

OZTester



The Quarterly Magazine for the Australian Software Testing Community and Supporters

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FREE

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Confessions of a Test Strategist

Starting a New Role as the Test Manager

Interview with Brendan Fitzgerald of TestIT

ANZTB Conference & Melbourne SIG Reviews

The Joolery Diaries: An Aussie Tester Abroad

Authority Bias: the Bane of Testing?

Developers & Testers: Worlds Apart
or Kindred Spirits?

...and more!

OZTester Magazine

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The Journal For Australian Test Professionals

In my teens I became aware of the *second album syndrome* - a moniker bestowed on many a recording artist after an incredibly successful first album and the critical malaise directed at their follow-up. So, I'm pretty nervous about releasing **Issue 2** of **OZTester** out into the big wide world. *It's our new born baby and we want everyone to love it* (or at the very least - enjoy it)!!

It's been an incredibly busy couple of months since **Issue 1** hit the ether, with Geoff (my Editor in Chief) and I putting out two "mini magazines" - one on the current online debate regarding the various "testing schools of thought" and the other as a special *taster* for the attendees of the **ANZTB Annual Conference** in Canberra. Incidentally, I review the **ANZTB Annual Conference** and the latest **ANZTB Melbourne SIG** later in the magazine.

We've also begun building an **OZTester** community, the first stage of which has been the creation of a *LinkedIn Group*. We already have around 130 members (as we go to press), so I'm now looking into doing something similar on *Twitter*. We also plan to have regular meet-ups later in the year, probably starting in October. The geographical challenges of attempting this will mean that we will need local representatives for all the major cities, so if you are interested in helping to organise (probably quarterly) meet-ups please feel free to contact me at

What I'm most excited about in this new issue is our interview with **Brendan Fitzgerald**, the Digital Inclusion Manager of **InfoXchange Australia** (a not-for-profit organisation) and head of an excellent initiative branded as **TestIT**. **TestIT** is a software testing organisation with a difference. Their main focus is the creation of long-term employment for people facing barriers to work as a result of *Asperger's Syndrome*. For those of you who are unaware, folks with *Asperger's Syndrome* often have excellent memory recall and high levels of attention to detail (which helps enormously in the identification of defects and irregularities).

I've taken a personal interest in several initiatives like this around the world (most notably in Europe) over the past five years or so and have on several occasions tried to influence several major organisations in Australia into hiring people with Asperger's. **Toby Thompson** (CEO of **Discover**), has done something more tangible than I in providing his services (as an ISTQB Training provider) to this amazing initiative. My personal goal is to also donate a significant amount of my own time to this organisation over the next couple of years. I encourage all our readers to seek out www.testit.infoxchange.net.au for more information.

In May, Geoff Horne (my Editor in Chief and Editor of **NZTester**) and I put out a combined Newsletter in which we wrote about our personal experiences with the various "schools" of software testing. Our initial idea was that this was to be a "taster" for a more detailed analysis of the subject in the next (current) issues of **OZTester** and **NZTester**. However, at this point in time, I'm still gathering evidence for my part of the story and therefore the full article is still a work-in-progress..

Finally, I want to thank our new contributors and advertisers who have made this issue of **OZTester** possible. As always, we encourage you to provide feedback and ideas for future issues.

Enjoy....



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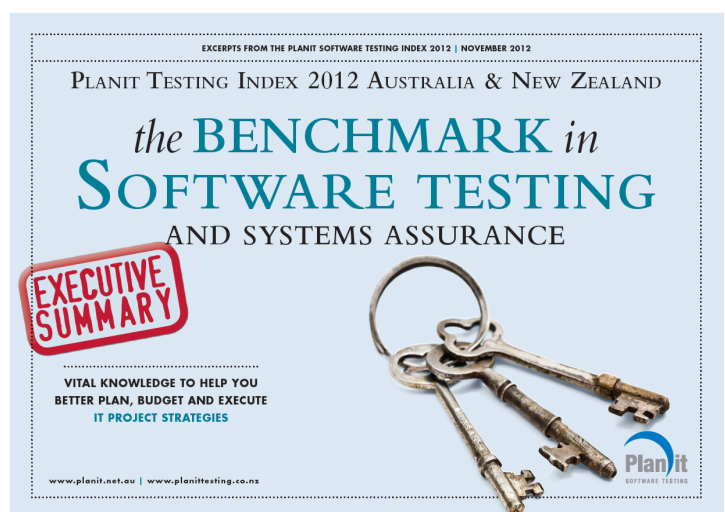
Some of our regular features take a break for this issue

