Qnit

ECKD KIGST
IT.Menschlich

Tosca API Training at ECKD-KIGST GmbH

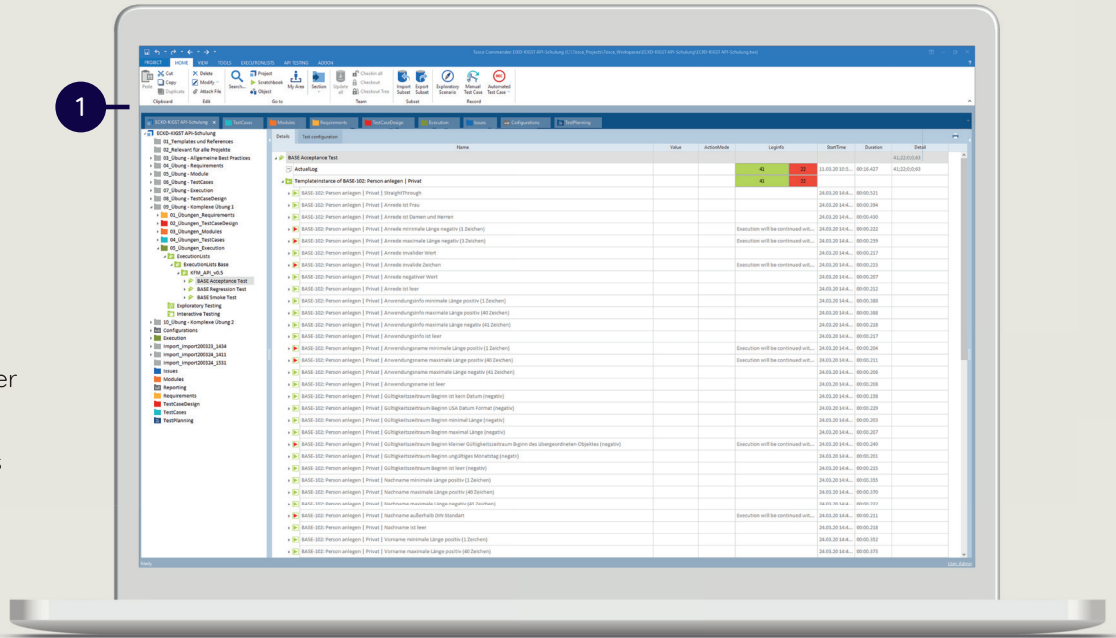Train employees in distributed locations

a **PRODYNA** company

Customer
ECKD-KIGST GmbH

Partner
Qnit AG

Products and Services
Tricentis Tosca and
API Training

Exercises in Tosca Commander (Screenshot 1): The exercises are performed by the trainees in Tosca to deepen the new knowledge. Furthermore, the subsets with the solutions are also provided by the trainer.

Customer

ECKD KIGST GmbH is the Service Unit for the Church, Diakonia and Caritas responsible for IT. Their subsidiary ECKD Service GmbH possesses extensive experience in providing secure and reliable IT solutions as well as offering and creating bespoke sytems and services for the church market. Due to their focus on the demands and requirements of customers and an extensive portfolio of solutions and services, they are now considered amongst the most important IT service providers of the Protestant and Catholic Church, Diakonia and Caritas as well as sponsors of social institutions. Under the slogan "IT.Menschlich" (engl. "IT.Human"), more than 250 employees distributed over seven locations in Germany ensure personal consulting, support and the provision of hardware and software components. The ECKD KIGST product and service portfolio includes the customer oriented requirements engineering to advise and design suitable solutions as well as the subsequent support the delivered applications.

The provided solutions support mainly administrative and back office processes of the customers in the areas of church reporting, payroll, human resources management, payroll accounting, financial management, fundraising and kindergarten accounting. ECKD Service GmbH also provides IT services like IT operating models, applications and IT services, project management and consulting, telecommunications, network solutions, individual adaptations and Microsoft Cloud Services.

The focus of the two companies is to strengthen the efficiency

and profitability of their customers with the services and solutions they provide. They pay extensive attention to the quality, sustainability and security of the services as well as the continuous development of the IT and professional competence of their employees.

About Qnit: Qnit is a team of experts in software development passionate about quality assurance and customer service. We help our clients to not only meet their business requirements but to also increase business value of their products and projects. In times of digital transformation Qnit has a high focus on agility and automation. We consistently integrate Test Automation Tooling into the CI/CD pipeline, for example.

Challenge

ECKD-KIGST GmbH is about to introduce their new module „BASE", a software component based on C# providing the basic functionality of a new financial application. Therefore, the constructs included in BASE as well as the use cases for configuration and usage of these constructs are defined. The component BASE is versionable, able to add more constructs and/or able to supplement/change existing constructs. During the use of BASE constructs in a fiscal/accounting context, the compliance to GoB and GoBD as well as IDW 880 and IDW RS FAIT 1 is of elementary importance. The overall quality of the module BASE

and the entire system has to be insured by professional test processes, test management, test automation and „best practices". As this software development project is still in an early stage no UI is available yet. Due to this ECKD-KIGST GmbH is planning to implement automated API-tests with Tricentis Tosca. To prepare the employees for this task a bespoke training is planned with a duration of two days.

With the help of exercises, the imparted knowledge is deepened and used directly after each section. As the six participants work in different locations the training has to be conducted online.

Solution

By designing and providing a bespoke training concept Qnit AG managed to address the demand of building knowledge Test Automation with Tricentis Tosca generally, API Testing as well as referring to the bespoke customer application to ensure the immediate usability of the transferred knowledge. The accompanying training material and media for the participants was built on that base as well:

- Agenda and presentation
- Step by step exercises for each section
- Complex exercises to summarize the training content
- Solutions for the exercises

The entire training material was based on the customer's module BASE and the exercises were performed with the current version of the software. At the same time the Tricentis Tosca "Best Practices" was conveyed to ensure a sustainable knowledge transfer. Furthermore, the content of the training was summarized in a certificate of attendance which was handed over to each participant at the end of the training:

- API Basics
- Tricentis TOSCA General Best Practices
- Requirements Section
- Module Section
- API Scan
- TestCase Section
- Execution Section
- TestCaseDesign Section

Exercise sheets (Screenshot 2): The structure of the exercises is divided into the objective, the explanation of why it is important, necessary elements and the step by step instructions.

Feedback Sheets of Qnit Trainings (Screenshot 3): The Qnit feedback sheets are devided into different sections (training content, trainer, training execution and learning success). The feedback is assessed closely and used for continuous improvement and development of each training.

Qnit Certificate of Attendance (Screenshot 4): Each trainee received a Certificate of Attendance at the end of training with a summary of the training content.

Result

Qnit AG has proven the ability to create and perform a bespoke training on an outstanding quality level by fully meeting the expectations of the customer. The success was reflected after assessing the feedback sheets submitted by each attendee confirming the good results right away. The great feedback included Qnit´s Online Training concept. Even though the six participants were located in different places, Qnit reached the training goals with individual support and guidance.