

The background of the slide features a photograph of a modern conference room. A long, light-colored wooden table is in the foreground, with several chairs lined up along its side. The chairs have grey backs, but one chair in the middle has a distinctive red back. The room is brightly lit by large windows in the background, which are out of focus. The Mercury logo is overlaid on the left side of the image.

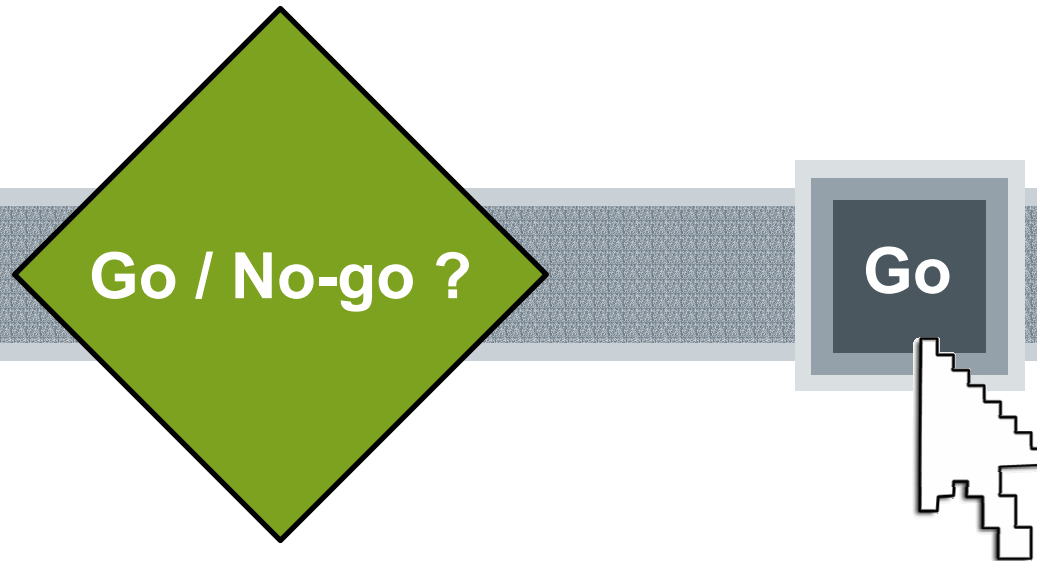
MERCURY™

Shorten your 11i Upgrade and Patching Cycles with Automated Testing

Rod Lehman

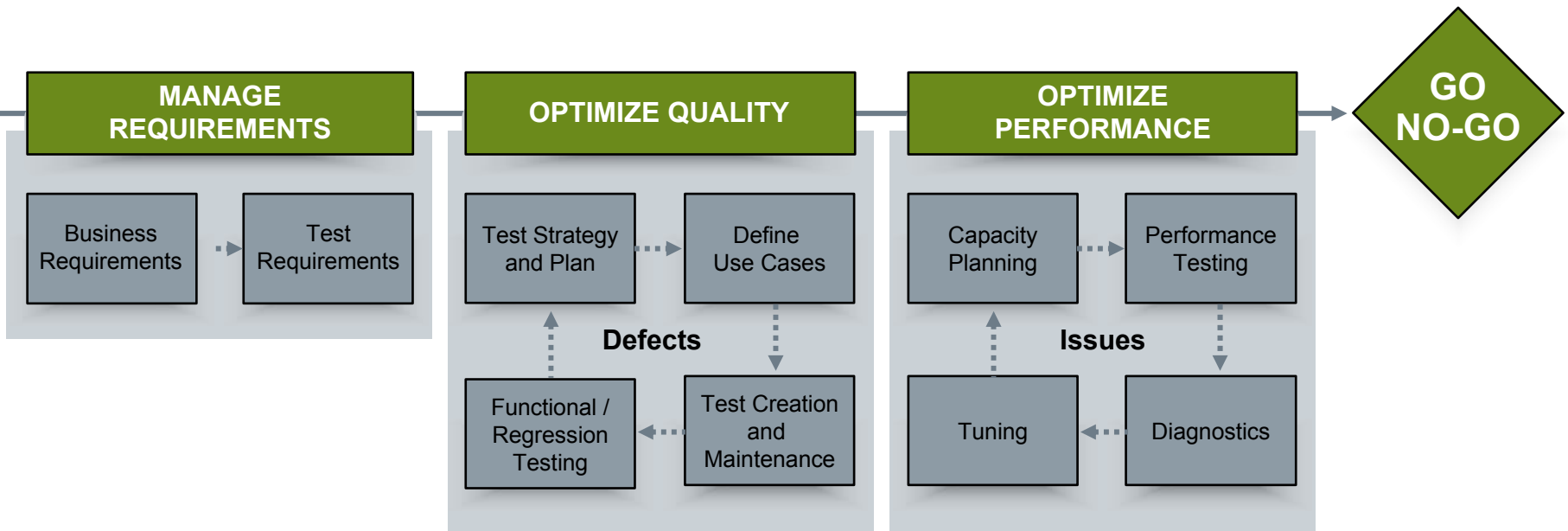
Senior Director of Product Marketing

Can You Make an Informed Go-Live Decision?

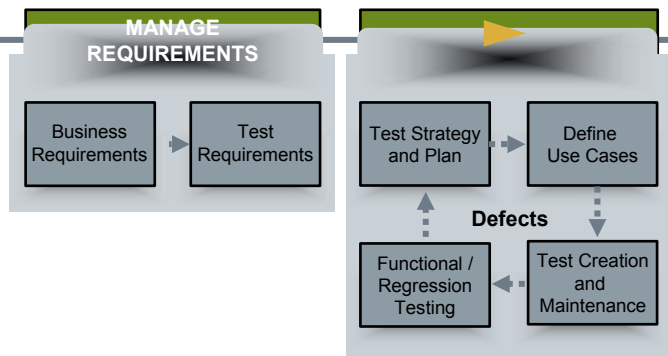


Will the application work as expected?

Is the Quality Process Effective?



Typically Not



Does the application reliably function according to business requirements?

75% of teams don't know what to test (Mercury)

Have we done enough testing?

50% of projects get rolled back (Gartner)

How many defects can I expect in production?

40% of application downtime due to defects (Gartner)

Two-thirds of US companies are only at CMM Level 1 or 2

Carnegie Mellon University, Software Engineering Institute, September 2003

What's Your Top Priority for 11*i*?

- Deploy
- Upgrade
- Maintain and Operate
- Consolidate

Pre-Deployment Testing Challenges

Demands for Quality Assurance Teams Increase



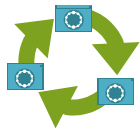
Limited Resources

Tight budgets, new team members, part-time testers



Multiple Enterprise Environments

HTML, XML, Web Services, .NET, Visual C++, Visual Basic, Mainframe 3270 & 5250, VT100, ODBC, COM, J2EE, EJB



