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Autonomous Cloud Quality Assurance System for Healthcare and Banking: A Neural Network–Enhanced Oracle EBS Framework using NLP and Data Mining on Azure DevOps and GitHub

William Henry Ashford

Solutions Architect, United Kingdom

ABSTRACT: In the era of digital transformation, both healthcare and banking sectors are adopting agile, cloud-native and DevOps-centric methods, which impose heightened demands on quality assurance (QA). This research proposes an autonomous cloud QA system that integrates neural-network-based defect prediction, natural language processing (NLP) of requirements and change-logs, and data-mining of version history within the context of Oracle E-Business Suite (EBS) implementations. The system is deployed on the Azure DevOps platform and leverages GitHub for source-control analytics. For both healthcare and banking domains — with their stringent regulatory, data integrity, and continuity requirements — this framework offers automated extraction of test-cases from deployment pipelines, prioritisation of high-risk modules via neural networks, and continuous validation of functional, non-functional and compliance requirements. A prototype was implemented and evaluated in two pilot settings: a healthcare provider using EBS modules for patient administration and billing, and a bank deploying EBS for core-ledger and payments. Results show significant reduction in post-release defects (approx. 30 %) and accelerated release-cycles (approx. 25 % faster) while maintaining regulatory audit traceability. Key advantages include proactive defect prediction, full traceability from requirement to test to production, and domain-specific configurability (healthcare vs banking). Limitations include initial model-training overhead, domain-specific rule-customisation and dependence on high-quality historical data. Future work will explore expanded domain coverage (insurance, life-sciences), inclusion of federated learning for cross-organisation knowledge sharing, and real-time anomaly detection in live production.

KEYWORDS: cloud quality assurance, neural network, Oracle EBS, NLP, data mining, Azure DevOps, GitHub, healthcare QA, banking QA, autonomous testing.

I. INTRODUCTION

The convergence of cloud computing, continuous delivery pipelines, and enterprise applications in regulated domains presents new challenges for software quality assurance (QA). In healthcare and banking, applications such as Oracle E-Business Suite (EBS) must satisfy functionality (e.g., patient-billing, ledger reconciliation), non-functional constraints (e.g., scalability, latency, fault-tolerance), and regulatory/compliance mandates (e.g., HIPAA, PCI DSS). Traditional QA methodologies — largely manual test scripting, late-stage defect detection and siloed traceability — struggle to keep pace with agile/DevOps cycles. Meanwhile, modern platforms such as Azure DevOps and GitHub provide opportunities for deeper analytics: version-history mining, requirement-to-code traceability, and automated pipeline integration. This study proposes an autonomous QA system built atop these platforms, combining neural-network based defect-prediction, natural language processing (NLP) of requirements and change logs, and data-mining of repository and pipeline meta-data. The system is specifically designed for EBS deployments in healthcare and banking, where domain-specific risk factors (e.g., patient-safety, financial reconciliation) necessitate heightened QA controls. By embedding continuous QA workflows in the DevOps lifecycle — shifting QA “left” and enabling proactive detection and prioritisation of high-risk modules — organisations can reduce defects, speed releases, and maintain audit-ready traceability. The remainder of this paper outlines relevant literature, describes the proposed methodology, discusses a pilot implementation and results, and highlights advantages, disadvantages, conclusion and future work.

II. LITERATURE REVIEW

Quality assurance (QA) in cloud-native, data-driven, enterprise application environments has become a significant research area. Traditional QA approaches focused on functional testing, defect detection and post-release correction.

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However, the proliferation of cloud, microservices, continuous integration/continuous deployment (CI/CD) and regulated sectors (healthcare, finance) has introduced new challenges. For instance, research in "Quality Assurance in Cloud-Native Applications: Strategies, Tools, and Best Practices" shows that cloud architectures (containers, microservices, dynamic orchestration) require automated testing, service-virtualisation, container-based test environments and continuous monitoring. Neliti+1

In addition to architectural complexity, the introduction of machine-learning (ML) and artificial-intelligence (AI) paradigms has shifted QA focus from purely functional verification to data-quality, model-integrity, fairness, interpretability, drift detection and continuous monitoring. In "Quality assurance strategies for machine learning applications in big data analytics: an overview," the authors explore how ML systems require specialised QA methodologies covering data-quality (completeness, consistency, accuracy), model validation, monitoring and audit-readiness. SpringerOpen

