Specialist Group in Software Testing

THE TESTER

Next Conference: Thursday 21st June 2012

Conference Booking Instructions

To register online, please use the link below. Please note, the new BCS booking system accepts multiple and third party bookings:

https://events.bcs.org/book/251

LinkedIn & Twitter

The BCS Software Testing Specialist Group is now using social media platforms to improve communications both to members and between members.

Our LinkedIn Group (link below) will carry details of our conferences as they become available. It will also provide a place where people can discuss testing topics, make requests about future conferences, find employment opportunities (there are a few jobs advertised already) and generally keep up to date with our chosen industry. If you are already a member of LinkedIn then simply visit the group and make a request to join.

If you're not a member then go to http://www.linkedin.com/ to create an account.

If you use Twitter you can follow us @SIGiST.

http://www.linkedin.com/groups?mostPopular=&gid=3466623

Conference Sponsor

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We are an IT performance consultancy, providing a range of professional services focussed on helping businesses solve and prevent IT performance problems. We also develop functionally complex web and mobile applications. We believe in a holistic approach to application performance, applying our proprietary performance assurance framework across QA, development and operations. As an Amazon Web Services and Compuware partner, we deliver Performance testing in the cloud and use best of breed APM tooling. We have a large network of consultants and have recently established the Associates Programme to formalise and grow the network. We have also established the Performance Academy to provide training in strategy, engineering, assurance, testing and best practice. The Performance Academy is supported by a successful series of ebooks, webinars and podcasts by course leader and O'Reilly published author Ian Molyneaux, who is Intechnica's Head of Performance. Our client list includes Glaxo Smith Kline, Swinton Insurance, Unilever, Channel 4, Laterooms.com, ASOS, Nisa Retail and the Today's Group.

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Conference Agenda

Thursday 21st June 2012
Royal College of Obstetricians and Gynaecologists
27 Sussex Place, Regent's Park, London NW1

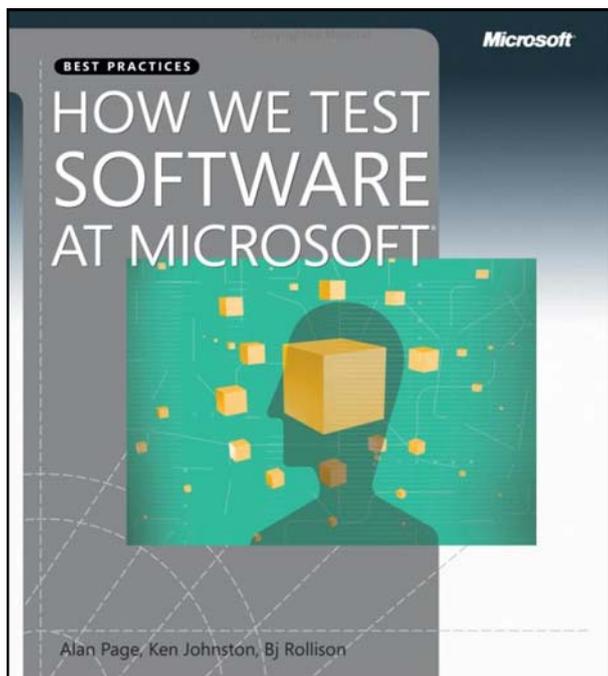| Time		
08:30	Coffee & Registration, Exhibition opens	
09:25	**Introduction and Welcome** Stuart Reid, SIGiST Chairman	
09:30	Opening Keynote **Are you managing testing – or 'The test process'?** Fiona Charles, Quality Intelligence Inc. & Program Chair at CAST 2012	
10:30	**Open Microphone and Networking session**	
10:45	Tea/coffee break	
11:15	**Reducing test cycles from 9 months to 1 week** Mathew Bissett , UK Government	**Workshop M1** **Techniques for Agile Manual Testers** Matthew Archer
12:00	**How fast is the Cloud?** Richard Bishop, Intechnica	
12:45	**[Vendor Session – TBC]**	
13:00	Lunch break Opportunity to visit the Exhibition (13.00) Lunch time vendor talks	
14:00	**How do you measure your own performance?** Theresa Pemble, Severn Trent Water	**Workshop A1** **Mind, map and strategy: using a mindmap to develop and communicate your test strategy** Fiona Charles, Quality Intelligence Inc. & Program Chair at CAST 2012
14:45	**In it for the long haul: end to end testing with selenium** Simon Stewart, Google	
15:30	Tea/coffee break Opportunity to visit the Exhibition	
16:00	Closing Keynote **The present: the tester benchmark and what about the future?** Ard Kramer, Independent Consultant	
17:00	- 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 try to book in advance.

Specialist Group Library

Borrowing a book

Looking for a testing book but not sure which topics are covered? Or are you trying to decide which testing book to buy? Or do you simply want to increase your testing knowledge? If the answer to any of these questions is 'yes' then the BCS Software Testing Specialist Group Library could help!
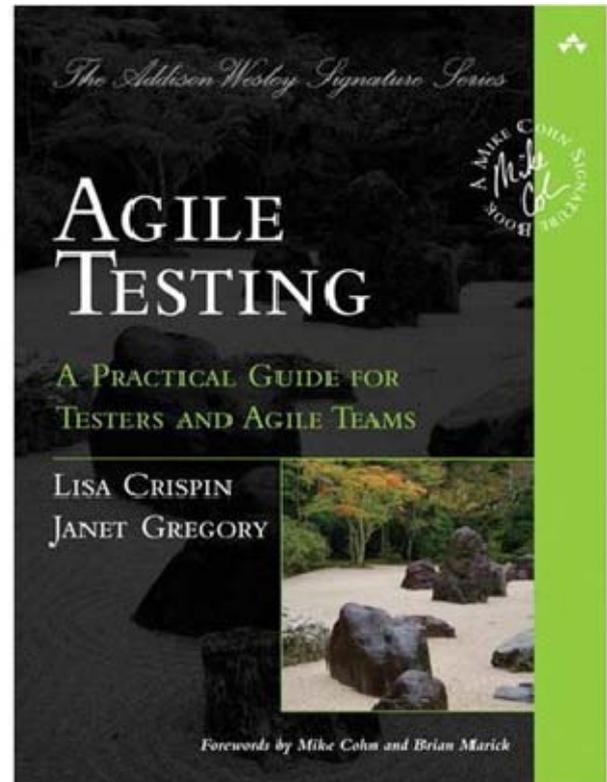
The Library has lots of testing books covering a variety of topics and they are available to borrow for a period of 4 weeks - free of charge. Extended loans are allowed as long as the book has not been requested by another member.

like to know more about the library and books

available please email out librarian Matt Archer at sigistlibrary@bcs.org.

Topics include (amongst others) Requirements testing, Reviews/Inspections, Test Management, Test Techniques and Test Process Improvement.

We are currently reviewing our library details on our website. In the meantime if you would

The two questions that you can ask on ANY project

Peter Morgan, Software Tester, Nicemove Ltd.

With a title like that, please don't expect the answer in the first two lines. You **could** cut to the chase, and go to the final paragraphs. Then you would get the salient point – but without the reasoning. It is surely better that you work for your answer, by reading all the words, in the right order.

Testers ask questions; it is what we do. Sometimes these are questions of the requirements, of the schedule (you want it when?!), of the software or of the business processes. The questions that we ask can be larger than whether a particular piece of functionality works or not. We also provide information, to enable others to answer questions, including big project questions. Are we ready to go live?

Gerry Weinberg maintains that in any situation, there is always a best question to ask. Don't misunderstand me – it is generally not the same question, but it is the best question for this set of circumstances. He illustrates the point with a wonderful cameo picture of a 14 year-old all American boy about to go on his first date. Meticulous in preparation, this lad asks his sister what girls like to talk about. After a moment's thought, the older sister gives guidelines that a girl might like to talk about favourite tasty morsels, brothers and sisters, and the deeper meaning of life. So as not to forget, the boy repeats to himself "Food .... Family .... Philosophy".

On the evening of the date, after a drive-in movie, our boy is sat on the veranda with his date, drinking butter-milk and eating cookies, and he recalls his three prompts. In an awkward silence, he stutters out "Do you like spaghetti?" Imagine his dismay as he receives a one-word answer – "No". Undeterred, the second topic is uppermost in his thinking, so swallowing hard, he mutters "Do you have any brothers?" – and gets the same quiet "No". In blind panic, he repeats 'Food, Family, Philosophy' silently to himself, desperately searching for a question about the deeper meaning of the Universe in general and modern day America in particular, until finally he finds the perfect question, which he asks with a broad grin "If you did have a brother, would he like spaghetti?"