Continual Test Execution

Development builds, business process coverage, granular verification



Cost of Missed Defects

Revenue and profits impacted, damaged reputation and customer relationships



Complex Verifications

Multiple tiers, accurate database updates, batch file verifications

Manual Functional Testing Example

1. Test Plan Documents

Written in Word or Excel using requirements documents

TIME: 70–200 Man Hours

3. Defects Isolated

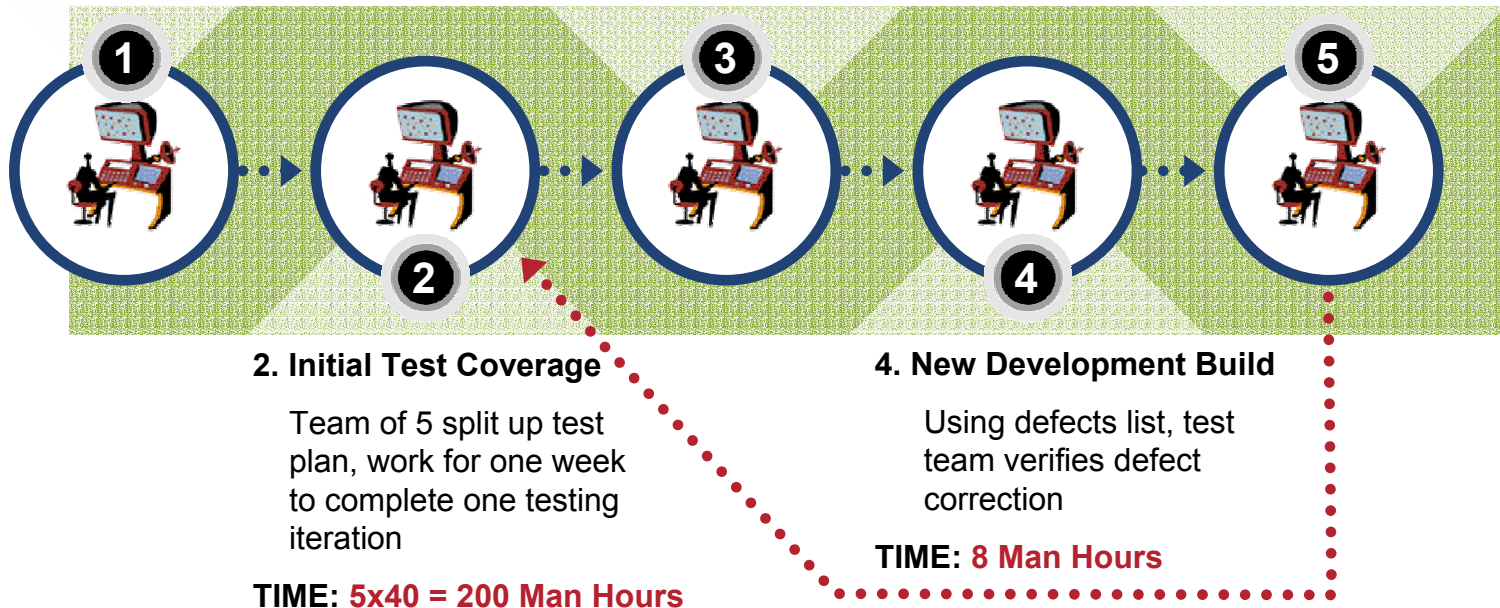
Defects logged. Development works to reproduce and correct defects.

TIME: 10–30 Man Hours

5. Test Plan Updates

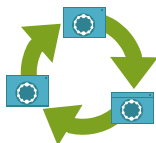
Test Plan becomes inaccurate due to requirements changes

TIME: 30 Man Hours



Basic Testing can take weeks...
and can be incomplete

Challenges of Manual Functional Testing



Schedule Limitations

Limited IT resources combined with tight schedules impact ability for manual functional testing to complete



Difficult Defect Replication

Testers and Developers left to manually reproduce defects, increasing time and resources



Poor Environment Coverage

Manual testing seldom includes verifications of all possible operating systems, browsers, etc.



Incomplete Coverage Testing

When development fixes are introduced, manual regression testing takes too long to do complete regression test

