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 Roles 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 testing efficiency through automated testing.
- Both teams participate in extensive **load, stress, and performance testing**.

Build Quality Control Process

Every build must pass through a four-step quality control process:

1. **Unit testing and/or code review**

   Performed by development for all defect fixes and code changes.

2. **Automated acceptance testing**

   Executed against the build to validate expected behavior.

3. **Manual test suite execution**

Maintained by the Test department and includes:

- Verification of requirement compliance
- Verification of regression and legacy support
- Verification of defect remediation
- Verification of new feature functionality

4. **Secondary validation (as required)**

   For example, with Private Patch builds, Customer Support may provide additional validation to review code changes and confirm proper implementation.

Ongoing Quality Assurance Practices

In addition to the build validation process, the Quality Engineering and Test teams perform the following:

- Maintain a **24 x 7 test lab** (EFT product line) that runs continuously to monitor stability and performance.
- Gather performance metrics for every major release to prevent performance degradation.
- Conduct **limit and load testing**.
- Perform **certification and compliance testing**.
- After release, manual test processes for new features are submitted to Test Engineering for inclusion in the automated acceptance testing suite.

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