **Getting this wrong**, allowing errors to get through **can kill your business**

If the local team wants to carry out tests

- **Let them** – their OK is important
- It gets **some** of them **trained early**

Once everything is OK you can proceed to the next stage

- You must have the **correct answers for every scenario**
- **Every program and link must work**
- The **data must be robust**
- **Every output must be correct**
- **Every report must be correct**

Now Test Again

- You heard me
- **Do it with an audience** as now you think your system might be robust

Get agreement that it works

- In writing
- Preferably ‘signed in blood’
- By **everyone who matters**

For each roll-out

- You need to **repeat the same testing process**
- **Program changes** – in line with TLS – **need thorough testing**
- **A different set of local data**
- **Another set of sign-offs**

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