

JD Edwards EnterpriseOne Test Automation A DWS Client Success Story



Client

Pinal County, formed in February 1875, comprises 5,376 square miles. Nestled between Maricopa County (Phoenix) and Pima County (Tucson), Pinal County is home to over 375,000 residents.



PINAL COUNTY
WIDE OPEN OPPORTUNITY



The Challenge

Pinal County was looking to improve the rigour and consistency of testing, whilst reducing the time and resource allocated to testing during JD Edwards EnterpriseOne projects.

About the Client

Pinal County is a local county government in the heart of Arizona. The local government employs 1,800 people and oversees the fifth largest (by population) county in the state.

An early adopter of JD Edwards products, Pinal County was a user of World software as far back as 1995. Change events have become more frequent as the organization grows, however the team looking after JD Edwards has remained small. This has resulted in periods where internal resource is stretched, particularly when it comes to testing.



Delivery

Pinal County were early adopters of Dimension SwifTest™, the proprietary test automation product from DWS designed specifically for companies committed to running and maintaining JD Edwards EnterpriseOne.



Result

SwifTest™ is starting to be used regularly to automate the functional testing on every JD Edwards EnterpriseOne project at Pinal County. Test execution times have been reduced whilst consistency and quality has improved; providing a strong foundation for a code-current future.

Upgrade History

Pinal County has been a long-term user of JD Edwards (JDE) software. Originally a user of World software, Pinal County upgraded to EnterpriseOne (E1) in 2013.

Like many customers of JDE, Pinal County employs a policy of running a release until it nears end-of-support; deferring any major upgrades until necessary.

With Extended Support of 9.1 available until March 2020, Pinal County plans to use the next 12 months to complete some business critical projects, before planning and executing their upgrade to 9.2.

“As with any new system, there are things you need to learn over time. The more you use something, the more you realize you need to test; because your business processes change over time.”

Why Automation

Linda Sloan-Compton, ERP Analyst at Pinal County explains why test automation is so important. “Pinal County has been on 9.1 since mid-2013. As with any new system, there are things you need to learn over time. The more you use something, the more you realize you need to test; because your business processes change over time”.

The amount of testing that needs to be done by any team looking after systems varies over time. There may be a period of a month where no testing is required, or they may find themselves working solidly on test scenarios for days at a time.

What testing needs to be done is driven by the frequency of change. A few examples of changes that require testing are:

- Business process changes;
- Configuration or parameter changes;
- Security changes
- Program modifications; and
- The application of an Electronic Software Update (ESU)

“In the past, as a team of two, we would rely on additional resource within the business during busy periods. This would occasionally lead to quality issues in terms of the consistency of testing” explained Linda. “If you ask someone else to do it, no matter how good your documentation, there is a chance of error – the human variable.”

By ensuring that its process are reflected in its catalogue of test scripts and automating the repetitive elements of testing, Pinal County has made great progress toward eliminating the risk of human error, ensuring a more robust and reliable process.

“The quality of the tests and test data has improved by ensuring the processes are reflected in the catalog of scripts. We have virtually eliminated the risk of error during submission”.

Pinal County can now launch an interim payroll sequence in 5 minutes. A process that used to take up to half an hour. Even though the testing does not take long, the added benefit of just being able to ‘let it run’ without supervision frees up more valuable time.

SwiftTest also provides the ‘single pane of glass’ for management information. Data and analytics provide visibility of every test and make management significantly easier.

Scripting

When it comes to testing, automation can yield greater efficiencies over time. The long-term savings on script creation and editing alone are significant.

Scripts are simple to create, clone and edit. What’s more, you don’t need to be technical to use SwiftTest – it is designed to be used on every project by business analysts and super-users, not just programmers.

“We have a large number of scripts that have already been set up” says Linda. “AP and accounting scripts are all written, with payroll and fixed assets in progress.”

“The larger the project, the more significant the volume of testing and the greater the savings realized by using SwifTest.”

Pinal County are currently rebuilding the security roles amongst users, so there will be a sustained period of testing coming up. Swiftest has given Linda the confidence to deal with just about any functional testing requirement.

“Straight away I can say “yes, I can test that” and, although it might take time to initially build the test script, it can be run in five minutes and can be used again and again. For the security roles testing we will be able to use the scripts we have already written and just change the role information.”

Over time, Pinal County should see huge time savings as their catalogue of scripts increases.

Why DWS

Manual testing is commonplace amongst the JD Edwards user base. Arguably, a truly viable test automation product for JDE E1 users did not exist until DWS released SwifTest. Often, the resource intensive nature of testing seems to have prevented users from applying updates and making the most of the latest product innovations from Oracle.

Knowing that test automation would help them improve and evolve the implement of JDE E1, Pinal County set about exploring the marketplace to see what products and solutions were available.

