

# CASE STUDY



## Transforming Local Government Operations: Cairns Regional Council's Success with SpiraTeam

### The Company

- Cairns Regional Council
- **Industry:** local government, Australia
- **Number of Projects:** Multiple

### The Project

The project aimed to improve Council's IT systems' testing and incident management processes.

### The Challenge

Cairns Regional Council in Tropical Far North Queensland is Australia's 16th-largest local government council. It manages rates, water, waste, disaster, and library services, as well as property development approvals. Cairns is a popular tourism destination that serves diverse communities and their needs, such as large-scale events (e.g., Cairns Festival) and tourism parks to cater for supported by various websites and applications.

### The Inflectra Solution

SpiraTeam from Inflectra was procured by Cairns Regional Council in 2013 and is the main platform used for all pre 'Go Live' software testing and incident management. Test Cases, Incidents, Release Management are the main functions used for all new systems, enhancements and upgrades before going Live. On average, hundreds of test cases are run and repaired each month across multiple projects.

# Key Benefits of Using Spira

## Traceability:

SpiraTest lets testers track results with screenshots, creating a visual record of each upgrade test. Testers can compare past and present functionality, making it easier to compare past and present functionality

## Customisations:

The ability to add fields with or without drop down lists to Test Cases & Incidents allows users at Cairns Regional Council to track any other meta data needed when testing systems.

## Accessibility:

SpiraTest can be made accessible to any stakeholders in an organisation. Managers with 'Observers' role can see testing results in 'real time', without having to wait for an output report.

## Centralisation & Standardisation:

Spira provides a centralized place for Test Suites, their associated Test Cases, and Incidents instead of separate Test Case lists that used to be held by each department. Council now has all test cases by department and by product transparent in one system, allowing Business users/UAT testers to leverage each other's knowledge to improve their test cases. Anyone with reasonable knowledge in an area can backfill to run Test cases without having to depend on one person.

## Actionable Insights:

Spira is a very visual tool. The ability to add fields with or without drop-down lists to Test Cases & Incidents allows the tracking of any other metadata needed when testing systems.

“Over the years, we have made SpiraTeam the 'Source of Truth' for all our Test Case Suites. Overall, it is easy to use, a beginner can get started very quickly in building and running test cases and report incidents. Our business stakeholders, not just the IT function, do a lot of the building of test cases, and the tool allows them a good structural framework for doing this. SpiraTeam provides easy-to-follow documentation of various types of Test Cases: Regression test cases, User Acceptance Test (UAT) cases, System testing and Integration testing.

Senior Test Analyst, Cairns Regional Council