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Multi-mode Testing at Statistics Canada

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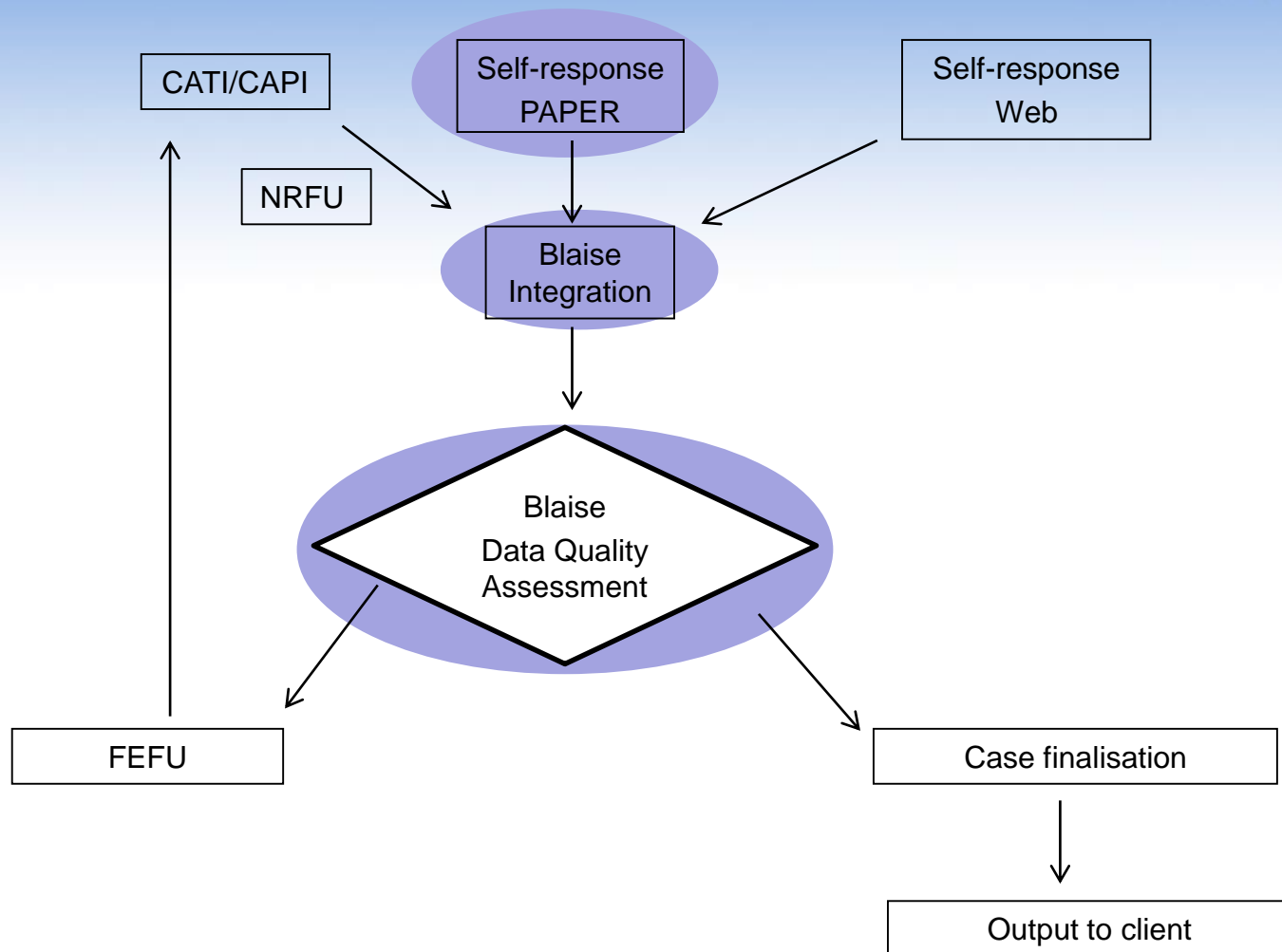
Outline



- Collection Methods
- Types of Testing
- Challenges & Lessons Learned
- Next Step
- Advantages

Current Multi Mode Model

Social & Business Surveys



Collection Systems



- Web Questionnaire / EQ (Electronic Questionnaire)
- BCP (Business Collection Portal)
- CATI (Computer Assisted Telephone Interviewing)
- CAPI (Computer Assisted Personal Interviewing)
- HOCS (Head Office Collection System)

Types of Testing



- ❑ Specification Testing
 - ◆ Verify that the specification meets all applicable standards
- ❑ Block Testing
 - ◆ Ensure compliance of developed block to specification
- ❑ Platform Testing
 - ◆ Ensure compliance with various browser and operating software
- ❑ Integration Testing
 - ◆ Ensure compliance of developed application to specification
- ❑ User Acceptance Testing
 - ◆ Verify that the functionality meets the requirements
- ❑ Infrastructure Testing

Types of Testing (cont'd)



- ❑ End to End Testing
 - ◆ Ensure that the entire process for Blaise (CATI), Caseman (CAPI), and Electronic Questionnaire (EQ) processes function as specified
- ❑ Accessibility Testing
 - ◆ Ensure we are CLF (common look and feel) compliant
- ❑ Security Testing
 - ◆ To minimize and manage security risks
- ❑ Performance Testing
 - ◆ Performed prior to the deployment of the solution into production
- ❑ Regression Testing
- ❑ Usability Testing

