



# Financial Forum

CHICAGO

Technologies for DevOps, automation and AI



**4th April 2023**  
**Metropolitan Club**

Automation for testing, quality assurance and continuous app delivery

# WELCOME

Dear Delegate,

Thank you very much for coming to the QA Financial Forum New York.

I hope you enjoy your day and that you find it a good investment of your time.

I would very much appreciate it if you could bear in mind that our speakers today have agreed to participate on the basis that this is a "background-only" event.



Please do not report their comments, including in social media posts.  
In this way, our speakers can share their insights and experiences openly.

Equally, do feel free to ask questions at the end of each speaker session. We are equally keen to involve you in the discussion.

I look forward to meeting you during the day.

With thanks,

A handwritten signature in purple ink, which appears to read 'Matthew Crabbe'. The signature is fluid and cursive.

**Matthew Crabbe**  
**CEO, QA Media**

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## GOLD



**mabl.com**

Perfecto by Perforce powers exceptional digital experiences and strengthens every interaction with a quality-first approach for web and mobile apps through a cloud-based test environment. From creation to execution and analysis, Perfecto has a proven, unified solution for mobile and web testing. Now, BlazeMeter ([www.blazemeter.com](http://www.blazemeter.com)) joins forces with Perfecto to add AI-driven, unified, shift-left continuous testing to Perforce's growing enterprise quality portfolio. BlazeMeter is a complete and integrated continuous testing platform built on and fully compatible with open source. Used by some of the largest global enterprises, BlazeMeter provides a single solution for application quality for all teams across the CI/CD pipeline. The SaaS-based platform is a Gartner Peer Insights Customers' Choice for Software Test Automation. Together, Perfecto and BlazeMeter will solve the most difficult quality challenges in DevOps for a global customer base.



**keysight.com**

With the industry's #1 Continuous Testing platform, Tricentis is recognized for reinventing software testing for DevOps. Through agile test management and advanced test automation optimized to support over 150+ technologies, we provide automated insight into the business risks of your software releases—transforming testing from a roadblock to a catalyst for innovation. Tricentis is the only vendor to achieve “leader” status in all three top analyst reports. This honor is based on our technical leadership and a Global 2000 customer base of 1500+ companies. Customers rely on Tricentis to achieve and sustain test automation rates of over 90%—increasing risk coverage while accelerating testing to keep pace with Agile and DevOps. Tricentis has a global presence in Austria, Australia, Belgium, Denmark, Germany, India, Netherlands, Singapore, Switzerland, Poland, United States and the UK.

## SILVER



**parasoft.com**

From development to QA, Parasoft's AI enabled technologies reduce the time, effort, and cost of delivering secure, reliable, and compliant software, by integrating static and runtime analysis; unit, functional, and API testing; and service virtualization.

# SPONSORS

## BRONZE



**delphix.com**

Delphix is the industry leading data company for DevOps. Data is critical for testing application releases, modernization, cloud adoption, and AI/ML programs. We provide an automated DevOps data platform, masking data for privacy compliance, securing data from ransomware, and delivering efficient, virtualized data for CI/CD and digital transformation.



**applitools.com**

Applitools is on a mission to help test automation, DevOps, and software engineering teams release visually perfect mobile and web apps. We are the only commercial-grade visual-AI solution that validates the user interface in a fully automated manner, with our ground-breaking image processing stack that we developed from scratch in-house. The Applitools platform seamlessly integrates with your existing Appium tests and also runs across multiple browsers/devices on our Ultrafast Test Cloud. For more information, visit [applitools.com](https://applitools.com)



**applitools.com**

Aspire Systems is an ingenious leader in the banking and financial services industry with a concrete focus of transforming traditional banks and financial organizations into highly digitized establishments in a worldwide scale. Aspire Systems believes in pioneering the infusion of better customer engagement resulting in drastic improvement of satisfaction levels with the help of technology and has been the most valued player offering finest digital, data, core banking and quality engineering solutions. We work with some of the world's most innovative enterprises, independent software vendors and leading financial institutions, with a focus on leveraging technology and outsourcing our distinct areas of expertise.

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**element34.com**

During the application testing process, are you exposing your data to an external SaaS provider outside your firewall? Any risk in that? And are you compliant? Element34 is uniquely positioned to address financial institutions' ever-increasing need for compliant, secure, cross browser/mobile application testing solutions. The company has developed the world's most advanced enterprise application testing solution that lives behind the corporate firewall, never exposing clients critical data to any risk or potential breach of compliance. Our flagship solution SBOX has been specifically designed to keep your data within your secure infrastructure at all times, while delivering a highly robust and low maintenance, intuitive, automated testing experience. SBOX removes risk of data breach and non-compliance, promotes upstream agile testing and delivers unparalleled speed and reduced time to market.

