Weekly delivery of an online finance management system

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Who is this person?

- Master's degree in IT
- Works in Playtech Estonia
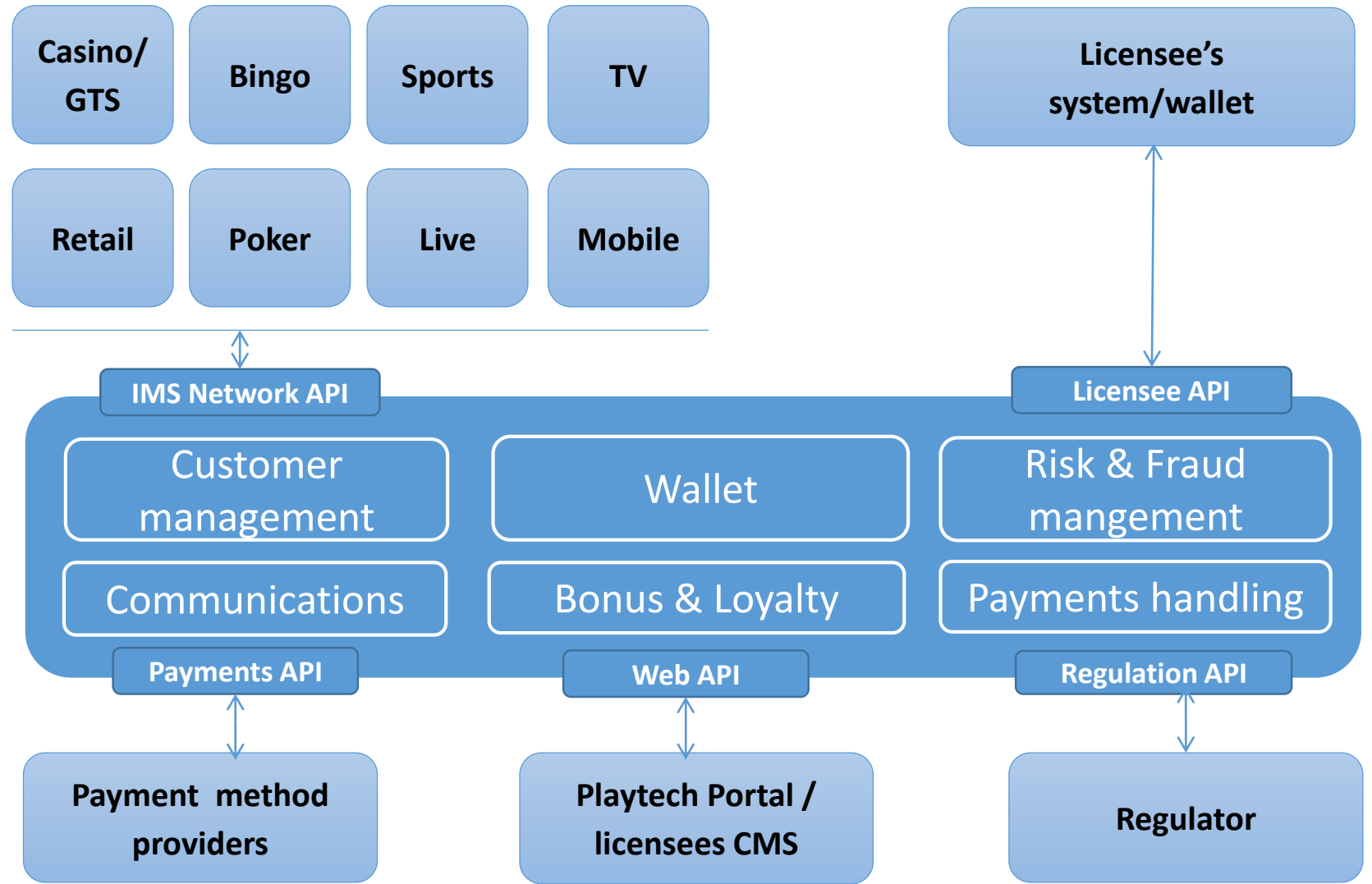- 6 years of testing experience
- Tester, QA analyst, team leader, manager

Spot one difference!

