CASE STUDY

QA Excellence: KJR's Role in Workday Transition for Major Entertainment Provider

Project: Workday HR Management System Migration

KEY OUTCOME 1

Ensured successful migration by creating test cases that clarified system behaviours, integration boundaries, and migration scope for informed decisions

KEY OUTCOME 2

Facilitated smooth integration with the client's IT ecosystem by defining integration boundaries and requirements

KEY OUTCOME 3

Provided valuable insights into the size of the Workday migration effort allowing for informed decision-making for timelines and resources

BACKGROUND

A major resort & entertainment company is striving to improve and align their workforce management systems and processes across its three key locations: Melbourne, Perth, and Sydney. Currently, the Sydney site operates on Workday, while Melbourne & Perth continue to use PeopleSoft HCM that has been in place since 2000. This disconnected approach has led to inefficiencies and fragmented data across the organisation. To resolve these issues and create a unified, centralised HR system that serves as a single source of truth across the enterprise, the client decided to migrate all its locations to Workday.

WHY KJR WAS ENGAGED

KJR, a leading software quality engineering firm, was engaged to support their Workday migration project -

- **Expertise**: KJR brought their renowned expertise in software quality engineering, delivering expertly designed test cases and realistic data tailored specifically to Workday's requirements.
- **Risk Mitigation**: KJR brought a strong focus on System Integration and End-to-End Testing, which helped identify and resolve integration issues and data inconsistencies, reducing migration risks.
- **Efficiency**: KJR's efficient approach in creating and managing test cases and test data accelerated the test case documentation and test data preparation.

CHALLENGE

Documenting test cases for the Workday migration encountered several key challenges. The primary challenges were:

- **Ambiguous user stories** and inconsistent business process flows, compounded by frequent updates to Business Process Maps.
- **Restricted Workday sandpit access** during the early design phase, which restricted scenario development and validation.
- **Incomplete integration documentation** and unclear data mapping, making it challenging to identify the necessary test data.

These challenges collectively complicated the test case documentation process.

SOLUTION

KJR implemented several effective strategies:

- **Ensuring Process Flow Clarity**: KJR worked closely with business analysts to review and standardise business process flows, ensuring they were clear and consistent.
- **Leveraging Process Modelling Tools**: By using Confluence & Jira, KJR maintained accurate and up-to-date documentation, managing business process flows and testing requirements to create a single source of truth for Workday test cases.
- **Updating Integration Requirements:** During test planning and design, KJR ensured integration requirements were thorough and aligned with overall objectives.
- **Utilising Sandbox Testing Environments**: Testing was conducted in sandbox environments that mirrored the production system, allowing for effective scenario development and validation while minimizing risks to live operations.

These strategies ensured a well-organised, accurate, & risk-mitigated approach to the Workday test case & data preparation.

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DELIVERABLES

The KJR team delivered several key components to ensure the success of the Workday migration project, including:

- **Workday Business Process Flow Test Case Design**: KJR developed and designed over 1,544 functional test cases to comprehensively cover the Workday business process flows.

- **Integration Testing Test Case Design**: KJR created around 1,400 test cases to validate Workday's integration with various downstream systems.

- **Test Data Management**: KJR assembled extensive test data sets necessary for executing the Workday test cases.

- **Defect Management**: Proactively identified and reported defects during shakeout testing.

These deliverables have effectively positioned the client for a successful Workday migration by ensuring robust functional testing and efficient test data management, thereby facilitating a smooth and effective transition.

CUSTOMER BENEFITS

Creating detailed test cases for Workday offers several key customer benefits including:

- **Improved Expected Behaviour Documentation**
  - **Detailed System Guide**: Test cases provide a thorough record of expected behaviours and functional requirements, offering a clear guide for how Workday should operate.
  - **Enhanced Clarity and Alignment**: By outlining specific scenarios and outcomes, the Workday test cases ensure all stakeholders have a shared understanding of system requirements.

- **Enhanced Integration Boundaries**
  - Identification of Integration Points: Test cases help define the boundaries and touchpoints between Workday and the client's IT ecosystem.

- **Quantitative Assessment of Migration Effort**
  - **Effort and Resource Estimation**: Test cases outline the scope and complexity of scenarios, providing a basis for estimating the effort and resources needed for the Workday migration.
  - **Informed Decision-Making**: Clear insights into the migration effort allowed client management to make well-informed decisions regarding project timelines, budgets, and resource allocation.

Creating test cases for Workday was instrumental in ensuring a successful migration by delivering thorough documentation of system behaviours, clarifying integration boundaries, and providing a quantitative evaluation of the migration effort.

TOOLS & TECHNOLOGIES

Jira, Confluence, Zephyr scale, Workday and PeopleSoft