Following on from this, I want to share an exam paper inspired by Brett Gonzales that you can ask use with any student aged at least 4 years old, in any subject, at any stage in the course delivery. You may have to adapt the specifics, but the same **approach** can be used. It is an exam that works – I have used it – although not necessarily an exam that you can set the same group of students week after week. Those taking the exam (let's call them 'victims') are faced with a single piece of paper, which they must use as the answer sheet, and is not to be turned over. "Given where we are in the course, and what you have learnt so far, write a question that you ought to be able to answer – time allocated 20 minutes". After 20 minutes, victims are required to turn the paper over, to be faced with – you have guessed it – "Answer the question that you have written overleaf in the remaining 40 minutes". Simple, effective and very meaningful.

So, what are the two questions that you should ask on any project? The answer combines a little from the two anecdotes, the all American 14 year-old boy and the perfect exam question. There is a key question on any project, or more specifically, there is a key question that you (trainee tester, test manager, test automation specialist, etc., etc.) can ask on any project. It may be a question that you

have in your testing tool-kit, a question that you have asked when part of a previous project, or with a previous company.

1. Given my position, knowledge, and the current state of the project, what is the best question that I can ask?

2. Then ask the question

The first question is indeed the same on any project, but this is a self-question: asked of yourself for you to answer. It is searching for the best question. The key is the second question. The rhetorical question is only a way of arriving at the second question, which is the best question **for now**. Because "after all, tomorrow is another day", and that has two questions of its own. You already know the first question. Depending upon your answer to that, there may be a new **best** question that you can ask.

There! I have made you work to get the answers. I hope that it proves useful; to you, to your project and in lots of other situations in life, even outside testing. Yes! There is life outside of testing!

SIGIST Summer 2012 / 21 June 2012
Presentation Abstracts and Speaker Biographies

Fiona Charles

"Are you managing testing – or 'The test process'"

A good test manager is both a good manager and a leader. A good test manager manages testing, and not just "the testing process"—the rituals and ceremony of both traditional and Agile projects.

Humans develop processes and rules for much of our work and play, not only because they are enablers but also because we find innate satisfaction in the ceremony of processes and rules. At work, defined processes and rules help us to feel that we are in control of our actions and thereby better placed to predict and control the outcomes. Through repeated practice, they become accepted ceremonies.

In reality, predefined processes can advance our work or impede it. Familiar industry-standard processes may merely provide the illusion of control and a false expectation of predictable outcomes in circumstances where certainty is unattainable. Some ritualised processes can be more actively harmful, because they focus attention and effort on the wrong things, diverting our energy from actually getting the job done.

How do we reconcile what we need to do as good test managers with the sometimes excessive demands of process? How can we ensure that essential project work dictates our processes, rather than processes dictating the work?

Are you managing testing—or managing "the test process"? Are you testing—or following "the test process"? Testers are people who question. Questioning our work and our processes is just as critical to the pursuit of quality as questioning products.

Fiona Charles teaches organisations to match their software testing to their business risks and opportunities. With 30+ years' experience in software development and integration, she has managed testing and consulted on testing on many challenging projects for clients in retail, banking, financial services, health care, telecommunications and emergency services.

Throughout her career Fiona has advocated, designed, implemented, and taught pragmatic and humane practices to deliver software worth having—in even the most difficult project circumstances. Her articles on testing and test management appear frequently and she speaks and conducts experiential workshops at conferences. Fiona edited The Gift of Time, and guest-edited the "Women of Influence" issue of Software Test & Performance magazine. Fiona is co-founder and host of the Toronto Workshop on Software Testing.

Mathew Bissett

"Reducing test cycles from 9 months to 1 week"

Picture the scene from 3 years ago. We were happily delivering our software once every 9 months using corporately mandated processes. One day your Senior User demands a delivery in 22 weeks' time. How could that be possible? We were delivering software as quickly as we could weren't we? Little did we know that within 3 years we would be delivering weekly software updates to our Users.

This case study explores how one UK Government Department reduced their delivery cycle on a complex data processing system from 9 months to 1 week. Attendees will hear about how the test team changed their role throughout to anticipate what their customers would need next, what elements of Agile we applied on a system of large scale and complexity and how we adapted each phase of testing to enable us to provide us with many chances to succeed rather than one chance to fail.

Matthew Bissett has had over 5 years testing experience working for the UK Government on complex data processing systems. In that time he has worked his way up from a Graduate Test Analyst to the Test Manager of a multi-million pound system within 3 years of joining. He has witnessed the internal change away from using heavyweight RUP and Waterfall processes and been instrumental in shaping the new weekly delivery cycle now being used in his Department to great effect.

Richard Bishop

"How fast is the cloud?"

How fast is the cloud? … an investigation of cloud platform performance

When migrating applications to the cloud it is vital to ensure that you choose well matched applications and cloud platforms. This presentation describes Intechnica's experiences of testing an off-the-shelf eCommerce application on a variety of cloud platforms and sheds light on the importance of selecting the appropriate cloud infrastructure for your application.

Richard Bishop is an experienced IT consultant with over fourteen years of experience in a number of technical roles, including more than 10 years' experience as an application performance tester and test manager. He specialises in a number of technical disciplines including Microsoft server operating systems and HP testing tools (primarily LoadRunner and Perfomance Center).

Richard takes an active role in the UK and worldwide testing community. As well as being co-leader of the UK HP Software user group, VIVIT, he has been invited to sit on Vivit's Board of Directors to help develop Vivit services for members throughout Europe.

Matthew Archer

"Techniques for Agile manual testers"
(Morning workshop)

Manual testers working in an agile environment are often encouraged to follow the same working practices as those working in a waterfall environment. This approach frequently leads to a manual testing effort that takes too long to prepare, execute and maintain. The result is often anything but agile.

At the other end of the spectrum, manual testers working in an agile environment are encouraged to simply browse the software looking for bugs that the team's automated tests did not detect. Whilst this approach is more in keeping with the brisk nature of agile projects, it often fails to find important bugs.

This workshop introduces a range of alternative techniques for manual testers working in an agile environment that allow them to keep pace, whilst maintaining independence, diligence and predictability. Each technique has been hand-picked from the world of agile, context-driven or traditional testing, with one goal in mind; to create a manual testing effort that is as agile as the team it supports.

Matthew Archer has dedicated his career to software testing, working as a consultant, trainer, writer, conference speaker and practitioner. He first worked as an agile tester in 2003 when he joined an Extreme Programming (XP) team that built software for the energy and petrochemical industry. Since then Matt has held testing positions at over 25 companies that span the retail, government, telecommunication, finance and media sectors. A passionate advocate for agile software development, Matt has helped manual testers adopt agile practices in teams as small as two, scaling to departments of hundreds.

Theresa Pemble

"How do you measure your own performance?"

Testing sometimes takes too long, costs too much money and finds too many defects, heard that before, feeling a little done to?

We did and so we've transformed our testing organisation bottom up, not top down. It's the team that is focused on continuous improvement through a structured problem solving framework, not the manager's job!

We have tangible evidence to confirm we are a high performing team within Severn Trent water. It hasn't been an easy journey, changing behaviours has been one of our biggest challenges, but I'd like to share my experiences of leading this team, what's its felt like and how we've overcome issues, seeing them as opportunities to improve.

Measuring the improvements in our performance has been key in turning around stakeholder perception, and paid dividends in terms of recognition for the team.

Theresa Pemble is Head of Testing at Severn Trent Water, where she has introduced good practice

that has been both measurable and successful in the time, cost and quality of implementing systems

that meet the needs of her business, including SAP

Simon Stewart

"In it for the long haul: end to end testing with Selenium"

One of the perennial problems that people seem to run into when using Selenium is how to scale their end to end test suites from their initial tests to a larger suite, mainly because of the way these test suites grow over time. The larger test suites also bring in the difficulties of maintaining code that hits the UI, which is one of the more changeable parts of the application. This talk covers patterns and approaches that have been successful in maintaining extant test suites over years.

Simon Stewart is the current lead of the Selenium Project, and the creator of the WebDriver APIs and

co-editor of the forthcoming WebDriver W3C spec.

He is currently a Senior Software Engineer in Test at Google, and is based in London. He ended up

there by accident after developing a passion for improving test tools.

Fiona Charles

"Mind, map and strategy: using mindmap to develop and communicate your test strategy"
(Afternoon workshop)

A test strategy is the set of big-picture ideas embodying the overarching direction or design of a test effort. It's the significant values that will inspire, influence and ultimately drive your testing, and the overall decisions you have made about ways and means of delivering on those values. It's the design behind the plan.

