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Case study in Mobile Testing at Playtech Kiev

Master's Thesis (30 ECTS)

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Abstract:

The modern digital market of smartphones is growing every day. The smartphone has become an important part for many people in their everyday social life. People use mobile devices for different activities, including business and personal needs.

Currently, many IT companies started to be focused on mobile development to provide different mobile solutions for the global market. Mobile software testing is a part of the mobile development process. It became an additional part of software testing process. There are a lot of different procedures, models, test cases and approaches within mobile software testing. This thesis described the mobile testing stare-of-practice at QA department, specifically for Mobile and Web Service Team at Playtech Kiev.

As a result, of this case study the "Mobile and Web Service Team" received a report with the structured list of suggestions and possible improvements. The QA manager and QA Team Leaders of the "Mobile and Web Service Team" gave feedback on each provided suggestions, approved the most important points based on the team's priority.

Keywords:

Software testing, case study in software testing, mobile testing research, qualitative study, quantitative study

CERCS: P170

Mobiilse tarkvara testimise juhtumiuuring Playtechi Kiievi

Kokkuvõte

Mobiilsete seadmete turg kasvab igapäevaselt. Nutitelefonidest on saanud tähtis osa paljude inimeste igapäevasest sotsiaalelust. Mobiiltelefone kasutataksse paljudel erinevatel eesmärkidel, isiklike otstarvete kõrval ka ärilistel ja meelelahutuslikel.

Paljud IT organisatsioonid on suunanud oma fookuse mobiiliarendusele, et pakkuda erinevaid mobiilseid lahendusi globaalsele turule. Mobiilse tarkvara testimine on üheks osaks mobiilse tarkvara arenduse protsessist. Sellest on saanud täiendav osa tarkvara testimise protsessist. Mobiilse tarkvara testimiseks on välja töötatud mitemeid protseduure, mudeleid, testimise lahendeid ja lähenemisviise.

Käesolevas magistritöös on kirjeldtatud mobiilse tarkvara testimise protseduuri Playtech Kievi QA osakonna näitel, keskendudes Mobiili- ning Veebiteenuste meeskonnale.

Mobiilse tarkvara arenduse protsess on üles ehitatud kasutades QA juhi poolt esitatud dokumente ning tehnilise nõudeid, töötajate küsitlustikku ning erialast kirjandust.

Antud juhtumiuuringu tulemusena valmis Mobiili- ning Veebiteenuste meeskonna jaoks raport struktureeritud nimistuga soovitustest ning võimalikest parandusettepanekutest. QA juht ning Mobiili- ning Veebiteenuste tiimi QA juht andsid tagasiside igale soovitusettepanekule, kiitsid heaks kõige tähtsamad punktide elluviimise sõltuvalt meeskonna tulevikusuundade ja uurimuste pealt sätitud prioriteetidest.

Märksõnad

Mobiilse tarkvara testimine, juhtumiuuring tarvaratestimise kohta, mobiilse testimise uurimustöö, kvalitatiivne uuring, kvantitatiivne uuring

CERCS: P170

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1 Conclusion

The current case study was conducted specifically for the QA Department within MWS Team at Playtech Kiev.

As a result, of this case study the “Mobile and Web Service Team” received a report with the structured list of suggestions. The QA manager and QA Team Leaders of the “Mobile and Web Service Team” gave feedback on each provided suggestions, validated each approach and approved the most important points based on the team’s priority.

As a conclusion, the feedback of each suggestion on suggestions levels, listed in the Table.6.1 got positive, negative and neutral points.

Positive point (9 points from feedback) – means that the provided suggestions is valid to use or already used

Neutral point (6 points from feedback) – means that the provided suggestions not in a priority and do not consider important for now.

Negative point (4 points from feedback) – means that the suggestions are not applicable to implement or use

The current study might be use as a background platform for future improvements of mobile testing process at IT companies.

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Tartu, **2016**

Appendix

I. Glossary

QA Quality assurance (QA) the process used to define and assure the quality of a product
QA Engineer The person whose job is related to quality assurance process
Functional testing - is a quality assurance (QA) process of testing functional components of the Application.
Regression testing is a quality assurance (QA) process that double check that software that was previously developed and tested still performs correctly
CMS (Content management systems) is a set of processes and technologies that support the collection and managing of information in any form in the Internet
HTML Hyper Text Markup Language - system for annotating a document in the web browser
CSS is a style sheet language used for describing the presentation of a document in the web browser

II **Documents from Playtech Kiev**

Document name	**Document description**
Core mobile device support.pdf	The list of available mobile devices, operation systems (OS) and Browser Support specifically for Core Platform mobile testing activities.
Core device support for new features and regression testing.pdf	The list of available mobile devices for implementing new features on code platform for gambling products.
MWS Devices.pdf	The full list of mobile devices at MWS Team
Automation Tests.docx	The list of Core platform components which covered by automation tests
Device Matrix.xlsx	The spreadsheet of all devices and their technical characteristics, which supports in combination for specific customer needs.
Mobile test evolutions.docx	The archival records of the mobile process status and updating requirements during 2013 - 2016
Feedback from QA Manager.xlsx	The feedback about provided report of suggestions