

# How to Start a QA Department

Templates on the **SQLNE** website



[www.11.com](http://www.11.com)

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## Where you are

- ❖ You've been hired (or thrust) into the QA Manager's role.
- ❖ You're faced with no budget, no process, test cases are scattered papers and index cards. Build discs are flying at you like mad Frisbees. Your bug tracking system has cobwebs, and your boss smiles at you and says: "Fix it. I'll be back in a week. "



## What you have to work with

1. Little or not test procedures
2. No Quality program
3. Builds coming at you at unpredictable intervals
4. Poorly used bug tracking system
5. No accountability

**What do you do first!?**

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## Management Buy-in

- ❖ Before you force your process;
  - Put the plan together.
  - Make sure that you reaffirm that they will support you. After all, you want them to look good.
  - Reread Dale Carnegie's "How to win friends and influence People".
  - However you plan on getting support, this is Office Politics and you will have to find your own way. But check these out:
    - "Nice Girls don't get the Corner Office" by Lois Frankel
    - "The Secret Handshake" By Kathleen Reardon
  - Coming next: The tools you need.

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## Step back and breathe

- ❖ Let's face it. You're in a Win Win situation
  - ❖ Of course it can get worse but you are now in a position to change it.
  - ❖ You have time to make a change, believe it or not.
  - ❖ Look for the weaknesses and start there.
  - ❖ Betcha – The first place to start is the Bug List



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## Bug Triage Meetings

- ❖ Take control immediately
- ❖ Look at all the bugs
  - Clean up the bug triage database.
  - Properly set up the correct Severity and Priority definitions and **STICK WITH IT!**
  - Start with a weekly triage meeting.
  - Set the ground work
  - Get your manager to attend at least the first meeting.

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## The Triage Document

❖ Here is what you present in a weekly meeting

1 Guidelines

2 List of Participants

3 New Bugs for this week

4 Failed Verified Bugs

5 All Reported Bugs not assigned (aged over 1 week)

6 Release Schedule

7 QA Action Items

The Triage Document

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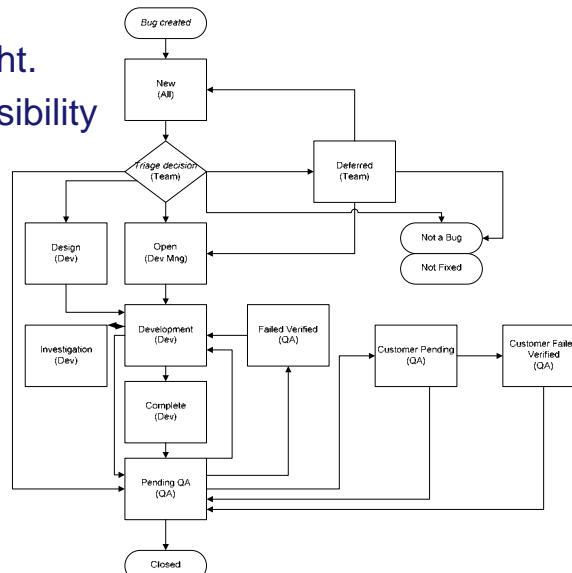
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## Bug Triage meeting

❖ Get the flow right.

❖ Assign Responsibility

The Flow



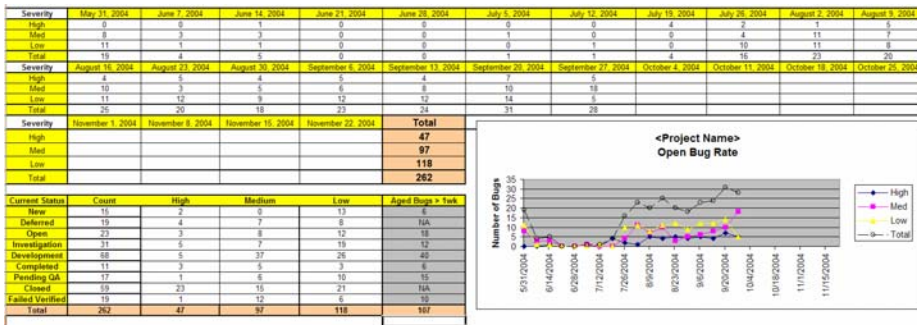
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## Next, Tracking those pesky bugs

