

**Insurance Business Process
Verification - Integrating Business
With Technology
Testing Practice – Insurance BU**



- 1 Challenges - Insurers, Technology Providers
- 2 Challenges & Importance - Business Process Verification
- 3 Layers - Business, Technology & Integration
- 4 Solution for Business/Technology Layer - Insurance Jukebox & Baton
- 5 An Integrated Approach
- 6 Benefits
- 7 Conclusion



- **Challenges faced by Insurers**
 - Operational
 - Cost
 - Business
 - Technology



- **Role of Technology**
 - Better customer service
 - Re-engineering business processes
 - Value add to Business/Organization

- **Insurers should not handle activities those are “Non-Core” to their business and are labor intensive**

- **Challenges for Technology Providers**
 - Domain
 - Business trying to drive the IT



- **Development is not as per Business Need**
 - Lack of understanding of Business Processes
 - Testing of applications done in silos
 - End-to-end Testing

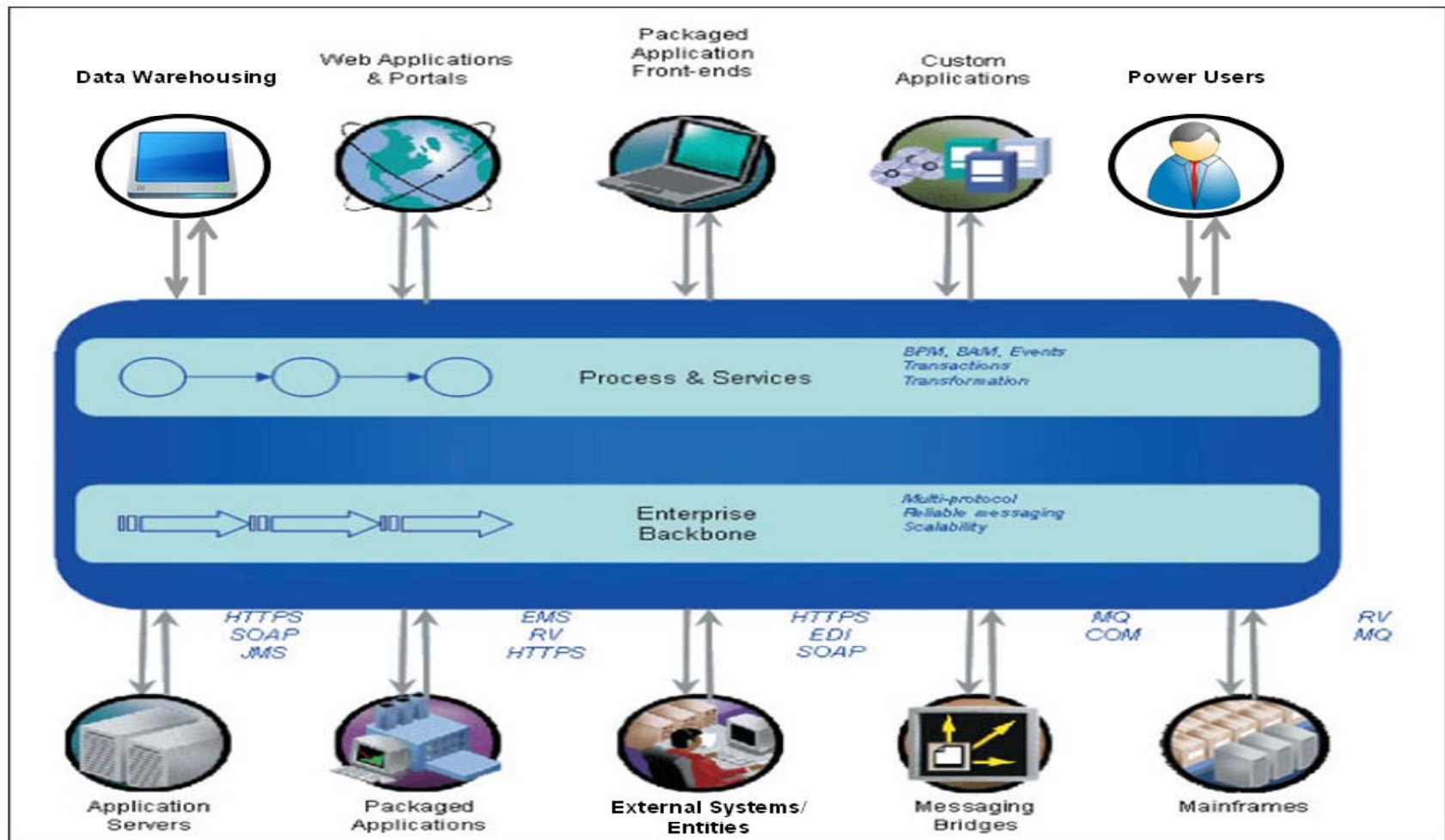


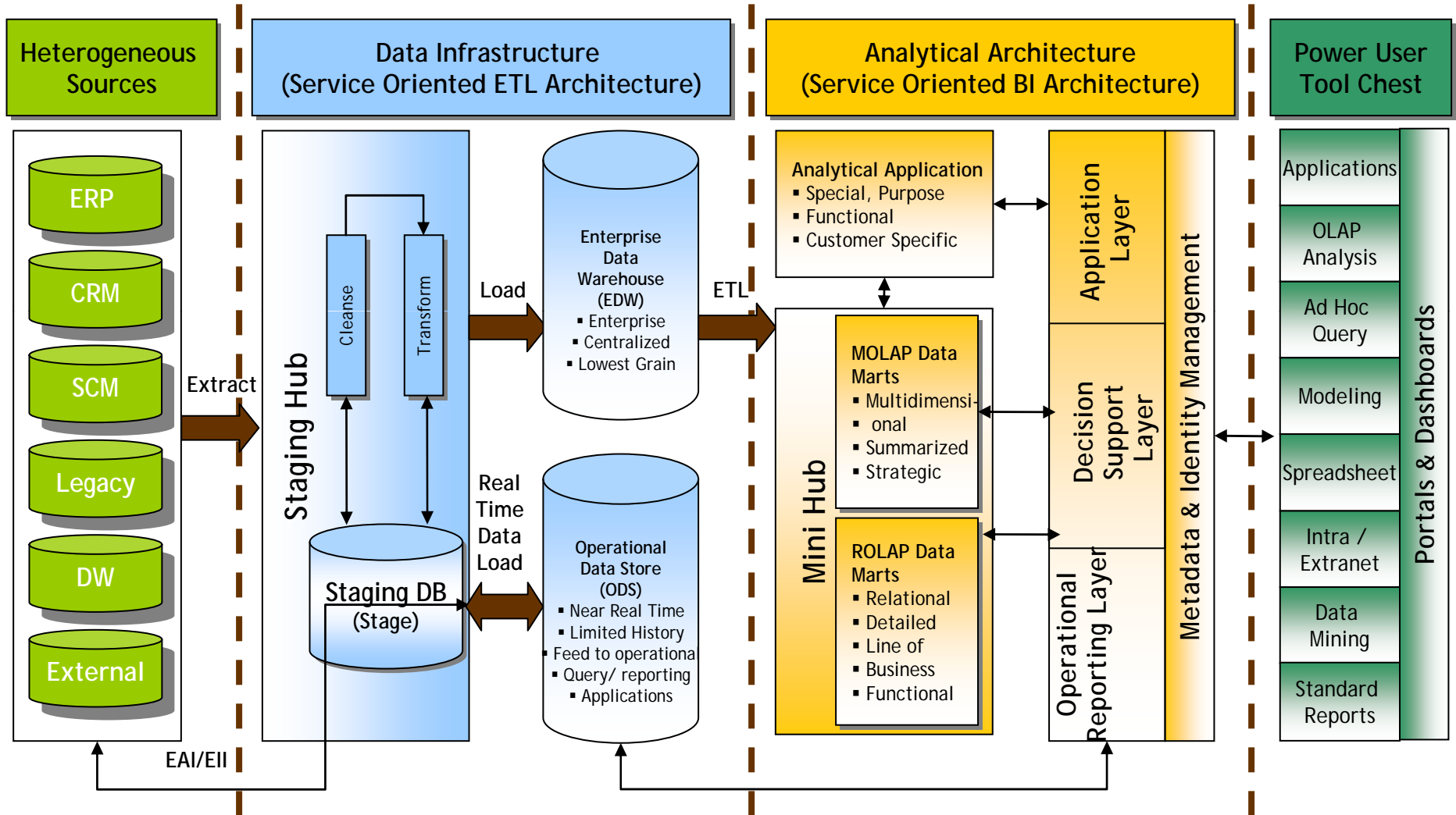
- **BPV Challenges faced by Insurance Industry**
 - High dependency on availability of applications
 - Distributed environment/architecture
 - Diverse Test Data Generation scenarios
 - Longer cycles of testing
 - Disparate processes for the same business function
 - Understanding Business Layer
 - Understanding Technology Layer

