Silk Central

Silk Central is an open solution that addresses test management by aligning goals and requirements with testing, technology, and processes. It provides an integrated framework for improving productivity, traceability, and visibility for all types of software testing and ensures control over application readiness.

Product Highlights

Effective collaboration across teams, processes, and tools drives successful projects. Yet software delivery teams see testing as time-consuming, poorly focused, and a hindrance to project goals. OpenText™ Silk Central provides goal- and requirement-driven test management. It coordinates technologies, resources, team capabilities, and meaningful deliverables to promote quality, collaboration, efficiency, and confidence. Silk Central scales from supporting a single project to being the axis that unites software development teams in different locations, right across an organization.

Silk Central delivers control over application quality by providing consistent, repeatable processes from traditional methodologies—such as waterfall—right through to more iterative approaches, including agile. As a unified framework for managing manual and automated tests, it integrates with unit, functional, and performance test suites; issue and requirement management systems; and continuous integration (CI) and DevOps tools.

Business Process Testing

The OpenText™ Business Process Testing (BPT) capabilities in Silk Central support an organization's need to validate end-to-end business processes implemented in the application. Besides demonstrating end-to-end process quality, BPT also enables control among testers, such as the hand-off between teams and the behavior on test failure.

Figure 1. Business Process Testing

Test Asset Workflow

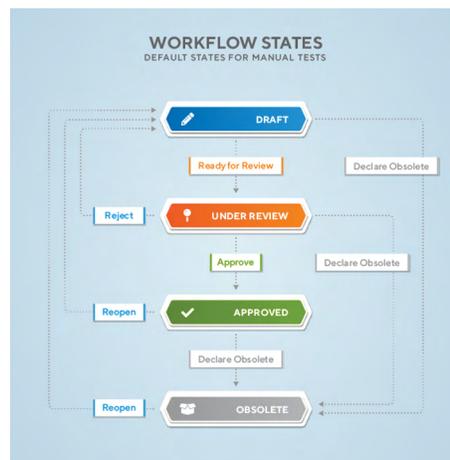Drive improved management and control across your tests while maintaining auditability.

Figure 2. Workflow states

Key Benefits

Drive reuse and reduce overheads
- Reduce rework and drive reuse by sharing test assets across projects.
- Improve ROI with keyword-driven testing and manual-to-automated test conversion.
- Efficiently execute tests with parallel test execution.
- Reduce cloud consumption by running execution servers in Kubernetes pods.
- Quickly execute tests offline.

Control application readiness
- Align business needs with multi-requirement integrations and quality goals.
- Base go/no-go decisions on quality goals and testing.
- Control test process through test asset workflow.
- Understand every aspect of manual test planning and execution activities.
- Validate business transactions end-to-end with Business Process Testing (BPT).

Enjoy open test management
- Effectively leverage open-source, commercial, and in-house tools.
- Provision test execution environments from the Cloud—AWS (including Amazon Virtual Private Cloud), Azure or private cloud.
- Perform mobile testing on premises and in the cloud.

Save administrative cost
- Set administrators free from client maintenance with web-based UI.
- Save time in accessing reports through report subscription, automatic emails and dashboard external URL.
- Empower visually-impaired users with built-in NVDA/JAWS support.

Transition tests through a review process from Draft, Under Review, to Approved state with full audit control at each stage, and use dedicated role permissions to control the process. Redundant tests can be marked as Obsolete at any stage of the workflow, ready for final review before deletion.

Collaboration Using Microsoft Teams

The integration of Silk Central with Microsoft Teams provides a means of team collaboration for manual testers working together on a project. A set of predefined actions trigger messages to be sent to Microsoft Teams. These messages deliver the crucial information and links to jump to the relevant items in Silk Central or to perform the next steps.

Client and Project Structure

Silk Central supports your diverse needs, and the scales of deployment, by using clients (distinct units within a Silk Central instance) to support a multi-tenancy structure. This enables organizations to separate projects by clients while maintaining security and control, with additional ability to manage license allocation, either within a single database or across multiple database instances.

Key Features

Requirement Management

MANAGE REQUIREMENTS FROM MULTIPLE SOURCES

Silk Central enables you to unite requirements, regardless of source, into a single project. Achieve a centralized end-to-end view in one location to enhance collaboration and control across your project.

TEST AGILE REQUIREMENTS

Silk Central offers strong integrations with leading agile planning and tracking tools such as Atlassian Jira Agile. Silk Central manual execution planning supports agile development through progress reporting, burndown charts, planning, and personal dashboards.

Optimized to test both agile and traditional requirements, Silk Central accelerates test execution and increases collaboration on quality assurance activities.