Rather than the weighty templates standard in many organisations, a lightweight medium like a mindmap is a far superior tool for developing a test strategy and communicating its essentials to your stakeholders. In this interactive workshop, participants will learn and practice techniques for doing that.

Fiona Charles Fiona Charles teaches organisations to match their software testing to their business risks and opportunities. With 30+ years' experience in software development and integration, she has managed testing and consulted on testing on many challenging projects for clients in retail, banking, financial services, health care, telecommunications and emergency services.

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Ard Kramer

"The present: the tester benchmark and what about the future?"

November, last year, the first European Software Testers benchmark had its kick-off. The survey will give an answer to the question: where we stand as testers nowadays? It focusses on three subjects: the profile of a tester, the kind of organizations we are working in and how we perform as tester. The presentation compares the first results of this European benchmark to results of other surveys (e.g. the Dutch version of the benchmark). Quotes of leading testers will be used to see if their statements are supported by the figures. The state of the art of testing will be presented to you.

But what about the future? This benchmark deals with the present. The speaker and 7 Dutch test colleagues wrote a book on testing in the upcoming five years: what are the trends and topics that will determine our future?

This combination of present and future makes it possible to position yourself as a tester. Where do you stand now and what do you need to be ready for the future?

Ard Kramer is a principal Test Consultant for EclipseIT and advising organizations about test improvements. He started his test career in 1997 and worked for different companies as test manager and as project manager. Ard is experienced in project, process and change management. Ard is Management Of Risk certified.

As a principal Test Consultant he is focused on new developments in testing and looks how innovations can be used in testing. He wrote his first book about testing last year, 'the Q-mysterie' about the connection between testing and an optimal return of investment. This year he wrote, together with 7 Dutch testers a book about the future of testing "determine your course, future and trends in testing". This book will be presented on the Dutch test event of TestNet, May 30th.

Specialist Group in Software Testing

THE TESTER

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http://www.bcs.org/category/9264

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If you use Twitter you can follow us @SIGiST.

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Annual General Meeting

The AGM of the Software Testing Specialist Group will be taking place at the September conference. Details of the agenda and process for election of officers are on pages 2 and 3.

BCS Software Testing Specialist Group

<u>Notice of Annual General Meeting</u>

Notice is hereby given that the Annual General Meeting of the BCS Specialist Group in Software Testing (SIGiST) will be held on Wednesday 19th September 2012. The venue for this meeting will be the Royal College of Obstetricians and Gynaecologists – RCOG.

<u>Agenda</u>

❖ Welcome and Introductions

❖ Apologies for absence

❖ Reports
  • Chair
  • Treasurer
  • Standards committee

❖ Committee elections
  • Special Projects Secretary
  • Librarian
  • Tester Editor
  • BCS Liaison & Network Coordinator

❖ To consider any nominated business

Items for inclusion on the AGM agenda should be emailed to
mohinder.khosla@talk21.com.
Additions to the agenda must be received no less than fourteen days prior to the meeting.

SIGiST Election process

Elections will normally take place at the SIGiST Annual General Meeting (AGM) in September. In extraordinary circumstances (e.g. early resignation) the SIGiST committee has the power to invite someone to take on any of the vacant roles until either the AGM or an Extraordinary Meeting when the role will be filled using the election process described here.

Elections are required in 2 sets of circumstances:-

1. Automatically after a SIGiST Committee member(s) has held a position for 3 years.
2. If a SIGiST committee member resigns before the completion of their 3 year tenure.

The basic process to be adopted for any election follows:-

Task	Timescales
When an election is to take place at an AGM the available positions should be announced. Otherwise, for an Extraordinary Meeting, an email will be sent to all registered email addresses on the SIGiST database announcing the election(s).	No later than 60 days prior to the election.
The name of any member accepting nomination for election or re-election as an Officer or as a Committee member should be submitted in writing to the Secretary, with an accompanying short manifesto (no more than a page of A4) describing what they expect to bring to the role, by two members of the Group and with the written consent of the nominee. See Member Group Rules for further details.	At least 20 clear days prior to the election (after this point no more applications will be accepted).
A list of applicants for each job is released to the SIGiST members via email together with their manifestoes.	10 days prior to election.
Election takes place during AGM or Extraordinary meeting.	At the AGM or Extraordinary Meeting.

Rules	
1.	Each candidate may stand for as many positions as they want (and can vote for every position available – subject to item 4 below), but may only hold one position. In the event that someone is elected to more than one role then they must immediately decide which role they wish to take up and vacate the other positions. The second-placed candidates for the vacated positions are then elected to those roles.
2.	Should the nominations number equal to or less than the vacancies, the nominees will be deemed to have been duly elected without an election.
3.	A simple majority is required to be elected to a position.
4.	Only members as defined in section 4. of the SIGiST constitution may vote
5.	Voting is only allowed if the member is physically present at the AGM
6.	The formal voting process will take place on the day of the meeting (a simple show of hands).

Conference Sponsor

Sogeti is a leading provider of professional technology services, specialising in Application Management, Infrastructure Management, High-Tech Engineering and Testing.

In the UK we help our clients to benefit from the identifiable results of our onshore and offshore cost-effective testing solutions, that include Test Process Improvement (TPI) Assessments, Functional and Non-Functional Testing, Performance Testing, Accelerated Test Automation, Agile Development Testing, Managed Testing Services, but also wider transformational services such as Application Packaging & Virtualisation and Desktop Migration Services. Our solutions and collaborative approach aim to increase speed to market, enhance software quality, mitigate risk and reduce costs.

Together with Capgemini, Sogeti has developed innovative, business-driven quality assurance (QA) and testing services, combining best-in-breed testing methodologies (TMap® and TPI®) and the global delivery model, Rightshore®, to help organizations achieve their testing and QA goals. Capgemini and Sogeti have created one of the largest dedicated testing practices in the world, with over 9,500 test professionals and 14,500 application specialists, and a common center of excellence developed in India.

Sogeti is a wholly-owned subsidiary of Cap Gemini S.A., a global leader in consulting, technology, outsourcing and local professional services, with 90,000 professionals. Capgemini S.A. is listed on the Paris Stock Exchange.

Conference Agenda

Wednesday 19th September 2012
Royal College of Obstetricians and Gynaecologists
27 Sussex Place, Regent's Park, London NW1

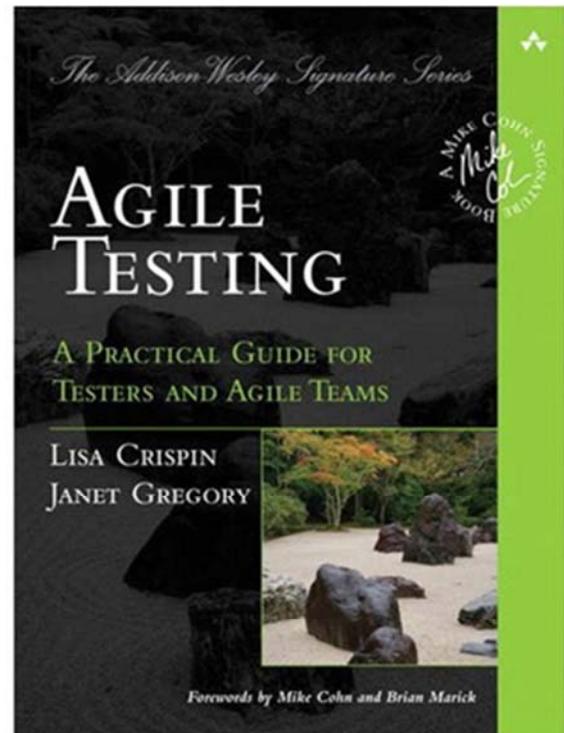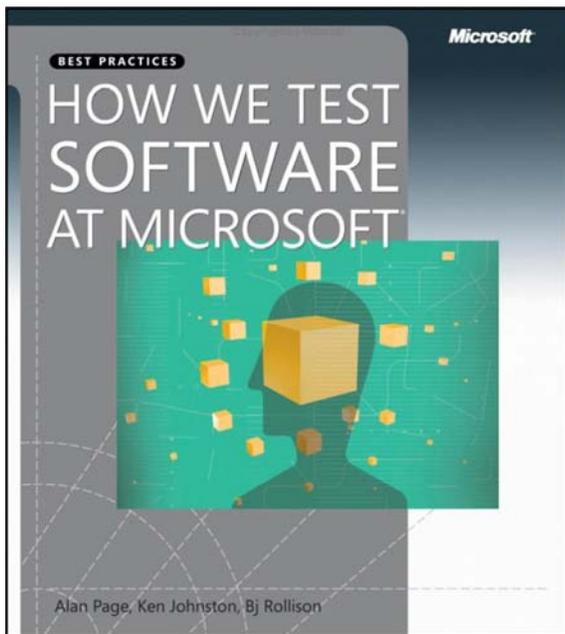|	
08:30	Coffee & Registration, Exhibition opens
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09:25	Introduction and Welcome Stuart Reid, SIGiST Chair
09:30	Opening Keynote
	Managing Test Environments Mark Mitton MBE, Deutsche Bank
10:30	Open Microphone and Networking Session
10:45	Tea/coffee break
11:15	Automated Unit and Functional testing with Continuous Integration in Industrial Agile Avinash Rao, Kiranraj Nayak, MindTree UK	Workshop M1 Test Process Improvement with TMMi Geoff Thompson, Experimentus
12:00	What is 'Done' in an agile environment Peter Morgan	
12:45	Vendor Talk: Announcing the latest World Quality Report: the changing focus and demands on quality assurance experts as we move into 2012 Brian Shea, CEO, Sogeti UK
13:00	Lunch break Opportunity to visit the Vendor Exhibition (13:00) lunch time vendor talks
14:00	The NIMBLE Method: the next Best Testing Method since Sliced Bread John Watkins, IBM	Workshop A1 Agile –v– Traditional Angelina Samaroo
14:45	Improving the test processess – The art of getting it right Geoff Thompson, Experimentus	
15:30	Tea/coffee break Opportunity to visit the Vendor Exhibition
16:00	Closing Keynote
	Moving from Traditional to Scrum, Warts and all Andy Redwood
17:00	- Closing Remarks -

