Let's Focus More on Quality and Less on Testing

Joel Montvelisky
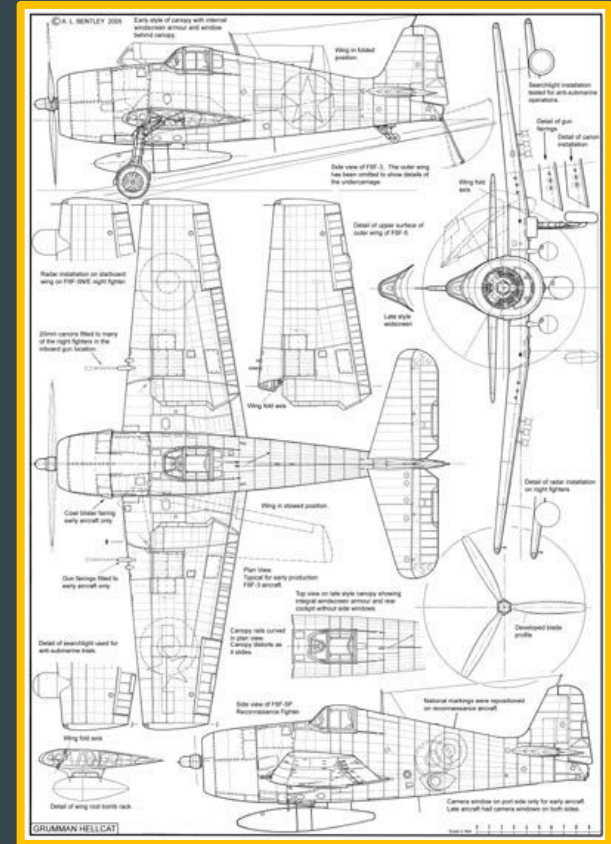PractiTest - Chief Solution Architect

PractiTest

About Me!

QA / Testing

(last 22 years)

- Tester
- QA Manager
- Blogger / Podcaster
- Speaker
- Consultant
- Solution Architect

Joel Montvelisky
Follow: @joelmonte

PractiTest

- Chief Solution Architect

Other Stuff

- Testing 1-on-1 Podcast
- State of Testing™
- Online Test Conference

PractiTest Solution QA information hub for better decision making

End-to-end test management to incorporate all testing elements in one central platform

BUG TRACKERS

CI/CD

AUTOMATION

SCRIPTED & EXPLORATORY

► Increase Visibility & Communication

► Streamline Processes

► Enhance Efficiency

► Lower Cost and Improve ROI

► Reduce Time to Market

Trusted & loved by 100s of teams across continents & industries
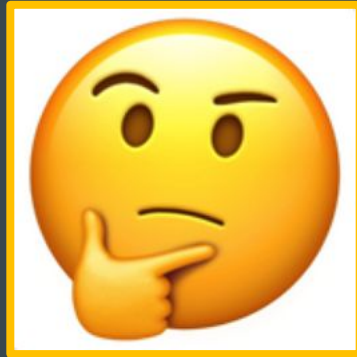
What Value Do You Provide to Your Company?

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- What decisions do you help make?

- How do you change the way your company delivers products?

- If you were not there, what would be different?
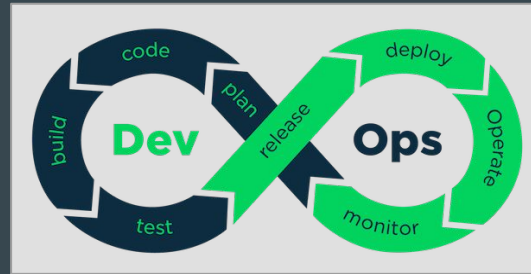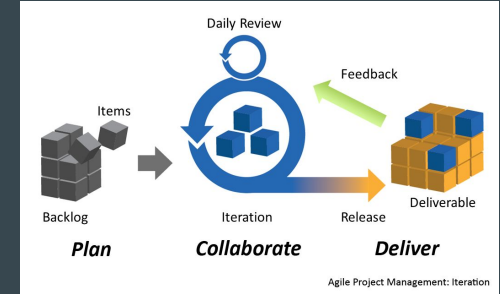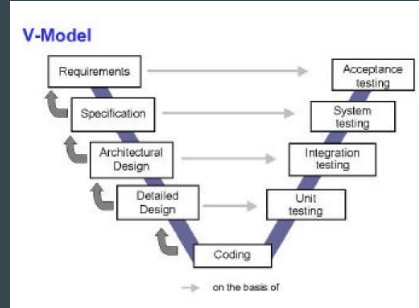
Hold on to these answers for the next 20 min…

