

Australian  
Institute of  
**Company  
Directors**

CASE STUDY

# Smarter testing, faster delivery

AICD's automation journey  
with Planit

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**The Australian Institute of Company Directors (AICD)** is committed to strengthening society through world-class governance. With a membership of over 49,000 directors and senior leaders from business, government, and the not-for-profit sectors, AICD plays a vital role in shaping governance excellence.

## Key Outcomes:



**36 QA days saved annually**, reducing manual testing efforts by 2–3 days per month



**10% overall efficiency improvement**, streamlining testing workflows



**Scalable test automation framework**, ensuring long-term maintainability and knowledge transfer

*“Planit’s involvement in this Testing strategy and Automation has helped AICD in reducing their testing time by 2-3 days a month. This translates to an annual reduction of 36 days of QA time. This has enabled more development to seamlessly go through the QA process. AICD have also gained an overall efficiency improvement of 10%.”*

**Mike Sribney**

Head of Digital at AICD



## Overcoming testing bottlenecks and standardisation gaps at AICD

In May 2023, AICD issued a tender to develop a comprehensive testing strategy, select a test automation tool, and establish an automation capability to enhance its digital platforms.

At the time, AICD’s Digital Product and Platforms team consisted of three product squads, each with a dedicated Quality Engineer (QA). However, the QA processes lacked consistency, and there was no unified testing strategy tailored to AICD’s technology stack and capabilities.

The lack of standardisation among QA Engineers led to inefficiencies, as each squad applied different testing approaches. Every release required extensive manual testing, consuming valuable time and limiting AICD’s ability to increase release frequency. Quality Engineers were fully occupied with sprint and release activities, leaving no capacity for test automation and continuous improvement. Every second sprint was consumed by integration testing and UAT support, preventing developers from working on new features. The absence of automation also led to higher defect rates, impacting AICD members and learners.

# Building a scalable testing strategy and automation framework

## Establishing a fit-for-purpose test strategy

At the start of the engagement, Planit developed a structured test strategy, adopted across AICD's Digital team, providing clarity on why, what, where, and how testing should be conducted. This involved:



Formulating the scope of testing, including what systems, features and functionalities will be tested and what will not be tested.



Creating a testing approach, such as what types of tests will be executed (e.g., functional, performance, security, regression, UAT) and how they will be conducted.



Preparing standard templates for test execution plans, test data requirements, and defect management processes.

*"It was a pleasure to work with the Planit Team. We really appreciated the partnership mentality when the engagement hit a few hurdles. This allowed us to keep focused on delivering outcomes for both parties.*

*Special acknowledgement to Rahul for his perseverance on the strategy and tool approval. This was challenging and required extra effort. As well as his genuine desire to get the best outcomes for the automation set up.*

*We have started using the automated scripts already! Look forward to continuing to work with you."*