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Topics include (amongst others) Requirements testing, Reviews/Inspections, Test Management, Test Techniques and Test Process Improvement.

We are currently reviewing our library details on our website. In the meantime if you would like to know more about the library and books available please email out librarian Matt Archer at sigistlibrary@bcs.org.

CALL FOR PARTICIPATION

THE 8TH NEXT GEN TESTING CONFERENCE:

AGILE AND BUSINESS FOCUSED TESTING

London, 6 December 2012

Supported by the

The current financial crisis has focused executive attention on near-term issues of survival, recovery and greater efficiencies. Ever shorter deadlines and ever-increasing demands for truly reliable software must combine with improving operational efficiency and building customer relationships. As ever, testers have been on the sharp end, especially when major software failures hit the news.

The theme for the eighth "Next Generation Testing Conference" is **Agile and business-focused testing**. Join us to discuss and debate today's practical issues and strategies; learn new ways of working and network with your peers. The event format features lively interactive panel sessions interspersed with keynotes and case studies.

Keynotes and case studies include:

- • Running test teams in an Agile way
- • Successful test automation
- • The role of the tester in delivering large programmes of change
- • Agile testing in the cloud

20% discount to Members of the BCS SIGIST!

Panels

- • Retrospective on 2012
- • Lean, Kanban and Agile Tools & Techniques
- • Test Automation
- • Looking to 2013 – challenges and promises

If you would like to be involved as an advisor, sponsor, panellist or delegate, please get in touch with:

www.next-generation-testing.com
email info@unicom.co.uk

@UNICOMSeminars

Next Generation Testing Conference Community

Reduce test time and achieve much better quality

Ulf Eriksson, ReQtest - http://www.reqtest.com/

All too often we meet clients who are working heavily with requirements and above that, put way too much work into testing. A typical situation is that requirements are written in the form of use cases and the actors' steps are copied into almost identical test cases. Graphical user interface-sketches seldom exist. The result of this is that both requirements management and testing become inefficient and expensive. The system built does not fulfill requirements and bugs are found way too late.

I think an underlying problem is that a too narrow interpretation of the V-model is made. If you follow the V-model without thinking it is very easy to fall into a trap of producing too much documentation, allowing too much separation between the roles of requirements specialists, developers and testing and carrying out too little testing too late. The result is too much time spent on development and expensive work.

What the V model is actually about is describing a number of activities which need to be performed in any manner in an approximate order. Everything in the model is worth considering, but the model says nothing about the extent of activities to be undertaken. The situation above implies too much done at all stages, which leads to inefficient work. The opposite is also very common, too little done too late, which results in remaining bugs after development.

A few simple changes in approach can help to greatly reduce test time while increasing quality. It is possible to reduce costs by 80% while increasing the quality significantly and the key to success lies in working more with quality assurance and less with testing.

How exactly do you do practical work to accomplish this?

Use your use cases as acceptance test cases

Do you have use cases to document business requirements? Consider using them as acceptance test cases as well. Remember that the acceptance test is intended merely to check that the business requirements are met, not to make detailed tests. For this purpose use cases work just fine. If they do not, then there is something wrong with the use cases. By using the use cases you can skip the whole process of creating test cases and save much effort.

If the requirements are not sufficient to use as test cases, write test cases while the requirements are developed (not during coding, that will be too late). One approach we use at ReQtest is to write user stories which we then supplement with acceptance test cases.

It is while detailing the requirements and during coding that many of the quality assurance activities should take place. For example, usability tests provide almost immediate, high quality feedback on usability to the development team.

Program in pairs frequently

This allows developers to learn more about each other's sections while reducing dependency on any one person. Let developers review the code when fixing any found bugs. Users and system testers can use exploratory testing in parallel with development. This allows for most bugs to be found very early, when it's cheapest to fix them. Very little testing now remains for acceptance testing.

Conduct usability testing in parallel with coding, then there is no need to wait for these tests until the system test level, or even worse the acceptance test level, especially as it is often too late to fix the usability problems found at that time.

Automate low-level testing.

It is highly profitable to let developers automate component and integration testing and to introduce continuous integration. When these tests are automated, it often reduces the time spent on manual tests to about 20%.

Streamline usage of test cases to reduce maintenance costs?

There are huge hidden costs in keeping existing test cases up to date. One solution is to write fewer test cases and work more with checklists and exploratory testing. A first step you might want to take would be to simplify test cases in order to make them easier to maintain.

It is cheaper and more effective to work proactively with quality assurance than working reactively by testing.

The result

By working in this way, activities within the V model's right side will still be done, but in substantially less chunks than normal and much earlier than commonly happens. An awful lot of testing activities will be carried out along the left side of the V model and this causes any defects be found early.

By working more with quality assurance on the V-model's left side the quality of the software becomes much higher.

The next step

Focus more on quality assurance and less on testing. Identify which of the activities can be done earlier and try it on your next release so as to start saving time and money. Measure the efficiency before and after the changes, e.g. by counting number of bugs found at different stages. Also choose the right tool to support the process. You will find more bugs when working this way. A large part of the tests can be done with checklists and a lot of the testing will probably still be done with test cases as usual. This requires an effective tool. May I suggest ReQtest?

Ulf Eriksson heads ReQtest, an online bug tracking software based in Sweden. ReQtest, which is the culmination of Ulf's decades of work in development and testing, is a very handy and simple tool to track bugs, list requirements and better manage all communication by anyone involved in any project. Ulf is also the author of many white papers and articles, mostly on the world of software testing. He is also slaving over a book, which will be compendium of his experiences. Ulf lives in Stockholm, Sweden.

2012 Olympics

"I want to run!"

That was the reaction of Dimple Gobindram when asked if she was interested in taking on the test manager role for BT's 2012 Olympics and Paralympics programme. Rather an apt response for such a major sporting event, but Dimple thrives on a challenge, and with her vast amount of experience of delivering complex programmes to tight timescales behind her, she accepted the role.

Dimple has been leading large and complex testing programmes for BT for seven years, including the Health sector – globally acknowledged as one of the largest projects in the world for the delivery of IT.

The testing started over two and a half years before the torch was lit, and continues to run in support mode in case something happens during the Games. In terms of delivery, the contract with BT was to deliver into live all the network services that the Olympics and Paralympics would depend upon. This includes:

> **Every phone call, every text, every image, every report…**

- IPT telephony, internet services and infrastructure
- All the wireless and internet services to the Olympic Park and to all the 94 venues around the country
- Wireless, remote access capability and internet services to the LOCOG offices
- Webhosting - the 2012 website and the associated support systems
- CATV - The TV channels displayed on the screens across all the venues – including TV for the Olympic village athletes

It was known from the start that this wouldn't be a delivery of an agreed catalogue – scope was expected to change and BT was expected to respond with the appropriate equipment, people and testing as requirements came in. For example, parties could request services through LOCOG for their needs (e.g. press organisations and media groups), asking for a particular number of wireless links in a venue, bandwidth for their data, the number of connections and ports they needed.

