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**Case Study in Mobile Testing – Based on Playtech  
Estonia Practice**

**Master's thesis (30 ECTS)**

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# Case Study in Mobile Testing – Based on Playtech Estonia Practice

## Abstract

Software testing has become a crucial activity in software development, as it helps to assess and improve the quality of the developed software. As more and more everyday tasks move into the virtual world, software development and the quality of the delivered software will come into focus. The focus on the speed of development, quality, and possible features of software applications has increased over the last years and can highlight problems and thought-provoking issues – how efficient are the testing processes and what can be improved? Can the testing processes be automated?

As there are different development lifecycle models, testing procedures can vary depending on the project, the development department, or the company. Also, testing procedures and their aspects are not so straightforward and clearly delineated. This thesis describes the testing procedures used by the Mobile QA<sup>1</sup> team in Playtech Estonia's Casino Unit. The procedures and their different aspects were identified and described based on staff interviews and Confluence<sup>2</sup> reviews. Based on the findings and the literature reviews, the advantages and disadvantages of the procedures that are currently used were identified and discussed. In addition, possible areas of improvement were described and possible solutions for them were presented to the Mobile QA team.

As a result of this case study, the Mobile QA team received a detailed overview of the procedures they are currently using and a number of suggestions for improvements. The team gave feedback on the suggestions and prioritized the solutions based on their importance and feasibility.

**Keywords:** software testing, case study in software testing, mobile testing, test automation, mobile application test automation

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<sup>1</sup> Quality Assurance

<sup>2</sup> Team Collaboration Software

# Praktiline uurimus mobiili testimisest – Playtech Estonia näitel

## Lühikokkuvõte

Tarkvara testimisest on saanud üks suuremaid osasid tarkvaraarenduses, kuna see aitab hinnata ning suurendada toodetud tarkvara kvaliteeti. Kuna järjest enam liiguvad igapäevased ülesanded virtuaalsesse maailma, on tarkvaraarendus ning toodetud tarkvara kvaliteet üha suurema tähtsusega. Suurenenud tähelepanu tarkvara tootmise kiirusele, kvaliteedile ning toodetud featuuridele tekitab uusi probleeme ning asjaolusid, millele tuleks mõelda – kui efektiivsed on testimise protsessid ning mida saaks teha paremini? Kas midagi saab ka automatiseerida?

Nagu on erinevaid tarkvaraarenduse viise, võib ka testimine olla erinev nii projektides, arendusüksustes kui ka tervetes firmades. Vaatamata sellele ei ole testimise protsessid ning sellega seotud aspektid alati nii selgesuunalised ning määratletud. Antud magistritöö kirjeldab tarkvara testimise protsesse Playtech Estonia Casino üksuse Mobile QA<sup>3</sup> tiimis. Protsesside kirjeldused ning erinevad selle juurde kuuluvad aspektid leiti ning kirjeldati töötajate seas läbiviidud intervjuude ning Confluence'i<sup>4</sup> uurimuse põhjal. Võttes arvesse leitud ning olemasolevaid teaduslikke uurimusi, on välja toodud praeguste protsesside tugevused ning nõrkused. Lisaks on kirjeldatud võimalikke alasid, mida saaks parendada ning võimalikud lahendused on eraldi kirjeldatud ning tutvustatud ka Mobile QA tiimile.

Antud praktilise uurimuse tulemusena sai Mobile QA tiim detailse ülevaate enda praegustest tööprotsessidest ning ettepanekuid võimalikeks parendusteks. Nimetatud meeskond sai avaldada arvamust antud ettepanekute kohta ning prioritseerida need lahendused, võttes arvesse nende olulisust ning teostamise võimalikkust.

**Võtmesõnad:** tarkvara testimine, praktiline uurimus tarkvara testimises, mobiili testimine, testimise automatiseerimine, mobiili rakenduste testimise automatiseerimine.

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<sup>3</sup> *Quality Assurance*

<sup>4</sup> Meeskondade koostööd abistav tarkvara

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