The current testing process at ParaBank, and a history of automation

ParaBank releases a new version of their software four times a year. Bringing a release to production is painful, and often requires taking services offline for a period of time.

To keep up with their fintech competitors, ParaBank would love to release more often. However, one of the things that is keeping them from releasing more often is their current testing process.

Apart from testing the improvements, new features and bug fixes that have been introduced since the previous release, they have hundreds of regression tests that they need to execute to make sure that their customers can still perform all major online banking tasks.

Executing these regression tests takes a long time, but they are deemed necessary.

A year or so ago, ParaBank tried to speed up their testing process by introducing test automation. An external consultancy firm was hired to implement this for them, since this team promised that they could reduce testing costs by more than 50% through their 'proven' test automation approach.

The consultants spent months automating the existing regression test set. Initially, this yielded good results, but over time, they were getting swamped with maintaining the existing tests, which left little time for improvements and training the ParaBank staff.

After 18 months of effort, the consultants were relieved from the job, and ParaBank went back to their old ways of testing.

This left the ParaBank management team somewhat disillusioned when it comes to test automation. They feel like they have been deceived by the false promises made by the consultancy firm (which we shall not name here to avoid claims of slander or libel…).