Production Testing Policy

Share

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Introduction

From time to time, it's important to test in production and we encourage it, however in order to minimise impact on our customers and our data quality we need to set some controls around how we carry that out. The purpose of this policy is to create some rules and controls and recommendations around that process.

When to test in production

For the most part automated and pre release tests should make it unnecessary to test in production, however good reasons to test in production include:

- Verifying a release
- Smoke testing of important functionality
- Replicating reports of bugs or issues that can't be repeated in dev or staging for some reason
- Exploratory testing
- Testing payments end to end so that transactions don't point at a sandbox account

When not to test in production

In general we should try and test in dev or staging and if you can replicate a bug or issue there, it may be fixable on that basis without using prod.

What accounts can I use

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Don't share accounts, this is against our ISO security policies.

When registering an account, by appending a plus ("+") sign after your email address and after that, you can insert any combination of words or numbers to create any number of personalized email IDs with the same inbox. For example "lionel+messi@footballindex.co.uk" and "lionel+richie@footballindex.co.uk" both deliver email to the same address, so you will be able to get password resets etc. It can be useful to test with other domains and email formats as well.

Flagging Test Accounts

Using CMS, all test accounts should be flagged using the 'edit' button. You should flag test accounts even if we don't transact on them, because otherwise it could impact our conversion rate reporting.

Transaction sizes

Unless it's intrinsic to the test in question, use small or close to minimum transaction sizes.

If you do a similar payment test multiple times, it can help to vary the amount by a penny (£10.01, £10.02 etc..)

If you do use a transactions over £100 on an account you must email details of the account and activity to businessoperations@footballindex.co.uk.

Performance Marketing

Some of our marketing is paid by performance, per instal, per registration or based on buying thresholds to affiliates or other paid acquisition channels. If your test account has a cookie or is allocated to certain marketing channels, it might have a cost of up to £80 for a first deposit. It's fine for us to test functionality for those marketing partners, however please report any examples to save us paying unnecessary marketing fees.

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I'm done testing!

If you finish using a test account, please let businessoperations@footballindex.co.uk know so that they can shut it down. There is a manual process for the ops team to look at any test accounts that have not been active in 60 days and suspend them – please let them know if you are doing any kind of long term test on an account and they can make an exception so that your test is not interrupted.