

Adelaide Bank Limited

Adelaide Bank implements ISEB software testing training and certification to achieve consistency across the whole team as well as to ensure a shared, basic understanding of testing methodologies.

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Overview

Adelaide Bank is one of Australia's newer regional banks, providing leading edge financial services through its distribution network and national alliances.

Adelaide Bank has a team of 10 Quality Assurance testers supporting an in-house development team of 50 analysts and programmers. The Quality Assurance team tests all mainframe and server-based changes. Adelaide Bank wanted to develop consistency in its Quality Assurance work practices.

"We had testers with different levels of experience and backgrounds. This led to different methodologies and standards. We were endeavouring to get consistency across the whole team as well as ensure a shared, basic understanding of testing methodologies," said Kaye Johnson, Manager Quality Assurance of Adelaide Bank.

Planit was engaged because of its capacity to deliver a training program to a large number of participants in-house, its variety of courses, as well as its flexibility in tailoring its courses to meet the needs of the industry.

Solution

In order to achieve a shared basic understanding of testing methodologies and get consistency of work practices across the whole Quality Assurance team, Planit and Adelaide Bank agreed that the training should be the ISEB Foundation Certificate in Software Testing.

The ISEB qualification measures an individual's knowledge, competence and ability in software testing. The course covers fundamental test processes, models and phases of testing, test planning, black & white box test techniques, reviews, analysis and standards for testing. The course is aimed towards gaining the ISEB qualification with a certificate awarded to those who pass a one-hour examination set by ISEB.

The Adelaide Bank saw the ISEB Foundation Certificate as part of their focus on quality which also assists to increase the confidence and self-esteem of employees. The ISEB Foundation is a pre-requisite for new starters after the initial three month trial period as well as for all current staff.

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Undertaking the software testing component of the ISEB framework would be a logical progression for the staff already certified in ITIL. ITIL is strongly aligned from an implementation and management perspective with software testing because a structured testing strategy is essential to the delivery of all business and technical strategies. Within the ISEB Qualifications Framework, the Practitioner Certificate in Software Testing sits next to the Practitioner Certificate in IT Service Management.

Outcomes

Adelaide Bank would certainly recommend Planit to other businesses. "The whole team has a new level of confidence in their abilities, and we now see a much more thorough, consistent approach to the work being undertaken," Ms Johnson said.