

World Quality Report

Eastern Europe

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Summary

- Agile testing is an important aspect of IT strategy in the region. Thirty-one percent of respondents confirm this fact.
- Test environment management and virtualization expertise is also an important focus area.
- Mobile application testing is a focus area for companies, but shortage of time is a constraint according to 53% of respondents.

The **WQR 2018-19** survey shows that Agile is an important focus area for Eastern European countries. Agile is driving demand for automation tools in the region and for improvement in test data management. Companies are serious about testing customer applications because a few examples of critical bugs have found their way into applications in the recent past, tarnishing the reputations of the impacted companies in their respective markets.

A strong determination for Agile

Eastern European companies are upbeat about agile technologies. They are now promoting agile teams, where every member is multi-skilled and capable of handling more than one responsibility. Thirty-one percent of respondents in the region say that implementing agile and DevOps is an important aspect of their IT strategy.

This number clearly indicates an intention to move from traditional waterfall testing methods to more agile ways.

However, there are certain challenges in the smooth implementation of agile in the region. Fifty-seven percent of respondents say that a lack of appropriate testing environment and data hamstrings quick agile adoption.

However, the greatest challenge for Eastern European countries in implementing agile seems to be the lack of test automation. Sixty-two percent of respondents point to this fact. The fact that the region has just started its transformation toward automation explains why organizations are not yet capable of applying it at appropriate levels. Nevertheless, companies remain upbeat about automation in Eastern Europe.

Companies see the value in automation tools

For Eastern European companies, automation is important from both agile and test data points of view. Sixty-two percent of IT directors and testing managers say that automation tools provide them with better test coverage and even better reuse of test cases.

Automation also drives the need for more skilled professionals. Functional test automation expertise is in greater demand in the region, as 31% of respondents point out. A primary reason for this may be the need to re-skill the existing testing resources.

Test environment and virtualization expertise is also ranked higher by respondents. Virtualized environments help agile teams speed up their testing processes. They also provide an impetus to manage the test data better.

Test data management for driving smooth QA processes

Managing test data properly is a priority for companies in Eastern Europe. The General Data Protection Regulation (GDPR) is a pressing reason. It means that companies must be more careful about using production data for testing.

Proper test data also has an impact on agile implementation, automation, and even customer experience testing. In fact, 52% respondents state that challenges with test data and test environment affects the desired level of their test automation.

Furthermore, 23% respondents in the region state that establishing test data for customer experience testing is a challenge for them in testing mobile applications. As far as testing environments are concerned, most countries in the region still rely on traditional test environments. Virtualized test environments have yet to gain momentum.

An existing infrastructure of physical servers slows down the virtualization of test environments. Experts also point to the fact that companies employ numerous test environments and, at times, are not even aware of it. This further complicates the virtualization of test environments.

Sharp focus on testing customer applications

Testing customer applications on mobile and web interfaces is a priority for companies in the region. As mentioned before, bugs in apps have resulted in repercussion for companies in the recent past. Companies therefore want to be sure of the performance of their mobile apps before launching them in the market.

To achieve this, they are investing more in behavior-driven development (BDD) skills. Twenty-seven percent of respondents confirm that they need more BDD skills from their testing professionals. Along with this, companies also want their testing professionals to understand business processes better.

Fifty-three percent of respondents also state that time constraints also lead to sluggish testing of mobile and web applications. Furthermore, 23% respondents state that automation of customer experience testing for multi-channel applications is a challenge for them. However, with more investment in automation tools in the region, this number should decline.

Digital technologies still to gather pace

Artificial intelligence (AI) is still in its infancy in the region, barring a few exceptions. Some TCoEs that also serve as nearshore test centers, are starting to implement AI tools in their processes. They are also more upbeat about robotic process automation (RPA) and advanced concepts like machine learning (ML). However, most companies in the region need more time to bring AI and testing into their mainstream testing practices.

Cloud adoption is also sluggish in the region. Government regulations in most countries are a major reason for this. Moreover, most companies still employ on-premises legacy servers. Nevertheless, experts are hopeful about the widespread use of the cloud, as a few major banks have shown interest in cloud platforms.

In short, Eastern European countries are emerging as a promising near-shore option for countries in Europe. However, most Eastern European countries still depend on manual testing processes and need time to fully adopt advanced testing methodologies.

That said, companies in the region are positive about the adoption of agile and have an appetite for automation tools. They are also serious about developing flawless customer application tools, driving the need for better mobile testing and specialized testing skills.



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