- ❖ Use this form to track Open Rate
- ❖ Expand it on your own for Repair and Close Rates

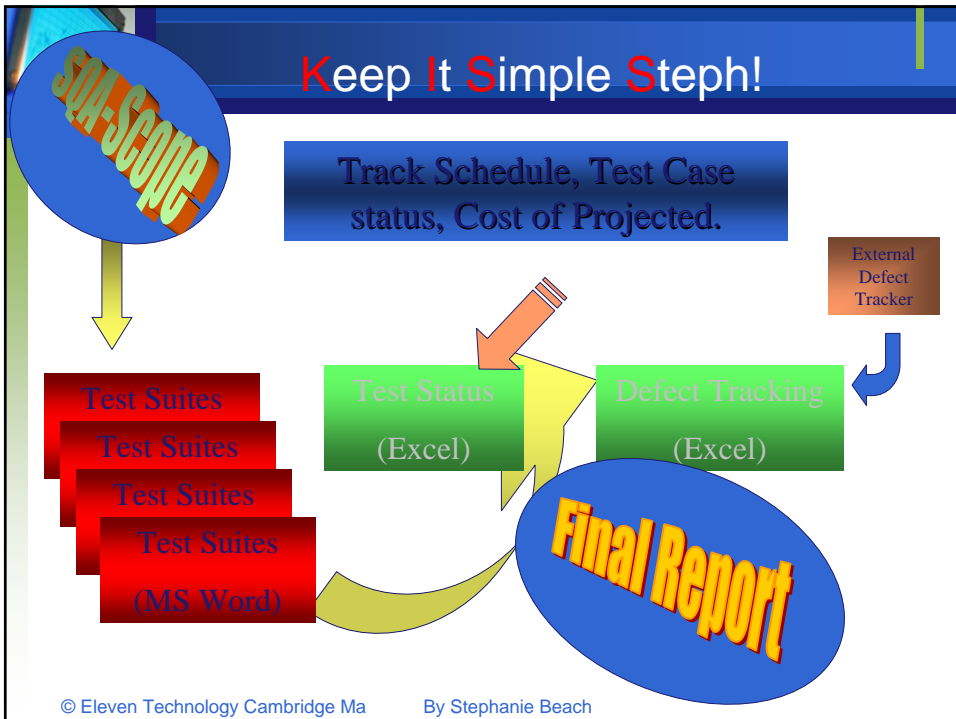
### Bug Report



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## Keep It Simple Step!

Track Schedule, Test Case status, Cost of Projected.



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## Get Your Project Scope Together

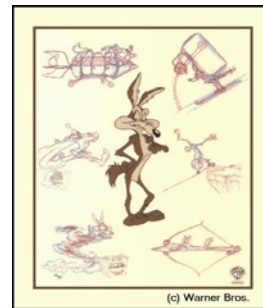
# The SQA Scope



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## Project Plan Outline

- 1 Approvals
  - 2 Project Scope
  - 3 Test Environment
  - 4 List of Functional and Design Spec
  - 5 SQA Test Strategy
    - 5.1 Acceptance testing
    - 5.2 Functional Testing
    - 5.3 Benchmarks
    - 5.4 System Testing
    - 5.5 Use Cases
    - 5.6 Automation
    - 5.7 I.C.E.D.T.
  - 6 Quality Risk Management Plan
  - 7 QA Roles and Responsibilities
  - 8 Resources
  - 9 Schedule
  - 10 References
- [Scope Doc](#)



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# Creating your Test Suites

## ❖ Test\_Suites.dot

- Why use this method
- [The supporting document](#)

