

## GROUP TECHNOLOGY &amp; OPERATIONS

# Putting software through its paces

With the Global Testing Network (GTN) Deutsche Bank can guarantee software quality – quickly, cost-effectively and flexibly.



Photo: John Glembin

GTN's Service Partnership Group: keeping the Bank's systems up and running. Muhammad Khan, Leslie Moore, Shaun Abrahams and Brooks Betz (l-r)

The Global Testing Network (GTN) is a worldwide IT testing network developed in November 2003 by the Service Partnership Group (SPG) under the management of **Mitchel Lenson**, Group CIO. GTN enables a new kind of cooperation within Deutsche Bank's IT network: Project managers, IT functions and service partners are linked via a secure online access to GTN.

## SmartSourcing

Within GTO, SmartSourcing is defined as the systematic procuring of services and products from internal or external providers, through whom service improvement, reliability, scalability and cost reduction can be achieved and sustained. In line with this definition, the GTO SmartSourcing strategy necessitates the development of a framework that takes models, locations, objectives and approved service providers into account.

With the help of this tool, the Bank can access the best possible resources at the most attractive price currently available. "It should ensure that the software used in trading, settlement and the commercial banking businesses, as well as in conjunction with all other applications used, functions properly at all times." This is how **Tony McCarthy**, CIO of Global Equities Group Technology and Operations (GE-GTO), describes the new step in the Bank's implementation of the SmartSourcing initiative (see box).

GTN features an integrated global testing platform, known as *dbTest*. This provides service partners worldwide with secure access to Deutsche Bank's test environments and a centralized data storage facility. Moreover, it registers preferred partner companies. A sufficient and consistent quality standard is achieved with quality assurance tools, which are bundled in GTN's integrated testing platform and are available to all users worldwide. "The software quality assurance process thus replicates and tests the day-to-day activities

that end-users perform when running the application in their work," says McCarthy. "This is how the testing manager defines the content and timeframe for the test as well as the necessary resources to be provided by the vendors."

Whereas this information was compiled manually and on paper in the past, service partner data can now be imported directly using the testing tool available in GTN.

One of the testing tools is *WinRunner*, an integrated program for executing tests. When an application is being tested, it records the various reactions of users automatically and, similarly to instant-replay in sporting events on television, can play them back over and over again. Furthermore, the *dbTest* automating tool also enables non-technical users to automate the test process, whereby complex processes are put into more easily understood terms. "In return, this simplification raises the level of automation in the testing process, thereby increasing productivity," explains McCarthy.

The test-platform also contains a web-based library comprising data compiled from 30,270 test executions, 31,500 test cases and over three million individual test steps. This centralized archive ensures access to valuable test data and reduces the risk of selecting the wrong service partner – as individual projects can be transferred more easily from one service provider to another should problems arise.

To identify low-cost providers, the group has also developed an approval system used to regularly examine suppliers. As a result, service providers in India, the United States and Great Britain have already been successfully signed up and linked into the GTN testing platform. Additional companies in India, Europe, Russia, Singapore and Australia will be added in 2004.

"GTN was designed to reduce the cost of testing software and to improve the productivity of the test process by giving selected service providers access to Deutsche Bank's testing resources," explains **Leslie Moore**, GTO, Service Partnership Group. In return, they provide economies of scale, use Deutsche Bank's standard processes and deliver high-quality software. "There fore, I believe GTN will combine industry-leading test solutions with our network of low-cost service providers to propel the level of quality for Deutsche Bank's IT applications to the top of the investment banking industry," adds Moore.

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