

E N E R G I Z E D B  
T E C H N O L O G

**FedEx**®  
Services

Software Quality Assurance  
FedEx Services

# Superior solutions

more than 9 million shipments daily

more than 290,000 team members

operating in more than 220 countries and territories

aircraft

10,000 Vehicles

fedex.com

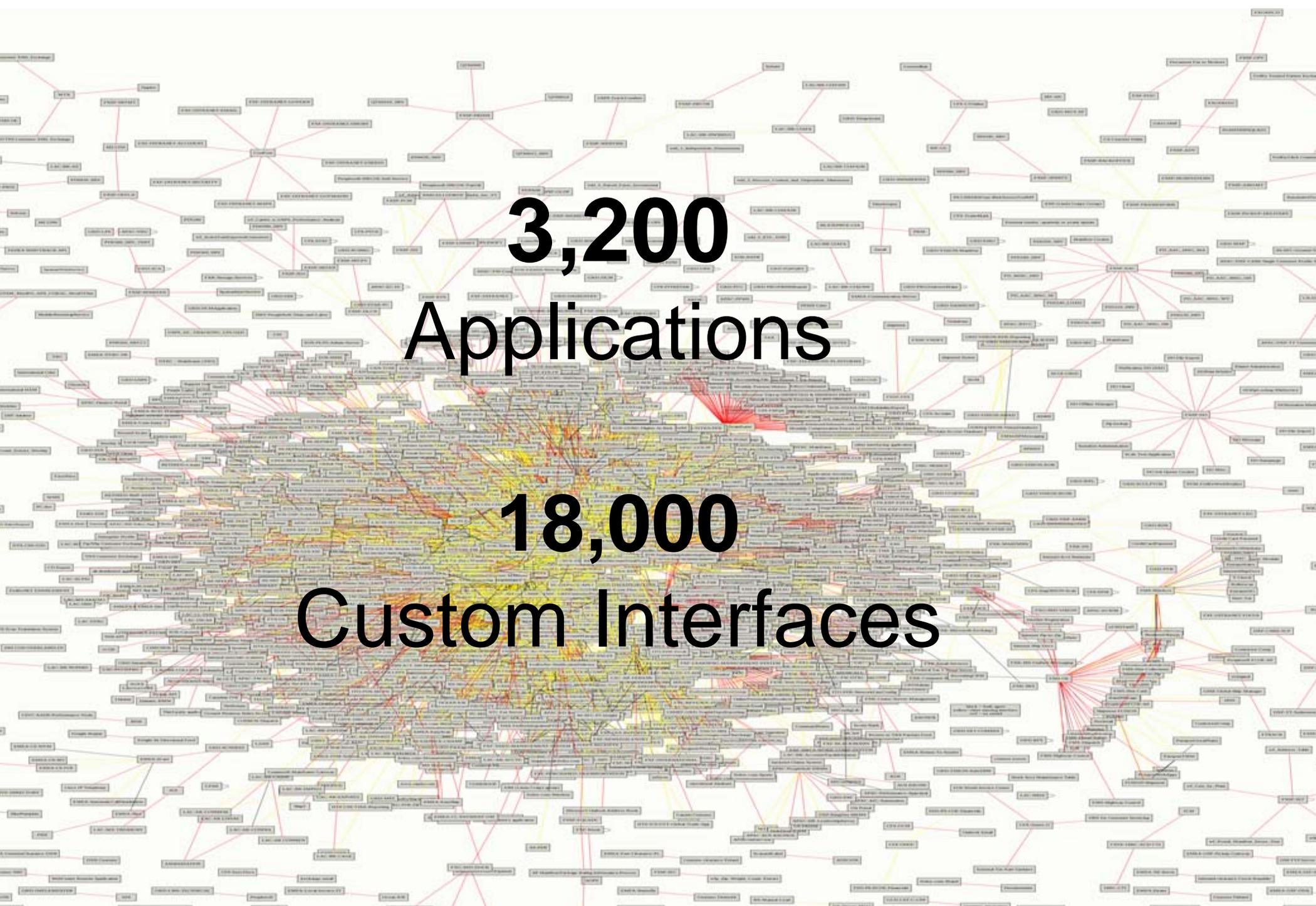
more than 100 million unique visitors monthly

