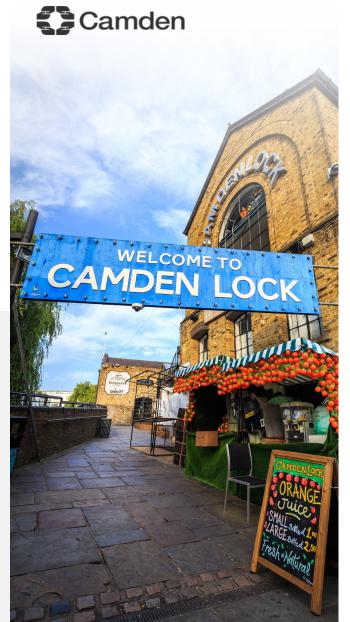## Case study:

Test process management and business process (UAT) testing for additional licensing scheme

Camden

Introduction:

Camden is the beating heart of London – one of the most diverse places in the capital and the country. Stretching from Covent Garden to Hampstead and Highgate, it contains some of the poorest and some of the wealthiest neighbourhoods in London.

This diversity is at the centre of Camden's ambition – for Camden to be a place where everyone has a chance to succeed and where nobody gets left behind. It wants to reduce inequality while preserving the social mix, by building resilience in individuals, communities, businesses and the council itself.

The Situation:

Camden has a relatively large number of its residents privately renting, many of whom are in Houses in Multiple Occupancy (HMOs). Research estimates that there are between 5,000 and 8,000 private rented HMOs in Camden. As of February 2015, only 271 of these properties were already licensed under the council's mandatory licensing scheme, which was introduced under the Housing Act of 2004. By Camden's estimation, roughly one third of the Private Rental Sector (PRS) housing in Camden was not meeting the Government's decent homes standards. Change was needed in order for Camden to meet its aim to have, 'A private rented sector that works for everyone.'

Following an evidence gathering process and consultation, it was decided that an additional HMO licensing scheme could improve property conditions in Camden and better enable the delivery of Camden's aims.

Subsequently, Camden introduced an online system that integrates into its existing back office system, to manage applications for both Mandatory and Additional HMO licenses*. The existing supplier Civica worked with Camden to provide the solution.

The Challenge:

Transitioning from an offline manually-driven process to an online automated process for HMO licensing was a challenge for Camden.

Beyond business process change, there was a new delivery channel being introduced with a process that needed to be integrated with other Camden systems and tested. While Civica had functional testing covered, there was an opportunity to introduce defined test processes to perform Business Process (UAT) testing.

The Solution:

Dawn Brooks, Senior Business Analyst – IT for the London Borough of Camden, felt that the utilisation of defined test processes to perform business process (UAT) testing on this HMO licensing project was an important step in applying consistency and rigour to the testing process. In collaboration with Infuse Consulting and its QA Management partner, Experimentus, Camden was able to bring these processes into their testing planning and execution.

Under Dawn's guidance, business process testing was undertaken that incorporated the integration of the Web form with the APP system, integration with the Council's corporate payment contractor, Capita for handling payment of the relevant licensing fees and testing of some bespoke code that Camden required to calculate license fees. Mobile testing, non-functional testing and UI/UX standards of design testing compliance were also performed.

More specifically, tests were carried out to confirm that: end-to-end scenarios were performed as expected, the application form and bespoke license fee calculator had been correctly delivered, the integrity and configuration of the software was correct, and any faults that were identified were raised, tracked and corrected or suitable workarounds agreed with the business.

The Results & Benefits:

In order to meet a defined go-live date, 6 months of testing was successfully executed in 3 months. Test fails were eliminated over 5 test cycles. This added level of testing enabled the successful digitisation of Camden's HMO licensing process. The online system enables HMO license applications to be to easily send electronic applications for licenses to Camden and makes it easier for Camden staff to process the license. By easing the process, Camden will issue more licences, which means it will collect more licence fees to improve the living conditions for Camden residents renting from landlord with houses in multiple occupancy. Since Camden now needs fewer resources to issue HMO licenses, it is able to focus on integrating their HMO licensing system with other Camden systems for further productivity gains.

*Landlords have to apply for a license that is valid for five-years, and pay a fee. Unlicensed landlords risk fines. They can apply online at camden.gov.uk/hmolicensing or for more information call 020 7974 5969.

About the London Borough of Camden
Camden is the beating heart of London – one of the most diverse places in the capital and the country. For more information about London Borough of Camden, **visit: www.camden.gov.uk**

About Infuse Consulting
Infuse is a London-based provider of Quality Assurance and Software Testing solutions. Gold-partner certified by both Oracle and HP, Infuse and its partner network have been delivering quality assurance since 2002. For more information about Infuse, **visit: www.infuse.it**

About Experimentus
Experimentus is an IT solutions and services company that specialises in software quality management. It focus on helping companies achieve two key goals: business alignment and consistent practices and processes. For more information about Experimentus, **visit: www.experimentus.com**

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