Session 1: 🆓Testing workshop for FSS improvements (08th Sept 2023)

Key Attendees: McQuiggin, Andrew; M S, Seetharaman (Cognizant); Thomsett, Mike; Davis, Iain; Bhalla, Kamaldip Singh (Cognizant); Kanthasamy, Mahendra Balan (Cognizant)

- Program is much into Waterfall.
- Vendors ensure that they supply a tested product. From that point BOE (Bank of England) pick up and do the testing.
- Architectures are not Testability.
- Need clear architecture and design requirements.
- Testers are the late consumers, and they need to go and ask multiple people how the design works, how application works. These need to be captured in the early stages
- Limited access to the required amount of information or resources.
- Difficult to understand the downstream and triage the root cause.
- Everything is working as silos.
- Limited resource bandwidth and not able to pick and invest time in any improvements except the distributed work
- There are key people in FSS who have been associated for a long time and have extensive knowledge but a majority of this is not documented
- People are defensive about their own bad practises. even best practises help them.
- Best practises are already documented, but these are not being followed. Andrew has created additional documents which are also not being followed.
- Testers have raised their concerns, but these are not being addressed
- 78% of UI Testing is automated using Eggplant
- Some automation is limited due to dependencies (access, tool connectivity) – this will be discussed further
- No route to live in Banks culture.
- No rollback options – there is a forward fix approach.
- Release (code deployment) is 100% manual and no automation
- Architecture is fully coupled - any single changes are tested and there is no isolation testing.
- Regression testing is automated and are managed by SMEs (Subject Matter Expert)
- Developers and testers speak to the Business to check which area of testing is needed.
- There are automation tools available, but the teams are running the processes manual.
- Ample capabilities are available in tooling side.
- There are no clear and well-defined requirements or expectations for how a software application or system should function
- Testers or quality assurance professionals have limited visibility into the internal workings of applications, making it challenging to monitor, analyze and diagnose issues effectively
- Reaching out SME for small, small information which is needed for testing.
- Following manual testing approach since it is exceedingly difficult to make integration access to other environments.
- Bank is running behind to use or integrate latest software is into the system.
- Testing team is completely dependent on Developers until they have finished their Development of code.

Session 2- Placeholder - Cognizant to pick Andrew Mcquiggan's brains (15th Sept 2023)

Key Attendees:

Bank of England *= Thomsett, Mike; McQuiggin, Andrew*
Cognizant *= M S, Seetharaman; Devarasetty, Kirankumar; Kanthasamy, Mahendra Balan, Bhalla, Kam*

High Level topics and points covered by Andrew.

1. Vendor Interface Specifications:

- The bank requested interface specifications from a vendor.

- The vendor had not completed them for the latest version.

- Integrations are typically done manually as one-offs, with no focus on automating the process.

2. Lack of Automation:

- Banks often do not consider automating environment creation and application deployment.

- Manual work and the slow pace are accepted norms, leading to unpredictability and inefficiencies in systems.

3. Complex Integrations: BOE has many interfaces, but no definitions for them and documentation.

4. Documentation Issues:

- Vendors do not supply complete documentation. Even if base documentation exists, it might not be shared if the bank's version is distinct.

- The bank's agile working method is affected due to a lack of coordination with vendors. This leads to a codependent relationship where vendors become "predatory", capitalizing on the bank's dependence.

5. Tendering Process:

- The bank follows a strict discipline for retendering processes every few years.

- The absence of clear technical interface definitions hampers the retendering process.

- The speaker emphasizes that an effective tendering process should allow easy migration between vendors, but poor technological management makes this difficult.

- complexity and entanglement of infrastructure and shared with other teams.

- Deployment challenges for products like Megara include the need to fly in experts for setup and prolonged durations for environment upgrades.

6. Meeting Conclusion:

- The speaker acknowledges that he supplied a lot of information and plans to prepare more for the next discussion.

Session-3 Catch up call with Andrew Mcquiggan's on Test Documents. (26th Sept 2023)

Key Attendees:

Bank of England *= Thomsett, Mike; McQuiggin, Andrew*
Cognizant *= M S, Seetharaman; Devarasetty, Kirankumar; Kanthasamy, Mahendra Balan*

Meeting notes:

In this extensive discussion, Andrew explores various aspects related to software development and testing within the organization. The key points discussed include:

1. Integration Challenges: Andrew discussed the challenges of integrating different systems, particularly focusing on messaging queues (MQ) and their importance in system interactions. He also highlights the lack of documentation and knowledge sharing in this regard.

2. Test Environment: Concerns are raised about the limitations of the test environment and how it affects the ability to perform thorough testing, especially in a Citrix-based system. The lack of access to critical data and configurations is a recurring issue.

3. Tooling: Andrew shares his experiences with different testing tools, including SOAP UI, ParaSoft, and JMeter. He mentions the advantages and limitations of each tool and how they have been used to address specific testing needs.

4. Release Management: The discussion touches on the challenges related to release management. Andrew emphasizes the need for better documentation and version control practices, including manifest files, to improve transparency and traceability.

5. Knowledge Gap: Andrew highlights the importance of having individuals with both the technical background and the time to explore and build knowledge in areas where such ability is lacking.
Overall, this discussion supplies valuable insights into the complexities of software testing, integration, and release management within the organization.