

# Second Foundation, Inc.

## Project Case Study



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### QA of new software release

#### The Customer:

Preview Systems

#### Problem / Background:

Preview Systems enables the secure e-commerce of digital goods by providing an internet-based infrastructure solution that connects content providers to their channel partners and customers. Preview Systems has one development facility in Oregon and the main development at their Corporate Office in Sunnyvale, CA. Preview Systems is a publicly traded company.

Due to urgent business concerns, Preview had to speed up the next release of their application. They scheduled September 15<sup>th</sup> as the new date by when QA should complete the testing and hand over to release engineering. Due to the geographic spread and some reorganization, Preview realized that this QA completion date was too aggressive.

Preview's challenges were:

- Their QA processes and methodologies were "work-in-process"
- There was no test plan developed yet
- About one and half months time available
- Many of the existing test scripts were broken
- All existing QA employees allocated to other projects
- Like most other companies – limited budget

The application has a three-tier Java based architecture. Preview had created some scripts using Silk. Preview called in Second Foundation, having heard of our expertise in clean handling of timely completion of projects, good project management methodologies and the strong Java skills. Given the critical nature of the situation, decision-making process involved the top management of Preview. Second Foundation made presentations to the Preview team to substantiate SecF's expertise in QA, Java and project management.

#### The Solution:

SecF took the approach of bringing in a QA Lead with Java experience to define and set up the QA processes. At the end of this 4 days' phase the deliverables were:

- QA process documentation

- Test Plan
- Estimation of the QA effort for the upcoming release
- SecF's approach to the testing process

SecF also discovered that the entire wish list of Preview could not be achieved within the budget and time constraints. SecF proposed to conduct a triage assessment to provide the optimal solution.

SecF's challenges:

- SecF had to start the project with a day's notice!
- The scope began to change. Now, it was necessary to access the back-end of the application directly, instead of through the front-end GUI as originally proposed by SecF. This necessitated additional effort.
- SecF had to bring in additional Java resources, in a day's notice!
- SecF had to come back 2 weeks after completion to Preview for knowledge transfer and handover. This was because all of Preview's staff was busy with the release!

#### Benefits to Preview Systems

- All the benefits of a Release done on time
- Establishment of QA methodology
- Product Test Plans
- Product Test Scripts
- Relationship with a winner like Second Foundation!

#### Second Foundation

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