What is the purpose of this fact sheet?

This fact sheet is aimed at education providers who have engaged a third-party Student Management Software (SMS) developer to build functionality to report to TCSI via APIs.

This fact sheet will outline the types of testing that you have told us you would like to perform with us to increase your level of confidence in the solution, as well as how TCSI can support you with this. It also explains the types of testing being conducted as part of the TCSI project to help create a solution that is secure, reliable and meets the needs of both government and education providers.

Can I test file uploads using the TCSI Portal?
The Department of Human Services and the Department of Education are conducting TCSI Portal testing internally.

What are some reasons you might be interested in testing directly with TCSI?
Through our engagement with you, we understand that you would like to directly test with TCSI for the following reasons:

A. Performance and load testing
   To be confident on the capacity, performance and functionality of your SMS or the TCSI system.

B. Confirmation and familiarisation of new reporting functionality
   To confirm your SMS’ reporting functionality and trial new processes, 2020 data elements, validation rules etc.

C. Verifying migrated data
   To be confident that historical data has been migrated correctly to TCSI.

D. Required for software implementation
   Require integration testing as part of any additional development and customisation that enables your implementation.

How will TCSI support you for each of these scenarios?

Performance and load testing

Providers will not be required to performance and load test against TCSI. As part of our delivery, the Department of Human Services and the Department of Education understand there are ‘peak periods’ where high volumes of data will be submitted and will confirm that the TCSI system can support this by conducting performance and load testing of the end-to-end TCSI System in Production.

Developers will be given information on the “API call rate” limitation, which will be determined in consideration of peak traffic.

We will also conduct a number of system testing activities internally to assure the functionality of the TCSI system and APIs, including but not limited to:

- Testing of API and TCSI System functionality
- Security assessments of the end-to-end TCSI System
- Functional, usability and accessibility testing of the TCSI Portal
We encourage you to work with your SMS developer to understand their development and testing approach, and whether a demonstration of their product can be arranged. It may be beneficial to inform them of any reporting scenarios you are concerned with so that the developer can validate these scenarios as part of their development and testing.

Should you need to confirm with your developer that the SMS solution works as expected, or to gain additional familiarity of the SMS, your SMS developer may be able to use their configuration as a developer to help you conduct testing from within your institution. It is critical that you do not use any live or Production data for this type of testing.

For context, the following diagram provides a high-level overview of the current scope of testing for SMS developers and Government.

Developers may also conduct other testing activities internally to ensure the SMS is fully functional.

We understand this is an important matter to you. To support you with this, TCSI will be providing education providers with extracts of their migrated data. In addition, data migration rules are also currently available to providers on the HEIMSHELP website.

While on-boarding to TCSI you will also have the ability to use the production environment to verify your data and reporting. During this on-boarding period the connections to systems external to TCSI such as the ATO and VPAYs will be paused, allowing you to verify the accuracy of your data, system and reporting before this data is released. The details of this process will be communicated once finalised.

Unfortunately, the TCSI Test Environment is not able to host migrated live data due to Government security requirements.

Some providers may need to perform additional customisation, configuration or integration on top of a vendor’s product. If you anticipate that this may impact your SMS’ interaction with TCSI, the best approach is to co-ordinate and arrange direct test access for your provider organisation through your vendor.

Again, it is critical that you do not use any live or Production data for testing.