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**k2view.com**

At K2View, we believe that every enterprise should be able to leverage its data to become as disruptive and agile as the best companies in its industry. We make this possible through our patented Data Product Platform, which creates and manages a complete and compliant dataset for every business entity – on demand, and in real time. The dataset is always in sync with its underlying sources, adapts to changes in the source structures, and is instantly accessible to any authorized data consumer. Data Product Platform fuels many operational use cases, including customer 360, data masking and tokenization, test data management, data migration, legacy application modernization, data pipelining and more – to deliver business outcomes in less than half the time, and at half the cost, of any other alternative. K2View Test Data Management tool ingests data from production sources, and organizes it according to your organization's primary business entities, for example, customers, orders, products, etc. A self-service web portal enables DevOps and QA teams to quickly create tailored and masked test data subsets without code.

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# AGENDA

WEDNESDAY 18TH MAY 2022

SOFTWARE RISK MANAGEMENT AND TECHNOLOGIES FOR CONTINUOUS APP

08:00 - 08:55

## Arrival, Refreshments, and Networking

08:55 - 09:05

## Welcome Address

*Matthew Crabbe, CEO and Founder – QA Media*

09:05 - 09:40

## Inspiring Change, Enforcing New Policy: End-to-End Software Quality Management at Northern Trust

### Speakers:

• *Basivi Junna, Principal Solutions Architect, Northern Trust*

As Northern Trust has moved its on-prem software development toolchain to the Cloud, it has created a new system for DevOps platform management and adopted new metrics and for software quality benchmarking. It is doing this with a standardized suite of cloud-based tools, processes and reusable CI/CD pipelines for application, database, and infrastructure changes.

Basivi will explain how one of the world's largest banking and asset management organizations has performed across its many internal development teams and how new initiatives to free up those teams - zero touch deployments, instant change authorization, shift left testing, and SCA, SAST & DAST scanning - have been balanced with data-driven automated policy checks against changes that enforce best practices across the enterprise. He will also be discussing how Northern Trust worked with its external vendor partners to put into practice new standards for non-functional requirements, quality assurance, code coverage and validation of DevOps, and how improved observability of software delivery feeds into compliance and auditing at Northern Trust.

09:40 - 10:15

## Why Enterprise Testing Fails: And How AI-Test Automation Can Help: A Discussion with Tempus Technologies

### Speakers:

• *Kyle Jurick, VP of Product and Development, Tempus Technologies*

• *Autumn Ciliberto, Enterprise Account Executive, Keysight Technologies*

Tempus Technologies, the leading payments gateway provider, was acquired by PNC Bank in 2021 with the aim of expanding the treasury management platform PNC offers its corporate clients. In this session you'll hear from both Tempus and from Keysight Technologies, whose Eggplant test automation suite has been instrumental in accelerating enterprise software transformation following the merger.

Financial firms often face similar challenges in making enterprise testing work: business complexity, a lack of the right resources and unrealistic expectations, for example. Kyle and Autumn will examine those challenges, and then take a deep dive into how AI-driven automation works in practice.



# AGENDA

WEDNESDAY 18TH MAY 2022

SOFTWARE RISK MANAGEMENT AND TECHNOLOGIES FOR CONTINUOUS APP

10:15 - 10:50

## The DevOps Journey Accelerates for Wintrust - Benchmarking Success in Digital Transformation

### Speaker:

- **Andy Kasi, SVP, Enterprise Application Development, Wintrust Financial Corporation**

Nasdaq-quoted Wintrust Financial is the holding company for 15 different community banks in Illinois and Wisconsin. Andy will describe how his team has started on its journey to a full-scale DevOps transformation, and how he has devised a "gold standard" for automation that engineers based in multiple locations can follow.

Andy will be covering how Wintrust is making its key decisions on test and quality management tooling; on code quality management and on the reporting benchmarks that he is putting in place across the enterprise.

10:50 - 11:25

## Coffee & networking break

11:25 - 12:00

## In conversation: How Charles Schwab is Automating Testing for Best-in-Class Customer Apps

### Speakers:

- **Mike Schober, Director, Enterprise Engineering at Charles Schwab**
- **Izzy Azeri, CEO and co-founder at mabl**

Modernizing the software delivery pipeline for a Fortune 500 services company is no small task - especially when it is essential to keep software quality high and release velocity strong. Charles Schwab has embarked on a multi-year effort to transform its delivery pipelines, which includes all quality aspects as apps move from code through to production.

The key challenges for Mike Schober's team that we will be discussing in this session are how best to observe and measure the application pipeline, and how to build a standard set of practices across the organization to deliver best-in-class experiences for their users. In this fireside chat with Izzy Azeri, co-founder and CEO of software test automation platform mabl, Mike will share the story of how he embarked on this multi-year journey, and how he helped the Schwab team overcome those challenges along the way.