Planit Testing Index

Now in its seventh year, the Planit Testing Index is an industry-wide benchmark for software development projects from across Australia and New Zealand. It provides a solid foundation for strategic planning, budgeting and execution of quality assurance activities in IT. Our commentary for last year's Index can be found in NZTester 2.

The 2013 Index will represent over 10,000 software development projects from Australia and New Zealand.

To participate, click on the graphic ➡



OZTester Announcements



OZTester Survey

We'd still like to know a bit more about your thoughts on OZTester Magazine so we can continue to shape it according to what you would like to see.

Our survey with SurveyMonkey is still active. It's mostly multiple choice questions which should take no more than 4-5 minutes to complete.

We'd certainly appreciate you taking the time out to complete this survey, we'll hold the results over until the next edition of OZTester (October).

Click on the logo below to go straight to the survey.



OZTester Directories

Later in the year, we will be looking to publish three testing industry directories:

- 1) Testing Companies - Australia
- 2) Testing Companies - New Zealand
- 3) Testing Tools - management, automation, code coverage etc.

We encourage companies wishing to appear in either of the Testing Companies directories to register interest with us below.

There will be no charge for placing an entry and full advertising opportunities will be available at our standard advertising rates.

The Tools directory will be product-based and researched by OZTester personnel.

**REGISTER
YOUR
INTEREST**

Over the Tazzie, in the latest issue of....

NZTester MAGAZINE

- ◆ Interview with Bryce Day, Catch Software (developers of EnterpriseTester)
- ◆ Michael Bolton in New Zealand
- ◆ On the Road Again
- ◆ Hiring Student Testers
- ◆ Testing At ikeGPS (mobile applications)
- ◆ Five Behaviours of a Highly Effective Time Lord Tester

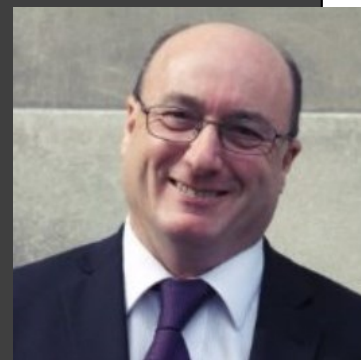
Click on the cover to download.



This issue's interviewee is:

Brendan Fitzgerald

Head of TestIT, Melbourne



Our interview this issue is with Brendan Fitzgerald, head of TestIT, an initiative of InfoXchange Australia. Prior to TestIT, Brendan has enjoyed spells with the State Library of Victoria and Vicnet- Ed.

OZTester: Can you please describe TestIT?

A first in Australia, TestIT is a software testing social firm that supports, trains and employs people with Asperger's Syndrome (AS). We offer a range of testing services that utilise the skills of our AS employees to provide a high level of quality in the testing we perform. TestIT has been supported in development by funding from DEEWR, The Buckland Foundation and the R.E.Ross Trust with significant support from partners SoFA and Alpha Autism.

In essence TestIT is a fee for service software testing business unit of Infoxchange and has two aims:

- ◆ Deliver competitive and quality software testing services utilising the skills of people with AS; and,
- ◆ Open up employment opportunities for people with AS.

OZTester: What services does TestIT offer?

