

# From Dinosaur to Cutting Edge

5 Practical Keys to Avoiding Extinction in An Agile QA World

## INTRODUCTION

- *Robert Gormley, a Principal Consultant at SWAT Solutions*
- *Focus has always been on creating lean, flexible processes that allow organizations to produce quality software that meets their customer's needs*
- *Leveraging a Master's in Education, Robert passionately trains and mentors all types of resources (regardless of title or function) in the ways of Total Quality*
  - *Zombie Enthusiast*

## OBJECTIVE

- SHARE MY JOURNEY
- OFFER UP SUGGESTIONS
- CHALLENGE YOUR THINKING
- POINT OUT SOMETHING YOU DIDN'T ALREADY KNOW

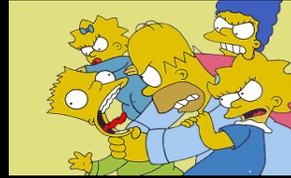
## BACKGROUND

“Well, you better start looking for a new job. Agile isn't a methodology, it's an excuse for people not to write down requirements and a way for business to take control of the development process. People like your product manager who knows nothing about IT are going to be running your life. Good luck!”

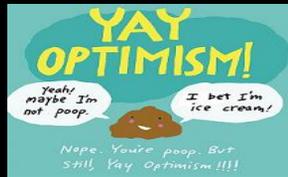
## Key 1 - COLLECTIVE COMMISERATION



WARM FUZZIES (GREEN)



DESTRUCTIVE (RED)

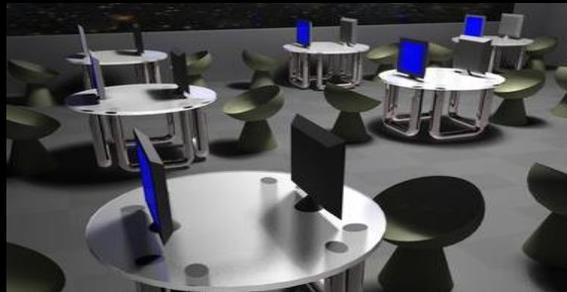


CAUTIOUSLY OPTIMISTIC (YELLOW)

## Key 2 - TRAINING

FIND A BUDDY

FORUM/BLOGS

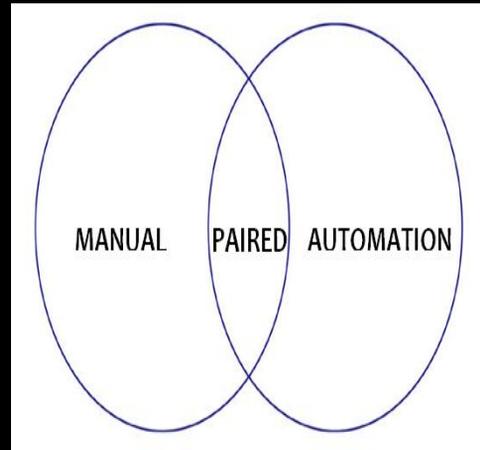


TRADITIONAL

COMMUNICATION

## Key 3 - PAIRED TESTING

- Most QA teams have 2 types of resources: Manual & Automated
- Manual Tester – Heuristic
- Automation Tester – Holistic
- Rotate Pairs Often (Each Sprint)
- Set specific time requirements (At Least 1 Hour a Day)



## Key 4 - DONE DONE?



- High quality automated tests which are part of the Continuous Integration (CI) process
- Automation coverage = 100% of Acceptance Criteria
- Exhaustive Testing is not possible - CTFL 7 QA principles
- Immediate feedback is imperative
- No business wants to spend days, weeks, or months doing Regression Testing at the end

## THINK BIG, START SMALL



- Make resource (tools and personnel) decisions before Sprint 0
- Make good use of Sprint 0: infrastructure, design, and architecture is important
- Have coding standards and have a tool or a peer review process
- Collaborate on enterprise framework design and architecture but have an ultimate authority
- Have extra automation resources
- “Never do tomorrow what you can do today”

## Key 5 - CUSTOMER-DRIVEN

### NOKIA

- A decade ago, the company was worth \$200 billion and dominated the handheld device market
- Focus was on manufacturing easy-to-use, reliable phones
  - Prioritized customer “needs” over “wants”
  - Recently sold to Microsoft for \$7 billion

## CUSTOMER-DRIVEN

### NETSCAPE

- Owned nearly 80% of the browser market in the late 1990s
  - Shifted focus from Navigator to Communicator
    - Prioritized customer “wants” over “needs”
      - Firefox and Thunderbird

## CUSTOMER-DRIVEN

“QA is much more than just validating functionality – it’s about customer satisfaction”

If people don’t use it, it might as well be broken

The beauty of acceptance criteria is being able to clearly define what a system should do; the short-coming is in defining what a system should NOT do

Help the software become more usable and improve the user experience

Operations teams like the customer support team may have valuable insights into how consumers are using your products

## CONCLUSION

KEY 1 – COLLECTIVE COMMISERATION

KEY 2 – TRAINING

KEY 3 – PAIRED TESTING

KEY 4 – AUTOMATION THAT'S DONE DONE

KEY 5 – CONSUMER-DRIVEN

# THANK YOU