

Black Box Testing for Banking Applications

A global banking firm with over 30 million customers wanted to increase its business volume by concentrating more on customer retention and enhancing relationship with them. For this the bank used client-server applications for their banking software.

Every client server application needs continuous up-gradations to facilitate integrated transactions from common servers and reworking navigation and usability that meets business needs. Any failure or errors in such applications may lead to severe financial losses to the customers and the bank. This also affects the reputation of the bank. The bank provides various deposit and loan products, automobiles finance, housing loans and personal loans for their customers across the globe. Bugs in the software might cause problems related to availability, scalability, and performance. They have to be resolved before the application reaches the production environment.

A team of highly skilled testers were given the task of testing the banking application. Subject Matter Experts gave extensive knowledge and training to the team to make the testers aware of the bank's business requirements. The testing team developed a high level test plan, and designed business scenarios, which were extensive black box testing test scenarios to test the application. The team ran these test cases and scenarios in a configured environment with end-user perspective to detect critical bugs in the application.

Based on the test case results, the team suggested up-gradation in the application. Since the test cases were domain specific and end user oriented, the team was able to efficiently carry out the testing process. Therefore, with the help of extensive black box testing, the testing team was able to address all the concerns of the bank successfully.

This extensive black box testing helps to:

1. Measure the factors that affect the performance of the application.
2. Provide confidence to the bank in the application's performance before it is deployed in the actual working environment.
3. Establish performance standards for all the applications and monitor critical indicators to assess the change in the expected performance levels.

Questions

1. What was the problem that the bank faced? How was it addressed?
2. Do you think extensive black box testing helped the bank to resolve the issue that it was facing?