Monthly release testing

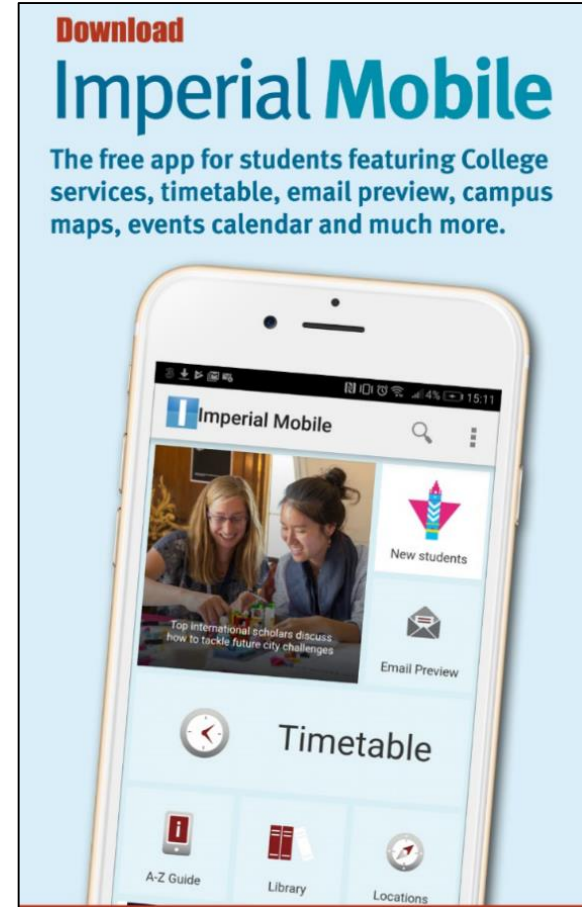## Imperial Mobile

Liz Scholfield, Project Coordinator (Communications)

Amir Rana, Functional Specialist (Web & Mobile)

Imperial College London

Our team

- **Roles**
  - **Amir Rana**, Functional Specialist, ICT
  - **Liz Scholfield**, Project Co-ordinator, Communications and Public Affairs
  - **Sam Hope-Evans**, Web Development Team Lead, ICT
  - **Matt Terrington**, Head of Digital, Communications and Public Affairs

  - Mobile app not our full time job

  - Co-located team – agile, efficient, support, development, design, Communications and ICT working together

Download
Imperial Mobile
The free app for students featuring College services, timetable, email preview, campus maps, events calendar and much more.

Imperial College London

Move to monthly release testing

- **Imperial Mobile**

  - CampusM supplier of Imperial Mobile for 7 years
  - Previous testing was adhoc - only with big feature releases, lengthy time between releases.

- **CampusM move to monthly releases**

  - Coincides with move to Agile in-house
  - Release notes provided
  - Regular app testing
  - More structured, planned work
  - Increased testing = Increased workload

Are we approaching testing in the right way?

Survey to discover how the User Group was approaching monthly release and app testing.

At a glance:

- **Regular testing** - Most people are testing their apps regularly - weekly and/or monthly.
- **Monthly releases** - 90% are doing testing in line with the CampusM monthly release notes.
- **Test scripts** - Most people are using test scripts, doing their own manual testing on multiple devices.
- **Other testing** - Some people are doing automated testing, guerrilla testing or observational testing.
- **Online tools** - No one is using device tools (like Browser Stack).
- **Who? -** Most people are relying on their IT and Comms team, while some people pay students/staff to test. Some people are lucky and have a dedicated volunteer user group.

What are the main issues we all face as testers?

Survey

Regular testers

- Most people can't test **all** the devices and OS they want
- Most people don't have time for testing their mobile app
- Some people are unsure what to test

Those who are not testing at all

- "Its not my job!"
- Resources
  - Budget
  - Time
  - Staff skills / knowledge

Imperial College London

CampusM testing – it's a mystery!