MITIGATE RISK USING QUALITY GOALS

Silk Central helps testers prioritize, execute, and demonstrate how their efforts respond to risk-based and requirement-driven testing. Silk Central reports illustrate how testing has responded to these defined quality goals, ultimately enabling the critical go/no-go decision.

Test Design and Asset Management

KEYWORD-DRIVEN TESTING

Keyword-driven testing closely couples Silk Central management with Selenium or OpenText™Silk Test automation capabilities:

- Involve different professional groups in the test automation process by separating test design and implementation.
- Achieve maintenance benefits by reusing test code or keywords, and enjoy the easy abstraction of low-level automation and high-level business scenarios through multi-level keyword sequences.
- Enable a seamless transition from manual to automated testing by basing keyword tests on current manual test steps.
- Get recommended keywords based on the automatic analysis of existing keyword-driven tests when creating a new test.

SHARE TEST ASSETS ACROSS PROJECTS

Drive improved reuse and lower maintenance overheads by sharing tests across projects. Defining a central test repository and enabling projects to reference tests in it improves process and practice within your organization.

REUSABILITY AND MAINTAINABILITY OF ASSETS

Silk Central efficiently maintains and reuses test assets. Mandatory Attributes and Mandatory Properties help standardize data

usage to ensure they are always used in asset creation. Use the Global List attributes to centrally maintain a set of items and use them in multiple projects. This enables data standardization and increases reusability and maintainability across requirements, tests, and execution plans. Utilize Linked Fields for management of related fields to reduce the likelihood of wrong input and User List attributes to automatically populate tests or execution plans to project users.

Test Planning and Execution

ADVANCED MANUAL EXECUTION PLANNING

Silk Central increases efficiency and productivity by making it easy to identify, plan, and schedule manual tests. It allows users to decide:

- What to test through quality goals and filters
- When to test by planning test cycles within specified timeframes
- Where to test by choosing which systems or configurations to use
- Who to test by allocating based on resource and time capacity

PARALLEL TEST EXECUTIONS

Organizations need efficient test execution. The parallel testing capabilities within Silk Central execute automated tests across every execution server (physical or virtual) at the same time—reducing overall test time and driving project efficiency. Silk Central provides users with the flexibility to decide what to execute in parallel and what not to.

KUBERNETES PLUGIN

Reduce resource consumption and cost by making Kubernetes pods available for test execution as virtual execution servers.

MOBILE TESTING

- Execute mobile device testing with OpenText™ UFT Mobile and Silk Test Workbench integration, including automated functional tests and manual tests.

- Use Silk Central when manually testing mobile applications. It mirrors the mobile device on your desktop for convenient interaction with remote test devices.

- Enjoy the flexible scheduling control of manual and automated tests as if any remote iOS or Android device were connected locally. Test teams can also select mobile test devices using multiple filtering options, including device type, platform, application, or device name.

TESTING FROM EVERY ANGLE
Integration with many testing tools means Silk Central offers coverage of every angle of your application through unit, functional, and performance testing, whether manual or automated.

- **Unit Test:** JUnit, NUnit, OpenText™ UFT Developer
- **Functional Test:** OpenText™ UFT One, Silk Test
- **Performance Test:** OpenText™ Silk Performer, OpenText™ LoadRunner Professional
- **Regression Test:** UFT One, Silk Test
- **Any Test:** The ProcessExecutor test type can be used to execute any script from command line.

CODE AND CONFIGURATION COVERAGE
Silk Central helps identify functionality gaps in current test definitions by providing code coverage analysis for manual and automated tests for .NET or Java apps.

Configuration testing ensures test scripts executed against multiple configurations need no duplication, providing script reuse and reporting on coverage of test environments.

EXECUTION SNAPSHOT
Exporting the 'DocumentView' of the Execution Planning unit to Microsoft Excel creates a snapshot of execution status and progress for management, analytics, and reporting. Filters, sorting, grouping and order settings of the columns in DocumentView are also applied to the exported data.

Tracking and Reporting

TESTBOOK: INSIGHT INTO MANUAL TESTS
The Testbook delivers real-time updates on all activities during manual testing. It simplifies collaboration among testers and test managers by displaying who did what and when.

SIDE-BY-SIDE RESULTS COMPARISON FOR AUTOMATED TESTS
Use side-by-side result analysis for fast insight into the status of automated test runs. Compare runs using visual reports showing the execution status across every individual configuration.

TEST RESULT CONSOLIDATION
Improve result analysis by extending test execution tooling eco-systems:

- Consume results for automated tests that are executed outside of Silk Central execution servers.
- Collect all artifacts—such as requirements, tests, and results—in a single repository for holistic reporting and decision-making.