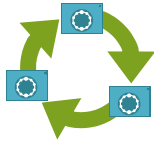
Benefits of Automated Testing

Reliable Business Processes



Rapid Execution of Test Scripts

Saves time and enables QA team to meet schedule deadlines



Accurate Defect Replication

Provides development with easy replication of software defects



Enterprise Environment Coverage

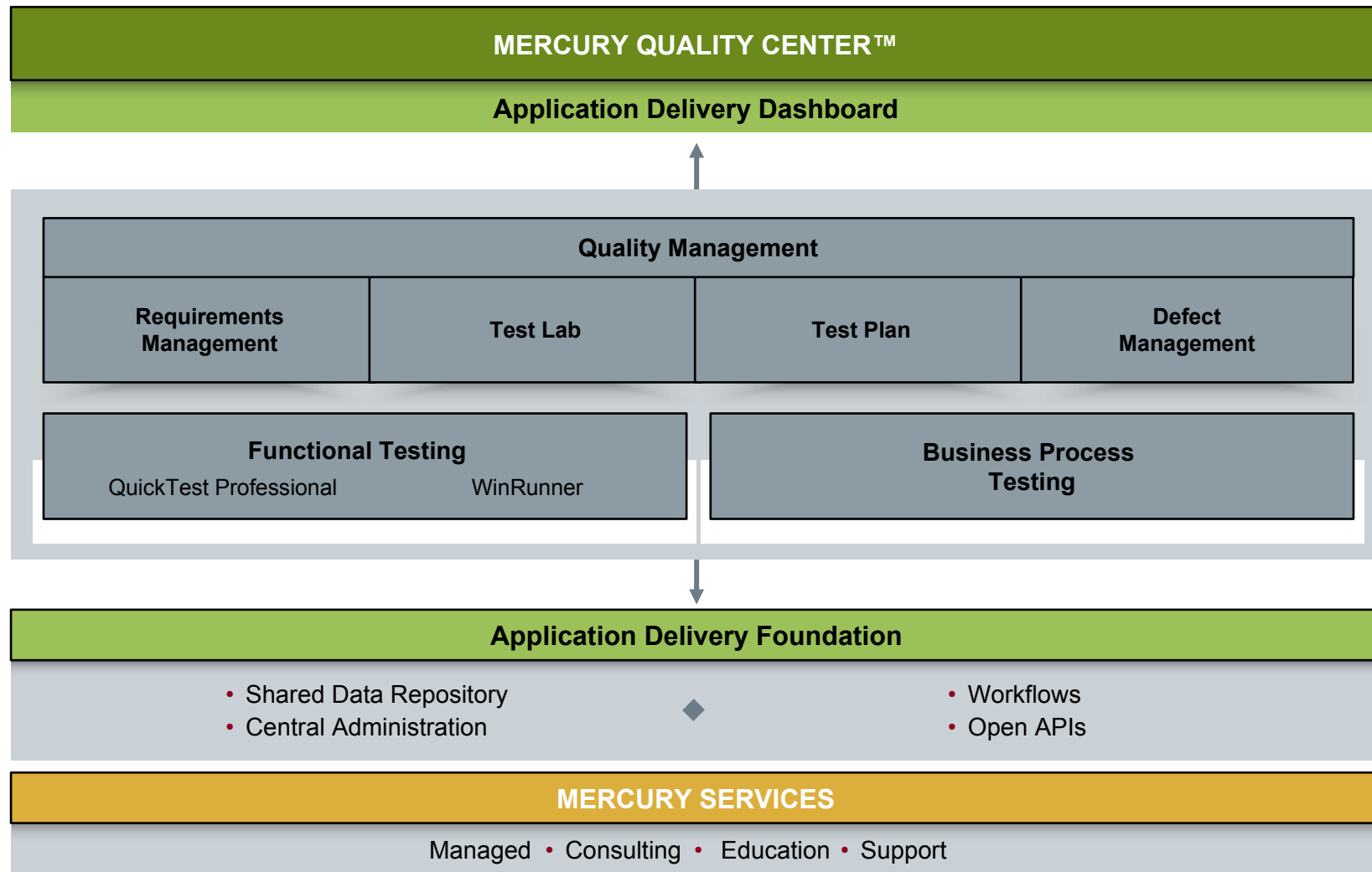
Provides the ability to execute scripts across browsers, operating systems



Complete Test Plan Coverage

To accurately measure application quality and ensure business processes function correctly

Mercury Quality Center



Products Tailored to Oracle

Mercury IT Governance Center	Change Management	<ul style="list-style-type: none">• Preconfigured workflow for upgrades and patch management
Mercury Quality Center	WinRunner QuickTest Professional	<ul style="list-style-type: none">• Oracle Forms• Oracle Java
Mercury Performance Center	LoadRunner Diagnostics	<ul style="list-style-type: none">• Auto-correlation for easier scripting• Transaction breakdown for isolating performance issues
Mercury Business Availability Center	End User Mgmt	<ul style="list-style-type: none">• Monitor for the application server