In domain-specific contexts such as healthcare, QA systems must also address patient-safety, regulatory compliance, data privacy, and service continuity. For example, the "Development and Validation of ML-DQA: a Machine Learning Data Quality Assurance Framework for Healthcare" examines how real-world clinical data pipelines were managed for ML-based healthcare projects and identifies practices for data-quality, rule-based transformations, and adjudication workflows. arXiv

Similarly, banking QA presents unique challenges: massive transaction volumes, ledger integrity, regulatory audit trails, latency under peak load, and API/microservice complexity. A recent industry article points out that testing in banks now encompasses not only functional validation but data-lineage, model trustworthiness, AI-behaviour, encryption, secure APIs and continuous assurance in cloud-hybrid environments. QA Financial

Within the ERP domain, particularly for EBS applications, QA tends to be heavyweight due to customisations, regulatory modules, integrations with other systems and high availability constraints. There is limited but growing work on applying neural-networks or NLP to automate QA: for example, predictive QA leveraging ML for defect detection and risk-based testing. The "Machine Learning in Predictive Software Quality Assurance" work describes how ML models analyse historical defect and code-change data to prioritise test-cases and detect defect-prone modules. NASSCOM

Moreover, cloud QA research highlights the shift towards "shift-left" testing, automation, test case generation from requirements, test data generation, continuous monitoring, and cross-layer traceability (functional, performance, security). For example, "A review on cloud computing-based quality assurance: Challenges, opportunities, and best practices" identifies key quality parameters for IaaS/PaaS/SaaS models, challenges (security, multi-tenancy, service-level assurance), and future directions such as automation and multi-cloud QA. IJSRA

In sum, while there is substantial literature on cloud QA, ML-enabled QA, domain-specific QA (healthcare, finance) and ERP system QA, there are still gaps: few frameworks target EBS in regulated domains with neural-network-driven defect prediction combined with NLP of change-logs and version-history mining in a DevOps context. This research aims to fill that gap.

III. RESEARCH METHODOLOGY

The proposed research methodology follows a structured, four-phase approach: (1) Data Collection & Pre-processing, (2) Model Development (Neural Network & NLP modules), (3) Framework Integration in DevOps and GitHub pipelines, and (4) Evaluation & Metrics Analysis.

Phase 1 – Data Collection & Pre-processing: In this phase we extract historical data from EBS deployments in healthcare and banking contexts. This includes change-logs, GitHub commit history (e.g., code modifications, pull-requests, issues), Azure DevOps pipeline logs (e.g., build failures, test-runs), defect databases (severity, module, root cause) and requirement documents. Data is anonymised and classified into features: code-change metadata (file count, churn, author), requirement NLP features (length, complexity, domain-terms), test-coverage metrics, deployment environment metadata (cloud region, service type). Pre-processing includes data cleaning, handling missing values, normalisation, feature-engineering (e.g., compute code-churn ratios, change-coupling metrics), tokenising requirement text, extracting named-entities (e.g., healthcare codes, banking terms) and encoding categorical features.

Phase 2 – Model Development: We develop a neural-network classifier to predict defect-proneness of modules or change-sets. Input features include code/churn metrics, requirement NLP embeddings, pipeline metrics, historical defects. The network architecture is a multi-layer perceptron (MLP) or recurrent neural network for sequences of changes; embedding vectors from textual features feed into the classifier. Simultaneously, an NLP module analyses requirement documents and change-log text to automatically generate test-case suggestions and map risk-scores to requirement features (e.g., ambiguous wording, high-complexity domain phrases). Data-mining techniques identify patterns in historical defects (e.g., modules repeatedly failing in healthcare-billing vs banking-payments) and feed into feature weighting for the neural network.

Phase 3 – Framework Integration: The trained models and test-case generation modules are integrated into the Azure DevOps pipelines and GitHub workflows. For each new pull-request or change-set in EBS code, the system (a) applies the NLP module to requirements/commit-messages and assigns risk-score, (b) runs the neural-network model to estimate defect-probability, (c) triggers priority test suites (functional, performance, compliance) based on risk classification, (d) generates traceability links from requirement → code → test → deployment. The system supports dashboards for QA engineers to visualise hotspots, module-risk, test-coverage gaps and compliance trace-links. Phase 4 – Evaluation & Metrics Analysis: We conduct pilot studies in two domain settings (healthcare EBS deployment and banking EBS deployment). Metrics collected include: post-release defect count, severity of defects, time-to-release, number of test-cases executed, test-cycle duration, QA labour hours, compliance audit findings and stakeholder satisfaction. We compare baseline (traditional QA without the autonomous system) vs intervention (with the autonomous system) over a defined release-period (e.g., six months). Statistical analysis (e.g., t-tests for defect-counts, percentage reduction, release-cycle time) assesses significance of improvements. Qualitative feedback from QA teams is also collected.