REPORTING AND ANALYTICS
Use the reports to view a full audit status of manual test results and associated defects. You can also trace issues raised, associated result files, and progress status in a format viewable online or exported to a PDF. Use video and screen capture for manual and automated test activities to reproduce issues and compile evidence to support compliance and audit needs.
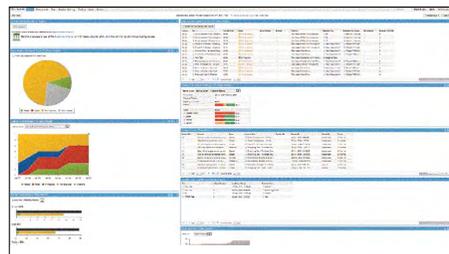

Figure 3. User defined dashboard

As well as rich metrics and analytics available through default reports, Silk Central accommodates custom reporting needs. It supports Microsoft Word and BIRT for advanced reporting and can export data to PDF or Microsoft Excel.

BUILT-IN ISSUE TRACKING
Use the built-in issue tracking capabilities to raise, track, and manage issues against test assets and a defined workflow relevant to your organization.

Usability

ADVANCED MANUAL TEST INTERFACE
This web-based interface requires no installation and needs little or no training. Users can execute tests and capture evidence to support test execution with screenshots, videos, audios, result files, code coverage, and defects.

FACILITATE ACCESSIBILITY NEEDS
By supporting keyboard navigation and facilitating audible feedback through a screen reader, Silk Central is accessible for blind or visually impaired users. It supports both NVDA and JAWS.

SIMPLIFY USER MAINTENANCE WITH LDAP OR ACTIVE DIRECTORY (AD)
Automatically create and authenticate users on demand. Eliminate the need to manually create accounts for users who are interested or involved in test activities with Silk Central.
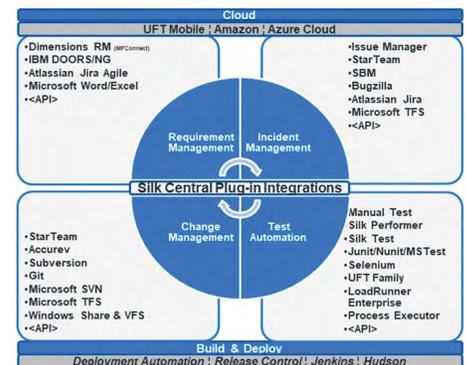
Supported Integrations

Figure 4. Silk Central integrations landscape

INTEGRATIONS VIA OPENTEXT CONNECT

The OpenText Connect portfolio of integrations provides extensive integration capabilities. Its Silk Central Test Manager Connector simplifies integration setup, optimizes requirement synchronization performance, and enables better visibility into test asset relationships and traceability between tests and defects.

INTEGRATIONS VIA SILK CENTRAL API

Silk Central offers SOAP-based Web Services for the integration of third-party applications, as well as a REST API for managing results of external execution plan runs.

OPENTEXT SOFTWARE INTEGRATIONS

- Silk Performer
- LoadRunner Professional
- Silk Test
- UFT One
- UFT Developer
- StarTeam
- AccuRev
- Silk TestPartner
- Atlas
- Deployment Automation
- Release Control
- Solutions Business Manager

- UFT Mobile
- OpenText Connect
- Jenkins, Hudson
- Microsoft TFS
- Selenium

THIRD-PARTY SOFTWARE INTEGRATIONS

- IBM DOORS, DOORS Next Generation
- Bugzilla
- Atlassian Jira and Jira Agile
- JUnit and NUnit
- Subversion
- Git
- Team Foundation Server
- Microsoft Office Word and Excel
- Microsoft Teams
- Amazon and Azure Cloud execution
- Kubernetes
- Apache Commons Virtual File System (VFS)
- Microsoft Visual Studio/Visual Studio Test Agent
- Plug-in API for additional integrations

Please consult your OpenText account representative for supported versions and additional integrations.

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System Requirements

Operating System Support
- Windows Server 2016, 2019

Additional for Mobile Device Testing
- Android 5.x, 6.x, 7.x, 8.x, 9.x and 10.x
- iOS 10.x,11.x, 12.x and 13.x

Additional for Execution Server
- Windows 8.1 (32/64bit), Windows 10 (32/64bit)
- Ubuntu, Red Hat Enterprise Linux, Debian, SUSE Linux

Web Server Support
- IIS 8, 10 (32/64Bit)
- Standalone web server (Tomcat)

Web Browser Support
- Internet Explorer 11 or later (no compatibility mode), Mozilla Firefox, Google Chrome, Microsoft Edge

Database Support
- Microsoft SQL Server 2016 SP2, 2017, 2019
- Oracle 19*c*

Please refer to Installation and System Configuration Help in Silk Central documentation for further details.

Learn more at
www.opentext.com

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