IMS

a.k.a. INFORMATION MANAGEMENT SOLUTION

Casino/GTS | Bingo | Sports | TV

Retail | Poker | Live | Mobile

Licensee's system/wallet

IMS Network API

Customer management

Wallet

Risk & Fraud mangement

Licensee API

Communications

Bonus & Loyalty

Payments handling

Payments API

Web API

Regulation API

Payment method providers

Playtech Portal / licensees CMS

Regulator

IMS – major testing challenges

- Large system

- Highly configurable

- Financial risks

PROCESSES

Planning, testing, releasing
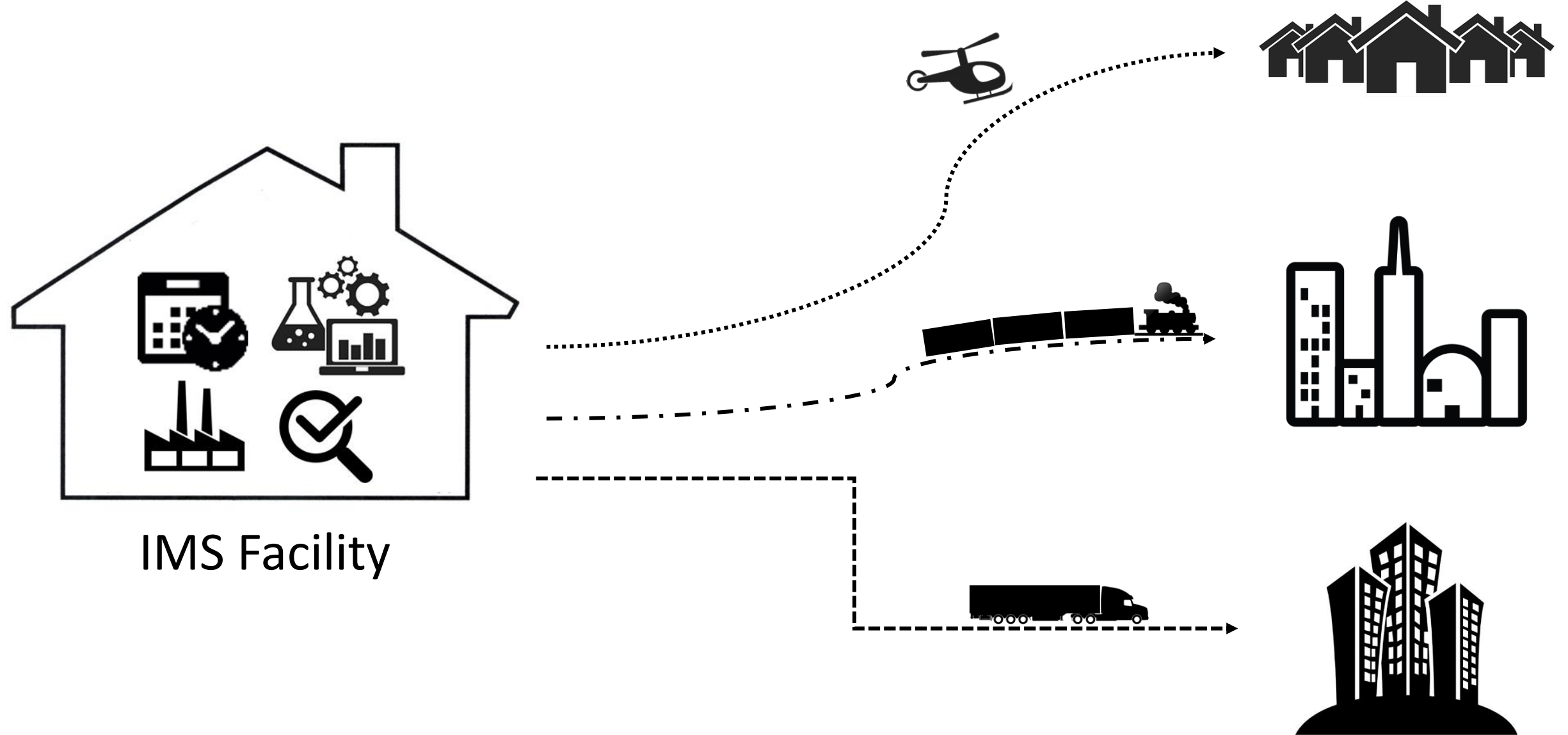
IMS Facility

What happens in the IMS facility?