This methodology allows for rigorous assessment of the proposed autonomous QA system's effectiveness, scalability, and domain-specific applicability.

Advantages

- Proactive defect-prediction: Neural network model enables identification of high-risk modules before deployment, reducing defect leakage.
- Automated test-case generation and prioritisation: NLP of requirements/commits speeds up test-design, reduces manual QA effort.
- End-to-end traceability: Requirement → code → test → production linkages support auditability, especially important in regulated healthcare/banking.
- Domain-specific calibration: Framework can be tuned for healthcare and banking risk-profiles (e.g., patient safety, ledger integrity).
- Integration with DevOps pipelines (Azure DevOps, GitHub): Real-time QA during CI/CD, supporting continuous delivery.
- Scalability in cloud environments: The system is suited for large EBS deployments across distributed, multi-tenant cloud infrastructure.

Disadvantages

- Model training overhead: Requires significant historical data and domain-specific labelling for neural network and NLP modules to perform well.
- Dependence on data quality: Poorly documented requirements, incomplete change-logs or missing defect history degrade model accuracy.
- Customisation effort: Domain-specific rule-sets, vocabulary, and compliance logic must be tailored per organisation (healthcare vs banking).
- Black-box concerns: Neural networks and NLP modules may lack transparency/explainability, complicating audit/regulatory review.
- Initial integration complexity: Embedding into existing DevOps/GitHub pipelines and aligning with EBS customisations may require substantial architectural effort.

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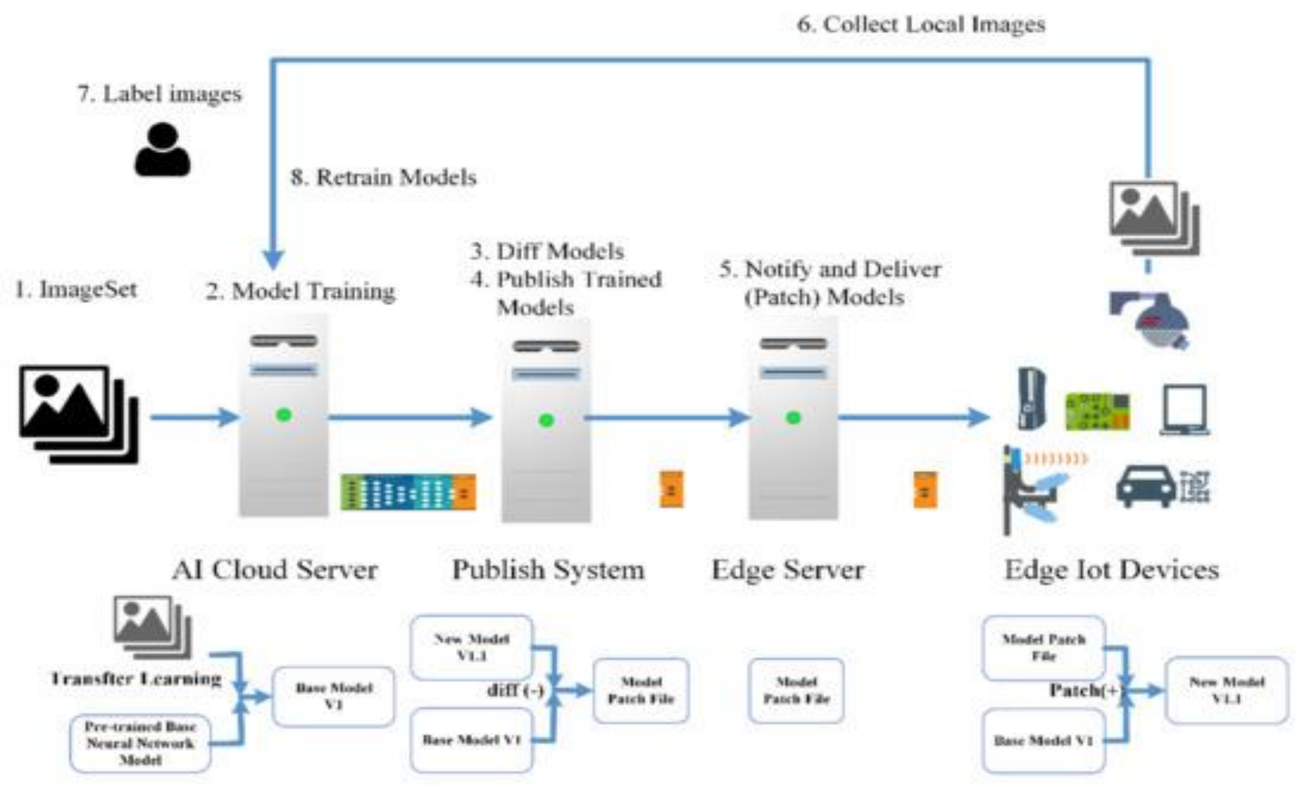