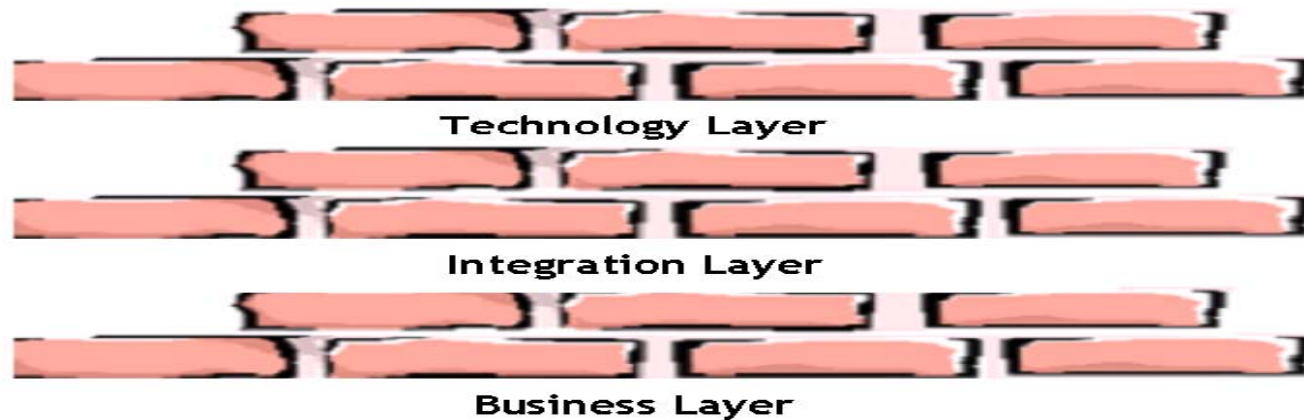


- **Challenges in understanding Business Layer**
 - Understanding Business Process
 - Setting Priority from Business Perspective
 - Managing expectations in an Agile environment
 - Speed/Response to Market
 - Globalization

- **Challenges in understanding Technology Layer**
 - Latest Technologies
 - Legacy Systems
 - External Systems/Interfaces
 - Mergers & Acquisitions







- **Issues with the Traditional Approach**
 - Agile: limited documentation
 - Cost heavy
 - Hindrance to Reusability



Level 1 - Bird's Eye View of Business Process

- Very high level pictorial business flow
- Major business functional areas for Product Lines

Level 2 - High Level Business Process

- Break down of the business functions within a process
- Step by step description of each function

Level 3 - Detailed Operational Flow

- Operational flow diagrams of the activities within steps of a function
- Business Test Scenarios

