

THE IMPORTANCE OF DOMAIN KNOWLEDGE FOR SQA ENGINEERS

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Introduction

- ▣ More about me and the topic
- ▣ Why this topic?
- ▣ Let's have a discussion

Discussion Topics

- ▣ What is domain knowledge?
- ▣ What are the types of domain knowledge?
- ▣ Can it help you do your job better?
- ▣ Can it help your organization?
- ▣ Can it help your career?
- ▣ Other benefits? Negatives?
- ▣ How do you obtain domain knowledge?
- ▣ What do other QA Manager's say?
- ▣ Summary

What is Domain knowledge?

- ▣ Wikipedia: "...in software engineering, *domain knowledge* is knowledge about the environment in which the target system operates..."
- ▣ www.usabilityfirst.com : "...knowledge about a specific field of interest; knowledge about the content area for which a piece of software is being designed..."
- ▣ A.k.a. subject matter expertise
- ▣ Contrast to domain-independent knowledge

Types of Domain knowledge

- ▣ Industries
 - BFSI, retail, telecommunications, education, etc.
- ▣ Organizational
 - Government, nonprofit, for-profit
- ▣ Specialty Product Areas
 - Medical devices, laboratory automation, etc.
- ▣ Profession
 - Accounting, medicine, law, etc.

Can domain knowledge help you do your job better?

- ▣ Better understanding of requirements
- ▣ Better test cases created
- ▣ Better test parameters selected
- ▣ More acceptance of design feedback
- ▣ Better customer perspective

How can your domain knowledge help your organization?

- ▣ Do your job better
- ▣ Assist other groups
- ▣ Help customers

How can domain knowledge help your career?

- ▣ Do your job better
- ▣ Help your organization
- ▣ Expand your network
- ▣ Improve your resume
- ▣ More easily change your career path

Is it more important for agile or traditional methods?

- ▣ Traditional / Sequential
- ▣ Agile or Lean

Are there other benefits?

- ▣ Learning new things
- ▣ Joy of being an expert
- ▣ Can you add any others?

Are there non-benefits?

- ▣ Time taken away from learning product and technical skills
- ▣ Time taken away from test activities
- ▣ Perception or Reality?
- ▣ Can you add any others?

How do you obtain domain knowledge?

- ▣ Internal
 - Training courses
 - Informal knowledge sessions
 - Incidental information
 - Interactions with those that have the knowledge
- ▣ External
 - Courses (college, trade, seminars)
 - Customer interactions
 - Internet sources, trade magazines / journals, books
 - Societies / Organizations

What do other QA Manager's say?

- ▣ Asked 5 questions related to the topic
- ▣ The response scale was:
 - Strongly agree
 - Agree
 - Neutral
 - Disagree
 - Strongly disagree

What do other QA Manager's say?

- ▣ I have worked for a company where it was necessary for QA Engineers to have domain knowledge
- ▣ Nearly all "Strongly Agree" or "Agree"

What do other QA Manager's say?

- ▣ I feel it is important that companies hire QA Engineers with domain knowledge
- ▣ All "Agree" or "Strongly Agree"

What do other QA Manager's say?

- ▣ I feel that QA Engineers perform better when they have more domain knowledge
- ▣ All "Agree" or "Strongly Agree"

What do other QA Manager's say?

- ▣ I do not think it is necessary for a QA Engineer to have domain knowledge
- ▣ Nearly all "Disagree" or "Strongly Disagree"

What do other QA Manager's say?

- ▣ I feel domain expertise is beneficial to a QA Engineer's career
- ▣ Nearly all "Agree" or "Strongly Agree"

Summary

- ▣ It helps you do your job better
- ▣ It helps your organization
- ▣ It helps your career
- ▣ There are additional benefits
- ▣ There may be some trade-offs
- ▣ It is a definite PLUS!



"NO YOU CAN'T ASK A QUESTION."

Q & A / Discussion