12:00 - 12:35

## Test Service Virtualization: How Two Leading Insurers are Delivering Apps on Time, at Lower Cost

### Speakers:

- **Kenny Austin, Chief Customer Officer, Parasoft**
- **Pushpinder Malhotra, Senior QA Automation Manager, Northbridge Financial**
- **Danny Oslin, Senior Manager, Enterprise Automation Engineering, WoodmenLife**

A key objective in the DevOps journey is a well-defined automated testing strategy that finds and fixes defects early in the development cycle. In this panel discussion, you'll hear how leading Canadian insurer Northbridge Financial and Nebraska's WoodmenLife reduced costs and increased software quality with API testing and service virtualization. You will learn how they calculated their ROI in deploying test automation strategies that save time and money. We'll explain how technology of test virtualization works, in particular in the context of Cloud-based development and testing, and compare the benefits of virtualization to standard test data management methodologies.



# AGENDA

TUESDAY 4TH APRIL 2023

SOFTWARE RISK MANAGEMENT AND TECHNOLOGIES FOR CONTINUOUS APP

12:35 - 13:10

## Accessibility Testing: Pushing Past Compliance

### *Speakers:*

- **Sabrena Foxx**, *Senior Director of the Enterprise Accessibility Program, Ally*
- **Courtney Benjamin**, *Senior Testing Process Analyst for the Enterprise Accessibility Program, Ally*

Accessibility testing is about much more than adherence to the global W3C standards (WCAG 2.1AA - Web Content Accessibility Guidelines). For Ally Financial, it is about taking an empathetic view of its customers' needs. By empathizing with customers, testers can ensure products address the real-world needs and concerns of users, going beyond the binary "it works or it doesn't work" evaluation of a product's effectiveness. As Sabrena and Courtney will explain, best practice in accessibility is about validating that there is inclusive digital access for all customers through repeatable processes. In this session you will hear how Ally Financial is embedding accessibility standards across the testing discipline by using empathy as the catalyst.

13:10 - 14:10

## Lunch & networking break

14:10 - 14:45

## Innovation in Financial Services with MLOps: Leveraging the Latest Technologies in Automation and Artificial Intelligence to Empower your Business

### *Speakers:*

- **Rochak Lamba**, *Head of Innovation for Financial Services, North America, Google Cloud*
- **Sean Rastatter**, *AI Engineer, Google Cloud*

You may be winning in the race to DevOps and continuous testing - but are you ready for the challenge of MLOps? Can you build the data, technology and stacks you will need to keep your place at the leading edge of digital transformation? Rochak will start this presentation with a review of the challenges Google Cloud is being set by CTOs and CIOs of financial services customer firms. They want to realize the opportunity of machine learning which his team helps enable via Innovation programs, design sprints and MVPs.

With the long history of machine learning services at Google, Rochak and his team have identified many pitfalls in operating ML-based systems in production. Sean will then provide a perspective on Google's best practices for building and deploying scalable ML services, and demonstrate some of the cutting-edge MLOps tools that enable enterprises to bring their models to production faster and more efficiently.





# AGENDA

TUESDAY 4TH APRIL 2023

SOFTWARE RISK MANAGEMENT AND TECHNOLOGIES FOR CONTINUOUS APP

14:45 - 15:20

## Containerization - The New Frontier in Automation at Northbridge Financial

**Speaker:**

• **Pushpinder Malhotra, Senior QA Automation Manager, Northbridge Financial**

Northbridge Financial is one of Canada's largest insurance companies. Pushpinder's experience spans 16 years of working with different testing tools, as automation technologies have developed in parallel. Her presentation will focus on how Northbridge is now moving to continuous, in-sprint, testing as it adopts containerization as a cornerstone of its app development, and how it is reducing app delivery times as a result. In addition to discussing the challenges of adapting and replacing legacy architecture. Pushpinder will also be covering some specific solutions Northbridge has adopted for customer app testing and also for IFRS compliance reporting.

15:20 - 15:50

## Coffee & networking break

15:50 - 16:25

## Chaos Testing for Complex Markets: Scaling High-Performance Software to Meet New Risks

**Speaker:**

• **Thomas Long, Senior Vice President, Quality Assurance, oneZero Financial**

How can trading applications rapidly evolve and scale in an environment where risks and threats are also rapidly evolving as ongoing threats? Chaos testing is an approach developed with this in mind. The principle is to take performance testing and load testing to the next level, combining "known" events such as crashes, networking issues, security threats, multi-threading and so on to discover the potential "unknown" impact of multiple simultaneous events. oneZero Financial is a leading markets trading platform, and Thomas will present a general overview of chaos engineering and testing and share his firm's experience of how a small focused team can stay ahead of the curve. He will explain how various tools can be used to target suspected areas of risk and identify the next bottleneck.

