

# Oracle Managed Cloud Regression Testing

IT managers operating business-critical Oracle Applications, in the Oracle Cloud or on premises, run the risk of unexpected change impact affecting the production environment. Oracle Advanced Customer Services can mitigate this risk and ensure business continuity by identifying potential regression issues through effective application testing.

## TAKING THE RISK OUT OF CHANGE

Major releases, configuration changes, patching, or any other modification or tuning of applications can bear the risk of a negative impact on your production environment if not tested properly.

Oracle Advanced Customer Services, being part of Oracle, has unique tools, processes, and expertise in regression testing of Oracle Applications. The organization is executing more than 5,000 regression test cases for customers per month.

Oracle Managed Cloud Regression Testing validates the functionality of your Oracle software following change events such as:

- Application of a major release
- Application of CEMLI (Configuration, Extension, Modification, Localization, and Integration)
- Introduction of new modules
- Application of patches
- Changes to application configuration
- Changes to environment functionality

## BUSINESS CONTINUITY THROUGH FUNCTIONAL VALIDATION

Following a defined testing strategy and proved processes, Advanced Customer Services identifies variations when compared to a known set of previously validated results. Such comparisons can detect defects that may have been introduced as an unintended consequence of an event.

Within a non-production environment that mirrors your production environment, Advanced Customer Services will test specific business flows in the Oracle Applications such as entering an order, or running a particular report with a specific query criteria.

### Key Features

- Validation of the functionality of supported programs following an event such as application of a major release
- Planning, execution, management, and analysis of manual or automated regression testing activities in a non-production environment
- Development, execution, and maintenance of automated test script repository for ongoing testing
- Testing framework designed specifically for Oracle Applications
- Report with consolidated test results

### Key Business Benefits

- Reduced total cost of ownership through accelerated adoption of latest product releases and functionality
- Mitigation of operational risk by identifying potential regression issues and ensuring business continuity of the production environment
- Improved service levels through reduction of unplanned downtimes
- Minimized change impact to key business process flows
- Reduced testing time for upgrades and patching cycles

### Test strategy and Service Activities Include:

- Test strategy definition, feasibility study, project plan
- Installation and management of test automation tooling
- Development, and modification of test scripts for regression testing
- Automation of test scripts
- Execution of regression and/or unit test scripts (automated and manual)
- Test script maintenance
- Results analysis
- Detailed report with consolidated test results and defects

### Service Details

Coverage	<ul style="list-style-type: none"><li>• Remote delivery and management</li><li>• Extended hours of service may be provided for additional fee</li><li>• Governance, single point of contact</li></ul>
Entitlement	<ul style="list-style-type: none"><li>• Number of tests to script and/or automate</li><li>• Number of execution cycles / Number of scripts per execution cycle</li></ul>

With more than 15 years in operation, Oracle Advanced Customer Services has unmatched experience in functional and technical support of Oracle Applications. More than 1,000 subject matter experts provide global support 24/7, and manage an average of 6,000 Service Requests and 5,000 regression tests per month.

Make changes a safe process without surprises. Uncover software regression issues before they can negatively impact your applications. Engage Advanced Customer Services experts for regression testing!

### Supported products

- Oracle E-Business Suite, PeopleSoft, Siebel CRM
- Other Oracle products upon request
- Available for software deployments in Oracle Cloud or in your data center.

### Related Services

- Oracle Managed Cloud Functional Help Desk for Oracle Applications
- Oracle Managed Cloud Technical Administration

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## Integrated Cloud Applications & Platform Services

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