

## MARCH 2010 CONFERENCE PROGRAMME

### BCS SIGiST – Lean and Mean Testing

11th March 2010

Royal College of Obstetricians and Gynaecologists

27 Sussex Place, Regent's Park, London NW1

<b>08:30</b>	Coffee & Registration, Tools & Services Exhibition opens		
<b>09:15</b>	<b>Introduction and Welcome</b> Geoff Thompson, SIGiST Vice Chairman		
<b>09:30</b>	<b>Opening Keynote</b>  <b>Lean Principles in Testing, IT and Life</b> Wayne Mallinson, Test and Data Services		
<b>10:30</b>	<b>Networking session and commercial break</b>		
<b>10:45</b>	Tea/coffee break Opportunity to visit the Tools & Services Exhibition		
<b>11:15</b>	<b>Visual Approach to Risk Based Integration Testing</b> Neil Pandit, Sopra	<b>Workshop M1</b>  <b>Learning Lean Principles through Production Simulation</b>  Wayne Mallinson Test and Data Services	<b>Workshop M2</b>  <b>The Elements of Test Strategy</b>  Paul Gerrard, Gerrard Consulting
<b>12:00</b>	<b>Customer Experience Testing</b> Mo Shannon and Lucy Heenan, BT		
<b>12:45</b>	Lunch break Opportunity to visit the Tools & Services Exhibition  ----- (13.00) Lunch time vendor talks		
<b>14:00</b>	<b>The Share Point:</b> Book Review: "Managing the Test People" by Judy McKay Tonnvane Wiswell, The Post Office		
<b>14:15</b>	<b>Introducing Testing into a Scientific Software Team</b> Chris Morris, Daresbury Lab	<b>Workshop A1</b>  <b>End to End Agile: Telling a Testing Story</b>  Ant Gardiner & Tom Quinn, iMeta Technologies Ltd	<b>Workshop A2</b>  <b>Don't Shoot the Messenger</b>  Susan Windsor, WMLH Consulting
<b>15:00</b>	<b>Agile: A Development Model or a Religion?</b> Pablo Garcia Munas, Know-IT		
<b>15:45</b>	Tea/coffee break Opportunity to visit the Tools & Services Exhibition		
<b>16:15</b>	<b>Closing Keynote</b>  <b>Advancing Testing using Axioms</b> Paul Gerrard, Gerrard Consulting		
<b>17:00</b>	Closing Remarks		

The SIGiST committee reserves the right to amend the programme if circumstances deem it necessary. Workshops will have limited places, to avoid disappointment these must be booked in advance.

## ABSTRACTS AND BIOGRAPHIES

### Opening Keynote: Lean Principles in Testing, IT and Life

#### Wayne Mallinson, Test and Data Services

LEAN manufacturing has surpassed traditional mass production techniques with higher quality, reduced costs and faster time to market. LEAN started in the automobile industry with Toyota spearheading the techniques and specific company behaviours required. LEAN has more recently shown similar positive results in other manufacturing organisations, retailers and service organisations and is now enjoying great interest in some IT-serviced companies as it improves software development and testing activities.

LEAN principles have commonalities with Agile approaches. Learning more about LEAN techniques, culture and practice can add further value to your Agile or Waterfall software development approaches.

Like many great truths LEAN principles can be used to advantage both at work and at home to help you reduce waste by converting it into shorter cycle times, higher quality products and much less stress. To do all this successfully you will need the buy-in of everyone at work as LEAN will change everything given the effort.

*Wayne Mallinson has moved through the profession of Mining Geology to Software Testing, which he has practised for the past 22 years and still is learning more each day. He is a qualified natural scientist and testing Practitioner and is now studying for his Executive MBA degree in a quest to learn how a little bit of management science can raise the bar in software quality and productivity.*

*He and his wife Jenny, have three grown up children.*

### Visual Approach to Risk Based Integration Testing

#### Neil Pandit, Sopra

The objectives of risk based testing and the interpretation of them by Project Stakeholders and testing teams can sometimes cause confusion and division. Often, Project Stakeholders are keen to adopt a process of risk based testing as the benefits are easily promoted: reduced testing costs through targeted testing and reduced risk of failure in production. However, from a test team perspective, it is seen as an opportunity for management to do less testing and thus be perceived as increasing the overall risk in production.

As a result, in projects where significant change is required, integration testing can be particularly difficult and Test Managers are presented with immense challenges. Not least of these is the visibility around how much / little testing to do in order to satisfy all parties. In addition, in an environment where progress reporting still favours the traditional "progress against planned", neither Stakeholders nor the test team are being fully informed of the risks that have been mitigated.

Using real examples this presentation highlights a possible solution via a practical approach to risk based testing and reporting for complex networks of systems and interfaces. It provides an objective and visual representation of potential risks through the use of an annotated system architecture diagram. The process considers both the business impacts and technical complexities of the systems, with the architecture diagram being mutually agreed by both Project Stakeholders and the test team.