Optimize Application Quality

- Standardize and manage the entire Quality process
- Improve application quality and reliability
- Dramatically reduce application deployment risk

- Up to 400% more testing with same or lower headcount*
- Up to 75% reduction in production defects*
- Single project ROI 350%; 3-year ROI 1800% (IDC)

**based on Mercury engagements*

Joint Oracle Customers

More Than 1,650 and Growing



Customer Success



“The Mercury family...helped us lower migration risks and enhance reliability once we upgraded to Oracle 11i and installed software fixes.”

Records and Information Management

Challenge

- Increase use of Oracle for critical functions such as finance, HR, and sales
- Continue to meet testing needs for high-quality applications

Solution

- **Quality Center**
- **Performance Center**


Results

- Found 25 bugs per week compared to 12 previously found in three-four weeks of manual testing
- Reduced test time by 60-75 percent
- Stayed on time, on budget

What Stage Are You With 11*i*?

- Analysis and Design
- Development
- Testing
- Deployment
- Production

Mercury and Oracle Partnership

	<h2>Certified Advantage Partner</h2>
<h3>Solution</h3>	<ul style="list-style-type: none">• Mercury Quality Center• Mercury Performance Center
<h3>Standards</h3>	<ul style="list-style-type: none">• Applications Engineering• Server Technology• Oracle Consulting• Support and Oracle.com

Extensive Use of Mercury Across Oracle

Application Engineering	Server Technology	Oracle Consulting	Support and Application on Demand
<ul style="list-style-type: none">• 500 engineers have 100,000+ test scripts in use• Test Starter Kit for QuickTest Professional via Oracle MetaLink	<ul style="list-style-type: none">• Team uses LoadRunner for load testing• Tuning Kit to be available with the Oracle Application Server 10g	<ul style="list-style-type: none">• TBU offers load testing services with LoadRunner• Software Release Management Service	<ul style="list-style-type: none">• Standardized on WinRunner and LoadRunner• Runs 3,500 test scripts daily using WinRunner

What to Use When

Oracle Product	MIC Solution
E-Business Suite 11i	WinRunner 7.6 + Oracle Add-In
E-Business Suite 11i	QuickTest Professional 6.5 + Oracle Add-In

Supported Versions and Modules

- Oracle 11i
 - Latest: 11.5.7, 11.5.8, and 11.5.9
- Test Starter Scripts
 - Modules
 - Payables, Receivables, General Ledger, Internet Expenses, Manufacturing: Inventory, Cost, Purchasing, Sourcing, Marketing, and Application Object Library
 - ~7 scripts/module, ~300 lines/script
 - Built by Oracle QA
 - Free download of from Oracle support site
 - Oracle MetaLink Note:239746.1

11i Testing Methodology

1. Install fresh 11i
2. Run Test Starter Scripts → establish baseline
3. Customize 11i
4. Run Test Starter Scripts until error
5. Record from error onwards → custom scripts
6. Install patch
7. Replay custom scripts → test patched 11i
8. Build additional scripts that match your business processes.