more than 5 million tracking requests daily

more than 1 billion shipments monthly

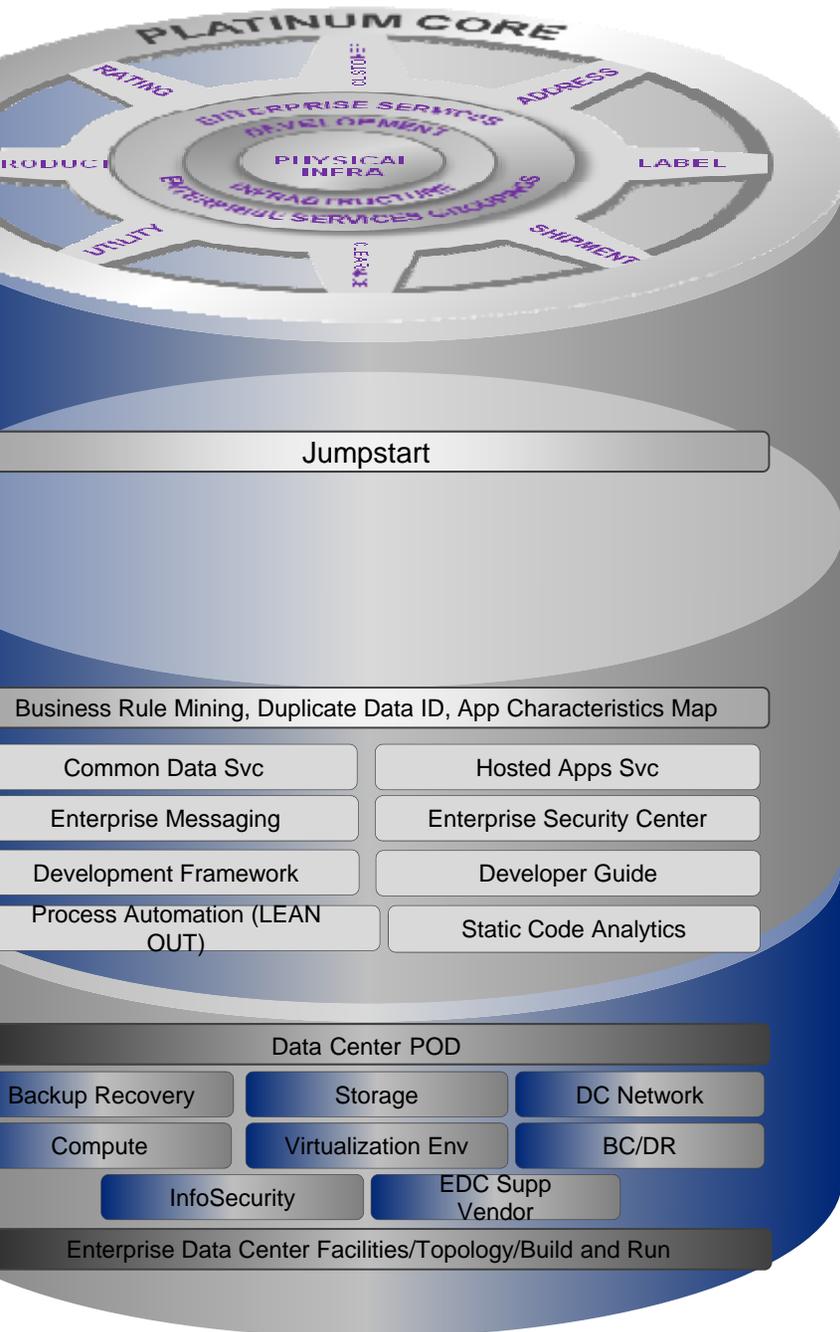


# Integration Complexity



**3,200**  
Applications

**18,000**  
Custom Interfaces

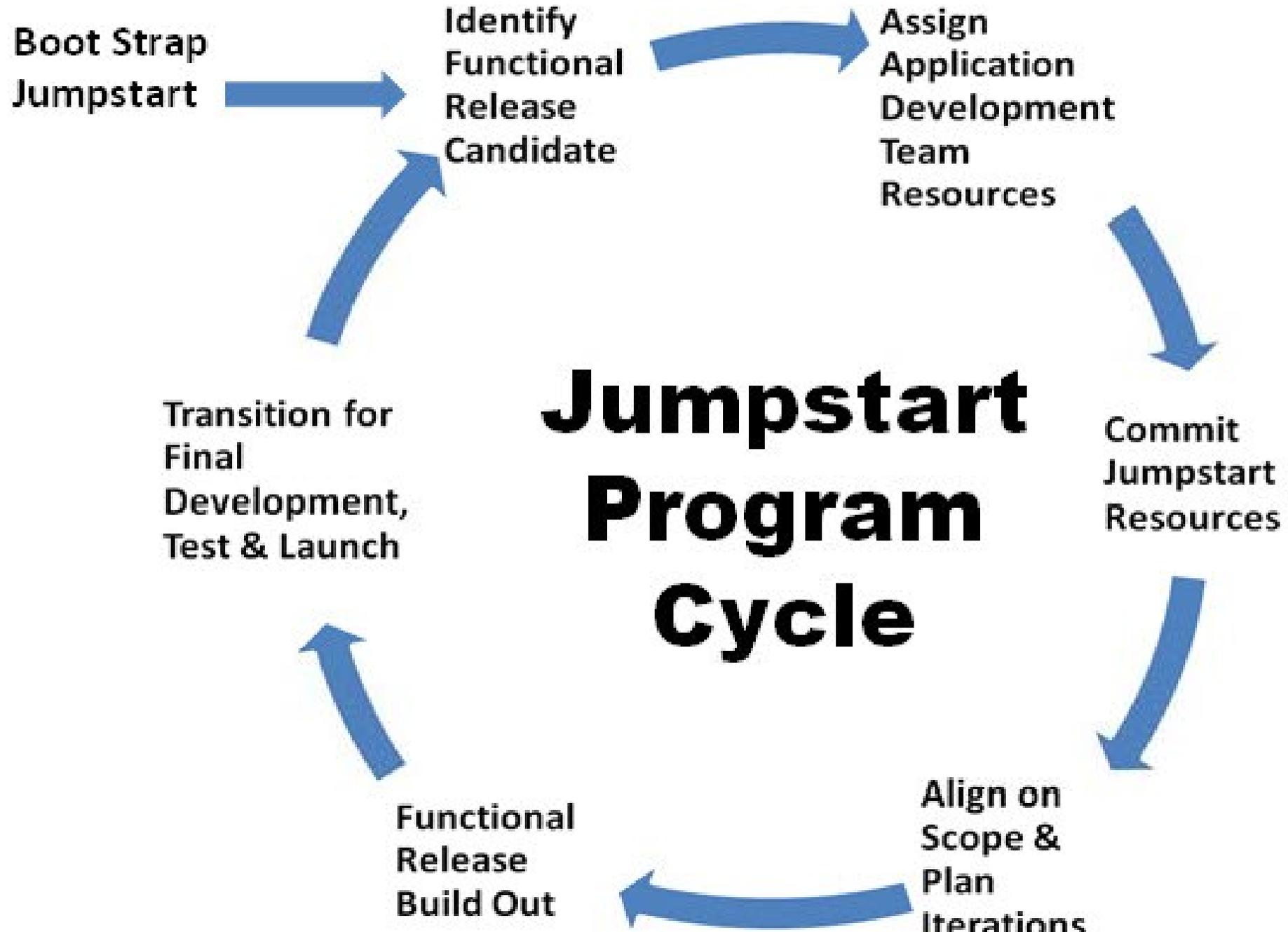


## Enterprise Services Groupings (ESG)

- Logical collection of Services information
- Process Focus Areas or other ESG
- Examples:
  - Customer
  - Address
  - Label
  - Shipment
  - Etc.
- Used by Systems and by other ESG