Challenges & Lessons Learned



□ Systems are different

- ◆ Testing environments / platforms
- ◆ Testing roles and responsibilities
- ◆ Timeliness for testing

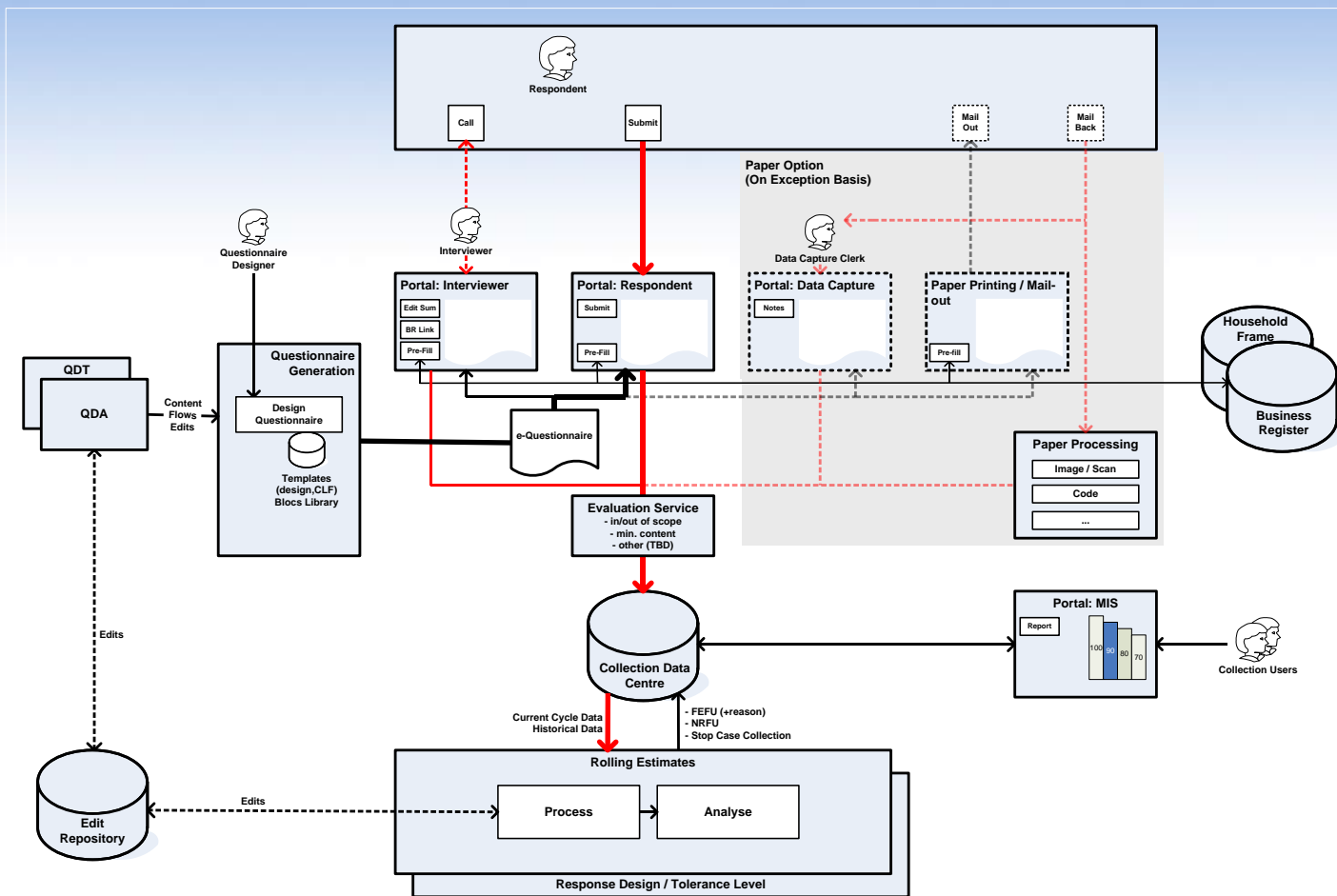
□ Applications are different

- ◆ Types of testing
- ◆ Urgent production patches preventing proper regression testing

Challenges & Lessons Learned (cont'd)

- Volume and timing of infrastructure changes
 - ◆ Need to be more flexible and adaptable
- Many systems integrate
- Change management systems
- Need governance process
- Need to communicate
 - ◆ Systems
 - ◆ Partners

Next Step - Integrated Collection & Operations Systems (ICOS)



Advantages of ICOS



- ❑ Provide a common solution to meet the collection needs of all surveys
 - ◆ One questionnaire- All modes
- ❑ Achieve cost savings
- ❑ Implement and support survey collection more efficiently
- ❑ Increase operational efficiency of data collection by:
 - Reducing the number of software platforms and tools used;
 - Increasing the proportion of self-completed electronic responses received.
- ❑ Streamline the number of common interfaces with the clients' generic tools used to support survey activities



For more information, please contact
Pour plus d'information, veuillez contacter

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