Structured approach to Business Process Verification

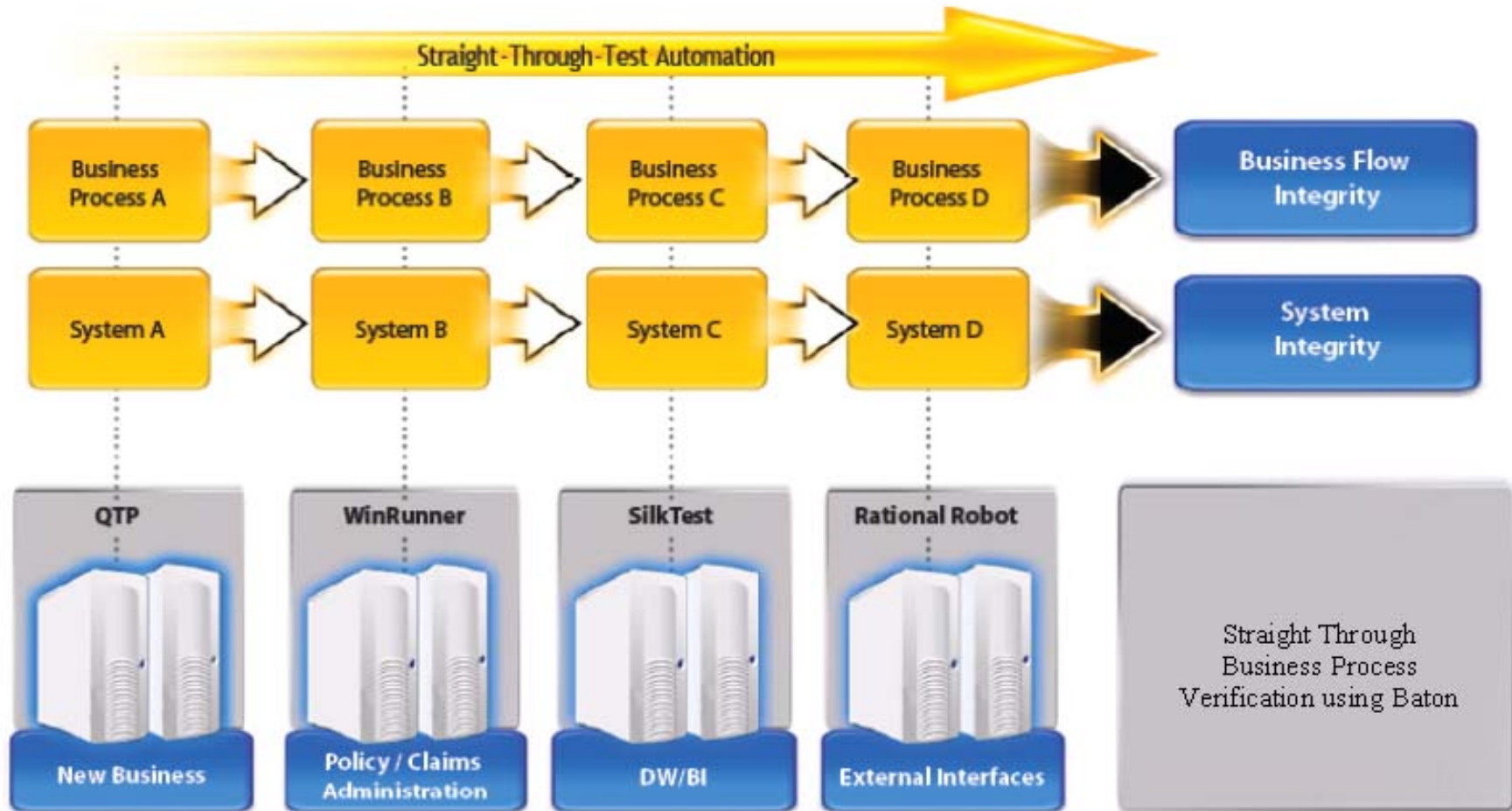
- Comprehensive
- Facilitates Risk Based Testing
- Facilitates Go/No-Go decision making
- Consolidation of Business Test knowledge across enterprise
- Dashboard

Ready to use Industry Business Scenarios facilitates

- Quantification of coverage for UAT
- Estimation of UAT life cycle
- Identification of keywords leading to Automation
- Quick ramp up of Business Analyst, Testers and other team members

Benefits Delivered

- Accelerate and strengthen the Business requirement analysis process
- Structure and quantify Business Process Verification
- Reference Business Test scenarios



Key Advantages

- Platform Independence
- Implementation at E2E Level & at an Application Level
- Orchestration of test execution across AUT
- Orchestration of "Lights-out" testing
- Automation/Orchestration for the Data Generation
- Automation/Orchestration of Business Processes (Test Harness)
- Stubs for Data Validation
- Compatible with widely used Test Automation tools like QTP, WinRunner, Silktest, Rational Robot
- Optimal usage of licenses of Test Automation tools



- Repository of Business Test Scenarios
- Prioritizing Business Test Scenarios - Risk Based Testing
- Test Suites in Baton from Jukebox
- Test Suites comprises of Test Scenarios / Cases
- Baton orchestrates the Business Process Verification

- Coverage - 100%
- Cost Reduction in Test Preparation - 40%
- Cycle-time Reduction - 25%
- Manual effort saving - 30 %
- Test Effectiveness - 98%
- Cost Reduction in Test Execution - 20 %



The integrated approach through Insurance Jukebox and BATON provides a unique yet effective solution not only in terms of functional testing but also in Business Process Verification.

**Industry Challenges:
Global Insurance – Trends and Issues (Karuna)**

Thank you



L&T Infotech

*Our Business Knowledge
Your Winning Edge*

