

How does Globalscape manage quality in their products?

**THE INFORMATION IN THIS ARTICLE APPLIES TO:**

- All products, all versions

**QUESTION**

How does Globalscape manage quality in their products?

**ANSWER**

**Test Team Role and Responsibilities:**

- The Test team is responsible for ensuring requirement compliance and validating new feature functionality.
- The Test Engineering team is responsible for maintaining and expanding our testing efficiency using automated testing.
- Both teams participate in extensive load, stress and performance testing.

**To maintain Quality Control every build must pass through a 4-step quality check process:**

- Unit testing/and or code review performed by development on any defect fixes and code changes.
- Automated acceptance testing is executed against the build.
- A manual test suite which is maintained by the Test department and performs the following functionality:
  - Verification of

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requirement  
compliance

- Verification of regression and legacy support
  - Verification of defect remediation
  - Verification of new feature functionality
- If required, such as for a Private Patch build, Customer Support provides secondary validation to review code changes and validate appropriate implementation.

**In addition to the aforementioned process the Quality Engineering and Test teams do the following:**

- For the EFT product line, we have a 24 x 7 lab which runs continuously to ensure product stability and performance.
- Metrics are gathered for every major release to ensure against performance degradation.
- Limit and Load testing.
- Certification and Compliance testing.
- Upon release, manual test process for new features and functionality is submitted to Test Engineering for inclusion in the automated acceptance testing suite.

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GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/11203/How-does-Globalscape-manage-...>