### Table of Contents

1	DOCUMENTATION REFERENCE:.....	2
2	SUITE: ACCEPTANCE TESTS.....	2
2.1	TEST CASE: TEST CASE ONE.....	2
2.2	TEST CASE: TEST CASE TWO.....	2
3	SUITE: TRAVERSE LOGIC FLOW SCREEN ELEMENTS.....	2
4	SUITE: FIELD ENTRY, CALCULATED VALUES AND TOTAL FUNCTIONAL.....	2
5	SUITE: MANAGE WIZARD.....	2
6	SUITE: BUSINESS RULES.....	2
7	SUITE: WHITE BOX ERROR CONDITIONS.....	2
7.1	TEST CASE: P/N C_ <TEST CASE DESC>.....	2
8	SUITE: REPORTS AND PRINT.....	2
9	SUITE: SYNC ACTIONS.....	2
10	SUITE: KEYBOARD INPUT.....	2
11	SUITE: LOG FILES.....	2
12	SUITE: BENCHMARKING.....	2
13	SUITE: USE CASES.....	2

Writing Effective Use Cases, by Alistan Cockburn

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# Test Suite Highlights

- ❖ Refer back to the scope document
- ❖ Suite Button: Create all the suites
- ❖ Case Button: Next create the cases
- ❖ Test Case Review Time
- ❖ Now fill in the steps
  - Export Button
  - Plus a few bookmark Buttons



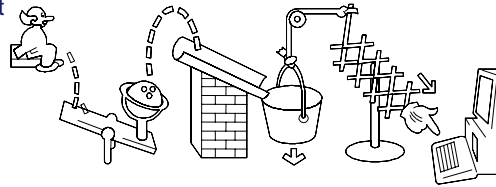
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# MS Project Planning

## ■ How the MS Project Plan is laid out.

- Documentation
- Scope Document
- Test Plan Suite
- Entrance Criteria Document
- Lab or Hardware Setup
- Training
- Integration Testing
- RQA #1
- RQA #2
- PTE
- Compile or create PVT Test Suites
- Final Reports
- PVT
- Customer Support Follow up
- Project Cleanup



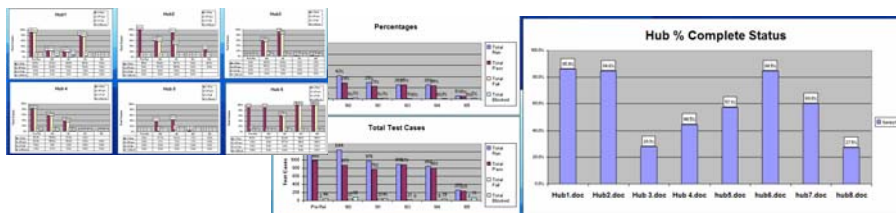
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# Test Tracking

## ❖ Tracking Your test Status

Hub	Hub Name	Hub Comment	Total Test Cases	Total Test Cases Passed	Total Test Cases Failed	Total Test Cases Pending	Total Test Cases Blocked	Total Test Cases Retired	Total Test Cases Archived
Hub 1	Hub 1.doc		100	80	10	5	2	1	1
Hub 2	Hub 2.doc		100	70	15	5	2	1	1
Hub 3	Hub 3.doc		100	60	20	5	2	1	1
Hub 4	Hub 4.doc		100	50	25	5	2	1	1
Hub 5	Hub 5.doc		100	40	30	5	2	1	1
Hub 6	Hub 6.doc		100	30	35	5	2	1	1
Hub 7	Hub 7.doc		100	20	40	5	2	1	1
Hub 8	Hub 8.doc		100	10	45	5	2	1	1

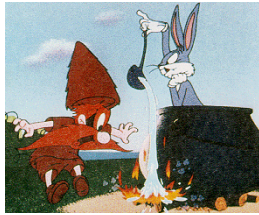


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Just when you thought you were done.