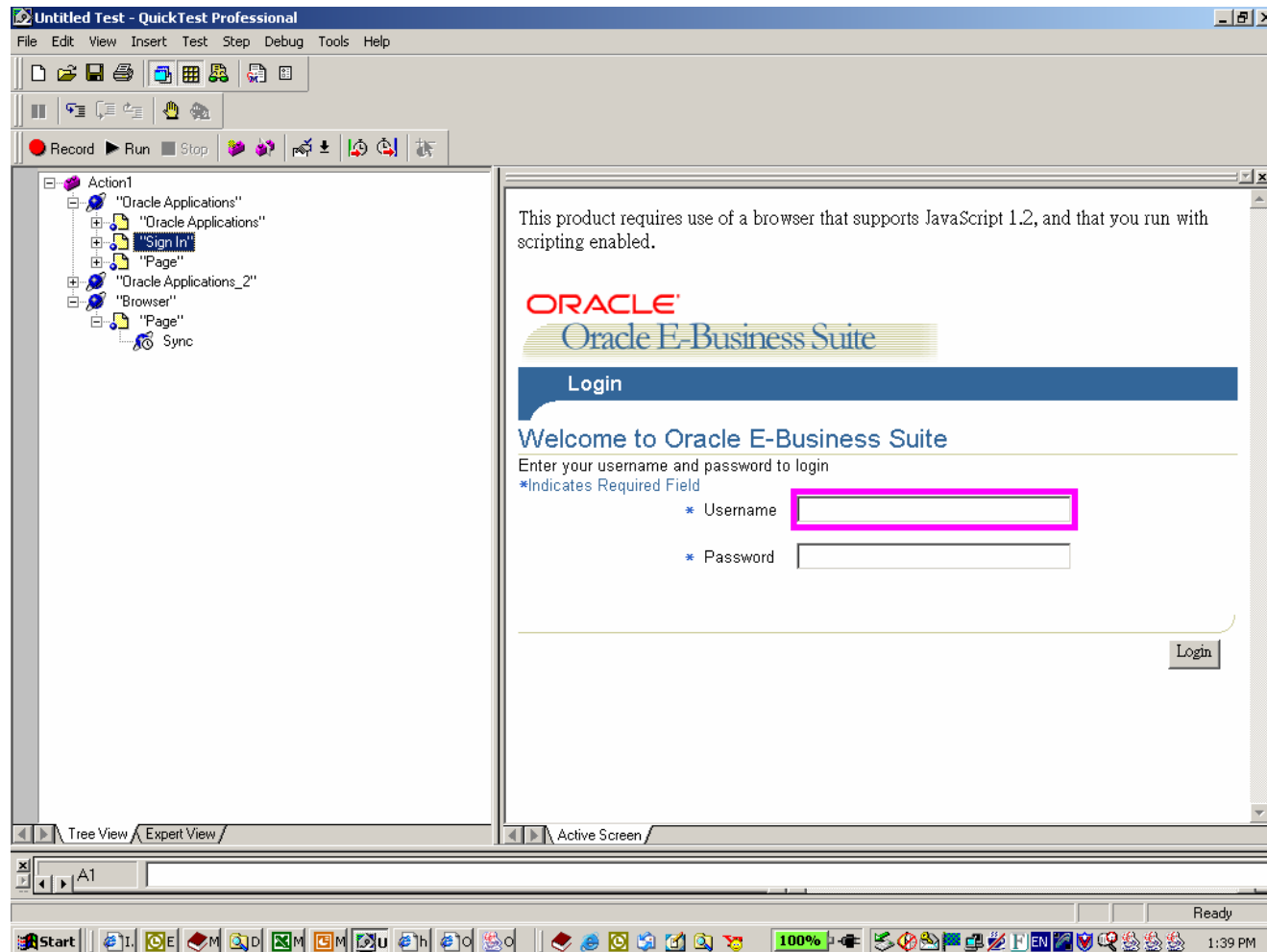
Best Practices

- Create modular and reusable scripts
- Create well-documented scripts
- Create scripts that do not require a database refresh when rerun against the same database
- Insert GUI Checkpoints to verify critical behavior or data
- Insert Pass/Fail points
- More info can be found in the Starter Guide document which is included in the Test Starter Kit

