



# Let's Talk BDD and Banking

Before discovering Behaviour Driven Development Christine Groebel faced a daily battle against conflicting requirements and unreliable documentation. We caught up with her to find out how Cucumber helped to turn the situation around.

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**i Christine! Can you remember what life was like before**

**Cucumber? What was your process like before you started doing BDD?**

We already did software development in an agile way with the team discussing requirements, but we didn't have rules on how to write requirements. So, everyone was doing it their own way. If you had to redevelop something a team did two or three years ago you had to find the requirements and usually you'd find them written in a totally different style than you were used to. It was really

hard to collect all the requirements, formats and styles.

**That sounds like a nightmare! It must've taken so much time and effort.**

Yes, it created so many problems for us. We had a huge number of requirements in documents from old waterfall methods. There could be 100, maybe 200 pages of description, and we were never really sure that the requirements were actually implemented. What I was seeing in the code and on the website was sometimes totally

different. Ok, what should I believe here?

**Is that when you realised that things had to change?**

Things really came to a head when we started a big transformation program focussed on continuous integration and continuous delivery. My role in that was to deal with all the old software where I was still having to reimplement old requirements. And I just didn't want to read them any more. I wanted living documentation!

**Was the switch to CI/CD a good time to look at**

## CUSTOMER PROFILE

### COMPANY

Consorsbank

### NAME

Christine Groebel

### POSITION

Business Analyst and Product Owner, Consorsbank.

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**new ways of managing the requirements?**

Yes, it all fitted very well together. We were looking for some kind of methodology that we could use for living documentation and more standardized processes in our requirements and that naturally led us to BDD. The CI/CD team contacted Cucumber and helped to arrange the initial training. We knew after the first session that we definitely wanted to pilot this in the company.

**What was it about the training that convinced you?**

It was accessible for everyone. Over two days we had about 25 people in the training sessions including requirement engineers, product owners, test managers and developers. The first day was about BDD and the theory behind it, and the second day was about automation and writing tests with Cucumber.

**Was it easy to start using BDD and Cucumber after the training? Was it accessible for non-technical people too?**

We had two non-technical people involved in this process - me and my business analyst - and for us it was quite easy. The developers were really excited about it because they could start enjoying the advantages immediately. Being able to include the testing and the development in the

same sprint was huge for them.

**What would you say are the biggest benefits of producing your requirements with BDD?**

It has to be communication between the technical guys and the non-technical guys. Sometimes a project can be really difficult when you have hardcore banking people on one side of the table and hardcore programmers on the other. They speak totally different languages! With BDD this has really improved. The business people read the requirements and say "yes, I understand this," and the developers say "ok, I know what you want us to do." So, that's very cool!

**Can you give me a real life example of how using BDD has really helped you?**

Yes. Recently we were the pilot for a nearshoring project where we started working with a remote development team. With this new team things could have easily gone wrong because they're offsite, they're not experts in programming a banking website. But, by using BDD, I could explain complex banking and security stuff very easily and the development team understood it right away.

**So, I guess you wouldn't hesitate to recommend BDD to other teams?**

Absolutely! Our next step



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**Christine Groebel** Business Analyst and Product Owner, Consorsbank.

will be to take the BDD approach to our feature teams. For the front end I can say it works perfectly, but my team is just the pilot and we need to bring BDD to the rest of the

company. Let's see what we can do with it next!

**If Christine's story sounds familiar you could benefit from BDD too. Visit our website to find out more...**

**Start your BDD story** [cucumber.io/training](https://cucumber.io/training)