Before testing even started, there would be some serious challenges to tackle. Dimple says, "One of the biggest challenges to begin with was the organisation – mobilising the teams, organising the test strategy." Intense, regular and comprehensive communication between all the different delivery teams was critical. "We had many milestones to hit. We knew there would be test events and a drop-dead go-live date. Everything was date driven. There was no way this project could slip…this was a true 'right first time' project."

Originally the Games-Time environment was to be used prior to go-live as the test environment, but BT agreed to deliver it early, so it was unavailable for testing beyond the initial release. Furthermore, whilst the overall architecture was stable and used tried and tested technologies, considerable detailed configuration was required to make sure that the needs of all the differing stakeholders could be met. "One of the main challenges," says Dimple, "Was the constant need for adaption, balancing risk-based testing against requirements that were evolving", she says. This involved some long hours and an incredible amount of hard work.

 "So whilst the initial testing was proceeding against the pre-live environment, in parallel, we were getting a business case together to build a test environment…and once we got the go-ahead, to build

it too. All at the same time! We found the resources to test the test environment and bring it up to speed, and check it against live as the baselines had to match." The need to test the test environment gave the team full understanding, not only of the configuration and build of it, but of the limitations it imposed. Those months of exertion meant that time and effort could be managed much more effectively in the long term.

LOCOG were obviously watching this early demonstration of the testing team's ability to deliver very closely. "The venue managers wanted testers to be involved right from the very start," Dimple says. "We had to double-up resource, check our skillsets very, very carefully and get people trained in order to work with those guys and give them confidence." The venues themselves were categorised according to the infrastructure they required – i.e. the size of the switches needed, whether it was a large or small capacity building – which helped Dimple and the team to focus their efforts, to make sure they were in the right place at the right time.

The test team were not the only ones under pressure. Dimple says, "The Design team were also proving their own design detailed configurations on the environment – the same one on which we were testing other things. There just wasn't time to do it otherwise." This was dealt with by setting up a shift system; the design proving testing went on overnight, and the testing went on during the day. On each occasion, baselines were being backed out and restored, meaning that the Change Control processes had to be incredibly stringent.

"We've all had crazy days!" admits Dimple.

This has been a really ground-breaking programme, and the testing team had to demonstrate core testing skills under intense pressure. The media focus, the attentions of the customer and the inflexible delivery dates all added to the challenge, so the team had to react in an agile way, whilst maintaining the strict standards of baseline control. Thankfully, they did.

So will Dimple be watching the Games like the millions of people around the world? "I'll certainly be glued to the TV for the opening ceremony," she says with a smile. "This has been an *incredible* experience. Just seeing someone like Sir Matthew Pinsent or Dame Kelly Holmes right there in the office brought it all home to me…this is real."

SIGIST Autumn 2012 / 19 September 2012

Presentation Abstracts and Speaker Biographies

Mark Mitton MBE

"Managing Test Environments"

Test Environments are often supported by staff whose core role is not supporting the test environment. The principles of proactively maintaining and supporting an environment, critical to the testing schedules, are often sporadic at best and at worse they are all reactive. Where a project is supported by external contract staff then worse case is that knowledge is lost at the end of the project.
Why would you support your test environments in isolation and not leverage the benefits that are evident for supporting a Production environment but often overlooked and not enabled in pre-production – which ultimately impacts your ability to test to the scenarios and schedules you planned.

Mark served 24 years in the Royal Navy and 15 years in IT in Retail & Investment Banking.

Led Operational, Delivery & Change roles across the SDLC, centralised Functional & non-Functional Testing and Test Environment Management into an Enterprise model building an operating an offshore managed service. Delivering the Test Environment model in both Retail and Investment banking. Associate Member of the Institute of Leadership and Management.

2009-Present: Programme committee member iqnite Software Quality & Testing UK Conference
2012: Keynote opening speaking at Software Quality Conferences in Vienna & Geneva.
2010: Deutsche Bank, Production Management - Winner of The IT Service Management Project of the Year Award.
2009: LloydsTSB, IT Testing - Finalist Financial Sector Technology awards.
2009: Speaker, Software & Systems Quality conference in Dublin
2008: Speaker, Software & Systems Quality conference London

Avinash Rao, Program Director, & Kiranraj Gourish Nayak, Technical Leader, MindTree UK

"Automated Unit and Functional testing with Continuous Integration in Industrial Agile"

Many organizations are now using a large scale version of Agile ('Industrial Agile') where many (a dozen or more) Scrum teams work iteratively to speed up product development. This presentation details the experiences and lessons learnt in automated unit and functional testing with continuous integration in an Industrial Agile scenario. The authors are part of one of MindTree's largest industrial Agile product development projects, with a total of around 200 developers and testers in two locations, structured in Scrum teams delivering product increments every 2 weeks.

Writing pure Junit test cases and maintaining them in such a continuously changing development mode was not just affordable. We had to develop a hybrid unit testing and functional testing approach integrated all the way to publish coverage to the Continuous Integration server.

- Using spring container as application container allows us to load the entire application and test the services end to end. A framework has been written to pick up the request XML and invoking a service and comparing the response XML with the expected response XML. This methodology has helped us cover most of the functional scenarios as well.
- Wherever external service dependencies are required, the external services are mocked and these mocks are injected into the test container instead of the actual services.
- Having a data base instance during build time (test execution time) or having in-memory database like HSQLDB allows us to test DAO layer as well. This enables enhanced code coverage as well.
- Maven build configured for the application build executes all the test cases.
- 'Cobertura' coverage plug-in configured with maven generates coverage reports while the Maven build runs all the Unit test cases.
- Builds are integrated with 'Jenkins' continuous integration server. 'Cobertura' Jenkins plugin has been configured to publish graphical coverage reports to Jenkins for every build with test cases.

This setup creates an automated way of testing the entire application code from many Scrum teams, along with validation of functionality; results are automatically published to the continuous integration server.

Avinash Rao is a Program Director at MindTree Ltd, and leads the Program Management practice at MindTree. Avinash has a rich and varied experience in Program, Product and Project Management, New Product Development Consulting, Market Research, IT Business Value, Process Re-design and Optimization and IT project delivery.

Kiranraj has been practicing Service Oriented Architecture in different projects. Passionate about the standards, architecture and best practices in SOA world, Kiranraj believes that the line between development and testing is artificial and favours an integrated approach to testing.

Peter Morgan

"What is 'done' in Agile development?"

When Agile development methodologies first came to prominence, testers were termed as being no longer required – after all "we are all testers now".

Agile methodologies have matured, and the need for embedded testers as part of the overall project tem is well established.

Delivery from any testing stage(s) should not be undertaken until the whole team agrees that the software is complete. But how do we establish that?

In this presentation, the presenter gives THREE different definitions of 'done'. The idea of three different interpretation of 'done' and 'doneness' is not a problem, as these are used at different stages in the development process. After all, in a 'clumsy' development environment (clumsy as opposed to Agile), there are very often different criteria to determine the readiness for implementation – the exit criteria for development, system testing and the UAT phase. The exit criteria for UAT may be a necessary condition to promote the application code to production, but not a sufficient condition.

The same is true for the definitions of done in an Agile environment – done for a story, done for an iteration and done for an implementation.

Peter Morgan is a freelance testing professional with more than 30 years' experience in the ICT industry. His time has sometimes moved from testing to 'development', but he would add "always using the mindset of a tester". An enthusiastic speaker and author, Peter tries to base his output on hands-on experience, attempting to relate fine sounding ideas back to how it will affect Joe or Jane Tester in their everyday working lives.

Geoff Thompson, Experimentus Ltd
"Improving the Test Process with TMMi"
(Workshop)

TMMi is recognised as the leading independent test process maturity model available today. This workshop is for anyone thinking about starting a test process improvement project who wants to know how to measure where they are (the start point) , or for anyone interested in understanding the detail of the TMMi model and seeing it work in practice. During the workshop we will look at the TMMi model in detail and each attendee will have the opportunity to assess their own test process against TMMi. The agenda is:

- TMMi in detail
    - o Background to the TMMi model
    - o A detailed look at the TMMi Model's 5 maturity levels

- TMMi Quick Assessment
    - o During this interactive session each attendee will be guided through an assessment which when completed, will provide the attendees which a view of the maturity level of the test processes in use in their company/project or team

- Results
    - o Feedback of the results of the Assessment
    - o Action planning for potential improvements

Geoff is the Consultancy Director for Experimentus Ltd (www.experimentus.com), a leading Software Quality Management consultancy based in the UK.

