

Case Study



Crowd testing energises website upgrade for Powerlink

EXECUTIVE SUMMARY

✔ Application Type

Live corporate website www.powerlink.com.au,
Backend CMS

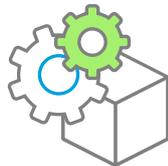
✔ Service Delivery Model

Managed Service: Our crowd testing was part of range of software testing services we provided to Powerlink

THE SOLUTION



Exploratory testing



Functional testing



Performance testing



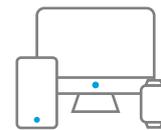
Usability testing



Cross browser testing



Cross device testing



Device compatibility testing

DELIVERABLES

- ✔ Defect Log (reviewed, validated, duplicates removed)
- ✔ Test Summary Report

FUNCTIONS TESTED

- ✔ Upgrade to CMS
- ✔ Property search functions
- ✔ Indexing and search results
- ✔ PDFs and brochure-style webpages

KEY RESULTS

- ✔ Powerlink was expecting 30-40 defects but 125 defects were found
- ✔ Ramped up to 100 testers in hours
- ✔ All crowd testing was integrated via HPE ALM
- ✔ Cost-savings: over 50% compared to traditional testing

125 valid defects found

BACKGROUND

Powerlink's electricity transmission network transports high voltage electricity for leading distributors including Energex, Ergon Energy and Essential Energy, and for many large corporate clients such as aluminium smelters. To develop, operate and maintain their electricity transmission network, many Powerlink projects involve the public and have a public interest. Its website features a paid property search service where the public can find out if Powerlink have an interest within 500m of a particular property. Also, its corporate website is its key platform for keeping the public up to date and informed.

To enable Powerlink to manage content updates in-house, Powerlink needed to update its CMS while all public-facing functions and components were unchanged. To upgrade Powerlink's CMS successfully, it was crucial to test the upgraded site on multiple operating systems and devices. Powerlink also needed its crowd testing to integrate with a number of other quality assurance services, provided by Revolution IT.

OUR SOLUTION

As a Government Owned Corporation, Powerlink required an all-inclusive testing process covering performance testing, delivery acceptance testing, user-acceptance testing and exploratory testing. Revolution IT developed and delivered testing across all components, including briefing and managing exploratory testing conducted via crowd testing, and deploying and upgrading Powerlink's test management tool, HPE ALM.

Our on-site test manager uncovered numerous website issues that needed to be addressed before the site was passed to crowd testers.

Addressing these issues led to extra time constraints on our crowd testing team. Nevertheless, it only took hours to assemble a team of professional testers who matched Powerlink's requirements for devices and operating systems under test. Once our testing team went to work, an original estimate of 30-40 defects ballooned out to 125 validated defects.

All defects found by our crowd testers were entered into HPE ALM. Now Powerlink could quickly and strategically address its most urgent defects. This ensured a critical go-live date was met, and that a high-quality site went into production.

CLIENT RESPONSE

Powerlink was particularly impressed with the number of defects found in a short amount of time. Also, by testing its website on a large number of devices and operating systems, Powerlink's project team were able to confidently move its upgraded website to production, and are now harnessing a range of efficiencies in-house thanks to their newly upgraded CMS.

Crowd testing integrated with a number of other quality assurance services, provided by Revolution IT

Powerlink were very pleased that crowd testing gave them a solution to simulate public usage of its site on a wide range of platforms, before the site went live.

Myrim Margolis
Test Manager, Revolution IT, Crowdsourced Testing