“We went out to the market to see what was on offer” explains Linda. “There simply wasn’t anyone other than DWS offering the type of solution we were looking for.”

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With SwifTest Pinal County has continued its legacy of early adoption, engaging and working closely with DWS’s product development team.

“Being in on the ground floor when it came to development meant we were able to have input into the way the product developed” says Linda.

“I’ve primarily worked with a single point of contact. He has been my go-to guy. Despite the time zone difference, he has been very responsive. Engagement between Pinal County and the development team has been excellent. The process has been fluid and very effective.”

A Code-Current Future

Within the next 12 months, Pinal County plans to begin the upgrade to JD Edwards EnterpriseOne Release 9.2, ahead of what they hope will be the adoption of a code-current strategy.

The move to smaller, faster, more frequent change events will benefit from having an established automation program in place.

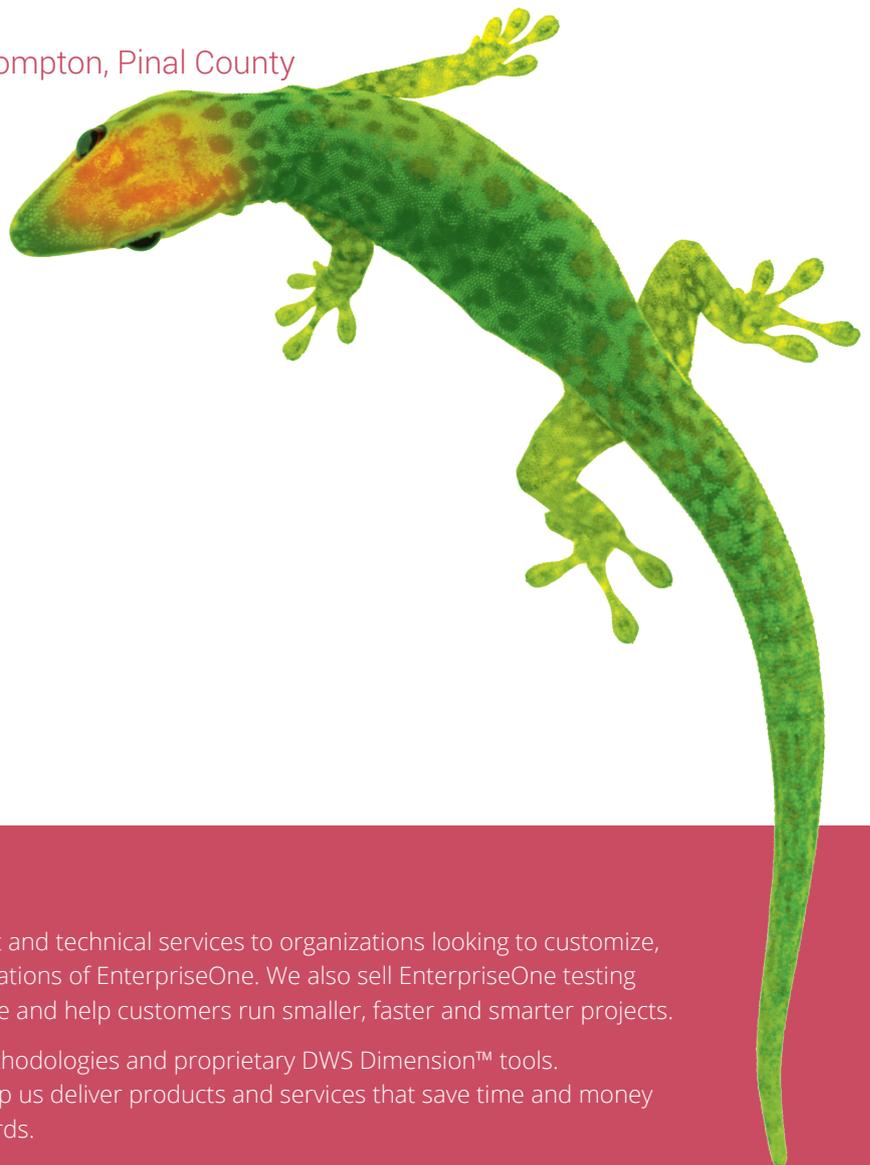
Pinal County sees SwifTest™ playing an integral role in their future projects:

“I have big plans for the future that include SwifTest.”



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Linda Sloan-Compton, Pinal County



About DWS

Since 1998, we have been providing development and technical services to organizations looking to customize, integrate, extend, upgrade or support implementations of EnterpriseOne. We also sell EnterpriseOne testing products that leverage our deep domain expertise and help customers run smaller, faster and smarter projects.

DWS serves a global client base using proven methodologies and proprietary DWS Dimension™ tools. Our best-practice approach and eye for detail help us deliver products and services that save time and money and continually drive down your TCO for JD Edwards.

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