Over the last 20 years he has an excellent track record in Test Program Management and Test Process Improvement. He is particularly passionate about Test Process Improvement.

In 1997 he started working with ISEB developing the original Software Testing Foundation syllabus and exams; he then managed the development of the original Software Testing Practitioner syllabus and exam in 2002.

Geoff initiated the ISTQB (International Software Testing Qualification Board). Until recently he was the UK representative to the ISTQB Board. To enable the UK input to the ISTQB scheme Geoff initiated the UK Testing Board (www.uktb.org.uk) and is its current Chair.

He is a founder member and Chairman of the TMMi Foundation Management Executive (see www.tmmifoundation.org.uk), He is also the Vice Chairman and Treasurer of the BCS SIGiST (Specialist Group in Software Testing).

Brian Shea, CEO, Sogeti UK

"Announcing the World Quality Report 2012-13: The Latest Trends and Demands on Testing Professionals"

With more than two thirds of UK organizations planning to develop a Testing Center of Excellence (TCOE) in the next two years, the latest World Quality Report confirms that the pressures on practitioners are shifting from cost reduction to cost and quality control. This presentation will highlight why and how you should build a TCOE.

Brian Shea has been CEO at Sogeti since 2008. Previously he was CEO at QBIT Limited and Vizuri, both leading software Quality Assurance, Test, and Security Consultancy service providers, and during his career he has held senior roles at other leading consultancies including Atos KPMG Consulting, Sapient, and PA Consulting. Brian transitioned to Sogeti following Capgemini's acquisition of Vizuri and has since been the driving force behind the growth of Sogeti UK's staff and revenues, helping to grow the business by 400%, and establishing its position as the major player in the UK Testing Services Market.

John Watkins, IBM

"NIMBLE; the next best Agile Method since Sliced Bread"

There seems to be a serious temptation for testing practitioners to spend far too much of their (already precious) time re-inventing and re-labelling testing methods and processes. Often this can be put down to practitioner ego, not invented here syndrome, or lack of effort researching what is already available.

Using the fictitious NIMBLE method as a humorous (yet entirely plausible) example of yet another agile testing process, this presentation goes on to describe a set of agile testing best practices that can be used on any testing project, and which are distilled from an analysis of more than 30 real world agile testing projects.

John holds Masters Degrees in both Computer Science and Cognitive Psychology, has over 30 years' experience in the field of software development, with some 25 years in the field of software testing, is a Chartered IT Professional, and is a Fellow of the BCS, The Chartered Institute for IT.

During his career as a testing professional, John has been involved at all levels and phases of testing, and has provided high level test process consultancy, training and mentoring to numerous Blue Chip Companies. John currently works for IBM UK's Software Group.

John is a regular presenter at international testing conferences and events, speaking at EuroSTAR, SQS, SQAM and Ohjelmistotestaus conferences. In addition to his presenting activities, John has also published a number of testing books; John's successful book on Testing Process (published by Cambridge University Press - "Testing IT : an Off-the-shelf Software Testing Process") was released as a 2nd edition in 2010 (reprinted in French and Chinese), and John's second book on the subject of "Agile Development and Testing" was published 2010. John has also been an invited contributor to a number of other books, including texts on Logic Programming and quality assurance, and is currently in the process of writing a book on software architecture.

Geoff Thompson, Experimentus

"Test Process Improvement – the art of getting it right"

Sir Humphrey Davy said "The most important of my discoveries have been suggested by my failures." Many companies don't succeed in improving their test process and seem to stop at their first hurdle without learning from their experience and then creating success. Over the last 7 years, Geoff's and his company (Experimentus) have assessed many companies using the TMMi (Test Maturity Model integration) and helped them to define a roadmap of potential process improvements, which once implemented have provides significant benefits. Using the collected knowledge from these projects, Geoff will reflect on why companies succeed and why companies fail, and provide insight into how to overcome the issues.

In his role as Chair of the TMMi Management Executive, Geoff is often asked for hard data on benefits of TMMi and test improvement in general, so this data and the some of the benefits Experimentus clients have achieved will form a key part of the presentation.

Geoff is the Consultancy Director for Experimentus Ltd (www.experimentus.com), a leading Software Quality Management consultancy based in the UK.

Over the last 20 years he has an excellent track record in Test Program Management and Test Process Improvement. He is particularly passionate about Test Process Improvement.
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He is a founder member and Chairman of the TMMi Foundation Management Executive (see www.tmmifoundation.org.uk), He is also the Vice Chairman and Treasurer of the BCS SIGiST (Specialist Group in Software Testing).

Angelina Samaroo
"Agile -v- Traditional"

This workshop will run as an experiment – we will complete 2 projects concurrently. One will follow traditional development practices; the other will use Agile processes. The purpose is to pit each set of principles against the other, in the same room, at the same time. Please come armed with an open mind, our mission will be to explore, not to judge. The assumption is that both projects will comprise people of similar skills and abilities in software development. We will use SCRUM for the Agile project, and an overview of the SCRUM framework will be provided to facilitate the experiment. Note that the focus of this workshop is the whole software development lifecycle, not just testing, and that programming skills are not required.

Angelina Samaroo's career spans over 20 years.   She graduated as an Aeronautical Engineer and worked on the mission software for the Tornado ADV fighter jet for 10 years. She has spent the last decade in the commercial world, exploring the best and the worst aspects of both. She is a Chartered Engineer; a Fellow of the Institution of Engineering and Technology (IET); an accredited trainer for courses in software testing (including CAT); an assessor for those wishing to become professional recognised engineers through the IET (for example Chartered Engineers), has co-authored 2 books on software testing and is a columnist on TEST magazine, a UK-based publication.

Andy Redwood
"Moving from traditional to scum, warts and all"

Andy's is a senior testing practitioner managing large global test teams within an Investment Bank, where he has a duty to integrate corporate test strategy, aligning with business objectives, strategic architecture, and life-cycle processes to deliver tangible benefits both onshore and offshore. Andy has lead teams that have saved over £30M in a year through removing diversity across departments and subsidiaries, inter-department process, commercial inefficiency and geographic or cultural differences, not just for testing activities, but for the greater corporate good.

Andy has a personal industry profile and is a regular public speaker at international conferences. He was Chair of the UK ISEB International standards Panel in 2003/4, the UK representative to the International Board in 2003. In 2004 he founded the ISEB UK Executive Committee at the request of David Clarke, the Chief Executive of the British Computer Society.

Andy was awarded the EuroSTAR Award for outstanding contribution to the Software Testing Industry in Europe, in December 2005, following a previous nomination in 2003.

Steve Ramsay

"Changing attitudes to testers in Financial Services"
(Reserve Speaker)

Having built a successful testing practice for a large law firm in 2009, Steve Ramsay moved back into the financial sector and over the past two years has noticed a marked change in attitudes to testers (testing) by senior management, fuelled in part perhaps by the global banking crisis. Recent high profile failures of banking and other systems have illustrated the reliance we all place on computer software.

Steve will share his experiences of senior managements changing attitudes to testers and the perceived indifference of testing suppliers to adapt. He will examine the driving factors behind these changing attitudes and what he thinks senior managers currently want. He will also examine some of the innovations in testing that he feels goes someway to bringing the industry back towards what buyers want to see.

Steve Ramsay first spoke at SIGIST in 2009, where he shared his experience of building a testing practice at Linklaters LLP, arguably the world's biggest law firm. Steven held the position for IT Projects and Testing Manager until 2010, when he left Linklaters to take a senior programme management role at JP Morgan. Steven has recently joined the Realization Group's Post Trade Services to build their implementation business.

Specialist Group in Software Testing

THE TESTER

Conference Booking Instructions

To register online, please use the link below. Please note, the new BCS booking system accepts multiple and third party bookings:

http://www.bcs.org/category/9264

LinkedIn & Twitter

The BCS Software Testing Specialist Group is now using social media platforms to improve communications both to members and between members.

Our LinkedIn Group (link below) will carry details of our conferences as they become available. It will also provide a place where people can discuss testing topics, make requests about future conferences, find employment opportunities (there are a few jobs advertised already) and generally keep up to date with our chosen industry. If you are already a member of LinkedIn then simply visit the group and make a request to join.

If you're not a member then go to http://www.linkedin.com/ to create an account.

If you use Twitter you can follow us @SIGiST.

http://www.linkedin.com/groups?mostPopular=&gid=3466623

Are you looking for a Mentor?

Don't forget that you can use our linked in page to advertise for a mentor or, if you are happy to be a mentor, why not put your details up.