Survey

"*Currently the testing performed by Ex Libris and their responsibilities is unclear and a 'black box of mystery".*

What Imperial are doing

- **Test strategy**
  - Reduce manual testing through automation
  - **Functional and system testing run by specialists**
  - Usability testing with end users when improving or introducing features

Imperial College London
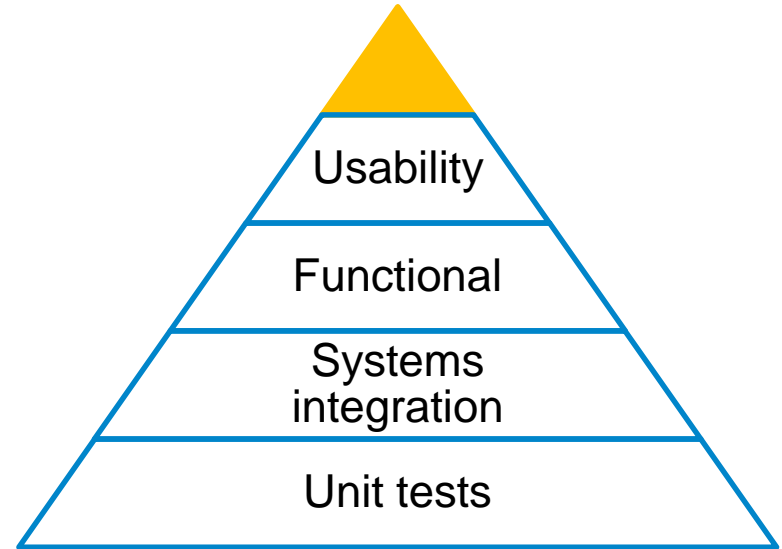
What Imperial are doing

- **Monthly release testing**

  - Like most people, we are testing our app in line with monthly releases

  - Receive monthly email from CampusM

  - https://knowledge.exlibrisgroup.com/campusM/Release_Notes/2018

  - Set a date for testing

campusM News   ExLibris.
a ProQuest Company

campusM December 2018 Release

I'm pleased to announce that the campusM December 2018 release is now available for you to review in your campusM Preview Environment.

This release contains a significant update to AEK, with a move to React16 as well as updates to a range of libraries that compose the AEK. This will be on selective release over the coming month and customers can request access to the latest framework by submitting a request through Salesforce. We have also enhanced the control you have over what is visible or not on your end user's Homescreen, on the native app as well as on the web app.

What Imperial are doing

Formalising release process
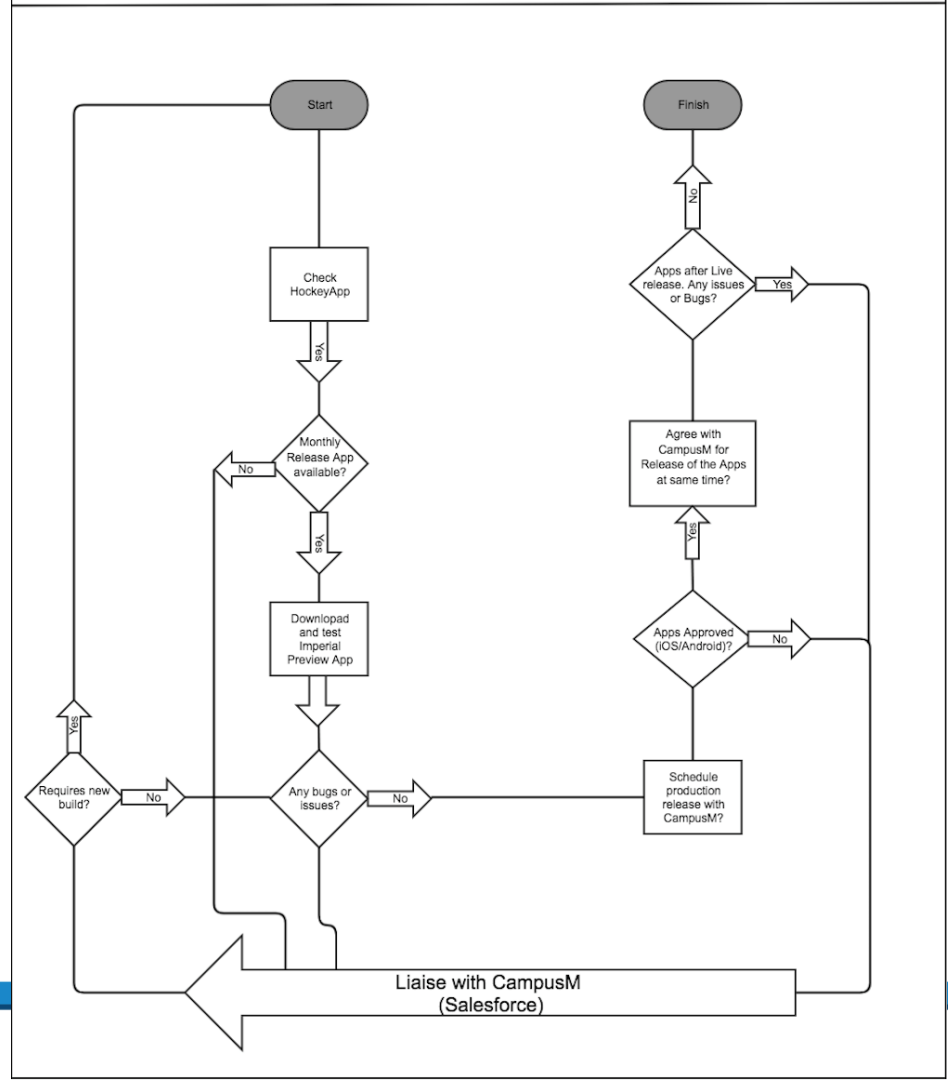
What Imperial are doing