- Well planned ahead releases

- Developments are classified by their risks

- Manual regression for high risk areas

- Continuous Integration and automated tests

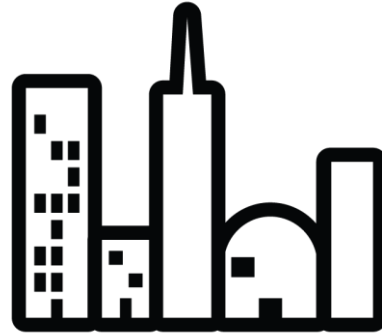# What kind of shipments do we make?

- Trains deliver new high impact developments every month

- Trucks deliver bug fixes and low impact developments every week

- Helicopters deliver emergency fixes whenever necessary

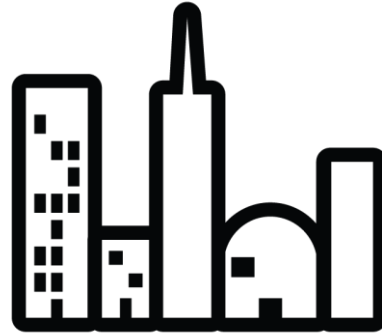# October release, week 1

Small sites

Medium sites

Big sites

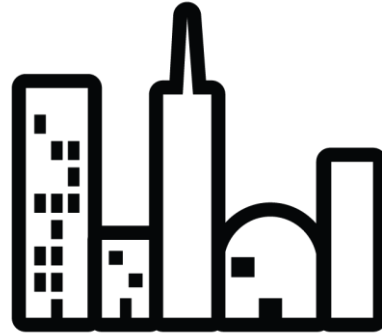# October release, week 2

Small sites

Medium sites

Big sites

October release, week 3

Small sites

