

CASE STUDY:

L10N testing strategy for SCORM

June: 2014

Client:

Our client is a leader in providing e-Learning for Management students. They produce a variety of media including print and digital solutions- number of e-Learning platforms, brief cases, blogs, events- participant-centered learning seminars, custom events, webinars, and online learning sections and courses. Through these publishing platforms, our client is able to influence real-world change by maximizing the reach and impact of its essential offerings globally.

Challenges:

Our client wanted to go ahead with globalization for their digital content and were looking for domain experts in localization who could test their products' functionalities and user experience with localized content with the existing digital solutions.

Following were the some of the core challenges at hand:

- All application links should be functional with localized content and all PPTs' and videos' available for a particular course should open in proper format without any impact from localized content
- Digital content should be compatible across platforms and not over spread or truncate due to localized strings lengths and different character sets such as high ASCII, 2-byte or surrogate pairs etc.
- Basic functionality of all applications should be verified and certified
- Progress tracking of users should be recorded in reports
- Stringent time line to accomplish afore mentioned tasks

“Client Speak: -

Many positive words were said about QAI and the invaluable partnership that you have offered to us during this project. I know we'll get a chance to talk more about this, but I wanted you to know that your team's efforts are recognized at all levels of the company.

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Testing Environments: OS: Win 8, Win7, Win XP and MAC 10.7.X, Mac 10.8.X
(plus sanity on different platforms)

Browsers: Safari on MAC, Firefox and IE9 on Windows (plus sanity on different browsers)

Supported Locales: French, Mandarin, Spanish, Portuguese, Korean, Polish and German

Solution:

QA InfoTech's strength lies in Functional, Globalization, and Automation testing; with this combination of functional, automation and globalization testing. We were an optimal choice for the client to outsource SCORM localization and internationalization testing. We proposed a smarter approach as a solution to overcome these challenges ensuring high quality. The approach was a mix of functional, automation and localization testing.

Step: 1 Internationalization of the application on which SCORM content was to be deployed

Step: 2 Functional testing of the application for the SCORM content with pseudo locales

Step: 3 Automated functional testing of the application to perform the sanity on various locales

Step: 4 Thorough functional testing of the application with localized content for all supported locales

Approach:

Given our vast experience in localization testing, we provided the following approach to meet the deadlines and client's requirements:

- We prepared a step by step plan to meet the deadlines for every phase ensuring the quality of the product. This plan also helped us and client keep track of every step's deliverables and timelines
- Created a Test optimization matrix which covers compatibility matrix and all supported locales without impacting the quality and saving repetitive manual testing efforts for every locale
- Helped the client evolve the bug life cycle and bug tracking to track bugs efficiently without duplicating the same bug for different locales
- Performed supported browser and platform testing on Native OS/Browsers in our localization testing lab

Client Benefits:

- Through internationalization testing of the application at an early stage, we were able to identify majority of issues even before deploying the localized content on the web
- By optimizing the test matrix for the locales, we were able to cover a large set of scenarios
- By providing inputs on existing bug life cycle and bug tracking, we were able to reduce the bug reporting efforts and utilized bugs across locales
- By creating automated functional testing suite for the application, we were able to reduce the repetitive functional testing efforts for sanity testing across multiple locales

L10N Efforts for 1 SCORM testing without any proposed solution	L10N Efforts for 1 SCORM testing with proposed solution	Effort and cost reduction (%)
40 Hours	22 Hours	45

By:**Vaibhav Maheshwari****Sr. Lead Quality Engineering**

At QA InfoTech (an ISO 9001:2008, 20000-1:2005, 27001:2005 and CMMI Level III certified company), we specialize in providing independent offshore software testing and, unbiased software quality assurance services to product companies, ranging from the Fortune 500s to start-up companies.

Established in 2003, with less than five testing experts, QA InfoTech has grown leaps and bounds with five QA Centers of Excellence globally; three of which are located in the hub of IT activity in India, Noida, one in Chandigarh, India and the other, our affiliate [QA InfoTech Inc.](#) Michigan USA. In 2010 and 2011, QA InfoTech has been ranked in the top 100 places to work for in India. For more details, please refer to our [blog on this event](#).

"We assure the highest degree of Excellence and Accuracy in our engagements. Once you have placed your trust with us, rest assured we guarantee an elated peace of mind"

- Mukesh Sharma, Founder & Chief Executive Officer

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