

Maximizing the Value of Testing to the Business

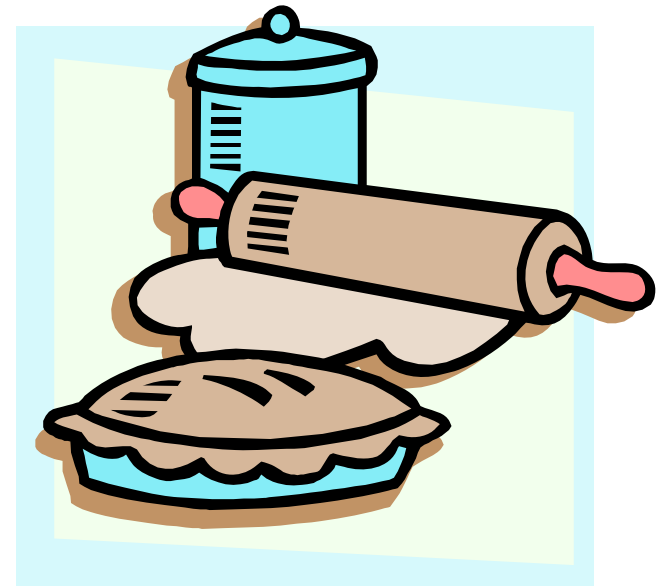
“The parts of the pie”

Marc René

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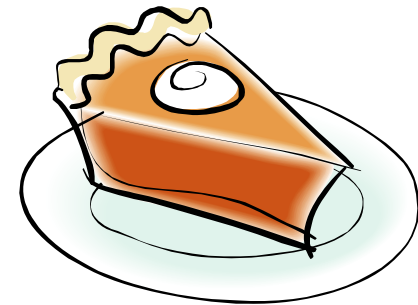
What Does the Business Need...

- Three Things from the Test Organization
 - Professionalism
 - Value
 - Balance



Be a Professional

- Strong Communication Skills
- Demonstrable Product Ownership
- Positive Attitude
- Active Risk Management
- Proven Expertise



Be a Professional

Active Risk Management



Be a Professional

Active Risk Management: Source, Symptom, Consequence

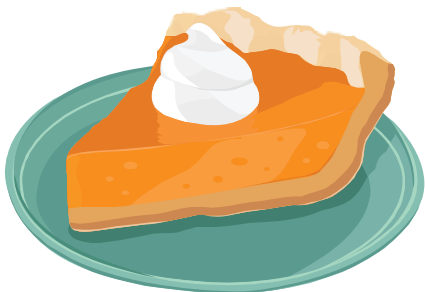
Due to <<source>, the <<symptom>> is occurring, which may cause <<consequence>>.

Due to the development group not documenting requirements or design, **the** creation of incomplete test cases/procedures **is occurring**, **which may cause** defects to escape detection and result in a high number of acceptance test or post-live defects resulting in liquidated damages.

Be a Professional

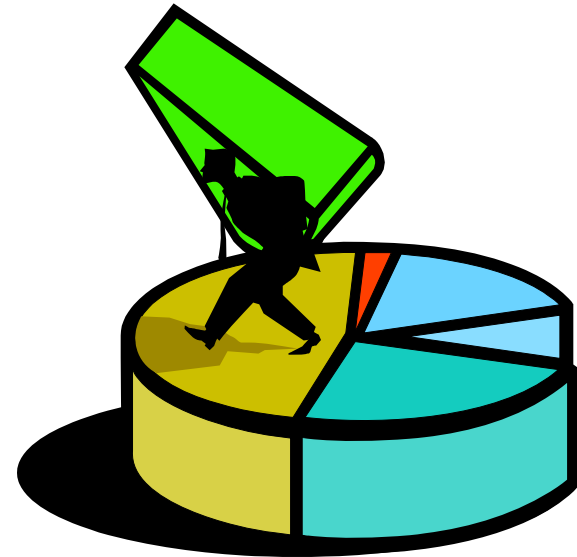
Proven Expertise

- Certification
 - Individual → Training, Skills, and Experience
 - Team → Consistency
- Learn & Apply



Convey Valuable Information

- Set the Context
- Speak to Impact
- Use Priority
- Compare to the Plan



Convey Valuable Information

Example Project - Defect Summary Report

15-Jun-2006 09:00 AM (Eastern Standard Time)

Project Milestones

100% Functionality Delivered : 01-May-2006

Customer Acceptance Test Date: 01-Jul-2006

Live Date: 01-Aug-2006

Product Area	Critical	High	Medium	Low	Total
(A) - PROD AREA A	0 (nc)	0 (-1)	0 (nc)	13 (-1)	13 (-2)
(B) - PROD AREA B	0 (-1)	0 (nc)	5 (nc)	12 (-1)	17 (-2)
(C) - PROD AREA C	1 (+1)	3 (nc)	0 (nc)	1 (nc)	5 (+1)

Total Open	1 (nc)	3 (-1)	5 (nc)	26 (-2)	35 (-3)
Fixed (All Product Areas)		3 (+1)	0 (nc)	44 (+15)	45 (+16)
=====					
Total In Development		6 (nc)	5 (nc)	70 (+13)	80 (+13)

Total In Test : 40 (+10)

Total Closed : 200 (nc)

(160 Passed Verification, 25 Duplicate, 15 Not A Problem, 25 Not Reproducible)

Change in count since end of day 14-Jun-2006 are indicated in parentheses

Balance Domain Knowledge

What Makes a Good Tester?

- Knowledge of
 - Application Domain
 - Testing Tools and Techniques
 - Implementation Technologies



Balance Domain Knowledge

- Be a Student of the Business
- Represent Users
- Use Risk Based Testing
- Question Assumptions



All the Ingredients...

- Communication
- Certification
- Context

