



## Case Study: Absa Testing - Internet Banking

### About the Company

Absa Group Limited (Absa), a member of the Barclays Group, is one of South Africa's largest financial services groups offering a complete range of banking, bancassurance and wealth management products and services. Absa's business is conducted primarily in South Africa and on the Africa continent, where it has equity holdings in banks in Mozambique, Angola, Tanzania and Zimbabwe. Absa became a subsidiary of Barclays Bank PLC on 27 July 2005, when Barclays acquired a controlling stake in the Absa Group. Barclays is an international financial services group engaged in retail and commercial banking, credit card issuing, investment banking, wealth management and investment management services.

### Project Description

Internet banking Solution other wise called as White Lable framework initiative supports Absa Group's strategic intent to grow revenue and market share through Joint Ventures \* (JV's) and Alliances like Virgin Money, Sanlam and Momentum etc. This Internet Banking framework delivers the infrastructure foundation and enable the technological component for all future JV's.

\* Note: When referring to JV it does not necessarily imply JV in a legal sense but rather any engagement of Absa and an external party in offering Branded-banking products.

### Business Challenges

- Each JV or Alliance which amalgamate with existing Internet banking Solution must be thoroughly tested to meet all Business goals and requirements coming up in quick future
- Challenge in testing three different flavours Web, Mobile and Wireless of individual Joint venture or Alliance of Absa Internet Banking

The objectives of this initiative are:

- The service must be easily deployable with quick time to market
- It must adhere to best practice security principles
- It must include full functionality that facilitates payments to third parties
- It must have the ability to bill customers
- It must be financially viable to both Absa and JV partners
- It should not erode value from the current Absa IB service
- It should grow continuously to meet customer needs
- The service must keep up with 'Best practice' in terms of functionality

### Nihilent's Role

Nihilent's is currently assisting Absa in the following ways:

- Provide Absa with the capability to implement new and enhanced technology based testing solutions
- Perform an independent assessment of the effectiveness of Absa software testing capability
- Align testing with each phase of the development life cycle



- Ensure separation of duties and the detection of defects as early as possible
- Assist Absa in conducting various testing
- Testing environment and Harness preparation
- Capture and follow up all Test Metrics between project phase and releases

### Platform and Technologies

- All the critical technologies used in any real time financial systems

<b>Platforms</b>	Java (J2SE, J2EE, J2ME), IBM Web Sphere
<b>Operation Systems</b>	MS Windows OS (95/98/Me, NT, 2000/XP, 2003)
<b>Banking Software</b>	<ul style="list-style-type: none"> <li>- Web 2.0 / WAP applications</li> <li>- Mobile &amp; Wireless software</li> <li>- Servers, Application Servers</li> <li>- Legacy applications like IMS</li> <li>- Tandem</li> </ul>
<b>Testing Techniques</b>	<ul style="list-style-type: none"> <li>- Automated / Manual Testing</li> <li>- Black / White Box Testing</li> <li>- Exploratory Testing</li> <li>- Function / Regression Testing</li> <li>- Load and Stress Testing</li> <li>- Performance Testing</li> <li>- Usability Testing</li> <li>- Security Testing</li> <li>- Configuration Testing</li> <li>- Deployment / Installation Testing</li> <li>- User Acceptance Testing</li> </ul>
<b>Documentation</b>	<ul style="list-style-type: none"> <li>- QA Plan, Test Plan</li> <li>- Test Cases, Check Lists scripting</li> <li>- Acceptance Test Description</li> <li>- Bug Reports</li> </ul>
<b>Testing Environment</b>	- Rational Suite

### Business Benefits Delivered

- Effective troubleshooting methodology, strong test strategy, design and case implementation
- Well-managed testing process
- Well-documented QA process
- Analyze and refine Business System Requirements form testing perspective
- Estimate Early in a Project to help Business decisions
- Define and implement Business Acceptance Testing
- Expose Risks, Discrepancies and deviations early in the project