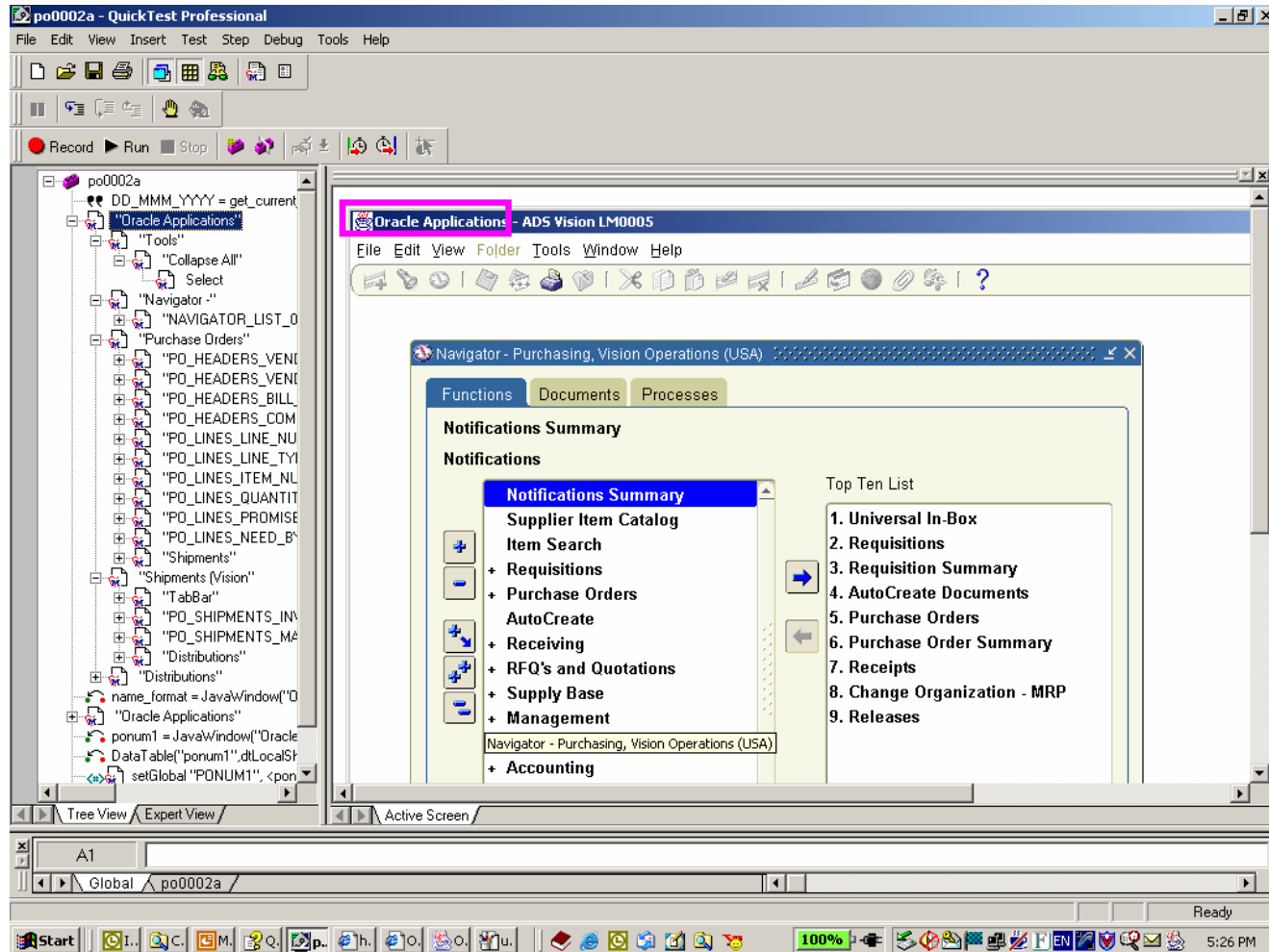
Demo



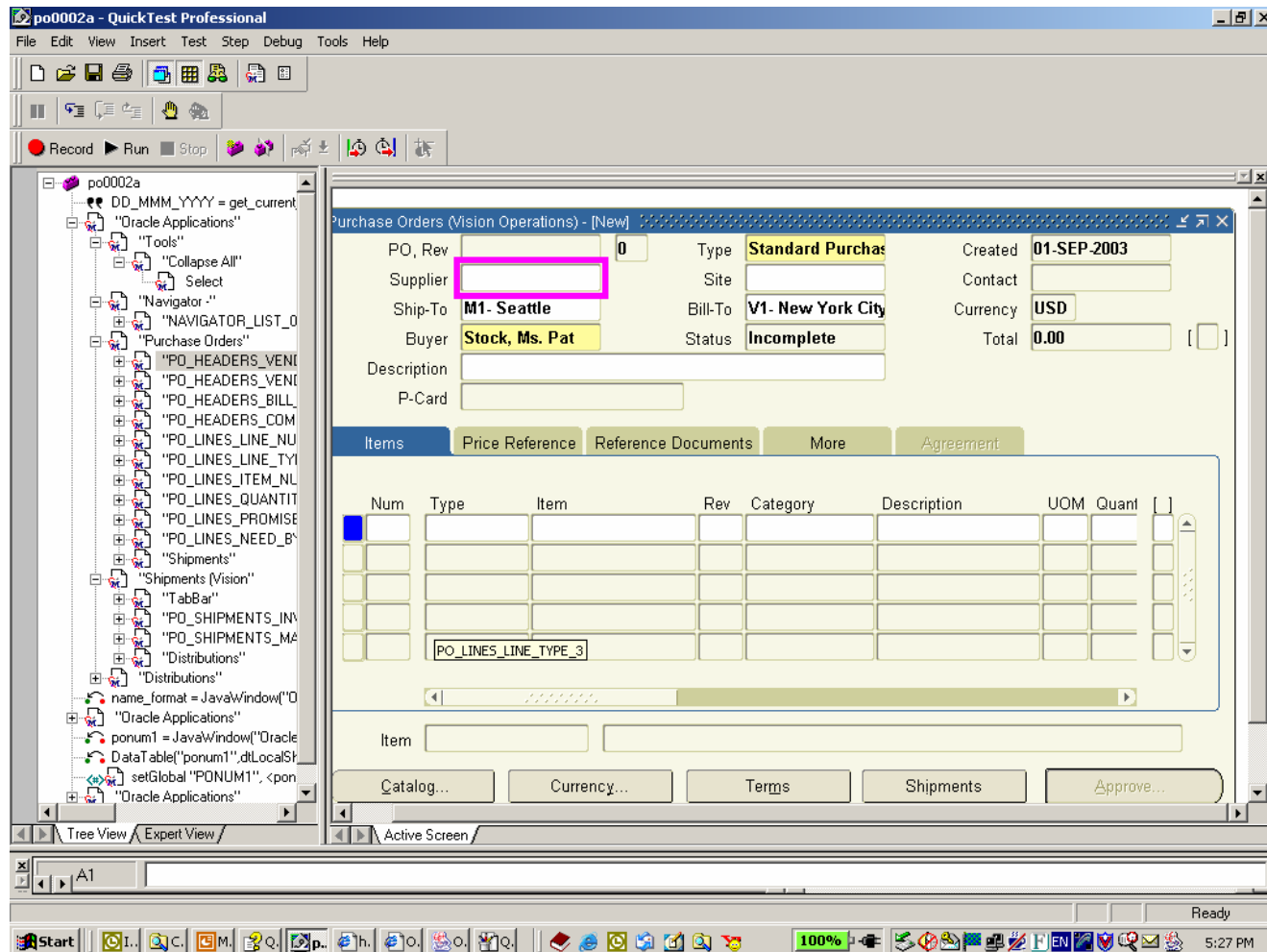
QuickTest Professional



QuickTest Professional



QuickTest Professional



Test Easy With Mercury

- Validate that newly deployed Oracle applications work as expected
- Eliminate regressions after an upgrade, such as to Oracle 11i
- Create a repeatable process for the steady stream of patches that you must apply

FREE trial of QuickTest Professional for Oracle
>> Download now at www.mercury.com/oracle <<

Q&A



Why Mercury?

- Only automated solution to:
 - Manage the entire quality process
 - Enable real-time visibility into key quality indicators
 - Provide applications for all key roles in the quality process, including the business analyst

- 55% Distributed ASQ market share
- Access to the largest active AD on-line community
- 2001, 2002, 2003, 2004 SSPA Award Winner

MERCURY™