Software Development is undergoing a constant Evolution

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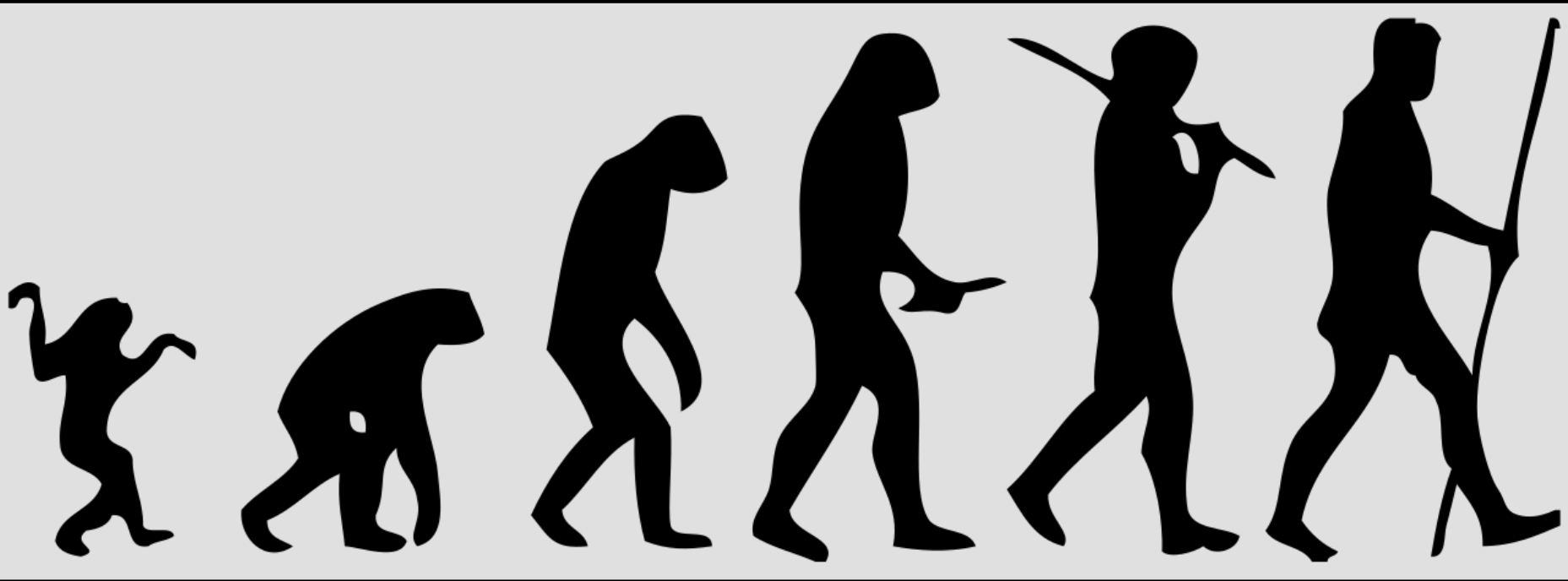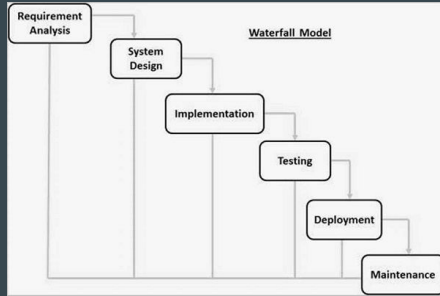
Waterfall – V – W Models
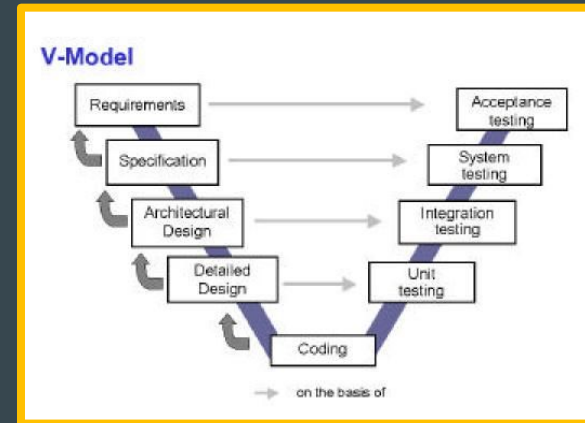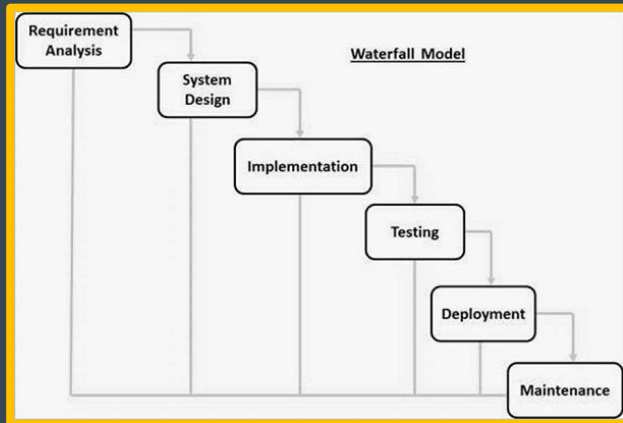
Waterfall – V – W Models