This system architecture diagram will not only recommend the order in which systems and interfaces are to be tested, but provide an objective priority of fixing new and existing defects. Finally, this presentation will show how testing progress and the associated residual risks can be reported visually, thereby satisfying both Project Stakeholders' needs and addressing the test team's concerns.

*Neil Pandit is currently a Senior Test Consultant at Sopra Group, providing consultancy and thought leadership across all industry sectors. With 14 years IT experience, the last 8 years he has specialised in Test Management and Consultancy. Starting his career in development, Neil rapidly progressed from managing testing teams to Senior Test Management Roles for major financial institutions and system integrators. Neil is currently involved in the practical application of risk based testing.*

## Customer Experience Testing

### Mo Shannon and Lucy Heenan, BT

Customer Experience is a relatively new area of business focus and trying to test it is even newer. This presentation will explain what we mean by the customer experience and some of the problems of trying to define it, design it and test it. We will look at the differences between a traditional test approach and one where we focus on the Customer Experience. We will also demonstrate how different customers can need a different customer experience. Finally we will consider how we can get our traditional testers to accept and adopt this radically different approach.

*Mo has been working in BT since she graduated. Mo spent the first 9 years as a junior manager working in planning and customer service before returning to her degree subject in IT. Mo spent 20 years in IT and 13 of those have been as a test specialist. She has accreditations in Software Testing from ISEB and in Project Management from the APM. Mo has played an active part in the formation of the E2E Testing Professional Community and regularly represents BT at external events and conferences. She is a member of the BCS and is currently the Deputy Programme Secretary for the Specialist Group in Software Testing.*

## Introducing Testing into a Scientific Software Team

### Chris Morris, Daresbury Lab

The Protein Information Management System is being developed by an inter-disciplinary team that is scattered among five academic institutions. It must be highly reliable, and usable. Over time, the team have become effective at quality assurance, using techniques including error seeding, static analysis, review, and test driven development. The presentation will discuss the culture change process necessary to introduce testing practices.

*Chris Morris is project manager for a grant funded project to develop a laboratory information management system for protein scientists. He began his working life as a programmer working in assembly language, spent fifteen years working in other industries, then returned to programming in 2001. He soon realised that the hardest part of the job was not the coding, and began to study how to for manage software projects.*

## Agile: a Development Model or a Religion?

### Pablo Garcia Munas, Know-IT

Agile and Scrum has extended over the world and many developers and testers accept it like the “only truth” and a religion.

This presentation highlights first the problem that we have many young fanatics in development that would go very far to defend their beliefs.

The second section talks about the speakers experience of many successful projects that have been/are using parts of Agile and Scrum as a project and development model. The most common solutions are using Agile in combination of a more traditional model, some of them are explained.

The most common mistakes and the keys for success are presented at the end.

*Pablo Garcia Munos has been in the testing industry since 1996 and is a known profile in the Swedish testing industry. He sits in the board for SAST (Swedish Sigist) and has done so for the last six years. Pablo is an accredited ISTQB Foundation teaches and gives courses on a weekly basis. He is currently employed at*

*Knowit AB and works partly as a consultant and partly as competence responsible. He likes to speak about real things.*

## Advancing Testing Using Axioms

### Paul Gerrard, Gerrard Consulting

Test Axioms have been formulated as a context-neutral set of rules for testing systems. The Axioms evolved from a series of blogs posted by Paul in 2008, eventually being documented in “The Tester’s Pocketbook”, published in October 2009. The sixteen Axioms provide a framework for all systems testing and represent the critical thinking processes required to test any system. There are obvious opportunities for further research and potential to advance the practice of testing using them:

- The Axioms enumerate the key areas of test strategy and provide a checklist of concerns to be addressed in any test approach.
- Any company can use the Axioms as the basis of context-neutral testing assessment and to identify areas requiring improvement without using artificial, inappropriate maturity levels.
- The Axioms provide a framework for organising testing and teams in new ways, in Agile and other environments.
- Axioms define sixteen skills areas required by testers, and could form the basis of a tester development framework and possibly a certification regime that has meaning to practitioners.

This talk introduces the Axioms, the thinking behind them and how they can be used to reframe and potentially solve the most urgent problems in our discipline.

*Paul Gerrard is a consultant, teacher, author, webmaster, programmer, tester, conference speaker, rowing coach and publisher. He has conducted consulting assignments in all aspects of software testing specialising in test assurance. He has presented keynote talks and tutorials at testing conferences across Europe, and the USA and occasionally won awards for them.*

*Paul is Principal of Gerrard Consulting Limited, a Director of Aqastra Limited and is the host of the UK Test Management Forum.*

## Workshop M1: Learning Lean Principles through Production Simulation

### Wayne Mallinson, Test and Data Services

Lean principles were originally crafted on the factory floor. It is therefore fitting that these principles are taught in the context of a production environment albeit a simulated one.

In this workshop, delegates will learn about flow, value stream mapping, value analysis, resource levelling, the elimination of waste and the use of kanban. Lean measures of cycle time, cycle efficiency and percentage complete and finished will also be taught in the context of the simulation exercises.

At the end of the session a discussion will be held to draw the similarities and differences between Agile projects and the Lean approach.