Medium sites

Big sites
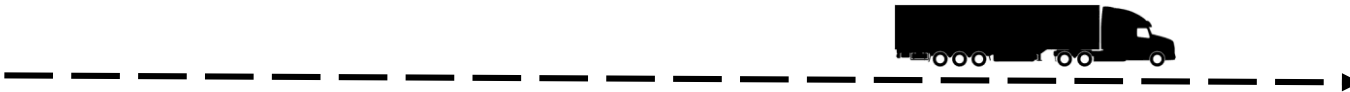
Small sites   Medium sites   Big sites
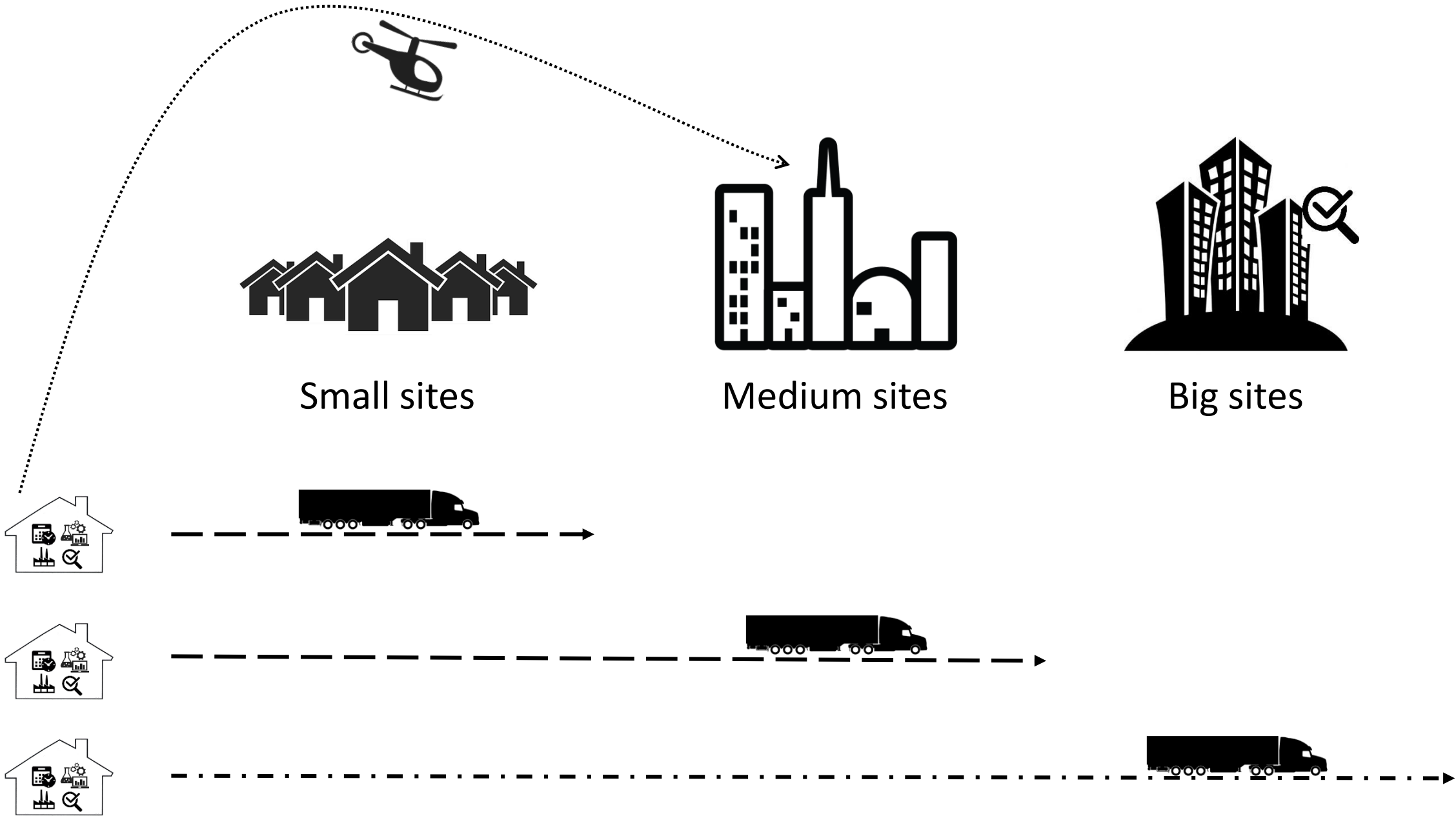
Great success?

We have the perfect process for us!

Change #1 - Stop taking excessive risks

- What happened?
  - No major prod incidents in a while.
  - Pressure to start taking more risks.
- What we changed?
  - Risks and priorities synchronized across all stakeholders.
  - Clear visibility for high priority deliverables.

Change #2 – Introducing the Rapid Queue

- What happened?
  - Long waiting time for small developments
- What we changed
  - Rapid Queue
  - Small and critical items can be delivered in 2 weeks