- Requirements are "ready" and "complete"

- Dev & Testing work separately

- Work based on Cycles converging into a Big Release

- Products are shipped to "someone" outside the team

- Feedback comes via 3rd or 4th sources

Waterfall – V – W Models

Objective of the Testing Team:

Find all the bugs before releasing the product.

Ensuring the final product has reached
the desired levels of quality and stability.

Iterative / Agile Models
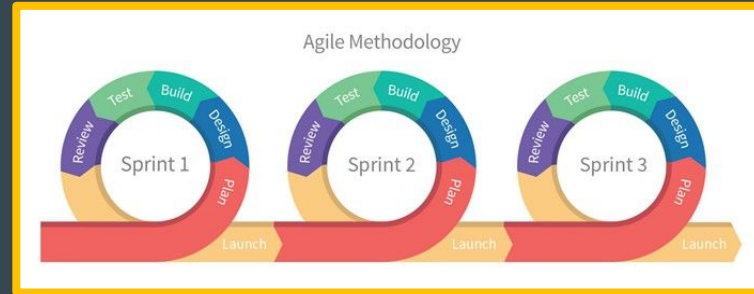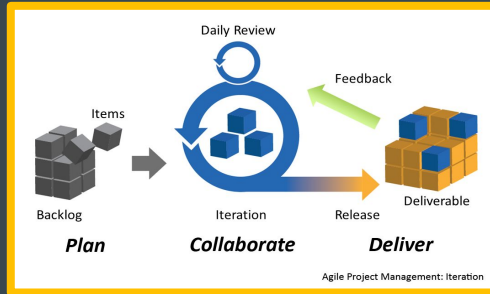
Iterative / Agile Models

- Dev & Test work as an Integrated group

- User stories are elaborated by the team

- Devs "should" take a more active part in testing

- Short sprints, faster delivery and feedback

- Products are shipped to someone outside the team

- Feedback via 3rd or 4th sources

Iterative / Agile Models

Objective of the Testing Team:

Work together with Dev
to test and deliver products quickly,
receive feedback from the field,
and continue the development process.

How we got to DevOps?