BCS Bristol Event

Keep Calm and use TMMi - Wednesday, 6 February 2013 from 19:00
http://bcsbristoltmmi.eventbrite.co.uk/

Next Generation Testing Conference

Agile & Business Focussed Testing - 6th December 2012, London
Next Generation Software Testing: "Agile and Business Focused Testing"

Conference Agenda

BCS SIGiST – Winter 2012 Conference

Thursday 13 December 2012
Royal College of Obstetricians and Gynaecologists
27 Sussex Place, Regent's Park, London NW1

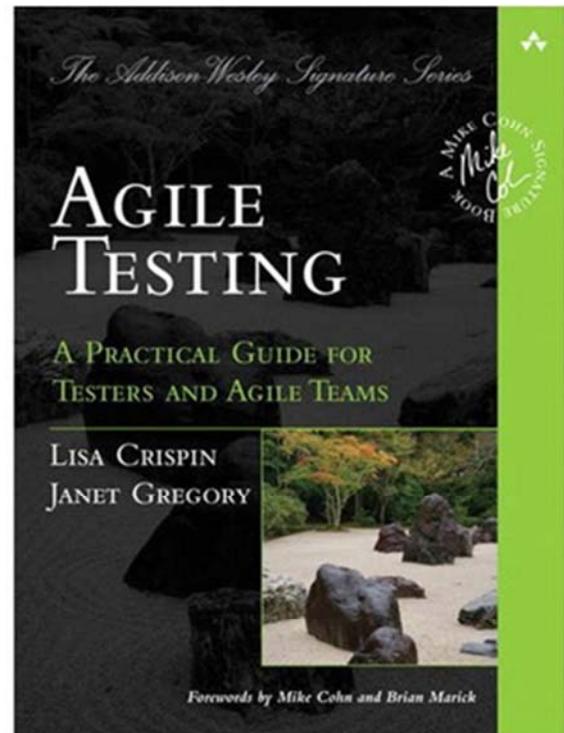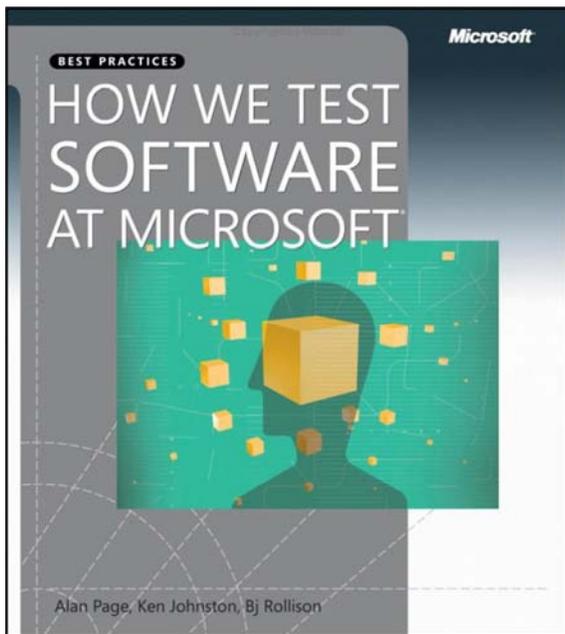| Time		
08:30	Coffee & Registration, Exhibition opens	
09:25	**Introduction and Welcome** Stuart Reid, SIGiST Chair	
09:30	Opening Keynote **Tester, get out of your cave** Jan Jaap Cannegieter, SYSQA	
10:30	**Open Microphone and Networking session**	
10:45	Tea/coffee break	
11:15	**The new ISTQB Advanced Syllabus** Mike Smith, Learntesting	**Workshop M1** **Zappers** Richard Morgan, TCL
12:00	**Testing - The Scapegoat** Sheela Alam, Independent Test Consultant	
12:45	**Vendor Talk**	
13:00	Lunch break Opportunity to visit the Exhibition	
14:00	**Implementing SFIA & other compentency based frameworks** Mike Jarred & Luke Avsejs, IDBS	**Workshop A1** **Politics in Test Projects** Jan Jaap Cannegieter, SYSQA
14:45	**The Ideal Tester** Peter Nairn, Capita	
15:30	Tea/coffee break Opportunity to visit the [tbc] Exhibition	
16:00	Closing Keynote **Live Specifications: From Requirements to Automated Tests and Back** Paul Gerrard, Gerrard Consulting Limited	
17:00	- 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 try to book in advance.

Specialist Group Library

Borrowing a book

Looking for a testing book but not sure which topics are covered? Or are you trying to decide which testing book to buy? Or do you simply want to increase your testing knowledge? If the answer to any of these questions is 'yes' then the BCS Software Testing Specialist Group Library could help!

The Library has lots of testing books covering a variety of topics and they are available to borrow for a period of 4 weeks - free of charge. Extended loans are allowed as long as the book has not been requested by another member.

Topics include (amongst others) Requirements testing, Reviews/Inspections, Test Management, Test Techniques and Test Process Improvement.

We are currently reviewing our library details on our website. In the meantime if you would like to know more about the library and books available please email out librarian Matt Archer at sigistlibrary@bcs.org.

Why you shouldn't use Excel for Bug Tracking & Test Management

Ulf Eriksson, ReQtest

Strangely enough, Microsoft Excel is widely used as a sort of bug tracker or test management tool. This might be because it is installed on so many machines, because most corporate environments have licenses for Office, because people know how to use it or simply because no alternative was ever considered.

The truth is that Excel makes for a very poor bug tracker or test management solution. Regardless of how many fancy graphs and formulas you know how to use, this does not change the fact that Excel was never built or designed to serve these purposes.

So why exactly does Excel not cut it as a bug tracker or test management solution? Well, there are a fair few reasons, and the 5 reasons below are just a few of these.

1: Sharing Excel sheets is a nightmare

How many developers and testers do you have in your team? If it's a one man band you could get away with using Excel or Word, but if the team is larger than a party of one, you could be in a world of pain and confusion. For a start, Excel and Word are both desktop applications, and they do not play very well in a scenario where sharing is a necessity.

Emailing an Excel sheet around to all collaborators might seem like a brilliant idea which couldn't go wrong, until someone breaks a formula, overwrites something important or otherwise ruins the Excel sheet.

Excel might seem handy on your desktop, but it doesn't work nearly as well with a remote client. Unless you have some sort of shared drive arrangement it's not easy to submit, update, and ensure you're accessing the latest version of the workbook.

Add to that, version compatibility can become a real issue in cases where people are using a dozen different version of Excel.

2: Does everyone *really* know how to use Excel?

An assumption people make before deciding to use Excel for bug tracking and test management is that everyone knows how to use Excel. This is true only to a certain extent.

What you would probably need to do if you start using Excel for these purposes is to create a huge Excel workbook with a lot of tabs. You'd probably have a summary page on the front which will link to each of the other pages, and on the summary you'll list information such as status, summary and start/finish dates.

Does that sound complicated? Well, that's because it is. Realistically speaking, for most people, even if they do have a rudimentary knowledge of Excel, such an arrangement is just not user friendly.

3: Maintenance is a pain

Maintenance of the spreadsheets and their embedded links has to be carried out regularly, and you will be firefighting a lot of the time as people clear important cells and commit other errors.

Of course, using Excel to manage test documents means that after every test cycle you will have to clear out all the test results and take a record the previous test cycle's dashboard somewhere else. This might be yet another Excel sheet which covers the project status. This becomes annoyingly labour intensive pretty quick.

Furthermore, it will take a long time, maybe weeks, just to tweak the Excel sheet so as to make everyone happy and try to make it as easy to use and as hard to break as possible.

4: Poor in collaboration

One of the biggest problems with an Excel-based bug system is that only one person can safely edit the spreadsheet at any one time. That alone is already a recipe for disaster, as well as encouraging people to simply abandon hope and not use the workbook at all, probably reverting to post-its or something to that effect.

From experience, even in a 4 person with pretty basic reporting duties, Monday morning reporting turned into a day from hell every week as one particular team member kept overwriting teammates' progress week in week out until a cloud based system was implemented.

5: Lack of necessary features

You might think that we're bashing Excel unfairly, but that is not the point that we're making. Excel is an excellent piece of software and it did bring spreadsheets to the people, but it simply does not cut it as a collaborative bug tracking or test management tool. There is no better evidence for this other than the fact that the vast majority of necessary features for bug trackers are conspicuously absent in Excel

There is no way to input proper comments, and this is truly paramount when working with different teams with different areas of business concern.

Users should be able to give feedback on how the sheet is working for them, but again, there is no facility for this in Excel.