**Rebekah Mansour**

Project Manager Digital and Operations



## Selecting the best automation tool

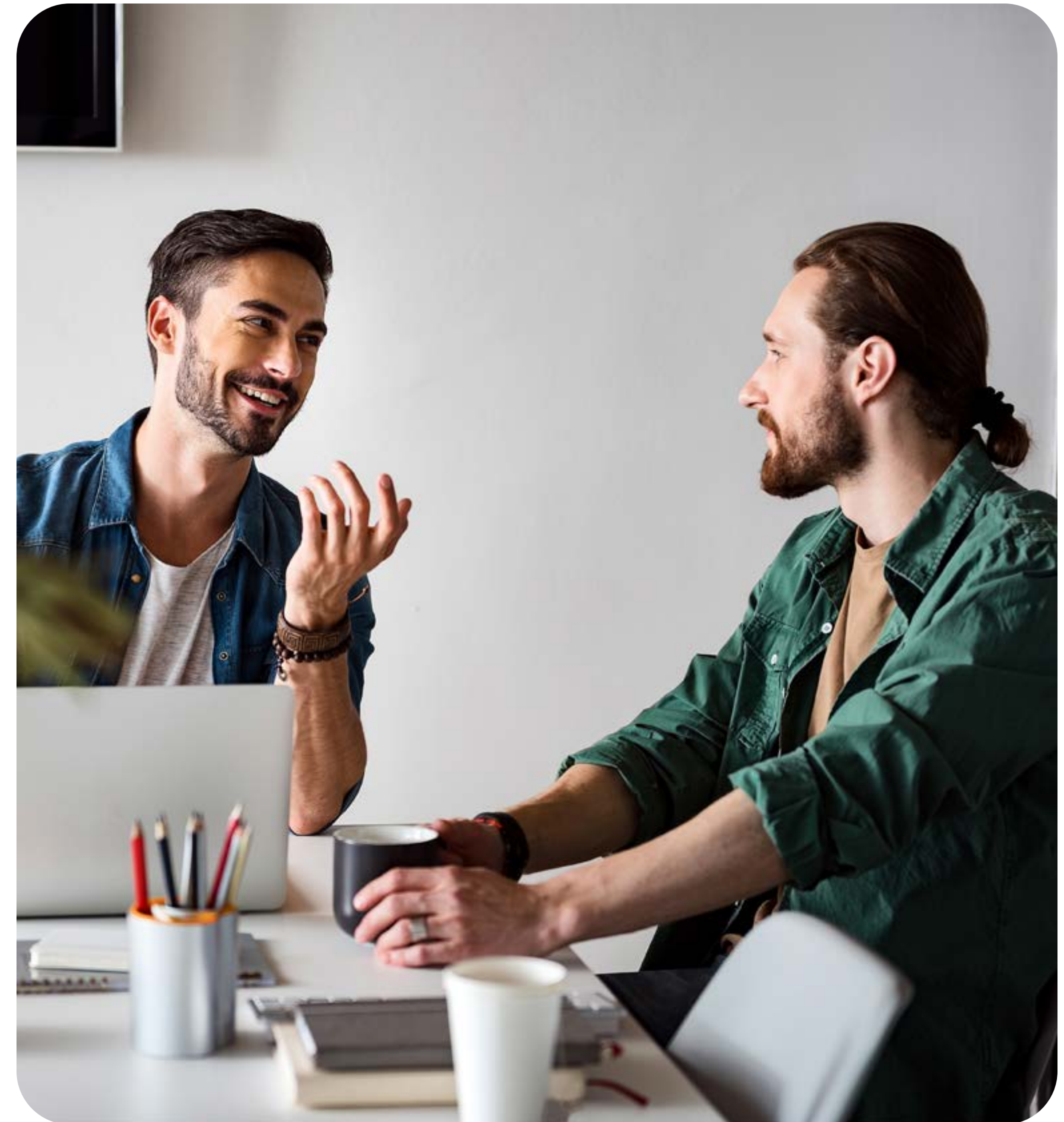
Planit conducted a comprehensive review of AICD's technology landscape, testing requirements, and QA capabilities. Through a rigorous evaluation, three automation tools were shortlisted and assessed against AICD's needs. A formal submission was prepared for the Architectural Review Board, detailing the evaluation criteria and final recommendations. Planit worked closely with stakeholders to align on the best choice, supporting internal approval processes to ensure a smooth selection.

## Implementing the automation framework and selected tool

Once the test strategy and tool selection were finalized, Planit proceeded with setting up the test automation framework within AICD's infrastructure. The automation tooling was successfully deployed, with reporting and monitoring capabilities configured to provide real-time insights.

To ensure optimal test coverage, 20 high-priority test cases were automated across QA, Integration, Pre-production, and Production environments. These were categorized based on complexity: 10 high-complexity test cases involving multiple systems and data dependencies, such as course registration; 5 medium-complexity cases requiring interaction with one or two systems, such as login functionality; and 5 simple cases focusing on single-system validations, such as website UI checks.

Planit also delivered comprehensive documentation to support the automation framework and conducted detailed training sessions for AICD key members, ensuring seamless knowledge transfer and ongoing maintainability.







## Driving efficiency with automation

Planit's engagement delivered tangible efficiency gains, enabling AICD to reduce manual testing efforts and accelerate development cycles. The implementation of automation reduced testing time by 2–3 days per month, totaling an annual reduction of 36 QA days.

This efficiency improvement allowed new features to move seamlessly through the QA process while also enhancing the overall quality of AICD's digital platforms.

With automation in place, AICD achieved a 10% overall improvement in QA processes, reducing human errors and increasing system reliability. The organisation can now focus on innovation, delivering better digital experiences for its members and learners.



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At Planit, we are experts in quality engineering and assurance. We bring extensive domain expertise and targeted solutions to meet the specific challenges faced across the spectrum of technology-intensive industries. We can provide you with the right skills and advice to deliver quality quicker for your digital projects and core system transformations.

Contact us to find out how we can accelerate growth for your business.