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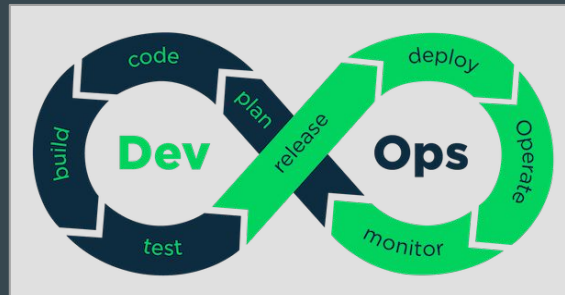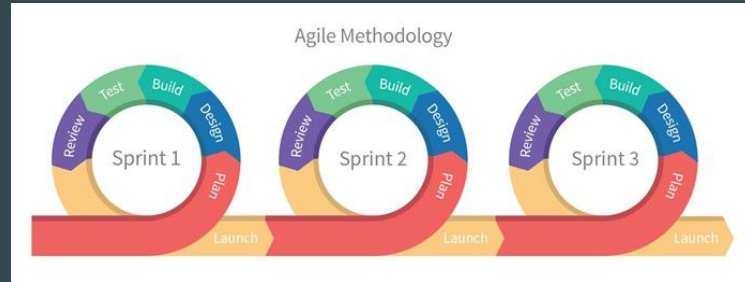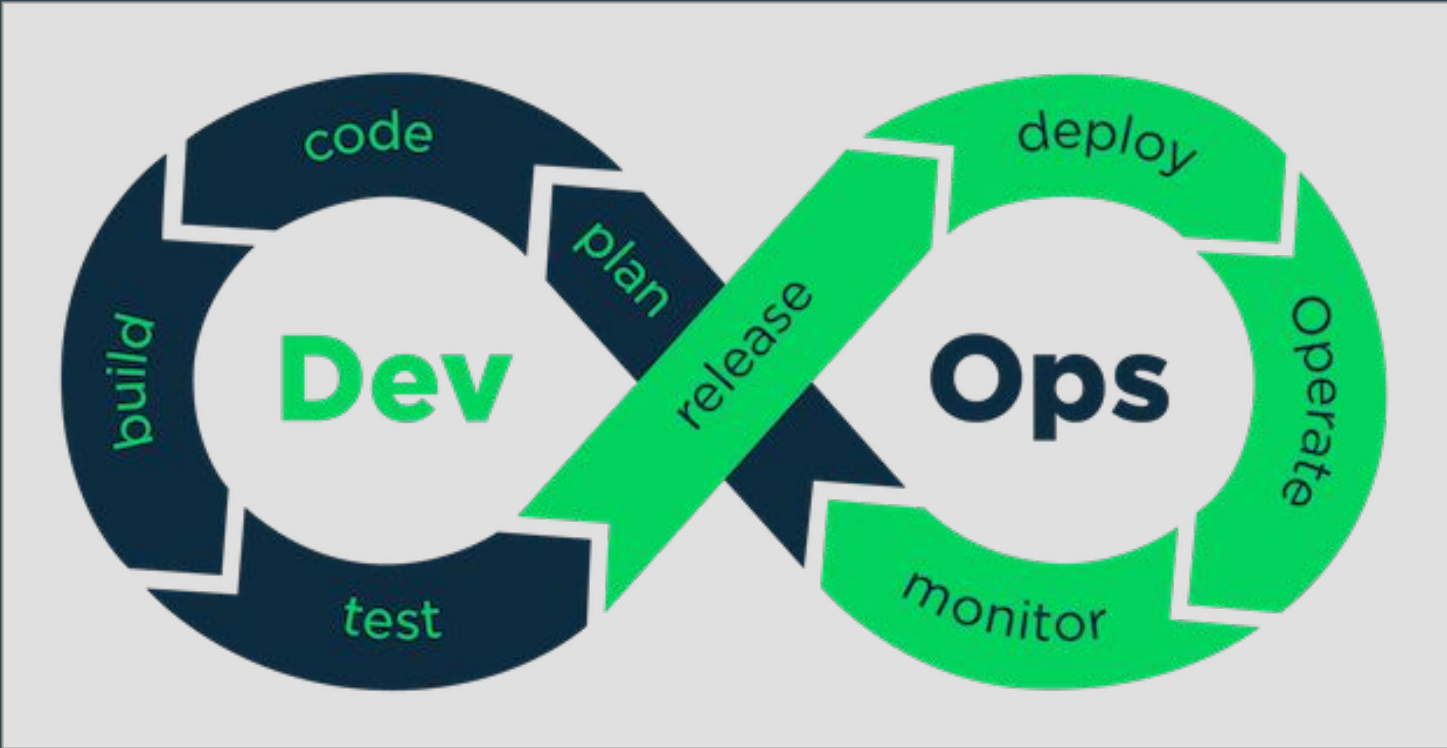
DevOps