TestIT currently offers the following testing services:

- ◆ Accessibility testing of websites to W3C standards
- ◆ Functional testing of websites and applications
- ◆ Cross browser and mobile testing of websites and applications
- ◆ Static testing of website and publication content for spelling, grammar and punctuation

In addition TestIT does standard proofreading and some editing.

OZTester: What do you believe makes TestIT different?

TestIT is a software testing firm with a difference. Our focus on quality, independent and cost-effective testing services ensures customer satisfaction, while creating long-term employment opportunities for people facing barriers to work as a result of Asperger's Syndrome. People with AS often have excellent memory recall, high attention to detail and a superior ability to identify defects and irregularities, which has proven to be a competitive advantage in software testing firms.

OZTester: What do you think makes a Test Manager or Analyst come to work for TestIT?

Our AS team members have joined TestIT to engage in a meaningful and rewarding activity, improve their own quality of life while learning new skills and work in a supportive, protective and understanding work environment.

Our non-AS team members have joined TestIT because they believe that everyone has the right to work. They get great personal satisfaction from seeing the positive results their efforts have in the life of the AS team members. Our non-AS team members all come from corporate testing backgrounds, so they understand the rigours of software testing but more importantly have a passion for social benefit. They are also committed to the exciting opportunity that employing people with Asperger's offers the IT industry.

OZTester: Where do you believe the challenges for Australian testing companies lay?

At TestIT we believe that the challenges faced by Australian testing companies lie in finding new business in an ever growing sea of new testing companies based locally and overseas. That said, we also believe that there is a large ‘untapped’ market of potential clients for us to build ongoing relationships with.

We also believe that the Australian software industry can set standards specific to employing people with disabilities. This could be through supporting endeavours such as TestIT or ensuring that positive and robust Telework situations are put in place to ensure that staff with a disability can contribute equally to a productive economy.

OZTester: Where do you believe Australia’s approach to testing is going well?

TestIT believes that Australia’s approach to testing is a quite dynamic. The focus is continually changes – right now there appear to be a big focus on offshore outsourcing and a strong move into the automation space.

OZTester: Where do you believe Australia’s approach could improve?

The strong move in Australia to automated testing appears to be leaving the whole area of customer experience and usability behind. This is an area where we are keen to expand into. We also believe that some dynamic and creative partnerships can be developed in this space and are keen to explore that with industry partners.

OZTester: Do you believe that overall the standard of testing in Australia is improving?

The testing standards in Australia seem to differ across different industries. There are some industries where the testing activities have a high focus and are generally of a high standard. There are other industries where testing is not even considered in any of the planning activities. It would be great to see more testing in these underrepresented areas.

OZTester: Where do you believe the next initiatives in testing lay? What’s coming next? In Australia? Internationally?

With the Australian government push of W3C AA

standards for web accessibility by end of 2014 for all government websites, we believe that particularly in Australia, there will be more focus on accessible websites in governmental areas and that this push will spill over into the non-government sectors as well. What we would like to see is a move to building this thinking in at the beginning of positive and inclusive website development rather than seen as a compliance issue.

Additionally, as the move to automation picks up and the amount of manual testing decreases, so will positive end user experiences decrease in Australia and internationally. This decrease in the amount of manual testing is a growth area we see that TestIT can fill. Our testing services will ensure that a site is thoroughly tested and that all the broken links, typos and inconsistent branding are identified to ensure a consistent user experience.

Finally in relation to TestIT specifically we have been warmly welcomed by the ANZTB and the software testing industry in general as evidenced by the response to our stand at the ANTB conference in Canberra in June. We see that this support is important and has benefits to both TestIT and the software testing industry in developing further innovative approaches to testing models.

OZTester: Do you have a testing horror story to share?