# at IS Jumpstart.

*Mapping enterprise services*



# Testing Framework

## Software Testing Automation Framework

Code Analytics

On Demand Environment

Interface Validation

Interface Virtualization

Test System Management

Decoupled Testing

Flexible Environments

Interface Testing

Static Code Analysis

Automated Deployment

Capture & Compare

Request / Response Simulation

Code Coverage

Dynamic Footprint

Expected & Actual

Publisher Simulation

Reporting

Reporting

Visibility

Reporting

Catalog & Repository

Catalog & Repository

Interface Test Data

Reporting

Catalog & Repository

Catalog & Repository

Test automation tools

Test data/result analytics

Test Execution Scheduling

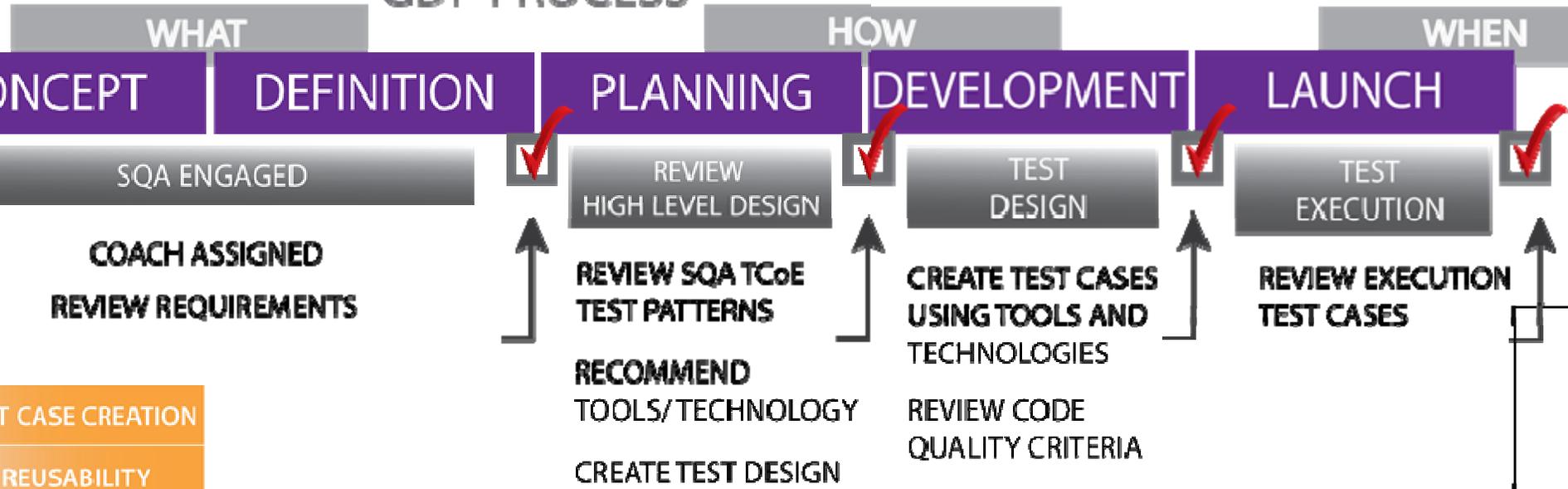
System Monitoring Validation

Environment Configuration Reporting

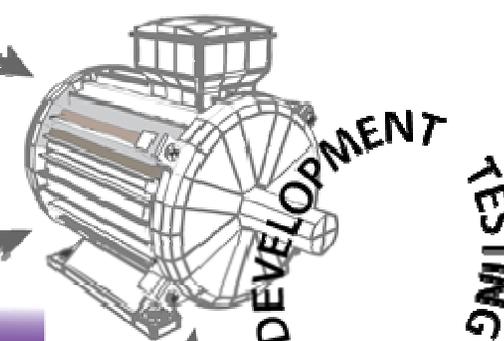
Reporting

Catalog & Repository