## The Final Report



### 1 YOUR PROJECT Project

#### 1.1 Feature Header

#### 2 Test Results Statistic

##### 2.1 Waterfall Model

##### 2.2 QA Test Cycle

#### 3 Defect evaluation

##### 3.1 Defect Density

##### 3.2 Deferred Defects

##### 3.3 Conclusion

#### 4 Open Defect and Customer Support Issues

#### 5 Summary

[Final Report .doc](#)

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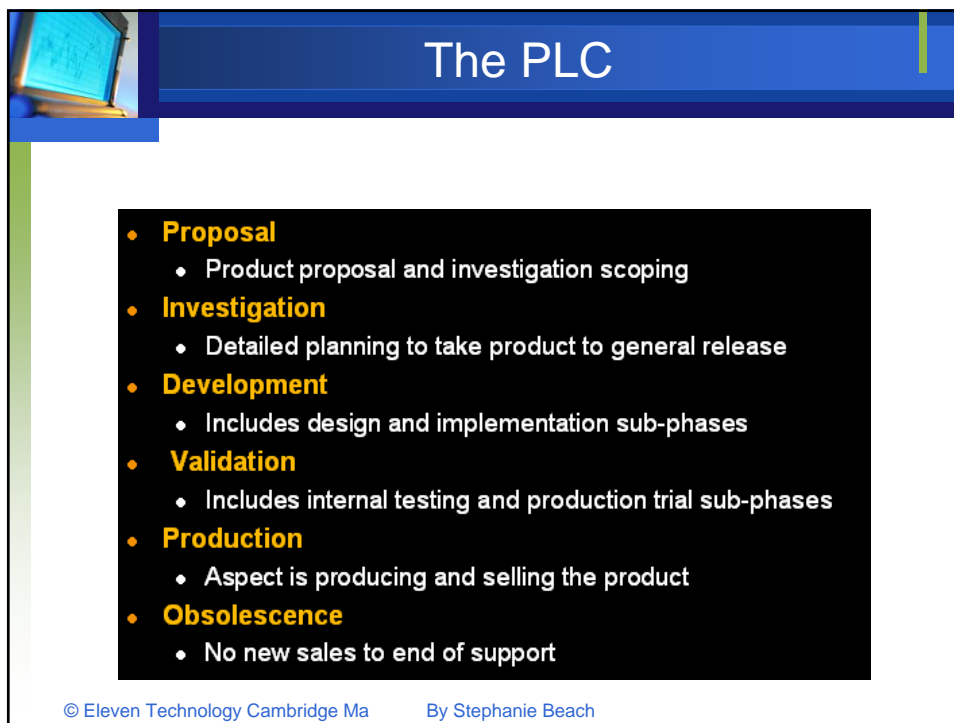
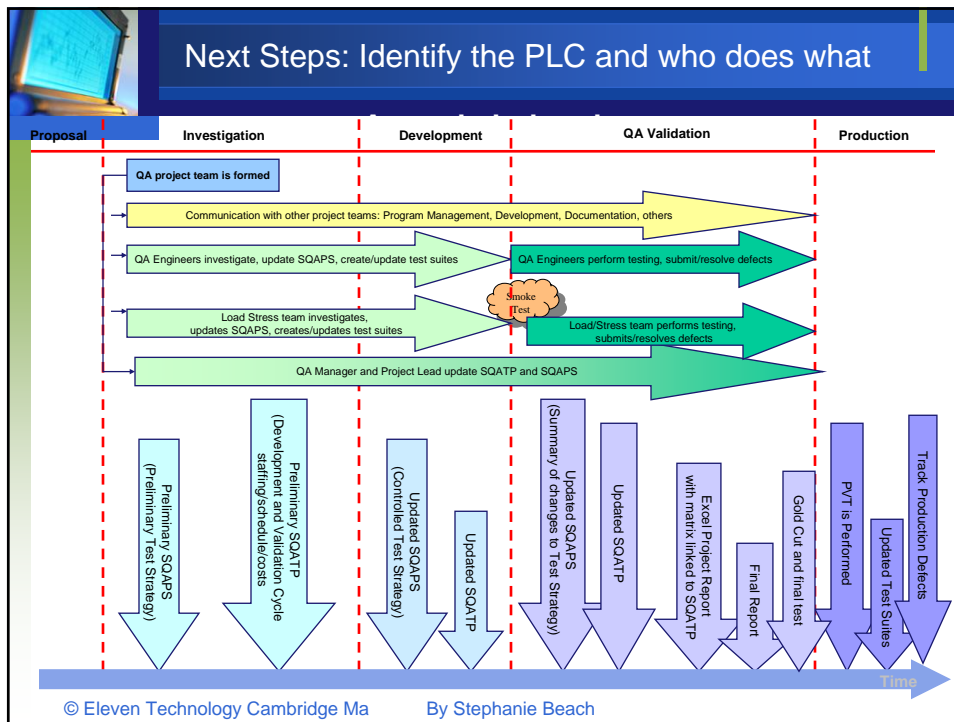
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Do we have time for more

- ❖ Maybe not but this next section is what you want to build towards.
- ❖ Get involved with the company's PLC
- ❖ This shows you who does what in YOUR department. So everyone has a task to do and there is guidance.