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## Workshop M2: The Elements of Test Strategy

### Paul Gerrard, Gerrard Consulting

Test Strategy is a much misunderstood concept. When talking about a strategy for testing, most professionals think of a document, perhaps structured in accordance with IEEE 829 – the Standard for Test Documentation. But test strategy isn't a document, to be produced by rote, to be distributed, reviewed, approved – and then ignored. A better way of looking at test strategy is as a thought-process and as a journey.

**Test strategy is a thought-process** because if every project is unique, then every strategy is unique also. Using off-the-shelf solutions or previous test strategies, i.e. someone else's thinking, will simply not do. You have to think through, often from first-principles, exactly what you are trying to achieve with testing and why, before you can figure out how.

**Test strategy is a journey** because not every question of strategy can be answered early on. Much of the information required to complete a strategy may not be available until testing (whatever that is) begins. Agile approaches seem to leave little room for test strategy (and test management in general), but the goals of testing are unchanged. **Test strategy is appropriate for all contexts and approaches** because it helps stakeholder to understand what is and is not being achieved on their behalf.

This workshop considers what test strategy really is. The session promotes the Test Axioms from "The Tester's Pocketbook", as a checklist of items to be covered by a strategy and provides a set of questions to focus your thinking on each. A case study will be used to answer the questions and provide a basis for discussing what strategy should be used.

*Paul Gerrard is a consultant, teacher, author, webmaster, programmer, tester, conference speaker, rowing coach and publisher. He has conducted consulting assignments in all aspects of software testing specialising in test assurance. He has presented keynote talks and tutorials at testing conferences across Europe, and the USA and occasionally won awards for them.*

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## Workshop A1: End to End Agile: Telling a Testing Story

### Ant Gardiner & Tom Quinn, iMeta Technologies Ltd

This presentation will demonstrate the entire lifecycle involved in delivering a story within a sprint. From the definition of the story to the delivery and sign off they will explore the whole process with live demonstrations, detailed explanations and real world stories.

The presentation will flow as follows:

- Introduction to StoryTeller
- Creation of a story within the sprint along with acceptance criteria
- Creation of story acceptance criteria and associated tests
- Test Driven Development of the unit tests before the code is written
- Running of tests to prove failure
- Creation of the code
- Re-running of the test to show passes (both unit and acceptance tests)
- Potential refactoring
- Creation of manual test cases
- Build and release to test environment
- Running of test cases
- Running of exploratory testing

- Closing of story as done

All of the above will be done as a live demo.

The presentation is intended to show how a typical agile project could run but also show how the programmer and tester are merging closer together to deliver working software at the end of a sprint. As a side effect of this the presentation will also show how the traditional tester will need to move to a technical angle, yet at the same time showing that bridging the gap between technical and non-technical needn't be so daunting.

The StoryTeller software is relatively new to the market and this presentation is a good opportunity to show this tool to the agile community.

The presentation is delivered by two very experienced people who both approach agile projects from different backgrounds, mindsets and skills sets but work together to deliver consistently good quality software. This gives the presentation a balanced view and also shows how the two disciplines can work together to solve common agile development problems.

The demonstration will be live adding an extra dimension to the topic rather than a series of slides and theory.

**Tom Quinn** works as a Technical Architect for iMeta Technologies in Southampton. Tom started out as a C++ programmer, specialising in business to business e-Commerce applications.

## Workshop A2: Don't Shoot the Messenger

### Susan Windsor, WMLH Consulting

How many times have we taken criticism for being the bearer of bad news? Did we create the defects (of course not!); did we do our best in the time available (of course we did!). So, how can we move forward from here? Why are we misunderstood and not appreciated?

Getting our message over effectively requires others to receive it in a way they can understand. So, one key area we all strive to improve in the testing profession is in the area of communications. Being able to communicate effectively can enhance your career in your current organisation, improve your value as potential employee and provide you with greater self-confidence.

With the industry emphasis moving to goal based testing (as an enhancement to risk based testing) it's critical that we fully engage with stakeholders to appreciate their goals, include them in our test approach and perhaps most importantly, to provide them with sufficient and appropriate information to take critical management decisions.

This workshop will take two elements of effective communication:

- The science of persuasion
- The art of story telling

Individually, each of these techniques can significantly improve your communications skills. This workshop will introduce each element, provide reference material for further learning, and allow attendees to practice them all using practical exercises in the safe environment of the workshop. The workshop goals are to:

- Help you to increase stakeholder's confidence by learning how to present your judgement in a more appropriate way
- Learn techniques to help you obtain the information you need to create a successful test approach
- Improve your career prospects by adopting more effective communications techniques

**Susan** is the Managing Director of WMHL Consulting Ltd. in the UK, delivering strategic testing consulting services and a Director of Aqastra, retraining business administration staff to become acceptance testers. Prior to setting up her own business, Susan managed the Testing Service business for IBM. Susan has spoken at many industry conferences in the past, including EuroSTAR, SQSTest in London, Softest in Ireland, SIGIST in London and Expo08 in Madrid.