

SERENA CASE STUDY



SUMMARY

- Support of Agile development process
- Empowerment of whole QA team across Europe
- Quick Visibility of results across company
- Developers integrated into Test and defect resolution
- 270 days of client software testing reduced to 6 days

ABOUT SERENA DIMENSIONS

Serena is an international company producing Agile On Demand products – Application Lifecycle Management, Business Mashups and Project and Portfolio Management. Its cross-platform Software Change and Configuration Management (SCCM) application Dimensions (and its entry-level version Dimensions Express) is deemed a leader by Gartner and called “the most full-featured SCCM application” by Forrester Research.

THE CHALLENGE OF ADOPTING THE AGILE DEVELOPMENT PROCESS

With the introduction of Agile development for Dimensions and not wishing to increase the size of the QA staff unnecessarily, an efficient solution was required to test the nightly product builds quickly and accurately over the seven supported Tier 1 and Tier 2 platforms. Historically, Serena had adopted a capture-replay approach to automated testing with two major disadvantages:

- Result evaluation took longer than manually executing the tests
- Involvement was restricted to analysts with TSL (Winrunner script) knowledge (<10% of the team)

Serena Dimensions and Dimensions Express are together supported on three Tier 1 platforms (tested by the full regression suite) and four Tier 2 platforms (tested by a prioritised regression suite). The adopted solution could not therefore be platform specific and must be readily configurable to test on the different platforms.

Following a due diligence evaluation of solutions available in the market, Axe appeared as the most suitable solution. A successful proof of concept study was carried out using with Axe against the Dimensions client and server components, Axe was chosen as the preferred solution.

Test Automation Solution

- Odin Technology Axe
- HP WinRunner 9.2 - GUI Automation
- Odin Technology AxeHarness - SOA Test Harness
- AutoIT 3 - Windows GUI Automation

ADOPTION OF AXE ACROSS DIMENSIONS EUROPEAN OFFICES

Following the corporate decision to adopt Axe, rollout was achieved surprisingly quickly. User training was provided to the whole Dimensions QA team, the next day the team started creating the spreadsheets and within two months entire manual regression test suites had been automated and executed with logged results. The Ukraine-based Dimensions QA team has had no problem adopting the Axe approach and, are some of the major contributors to the overall success, tackling the testing of some of the more complex product integrations.

AUTOMATION OF ALL DIMENSIONS COMPONENTS

Whether testing servers, agents or clients; command line, desktop client or web client; auxiliary applications, third-party integrations or installers; databases or web services Axe and Axe Harness have given Serena a common test definition format with a common results layout that is understood by development teams and senior management alike.

“Introducing Axe has allowed Serena Dimensions QA to adapt to fully support Agile development without hiring additional staff. The whole distributed QA team (two sites) is now actively engaged in the scrum teams and thanks to Axe’s readily understandable results presentation the whole company is able to scrutinise the quality status of the latest daily product build on our results server as soon as the automation run has finished.” - GRAHAM FEAST, SENIOR QA MANAGER - SERENA DIMENSIONS

SERENA TESTING SOLUTION

CUSTOMER SATISFACTION

Within two months of adoption, Axe automation scripts are already an integral part of the Agile development process of the two latest Dimensions patch releases. When the testing of Dimensions 2009 (the next major Dimensions release scheduled for Q1 next year) begins, all new features and the majority of the regression suite will be automated permitting more and better quality testing which should result in better product quality for the Dimensions customers.

Redefining Test Automation

Axe leads a new generation of automated software testing products. Axe provides a means to rapidly deploy automated testing systems that can be used by all levels of staff with minimal training. This reduces the cost of introducing and maintaining test automation by a factor of four.

How does this differ from a typical project ?

Typically the process of identifying and applying business names to objects is performed manually. Objects are found and selected on screen with the mouse pointer, with an appropriate business name typed by hand, a laborious and potentially error-prone process.

Stage 1

Testers design tests in Microsoft® Excel. No code, no scripts, just business logic and data in a simple modular format.



Stage 2

With one click test scripts and documentation are automatically built by Axe.



Stage 3

Execute tests in a range of market leading test automation tools. Axe leverages the strengths of the tools without the complexity.



For more information, please visit: www.odintech.com

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