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## QA Manager's work on Investigation Cycle

```

    graph TD
      A[Project declared active by Management] --> B([Create Project Directory])
      B --> C([Create Feature Directory])
      C --> D([Create SQATP])
      D --> E([Create SQAPS])
      E --> F[QA Engineer obtains Business requirements Doc]
      F --> G([Assign Engineer's])
      F --- H[Preliminary Schedule]
      G --- I[Setup for Engineer]
  
```

Complete	Task Name
0%	<Project Name>
0%	Documentation
0%	Obtain functional specification
0%	Review / Comprehend Documents
0%	Scope Document
0%	Write Scope Document
0%	Group Review of Document
0%	Revise Scope Document
0%	Second Review
0%	Final Revision / Sign Off - Email to Upper Managers
0%	Test Plan Suite
0%	Create Test Suite
0%	Review with Peers
0%	Revise
0%	Review with Developers/Product
0%	Final Revision / Sign Off - Email to Upper Managers
0%	Entrance Criteria Document
0%	Define Minimum Acceptance Requirements
0%	Create Entrance Criteria Document
0%	Review / Entrance Criteria with Developers
0%	Lab or Hardware Setup
0%	Training

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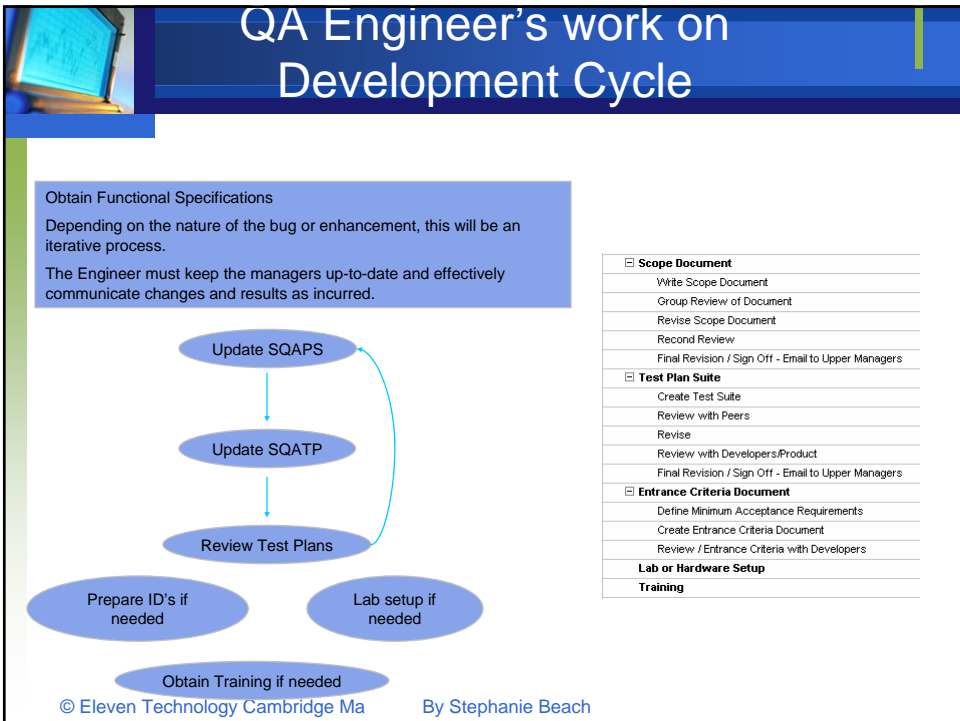