- **WIKI (Confluence)**
  - Use release notes to write scripts
  - Supported tool for documentation
  - Easy collaboration
  - Work remotely
- **Test scripts**
  - To keep a record
  - Refer back to
  - Test results
    - Pass
    - Fail

Product issue	Affected platform	Sales force case(s)	Device tested on	Imperial (Preview) results	Any comments / suggestions. Sales force case no.
Users seeing duplicate events within the Blended Calendar View as part of upgrading their app	Android App	00540795 00548649	N/A	N/A	N/A
In the blended calendar view, changing the device from 24h to 12h time format corrupts the times listed against each event	iOS App	00542172	N/A	N/A	N/A
Event times in the calendar shown as decimals rather than as hours and minutes	iOS App	na	iPhone 6 plus (iOS 11.2.6) iPhone X (iOS 11.3.1)	Pass	
Some in-app search results link to the parent menu item rather than sub-menu items	iOS App	00538957	iPhone 6 plus (iOS 11.2.6) iPhone X (iOS 11.3.1)	Pass	
App can crash if searching and then clicking on a menu option or content node within the global app search if these have been configured as a redirect	Android App	00538957	Android version 6.0.3 (9861)	Pass	
Duplication of Search Results within the Pocket Guide menu search	iOS App	00512510	iPhone 6 plus (iOS 11.2.6) iPhone X	Pass	

Imperial College London

What Imperial are doing

Logging issues

- FAIL – raise a case in Salesforce

- https:// exlidp.exlibrisgroup.com/

- Note case number in the WIKI

Imperial College London

What Imperial are doing

Logging issues

Product Fixes

Product Issue	Affected Platform(s)	Salesforce Case(s)	Platform(s)	Device(s) tested on	Imperial-2 (Sandbox) Results	Imperial (Live) Results	Any comments or suggestions? Sales Force case no.
Opting out of Alerts failed to be actioned and end user continued to receive the alerts.	• iOS App • Android App	00499138	App Builder	• App Builder • iPhone 6 plus (iOS 11.2.2) • Huawei P10 (O.S v7) • iPhone X (iOS 11.3.1)	Fail	N/A	Issue not resolved, potential problem for Imperial in future - **Not Showstopper at this stage - Salesforce ticket raised (Case Number 00531527)** **CampusM confirmed fail - looking into bug 06/04/18**

Discussion – demystifying testing

- CampusM to clarify what testing they do and when

- Against which devices and which OS

- Provide testing guidelines

- What testing Ex Libris expect customers to perform