

**Case Study:**

**Client:** is a leading education and information company; a global publisher of books for education, business information and consumer publishing markets in UK, US and international destinations; a provider of testing and software services for primary and secondary schools; a publisher of works of various authors

**Industry:** Learning & Publishing

**Technology / Software / Methodology:** A variety of Learning Management Systems (LMSs)

**Engagement Model:** Offshore

**Business Challenges:**

Given the volume of data and titles that the client deals with, it was very important to have a mature set of testing processes to adopt in the testing life cycle. The client lacked defined testing process, proper documentation, repositories for test cases, and a clear defect reporting mechanism. The challenge here was to implement a QA process which accommodates the volume of client's operations and truly works towards pushing quality upstream rather than an additional overhead to the already existing set of challenges. Besides establishing these processes, the client also wanted QA InfoTech to test their online courses on a variety of LMSs including:

- Black Board
- WebCT
- Angel Learning
- Course Compass
- Client's proprietary LMS

**Solution:** We approached this client's project with a two pronged solution: One to solve the testing needs and the second to build a robust set of QA processes. As for the testing needs, we formulated a strategy focused on content testing that included: checking audio and video links, source content verification, functional testing of quizzes, mapping chapters to correct links, checking test results and chapter names. Since every course was unique, we primarily used a manual testing approach. For formulating a defined test process, we put together a team that had experience with quality consulting and implementing such test processes for learning clients. This team leveraged QA InfoTech's experience in defining and implementing testing best practices and standards, to extend a solution that is in line with the industry and also customized to this specific client's needs.

**Benefits/Value Add:** We offered a solution which created a set of best practices along the way to help save time testing across LMSs. Although every course that was tested was unique, some elements of what was being tested and platforms across which they were tested had common items we could leverage. We created checklists for every testing module which made the overall testing process very

streamlined and also aligned well with the overall QA strategy that we created for the client. Besides checklists we created several knowledge base articles that saved a lot of the test ramp up and execution time. With such checklists and knowledge base articles we were able to guarantee a 24 hour turnaround time on content testing regardless of the volume of the content and the number of platforms on which testing had to be done.