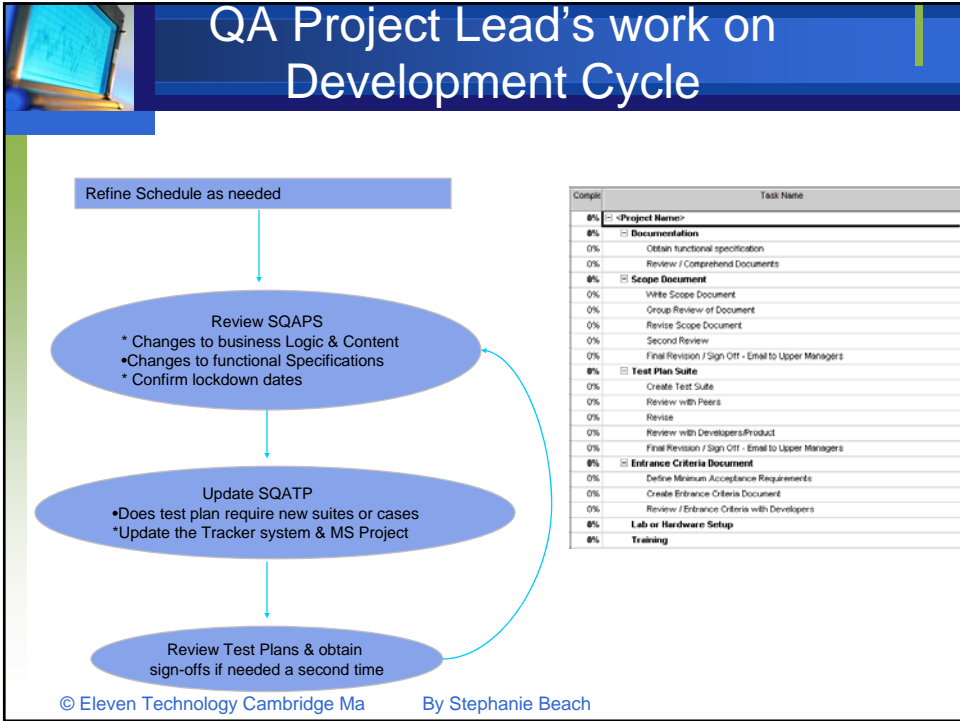
## QA Engineer's work on Investigation Cycle

```

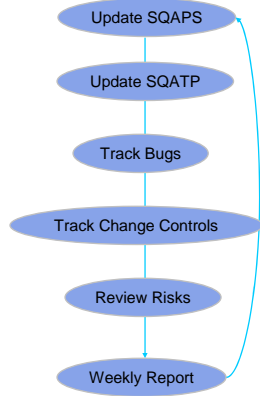
    graph TD
      A[QA Engineer obtains Business requirements Doc] --> B([Discuss testing strategy with Manager])
      B --> C([Update SQATP])
      C --> D([Update SQAPS])
      D --> E([Obtain Functional Spec])
      C --- F[Refine Schedule]
      D --- G[Put tentative schedule in Scope doc]
      E --- H([SQATP Submitted to upper Managers for refinement by QA Manager])
  
```

Complete	Task Name
0%	<Project Name>
0%	Documentation
0%	Obtain functional specification
0%	Review / Comprehend Documents
0%	Scope Document
0%	Write Scope Document
0%	Group Review of Document
0%	Revise Scope Document
0%	Second Review
0%	Final Revision / Sign Off - Email to Upper Managers
0%	Test Plan Suite
0%	Create Test Suite
0%	Review with Peers
0%	Revise
0%	Review with Developers/Product
0%	Final Revision / Sign Off - Email to Upper Managers
0%	Entrance Criteria Document
0%	Define Minimum Acceptance Requirements
0%	Create Entrance Criteria Document
0%	Review / Entrance Criteria with Developers
0%	Lab or Hardware Setup
0%	Training