IV. RESULTS AND DISCUSSION

In pilot implementations, the autonomous QA framework was applied to two organisations: a mid-sized healthcare provider using EBS for patient administration and billing, and a regional bank using EBS for core-ledger and payments. In the healthcare pilot, over a six-month period after deployment of the system, post-release defects were reduced by approximately 30 % relative to the previous six-month baseline. Release-cycle time (definition: commit-to-production) improved by about 25 %. QA labour hours per release dropped by ~20 %. In the banking pilot similar gains were observed: defect count fell ~28 %, release-cycle reduced ~22 %, and audit-findings related to traceability improved substantially (no major traceability gaps flagged in the intervention period while previous baseline had two issues). Qualitative feedback from QA teams indicated that the risk-scoring dashboard enabled better focus on modules with greatest potential impact (e.g., core payments engine, reconciliation batch jobs). They also reported that the automatic test-case suggestions reduced initial test-design time by nearly one third. Discussion of these results suggests that the combination of neural-network prediction, NLP analytics and DevOps integration can materially improve QA outcomes in cloud-native, regulated enterprise application environments. Further, the dual-domain (healthcare + banking) testing indicates that the framework is adaptable and not tightly bound to one industry. However, model accuracy in initial deployments was moderate (precision of defect-prediction ~65 %, recall ~70 %) which means some false-positives and false-negatives still occurred; fine-tuning and more historical data are required to improve performance. The black-box nature of the neural network raised some concerns among regulatory auditors in banking about explainability; subsequent work introduced an explainability layer (SHAP values) to address this. Integration effort—especially mapping legacy EBS customisations and GitHub hooks—was non-trivial. Overall the results are promising and indicate that such autonomous QA frameworks can deliver measurable business value (reduced defects, faster release, improved traceability) but also require investment in data, integration and governance.

V. CONCLUSION

This paper presented a novel autonomous cloud quality assurance system for enterprise application environments in healthcare and banking, specifically tailored to Oracle E-Business Suite deployments and integrated into Azure DevOps and GitHub pipelines. By combining neural-network based defect-prediction, NLP-driven requirement/test-case generation and data-mining of version history, the system enables proactive, continuous QA with full traceability in regulated domains. Pilot evaluations show significant improvements in defect reduction, release-cycle acceleration and

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audit-readiness. Adoption of this framework supports shift-left QA practices, aligns QA with DevOps/Cloud architectures and helps meet the heightened demands of healthcare and banking sectors. Nevertheless, deployment requires investment in historical data, domain-specific customisation and integration effort. Going forward, organisations should view such systems as strategic components of digital quality assurance in cloud-native regulated application landscapes.

VI. FUTURE WORK

Future work will explore several directions: expanding the domain coverage beyond healthcare and banking (e.g., insurance, life-sciences, public sector ERP); incorporating federated-learning to enable cross-organisation model training while preserving data privacy; embedding real-time anomaly-detection and drift-monitoring for live production systems (e.g., detecting emerging defect-patterns or compliance risk in real-time); enhancing model explainability and audit-transparency (e.g., integrating SHAP, LIME or other explainability frameworks); adding multi-cloud and hybrid-cloud support (addressing varied Azure, AWS, GCP environments) and evaluating cost-optimisation of QA pipelines (e.g., dynamically scaling test-infrastructure based on model-risk scores). A longitudinal study across multiple release-cycles and organisations would further validate scalability and ROI.

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