

eLearning Testing For Sify Technologies

Client Overview:

Sify Technologies is one of the leading IT organizations in India, that specializes in eLearning. Sify develops a variety of eLearning courses for one of the top-10 software product companies in the world. The eLearning products include textual content as well as virtual lab exercises. Sify releases these eLearning contents that are hosted over the internet and that is published across the world for access.

eLearning Courses Under Test:

Sify's development team releases courses for various software products of its end client. The products include servers, operating system, database etc. The courses cover installation procedures, administrative procedures, and exercises to use the actual products.

The courses are aimed at remote users across the world who can learn via internet. The content of the courses are framed in such a manner that any person can enroll to these eLearning courses. The end user need not install any software on their machines. All courses and lab exercises can be executed on virtual PCs.

Case Study

Engagement Model and Process:

Softsmith Infotech executed the testing project using total onsite and offsite model. The testing team consisting of test lead and testers carried out the activities from Softsmith's offsite test lab from Chennai, India and Sify's test lab at Chennai, India. The team coordinated with Sify's development manager. Daily status tele-cons and technical tele-cons were conducted.

Softsmith team initially prepared Master Test Plan (Test Strategy) for the whole application. The test cases are provided by end client of Sify. Softsmith established test bed at offsite and the server is hosted centrally in internet. Defects were regularly reviewed in the triage meetings and taken to closure. Sify development team provided daily builds to Softsmith team and daily regression was performed.

Key Test Areas:

The following list describes the key test areas, under which a set of tests were conducted.

- Accuracy and simplicity of the run instruction content
- Usage clarity on every single screen
- Executing the lab exercises exactly as given in the course content
- Application of common human errors that can happen with a new learner
- User experience on virtual hard disks
- Ensuring the quality of media files
- Continuity and flow of course contents and how they match with actual product

Key Benefits:

- Since this is an independent testing and certification, the courses underwent a series of regression testing, done by various people. This ensured the content accuracy
- Softsmith provided 24 by 7 support in testing to ensure faster go-live schedule

Challenges Faced:

- The virtual hard disks with lab exercises are very large in size. Downloading the same across the net was a time consuming activity.
- The usage pattern of different testers differ from time to time, based on prior knowledge of the product.