KJR est. 1997
Assuring Digital Success

CASE STUDY

Improving Software Assurance Through Independent Test Oversight

AT A GLANCE

Industry

State Government

Challenge

Independently validate performance improvements made after record voucher demand, ensuring a successful launch of the next round

Services

Software Assurance Oversight, Test Management, Functional Testing, Regression Testing, User Acceptance Testing

Scale & Complexity

Business-critical public voucher application with multiple test streams coordinated under a compressed schedule in a shared environment

Technology Environment

QueueIt, JIRA, AWS Lambda Services and mySQL

Outcome

Delivered a repeatable testing approach, stronger defect management and greater visibility of quality and release risk.

THE CHALLENGE

Following unprecedented uptake and rapid growth in user demand during an earlier voucher release, this state government department experienced significant application performance challenges that required system tuning and enhancements. With increased stakeholder scrutiny and high expectations for the next release, the department sought greater confidence in the application's ability to support anticipated demand.

In preparation for the next voucher round, the customer introduced a range of application enhancements, including a new queuing solution designed to better manage high volumes of concurrent users. These changes introduced additional functional complexity and required thorough validation of queue behaviour, user journeys, branding and application workflows.

The department also recognised an opportunity to strengthen its testing governance and coordination. Existing testing activities relied on fragmented spreadsheets and a vendor-managed Jira environment, creating challenges in maintaining consistent visibility of test progress, defect management and release readiness.

With evolving requirements, a compressed delivery schedule and considerable stakeholder scrutiny, the department required an independent, structured testing approach to validate the enhancements, provide confidence in the upcoming release and establish a more sustainable testing capability for future voucher rounds.

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WHY KJR

The customer engaged KJR to provide independent software assurance oversight and specialist test management expertise. It needed an experienced testing professional who could assess existing practices, guide internal teams and provide objective test progress and risk visibility.

KJR brought practical experience in software assurance, test management and risk-based testing. KJR also brought the ability to work constructively with both departmental stakeholders and the external software vendor.

Importantly, KJR's role extended beyond overseeing delivery. It included strengthening the department's own testing capability and establishing processes that could be maintained beyond the engagement.

KJR'S APPROACH

Working collaboratively with the department's business and technical teams, KJR provided independent testing oversight and established a structured, consistent approach to quality assurance.

01 Assess

KJR began by assessing existing testing practices, identifying gaps in functional coverage, test documentation, defect management and reporting. This included understanding the department's existing capabilities, business priorities and the constraints imposed by the delivery schedule and shared non-production environment.

02 Assure

KJR established a structured test management approach covering functional, regression and user acceptance testing. A reusable master test suite was developed, supported by test plans, schedules, test documentation and an ongoing Business-as-Usual (BAU) test strategy.

KJR worked with the software vendor to improve the use of Jira for defect management, introducing practical severity and priority classifications and reporting capabilities. Testing was coordinated across multiple streams, with risks and issues communicated transparently to departmental stakeholders.

When the new Queue-it queuing solution was introduced, KJR also provided hands-on support, designing and executing a set of functional tests to validate queue behaviour, branding and application workflows. This included investigating edge cases and potential data integrity issues.

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03

Enable

KJR focused on transferring knowledge and improving the customer's ability to manage testing independently. The engagement produced reusable test templates, a master test suite, test management documentation and a detailed handover covering ongoing testing responsibilities and processes.

KJR also helped business users prepare for UAT, providing guidance on test objectives and ensuring testing focused on the business outcomes and risks that mattered most.

BUSINESS IMPACT

KJR's involvement provided the department with greater visibility and control over its testing activities at a time of considerable stakeholder scrutiny.

The department gained a structured approach to planning, executing and reporting testing, replacing fragmented spreadsheets and inconsistent processes with reusable test assets and improved defect management.

Decision-makers had better information about testing progress, defect severity and outstanding risks, supporting more informed release decisions. The close working relationship between KJR, departmental teams and the software vendor also improved transparency around issues and their resolution.

Perhaps most importantly, the engagement helped shift the customer's approach from relying on individual testing efforts to establishing a repeatable testing process that could be applied to future releases and BAU activities.

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OUTCOMES & BENEFITS

KJR strengthened the department's testing capability and improved its ability to manage software quality. Key outcomes included:

- **Structured test management:** Established documented testing processes, test plans and schedules to improve consistency and accountability across testing activities.
- **Improved test coverage:** Developed a reusable master test suite to support functional and regression testing.
- **Coordinated testing delivery:** Supported four rounds of system functional testing, two rounds of UAT and additional regression testing, alongside five rounds of performance testing. Coordinated Production Verification Testing (PVT).
- **Stronger defect management:** Improved the department's use of Jira providing better traceability and visibility of issues.
- **Queue-it functional assurance:** targeted functional tests of the new queuing solution, investigating queue behaviour, application workflows and potential data integrity issues.
- **Improved risk management:** Identified potential race conditions and other behaviours.
- **Improved UAT capability:** Guided business users in understanding their UAT responsibilities and focusing testing on critical business scenarios, including late-stage branding changes.

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TECHNOLOGY ENVIRONMENT

QueueIt, JIRA, AWS Lambda Services, mySQL

HOW KJR CAN HELP

Is your organisation preparing for a high-stakes software release under close scrutiny?

Organisations undertaking business-critical software releases need more than test execution. KJR provides independent software assurance, experienced test management and practical testing support to strengthen governance, improve test coverage, manage delivery risks and establish sustainable testing capabilities.