Feels a lot like Agile but…

- We are in charge of deploying and running the product in our production environments

- We do not need to wait or ask others to get feedback on the product – we can measure it directly from usage

- Cost of releasing bugs to production is radically reduced

DevOps

Objective of the Testing Team:

Work with Dev to release quickly, enabling stability on the deployment process, engineering fast feedback from production.

Back to our "evolution"
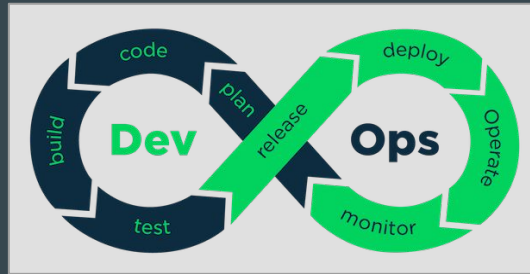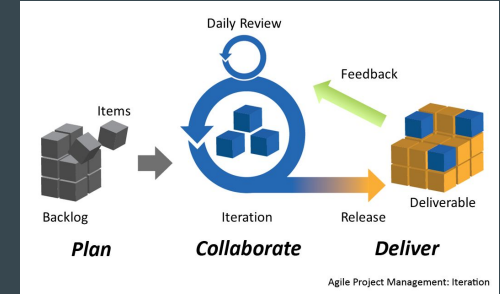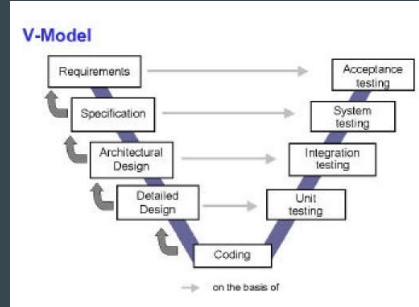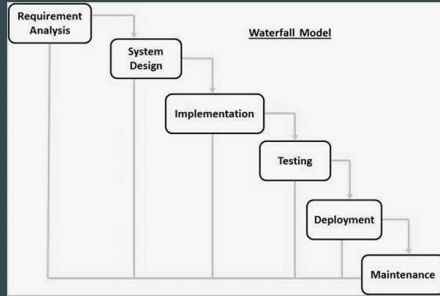
Modern Testing

Modern Testing - MT

Originally defined by Alan Page and Brent Jensen in the AB Testing Podcast

<u>http://moderntesting.org</u>

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AB Testing

Alan and Brent talk about Modern Testing – including Agile, Data, Leadership, and more.

Modern Testing Principles

The Modern Testing Mission Statement

Accelerate the Achievement of Shippable Quality

The MT Principles

These continue to be a work in progress – feel free to add comments, or join our slack group for a more detailed discussion.

The seven principles of Modern Testing are:

1. Our priority is improving the business.
2. We accelerate the team, and use models like Lean Thinking and the Theory of Constraints to help identify, prioritize and mitigate bottlenecks from the system.
3. We are a force for continuous improvement, helping the team adapt and optimize in order to succeed, rather than providing a safety net to catch failures.
4. We care deeply about the quality culture of our team, and we coach, lead, and nurture the team towards a more mature quality culture.
5. We believe that the customer is the only one capable to judge and evaluate the quality of our product
6. We use data extensively to deeply understand customer usage and then close the gaps between product hypotheses and business impact.
7. We expand testing abilities and knowhow across the team; understanding that this may reduce (or eliminate) the need for a dedicated testing specialist.

THE MODERN TESTING PODCAST

Read the Modern Testing Principles

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MT – Mission Statement

Accelerate the Achievement of Shippable Quality

MT 7 Principles (1/2)

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MT 7 Principles (2/2)

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What does this mean
to me and my team tomorrow?