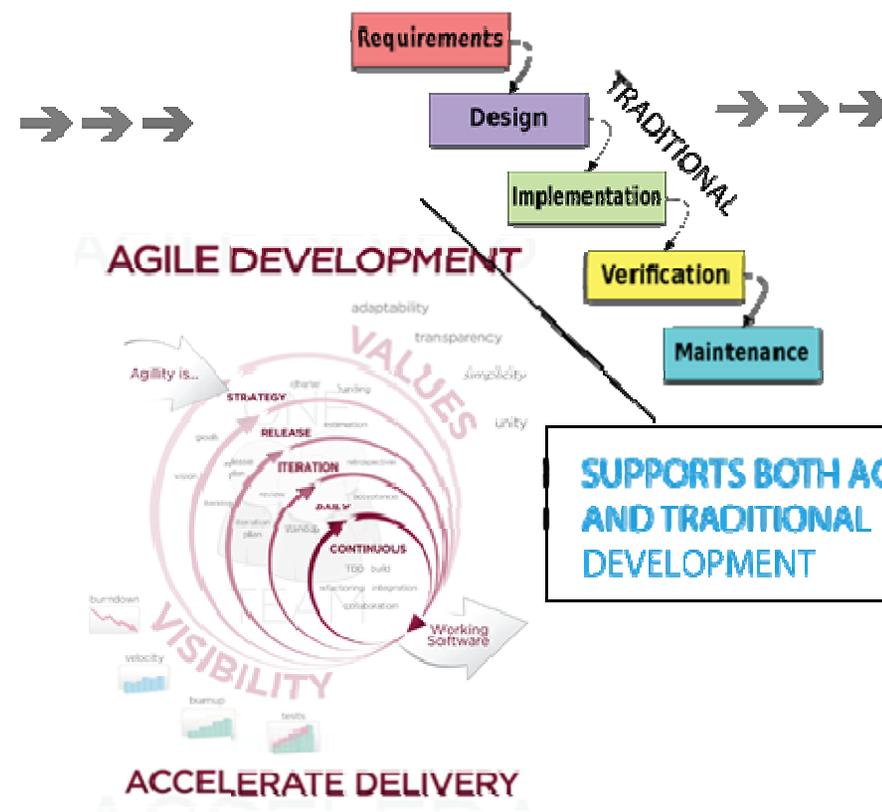
# GDP PROCESS



- TEST CASE CREATION
- REUSABILITY
- REPORTING
- MONITORING
- TRACEABILITY
- CODE ANALYTICS
- INTERFACE CAPTURE COMPARE
- INTERFACE SIMULATION
- ENVIRONMENTS ON-DEMAND
- DECOUPLED TESTING



- Testing Tools Catalog
- QUALITY CENTER
  - QUICK TEST PRO
  - LOAD RUNNER
  - SOAP UI PRO
  - MANUAL (EXCEL)



**SPEED TO MARKET**

BUG FREE

INCREASED C...

LOWER COST

**BENEFITS**

# Test types and tools

## Test types performed on enterprise services

Functional (including regression)

Performance

Negative

Security

## Test Tools used

Manual Testing for GUI applications

Automated regression testing for GUI using *HP: QC-QTP* tools

Manual testing for Web-services using *Soap UI* tool

Automated regression testing for Web-services using *HP: QC-QTP, iTKO LISA* t

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