Change #3

Automation improvements

Id	Name	RemoteIP	StartDate	Status	Pass	Fail	InCompl.
58336	CI1 log check pl	172.31.21.57	10.10.2016 6:00:12	Failed	0	3	0
58335	CI1 playtech420031	172.31.21.141	10.10.2016 0:33:08	Passed	8	0	0
58334	CI1 playtech420030	172.31.21.84	10.10.2016 0:33:01	Passed	8	0	0
58333	CI1 playtech420028 PYM	172.31.21.150	10.10.2016 0:32:53	Failed	38	22	1
58332	CI1 playtech420027 PYM	172.31.21.156	10.10.2016 0:32:45	Failed	100	10	1
58331	CI1 playtech420026 PYM	172.31.21.77	10.10.2016 0:32:38	Failed	33	10	1
58330	CI1 playtech420026 PYM	172.31.21.82	10.10.2016 0:32:30	Failed	41	21	1
58329	CI1 playtech420025	172.31.21.142	10.10.2016 0:32:22	Failed	60	3	0
58328	CI1 playtech420021	172.31.21.145	10.10.2016 0:32:14	Passed	8	0	0
58327	CI1 playtech420020	172.31.21.71	10.10.2016 0:32:06	Failed	48	1	0
58326	CI1 playtech420019	172.31.21.70	10.10.2016 0:31:58	InComplete	11	0	1
58325	CI1 playtech420017	172.31.21.68	10.10.2016 0:31:52	Passed	2	0	0
58324	CI1 playtech420016	172.31.21.67	10.10.2016 0:31:46	InComplete	25	0	1
58323	CI1 playtech420015	172.31.21.66	10.10.2016 0:31:37	Failed	83	2	0
58322	CI1 playtech420014	172.31.21.65	10.10.2016 0:31:30	Failed	25	1	1
58321	CI1 playtech420013	172.31.21.64	10.10.2016 0:31:21	Failed	57	3	1
58320	CI1 playtech420012	172.31.21.63	10.10.2016 0:31:13	Passed	75	0	0
58319	CI1 playtech420011	172.31.21.62	10.10.2016 0:31:04	Failed	40	51	1
58318	CI1 playtech420010	172.31.21.61	10.10.2016 0:30:57	Failed	73	4	0
58317	CI1 playtech42009	172.31.21.60	10.10.2016 0:30:48	Failed	70	1	0
58316	CI1 playtech42008	172.31.21.59	10.10.2016 0:30:39	Passed	48	0	0
58315	CI1 playtech42007	172.31.21.58	10.10.2016 0:30:31	Passed	75	0	0
58314	CI1 playtech42004	172.31.21.54	10.10.2016 0:30:24	Failed	50	1	0
58313	CI1 playtech42002	172.31.21.53	10.10.2016 0:30:16	Failed	18	1	0
58312	CI1 playtech42001	172.31.21.52	10.10.2016 0:30:08	Failed	33	1	0

Id	TestName (58319: CI1 playtech420011)	Status
2470249	AFT_ID06.SortBy.exe	FAILED
2470250	AFT_ID07.SignupTimePeriod.exe	RUNNING
2470251	AFT_ID08.RowsPerPage.exe	FAILED
2470252	AFT_ID09.SearchWithSpecificUsername.exe	FAILED
2470253	AFT_ID10.SearchWithSpecificUserCode.exe	FAILED
2470254	AFT_ID11.SearchWithSpecificOperator.exe	FAILED
2470255	AFT_ID12.SearchWithSpecificCasino.exe	FAILED
2470256	AFT_ID13.SearchWithSpecificBingoNickname.exe	PASSED
2470257	AFT_ID14.SearchWithSpecificPokerNickname.exe	FAILED
2470258	AFT_ID15.SearchWithSpecificEmail.exe	FAILED
2470259	AFT_ID16.SearchWithSpecificFirstName.exe	FAILED
2470260	AFT_ID17.SearchWithSpecificLastName.exe	FAILED
2470261	AFT_ID18.SearchWithSpecifcAddress.exe	FAILED
2470262	AFT_ID19.SearchWithSpecificCountry.exe	FAILED
2470263	AFT_ID20.SearchWithSpecificCity.exe	FAILED
2470264	AFT_ID21.SearchWithSpecificCreditcardNo.exe	FAILED
2470265	AFT_ID22.SearchWithSpecificState.exe	FAILED
2470266	AFT_ID23.SearchWithSpecificZip.exe	FAILED
2470267	AFT_ID24.SearchWithSpecificPhone.exe	FAILED
2470268	AFT_ID25.SearchWithSpecificAdvertiser.exe	FAILED
2470269	AFT_ID26.SearchWithSpecificProfile.exe	FAILED
2470270	AFT_ID27.SearchWithSpecificVipLevel.exe	FAILED
2470271	AFT_ID28.SearchWithSpecificAdvertiserType.exe	FAILED
2470272	AFT_ID30.SearchWithSpecificLanguage.exe	FAILED
2470273	AFT_ID31.SearchWithSpecificAdvertiserSystem.exe	PASSED

Change #3 – Automation improvements

- What happened?
  - Automation tried to do too much
  - Tests were unstable
- What we changed?
  - Wider coverage of the system
  - Concentrate on critical business flows
  - Review the automation scope

Whatever your circumstances, always re-evaluate your current position and seek out where you can improve the most!

Time for questions!