PractiTest

coggle
made for free at coggle.it

Focus on Quality& Not on Testing

Deployment & Release Process
- Deployment & rollback design & testing
- Release risk management
- Staged process & milestones
- Scheduling and Notifications

Bring "customers" into the Process
- Bring real data / applications / configuration
- Visit customers to get feedback
- Create "Personas" for your team

Test Enablement for Devs
- Develop Test Artifacts
- Testing Cookbooks
- Test Environment generation

Coordination with other teams
- Gather inputs
- Create information flows

Production Analytics
- Dashboards and alerts
- Instrumentation planning and testing
- Feature validation analytics

User Story Validation
- Ensure Usability and Accessibility
- Define instrumentation
- Generate MVPs
- Define Measurable Success Criteria (in production)
- Detect conflicts and inconsistencies with existing product
- Capture inputs from other departments

Test Training & Coaching
- Pair testing sessions with Devs
- New Dev Training programs
- Test process definition
- Testing Pre-Briefing & De-briefings

User Story Validation

1. Generate MVPs – release small and get validation quickly

2. Define measurable success criteria for production

3. Define correct instrumentation for monitoring purposes

User Story Validation

4. Detect conflicts and inconsistencies with other product areas

5. Ensure usability and accessibility

6. Capture inputs from all other departments (support, sales, customer success, etc)

Bring "customers" into the Process

Bring "customers" into the process

1. Take part of calls and visits with support, services, sales, etc.

2. Create "Personas" for the Development process

3. When possible, bring data for use in development

Test Training and Coaching

Test Training and Coaching

1. Test Training for New Developers

2. Test process definition

3. Pair testing sessions with developers

4. Test pre-briefings and de-briefings with developers

Test Enablement for Devs

1. Testing cookbooks

2. Test Environment generation
   - Readily available dockers
   - Realistic data and setup

3. Test artifacts development
   - Checklists
   - Heuristics
   - Sanity / Smoke scenarios

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Deployment and Release Process

1. Release risk assessments

2. Staged process and milestones definition

3. Deployment and rollback design and testing

4. Scheduling and notification process

Production Analytics

Production Analytics

1. Instrumentation planning and testing

2. Feature-validation analytics

3. Dashboards & alerts generation
   - Product Health dashboards
   - Strategic Customer dashboards

Coordination with External Teams

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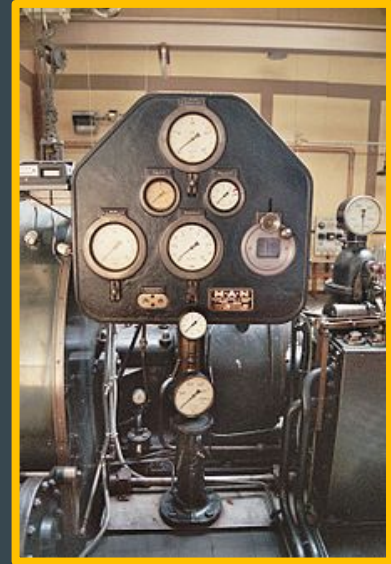
Coordination with External Teams

1. Gather inputs and needs

2. Generate Information flows

3. What teams?

   ○ Program/Project Management

   ○ Support

   ○ Documentation

   ○ Services

   ○ Customer Success

Focus on Quality& Not on Testing

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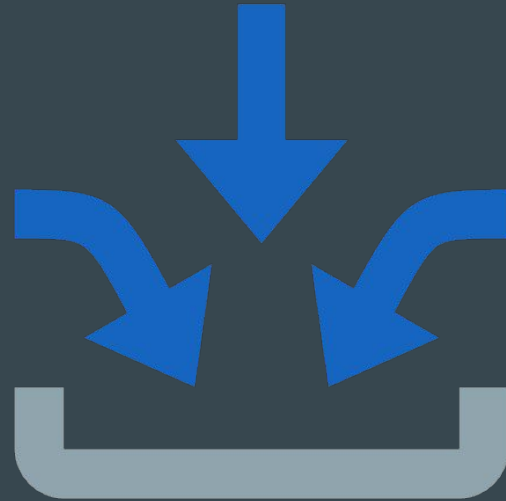Coordination with other teams
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