The readability in Excel is poor at best, and it becomes downright abysmal in the case of verbose bug descriptions. There simply is no way to comfortably read heavy content in a cell.

Unlike bug trackers, Excel has no way of alerting users that bugs have been added, assigned to them or notifying them of any changes which might concern them, meaning that users have to manually open the document or documents and check for any changes which affect them, as opposed to getting a neat email informing them of changes. Of course, even keeping track of which tracks are assigned to whom becomes a hassle when a few hundred cells have been added, while enforcing anything at all is simply impossible.

Perhaps the final nail in Excel's coffin as a bug tracking utility is the fact that of course, it has no screenshot feature, which rather than a nice-to-have is a necessity when it comes to bugs and bug reporting.

In conclusion, if you are still using Excel or considering using it for something it was never ever intended to do, bug tracking and test management, do yourself a favour, don't do it.

Ulf Eriksson heads ReQtest, an online bug tracking software based in Sweden. ReQtest, which is the culmination of Ulf's decades of work in development and testing, is a very handy and simple tool to track bugs, list requirements and better manage all communication by anyone involved in any project. Ulf is also the author of many white papers and articles, mostly on the world of software testing. He is also slaving over a book, which will be compendium of his experiences. Ulf lives in Stockholm, Sweden.

SIGIST Winter 2012 / 13 December 2012
Presentation Abstracts and Speaker Biographies

Jan Jaap Cannegieter, SYSQA

"Tester, get out of your cave"

TMMi, the successor of TMM, was first published in 2008. Since then, a lot of organizations have used it to assess or improve their test processes. The presenter used TMMi in Telecom, public services, finance and utility. Based on over 25 assessments conclusions about the level of testing in The Netherlands can be drawn:

- Which areas of testing are well developed?
- Which areas of testing are not well developed?
- What conclusions can be drawn based on these data?

These questions will be answered in the presentation. The main conclusion will be that those areas that can easily be influenced by testers are quite well developed; test process improvement is something done by testers in their cave! The areas where other stakeholders need to participate are not that well developed. So to improve testing we need to involve other stakeholders better. The way we should act to involve the relevant stakeholders will be explained and analysed.

Jan Jaap Cannegieter is a leading test, QA, CMMI and requirements expert in the Netherlands. He has 20 years of experience in ICT, starting with software testing and quality assurance in ICT-projects. In the last few years he has completed several TMMi test process improvement, CMMI, SPI and requirements projects. In addition to his assignments, Jan Jaap is Vice President of SYSQA B.V., a company of 180 employees specializing in requirements, software testing, quality assurance and software process improvement. Jan Jaap is the writer of several articles and books, including The little TMMi. Jan Jaap was a member of the TMMi development team and is TMMi accredited lead assessor.

Sheela Alam, Independent Test Consultant

"Testing – The Scapegoat"

The test function on a project finds itself to be the target of 'blame' when projects are delayed, or when costs are increased and / or issues are found in production. This can be frustrating because it is the test function which inherits issues of other work streams and then has to deliver testing within the constraints of the project problems or resolve the issues to enable some level of testing to be performed. The matter of fact is that projects will always have some form of inherent issues and it is up to 'test' to have the right due diligence and management information to drive collaboration and success.

Over the past few years I have managed testing in such away that testing has become the function which 'drives' the delivery of projects, and as a result have avoided 'test' from becoming the 'dumping ground' for the projects problems.

The principles adopted by the test management methodology on projects included:
- Regular communications with specific teams
- Reporting with streamlined content for target audience
- Maintaining a RAID Log
- Utilising a Test Traceability Matrix

Sheela Alam - An independent Test Consultant with test management experience in Banking, Finance, Telecommunications, Retail and Professional Services.   Delivered testing for large global programmes, to agile and waterfall methodology, managed test teams (system, SIT, Non Functional and Acceptance testing) and has experience of the full test process. Holds a BSc honours degree in Computer Science and Business Operations Management and is also an ISEB Practitioner.

Richard Morgan, TCL

"Zappers"
[Workshop]

Zappers is a meet up where testers, both experts and amateurs come together to make connections, compete and of course, enjoy themselves. At the event we will have numerous teams, testing applications and looking to beat the clock and log as many bugs as they can.

Richard Morgan has 35 years IT experience in roles across all areas of the software development life cycle. He also has strong business experience and has recently completed an MBA at Exeter University. His career has focussed on customer-facing delivery for corporates and consultancies to public and private sector organisations.

Mike Jarred & Luke Avsejs, IDBS

"Implementing SFIA & other competency based frameworks"

This session will outline the journey taken to implement a competency based Professional Development Framework for testing within IDBS. Most of the testers within IDBS have come from a scientific background so have huge domain knowledge; the PDF has been used to establish their level of skills and competency for testing, as well as show-casing their achievements to the rest of the organisation.

Mike Jarred is the Director of Testing at IDBS, a market leading provider of innovative enterprise data management, analytics and modelling solutions which increase efficiency, reduce costs and improve the productivity of industrial R&D and clinical research. Mike has been in QA & Testing since 1990, implementing and developing testing teams in a variety of domains including Investment Banking, General Insurance, Retail and Private Medical Insurance.

Dr. Luke Avsejs is a Test Team Lead at IDBS with eight years of experience in IT involved with the development of staff. Currently working with pharmaceutical data management software Luke has a background in research chemistry and life sciences.

Peter Nairn

"The Ideal Tester"

This presentation came out of a set of discussions with a fellow tester which spanned over a year. We discussed what makes a "good " tester and came up with our definition of what makes an "ideal" tester.

The concept of an ideal tester is to identify the key properties that we look for in the people in our test group, what qualities and skills are important to success and to enable us to focus on the training and coaching needs of each and every tester within the group..

Everyone's idea of the ideal tester is going to be different, this is our view, yours may be different.

This presentation, and the ideas behind it, has been used to assist in identifying skill gaps in testers and to assist recruitment agencies in telling them what it is I am looking for in a tester

Peter Nain - I started off my IT career as a Programmer in the 1970s, became a Development Team Leader before moving into Project Management. Whilst working as a Project Manager I fell into Quality Management and Testing by mistake and found I enjoyed it.

I have been in Testing now for over 20 years, having been a Test Analyst, Test Consultant and Test Manager (sometimes all on the same day!) for some large companies.

My main interests are in improving tester skills and thereby improving the testing that is performed. I enjoy mentoring and leading test teams to make them the best that they can be.

Jan Jaap Cannegieter, SYSQA

"Politics in Test Projects"
[Workshop]

Politics in organizations and projects is a fact of life, you have to deal with it whether you want this or not! And most test managers and test consultants are well trained in testing, management en consulting but not in stakeholder management en politics in organizations.
In the workshop the way I analyse stakeholders and the way I manage the politics are explained. To show how this works I use a case and I let the attendants apply the model in their own project or organization.
At the end of the workshop the attendants know how to use the stakeholder card and how to make and analyse different scenario's. This way the attendants learn to control their environment instead of the other way around.

Jan Jaap Cannegieter is a leading test, QA, CMMI and requirements expert in the Netherlands. He has 20 years of experience in ICT, starting with software testing and quality assurance in ICT-projects. In the last few years he has completed several TMMi test process improvement, CMMI, SPI and requirements projects. In addition to his assignments, Jan Jaap is Vice President of SYSQA B.V., a company of 180 employees specializing in requirements, software testing, quality assurance and software process improvement. Jan Jaap is the writer of several articles and books, including The little TMMi. Jan Jaap was a member of the TMMi development team and is TMMi accredited lead assessor.

Paul Gerrard, Gerrard Consulting Limited

"Live Specifications: From Requirements to Automated Tests and Back"

In the Agile community, Acceptance-Test Driven Development (ATDD), Behaviour-Driven Development (BDD), Test-Driven Development (TDD) and Specification by Example are gaining greater acceptance as an effective approach to developing systems of high quality and business value.

These approaches promote the flow of knowledge from stakeholders through to programmers and testers using collaborative specification, high levels of test automation, ubiquitous language and continuous delivery and deployment. The concept of knowledge flow is an ideal, but apt way of describing how these approaches work.

This talk sets out how systems can be specified, continuously developed, tested and delivered and how testing supports the flow from requirements through to acceptable systems.

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

Educated at the universities of Oxford and Imperial College London, in 2010, Paul won the Eurostar European Testing excellence Award. In 2012, with Susan Windsor, Paul recently co-authored "The Business Story Pocketbook".

He is Principal of Gerrard Consulting Limited and is the host of the UK Test Management Forum and the UK Business Analysis Forum.