16:25 - 17:00

## Vendor Risk Management Roundtable: DevSecOps, Compliance and the Key Role of the Software Quality Assurance Lead

**Speaker:**

• **Sejal Patel, VP of Compliance, Synapse**

• **Andrew Kumiega, Assistant Professor, IIT Stuart School of Business**

• **Sandeep Maira, Managing Director, Strategic Systems, OCC**

Our expert panel will be discussing how financial firms can best manage vendor risks - legal, financial and technological - especially in relation to quality assurance and DevOps tools. Financial markets supervisors are placing more emphasis on how financial firms are overseeing their third party vendor relationships, while AI and machine learning technologies offer the potential to accelerate automation and efficiency, but also come with new complexities and challenges. We'll also be discussing how DevSecOps and code quality management can help firms to maintain improvements in app delivery speeds and remediation costs. And we'll tackle the trickiest of questions: where does quality engineering end, and software risk management begin?

17:00 - 18:00

## Cocktail reception

# SPEAKERS



**Basivi Junna**  
**Northern Trust**  
Principal Solutions  
Architect



**Autumn Ciliberto**  
**Keysight Technologies**  
Enterprise Account Director



**Kyle Jurick**  
**Tempus Technologies**  
VP of Product and  
Development



**Andy Kasi**  
**Wintrust Financial  
Corporation**  
SVP, Enterprise Application  
Development



**Mike Schober**  
**Charles Schwab**  
Managing Director,  
Technology



**Izzy Azeri**  
**mabl**  
CEO and co-founder



**Pushpinder Malhotra**  
**Northbridge Financial  
Corporation**  
Senior Quality Assurance  
Automation Manager



**Kenny Austin**  
**Parasoft**  
Chief Customer Officer



**Danny Oslin**  
**WoodmenLife**  
Senior Manager, Enterprise  
Automation Engineering

# SPEAKERS



**Sabrena Foxx**  
**Ally Financial**

Senior Director Enterprise  
Accessibility



**Courtney Benjamin**  
**Ally Financial**

Senior Testing Process  
Analyst



**Rochak Lamba**  
**Google Cloud**

Head of Innovation for Financial  
Services, North America



**Sean Rastatter**  
**Google Cloud**

AI Engineer, Professional  
Services



**Thomas Long**  
**oneZero Financial**  
Senior Vice President



**Andrew Kumiega**  
**Illinois Institute  
of Technology**  
Assistant Professor



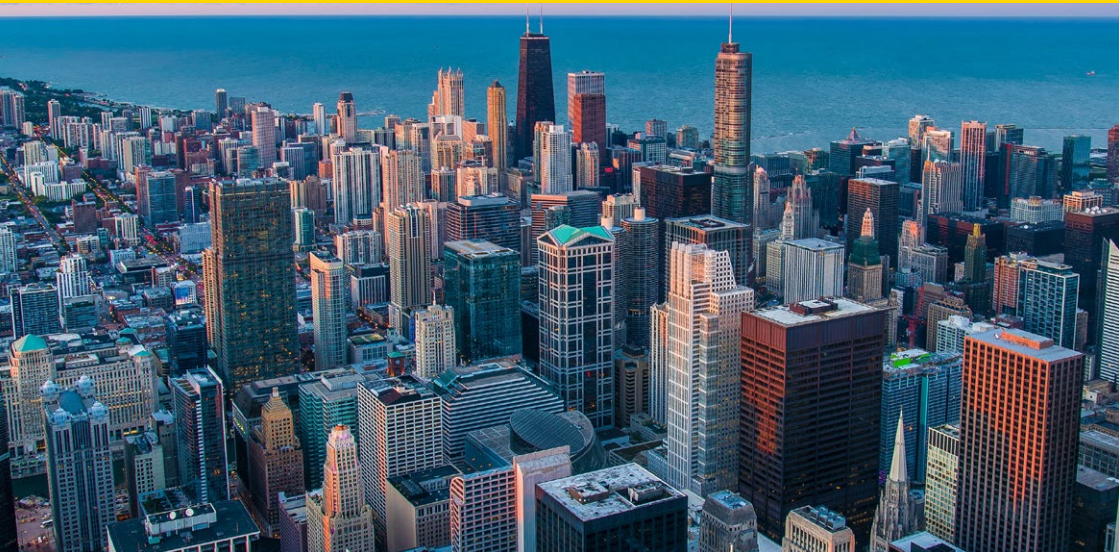
**Sejal Patel**  
**Synapse**

Vice President of Compliance



**Sandeep Maira**  
**OCC**

Managing Director,  
Strategic Systems



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