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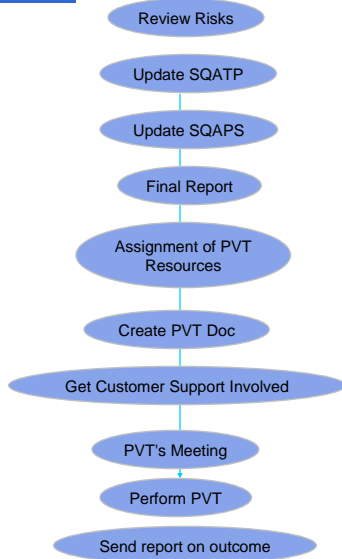
# QA Manager's and QS Engineer's work on Validation Cycle



Complete	Task Name	Duration	total Tl	Pass	Fail	Block	source Nam	Start	Finish
0%	<input type="checkbox"/> Integration Testing	18 hrs	0	0	0	0		Mon 7/15/02	Wed 7/17/02
0%	Developers declare Integration Environment ready for Testing	1 day	0	0	0	0		Mon 7/15/02	Tue 7/16/02
0%	Execute Integration Tests	6 hrs	0	0	0	0		Tue 7/16/02	Tue 7/16/02
0%	Review Integration Results with Developers	4 hrs	0	0	0	0		Tue 7/16/02	Wed 7/17/02
0%	<input type="checkbox"/> RQA #1	128 hrs	0	0	0	0		Wed 7/17/02	Wed 8/7/02
0%	Install in QA	2 days	0	0	0	0		Wed 7/17/02	Fri 7/19/02
0%	Input Test Suites	2 wks	0	0	0	0		Fri 7/19/02	Fri 8/2/02
0%	Review Results of RQA #1 with Team	3 days	0	0	0	0		Fri 8/2/02	Wed 8/6/02
0%	<input type="checkbox"/> RQA #2	132 hrs	0	0	0	0		Wed 8/7/02	Thu 8/29/02
0%	Developer's Bug Fix Phase	5 days	0	0	0	0		Wed 8/7/02	Wed 8/14/02
0%	Install in QA	1.5 days	0	0	0	0		Wed 8/14/02	Thu 8/15/02
0%	Input Test Suites	2 wks	0	0	0	0		Thu 8/15/02	Thu 8/29/02

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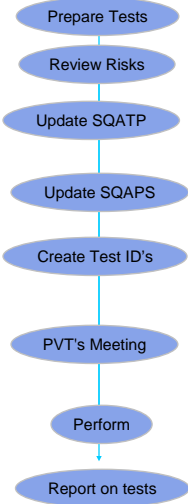
# QA Manager's work on PVT



<input type="checkbox"/> <b>Final Reports</b>
Write up preliminary Final Report (8 days prior to PVT)
Email Preliminary Report for Review
Review Preliminary Final Report
Write up Final Report on Project
Release Review Meeting to Notify Management and Users
<input type="checkbox"/> <b>PVT</b>
Update Change Control Data Base
Create PVT Template
Activate ID's
Install Code to Production
<input type="checkbox"/> <b>PVT Test Suites</b>
<i>Input Test Suites</i>
Update PVT Template with PVT Results
Notify Management of completion of PVT via pager and emailing results
Move Project's directory to 'closed' state (if applicable)

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# QA Engineer's work on PVT



```

graph TD
    A(Prepare Tests) --> B(Review Risks)
    B --> C(Update SQATP)
    C --> D(Update SQAPS)
    D --> E(Create Test ID's)
    E --> F(PVT's Meeting)
    F --> G(Perform)
    G --> H(Report on tests)
            
```

<b>Final Reports</b>
Write up preliminary Final Report (8 days prior to PVT)
Email Preliminary Report for Review
Review Preliminary Final Report
Write up Final Report on Project
Release Review Meeting to Notify Management and Users
<b>PVT</b>
Update Change Control Data Base
Create PVT Template
Activate ID's
Install Code to Production
<b>PVT Test Suites</b>
<i>Input Test Suites</i>
Update PVT Template with PVT Results
Notify Management of completion of PVT via pager and emailing results
Move Project's directory to 'closed' state (if applicable)
Notify Management of completion of PVT via pager and emailing results
Move Project's directory to 'closed' state (if applicable)

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# Q & A

## Any Question?

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