

Deloitte and Micro Focus Quality Engineering Webinar – Q&A Report

Live webinar date

December 2021

[Webinar replay link](#)

[Presentation](#)

The webinar, “Accelerate Your Application Development and Quality with Deloitte and Micro Focus,” explored why quality engineering (QE) has become a strategic priority for enterprises and highlighted how Deloitte and Micro Focus are well-positioned to deliver solutions that uniquely meet the QE need.

If you have any further questions, reach out to the team:

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Answers to Q&A session

How can Intelligent QE help prevent cloud outages and still provide service-level agreements (SLAs) to clients?

Cloud outages can be better tracked and managed through cloud vendor processes and tools and utilities that are focused on service availability and SLA compliance (tracking and monitoring). Intelligent QE, driven by artificial intelligence, machine learning, and analytics, focuses on providing key insights to boost value, efficiency, and time-to-market testing objectives and outcomes.

Do the tools provide easy-to-follow documentation of test results by deployment for the auditors?

Yes, Micro Focus tools, especially Quality Center and Octane, come with reports and dashboards that can be utilized for this purpose. Additionally, you can build reports, as needed. Test results can be segmented by deployment, test phase, test cycle, etc. Reporting can also be based on “test plan” and “test runs.” Auditors typically want to also see test results per iteration and how those results trace back to test cases, test requirements, and defects; Micro Focus tools provide this end-to-end traceability.

How do you balance the time spent developing automated testing solutions to catch problems with new code versus the time spent building the core application code?

We recommend spending significant time upfront on building automated tests, rather than focusing on manual testing. This has resulted in significant effort savings in situations where retesting due to defects is required or regression testing must be performed.

Additionally, we also recommend using automation to generate test data instead of creating test data manually. By thinking through the types of data needed and generating that data in volume, you can create a richer data set upfront. Some examples include:

- Creating patients, appointments, admissions, orders and charges, discharged patients, etc. for a healthcare provider organization
- Creating claims to test adjudication rules for a health plan organization
- Generating large amounts of data to test regulatory requirements and rules for a financial organization

Once a base set of automated scripts has been developed, you can run tests on demand. Resources can focus on evaluating test results and implementing defect fixes or enhancements, rather than spending time manually executing scripts.

As companies embrace Agile and DevOps, automation is critical, especially for testing, if you want to get through your validation and regression within a sprint. Key to success is having a solution like Micro Focus that is DevOps enabled for continuous testing with CI/CD integrations for Jenkins, Azure DevOps, Bamboo, and others, and version control integrations with Git, Subversion, TortoiseSVN, and others.

How does AI escalate testing failures?

Pre-go-live, AI can be used to predict failures based on in-progress testing and alert testing stakeholders. We have successfully used AI at different clients to determine areas where additional focused testing is needed, which resulted in the early discovery and remediation of defects.

Post go-live, AI can be used to scan customer comments related to applications deployed in production. We have successfully utilized QE Sense to identify customer sentiment and satisfaction and/or dissatisfaction with live applications. These were then used to recommend and implement product and application enhancements.

Does your solution provide scrambled HIPAA-compliant protected health information (PHI), personal identifiable information (PII), and demographic dummy data resembling actual patients?

Yes, there are two approaches to developing test data:

1. Extract production data and mask it for use in test environments.
2. Manufacture test data.

In both cases, you can achieve compliance because the test data is production-like but does not contain any PHI or PII. These approaches require careful planning, and procedures are needed to refresh and maintain both types of data sets to reflect patient population changes over time and as data is transformed due to testing activities.

We recommend using Micro Focus Unified Functional Testing (UFT) to manufacture large data sets in healthcare systems.

How do you automate API testing?
How does this tool support APIs?

Automated API testing is a capability provided by Micro Focus UFT One. Learn more about UFT One and how to leverage it to test APIs [here](#).

Is the Deloitte and Micro Focus alliance capable of examining all business operations and recommending an action plan, cost of implementation, timeframe, and priority for which QE trends should be embraced given that cost might be the biggest hurdle?

Yes, specifically for QE services (since the webinar was focused on QE). Deloitte's QE Advisory and Transformation team conducts assessments to determine current state of your testing organization, identify gaps based on our testing framework, provide recommendations to address those gaps, and develop a roadmap to close those gaps. These recommendations also include adoption of QE trends that make sense for your organization.

Additionally, Deloitte can help you assess business operations to identify gaps and improvement opportunities, provide recommendations to address gaps, and develop a roadmap to close those gaps.

Typically, clients also request continued support from Deloitte to implement these roadmaps.

Is the Deloitte and Micro Focus alliance capable of providing the test environment? Or is that the sole responsibility of the client?

Yes. Deloitte can help determine and implement types of physical or virtual test environments. Micro Focus has tooling, including Hybrid Cloud Management solutions, that automatically spin up and down test environments to help you shift left and achieve the goal of a test environment on demand.

What is typical client for Deloitte and Micro Focus? Are your services SMB friendly?

Yes, we offer services to all types of clients (small, medium, and large) focused on solving problems and optimizing technology spend. Deloitte QE services and Micro Focus tools are geared toward standardizing QE processes, tools, templates, etc. to reduce the cost of quality. Micro Focus delivers enterprise software to empower more than 40,000 customers of varied sizes worldwide to succeed in the digital economy.

Do previous Micro Focus and Deloitte installations of current hardware and software solutions decrease costs for similar clients to enable the same solution(s)?

We draw from all past projects and lessons learned are applied to gain efficiencies in delivery. However, each client and project have unique situations that are considered for delivery estimates.