The horror story is this: nearly 50% of adult people with Asperger’s in Australia are unemployed. We know that many of these are talented individuals often with higher education qualifications. The positive impact of employment for individuals who essentially have an ability as opposed to a disability is clear:

- ◆ Less reliance on social welfare
- ◆ Less depression and anxiety
- ◆ Increased sense of self worth
- ◆ Increased financial security

For the broader staff and management of Infoxchange a greater sense of responsibility, patience and pride in creating a supportive work environment is evident through working with our AS colleagues. The horror story is simply that too many people with AS are missing the benefits that meaningful employment offers and it is unacceptable that in Australia a group of people who in essence have unique abilities are being excluded from such opportunities.

Software testing with a difference

TestIT is a software testing social firm that provides long-term employment opportunities for people with Asperger's Syndrome.

To find out more

Visit www.infoxchange.net.au
Telephone (03) 9418 7400
Email testit@infoxchange.net.au

Starting a New Role as the Test Manager

by Mark Henderson

I wanted to write an article not about requirements management or the latest agile techniques rather about the softer edges of a career in IT. Whilst I have specifically titled this article in reference to test management, readers should be able to apply these ideas and information to their own careers regardless of role in most instances.

Let's start out with contrary to popular opinion (and indeed my own), life as a Test Manager isn't always the breeze it is made out to be! Over the years I have collected a toolbox of ideas, templates and strategies. In the following four articles I have distilled these thoughts and experiences into an **essentials list** of my personal success factors that must be considered when starting a new role.

The primary notion is to establish an understanding of the task at hand as early as possible on your new assignment. This and this alone can be the difference between success or failure. I have been very fortunate to have worked on a lot of different sites around the world over my twenty plus year career in Information Technology and in these series of articles I'll share some of the success factors. In this first article I look at one of the four crucial aspects to ensure your success, **people**. While putting this article together I had colleagues tell me "you are making a mistake you should



talk about the "technology" quadrant first - surprisingly they are ex- programmers. But having chosen to ignore that advice, I can testify from personal experience that you will encounter different types of people, all with unique personalities. However regardless of your place in the IT workforce/ project team, people can and are broadly categorised into identifiable groups.

I apologise in advance for falling back on the "categorisation" model, it is a human thing! For this series I have grouped them conveniently according with those you will usually interact with in your role as Test Manager, offering up effective ways or suggestions on how to deal with each group.

Dependant on the nature of your role, the personalities you encounter can be radically different. For example, in a role as a User Acceptance Test Manager you may interface predominantly with "process focused" end users; whilst as an Integration Test Manager your day to day focus may well be with more technically oriented folk.

Regardless of the specific role, the most important point is that different types of people require information presented in different styles/techniques and the quicker you can identify what best suits these groups, the more easily success will come to you.

To address the differences, I have broken down the required

interactions into three different **people centric** groups:

- ◆ Business
- ◆ Technical
- ◆ Management

Business Groups:

These groups are rarely “tech-savvy”, relying more on face to face spoken word engagement, or on materials such as prototypes, presentations, cheat sheets to ascertain and assimilate and develop opinions and options. Your face to face engagements with these groups is more suited to small *group based* workshops where you will be able to address individual concerns whilst building rapport and trust.

Human Factor Tip 1: When participants know each other, they feel more comfortable speaking out.

Early in my career, one of my assignments was to assist Business Analysts in the development of the “As Is” and “To Be” requirements. The BA’s who were from a reputable vendor organisation, were adamant it was “easy” and that they had “done this type of work” many times previously. As a result they convened a “super group” of 50 users in an open forum style situation.

It was a disaster with three or four key business users vocally dominating the meeting and literally *poisoning the pool of users* so to speak. Minor discussions/arguments broke out as the BA’s lost control of the room. Consequently the idea of the “super group” forum was abandoned and in damage control mode, key dissenters had their

concerns individually addressed. Groups were broken down into smaller entities based on functional groups and progress was made with documenting requirements.

So avoid large groups with potentially uninformed user communities, especially where people may not know each other and therefore be reluctant to speak out. I always adopt a policy of having spoken to key users or at least be aware of who they are prior to attending information sharing sessions. You will be able to identify these **key influencers** by speaking with project colleagues such as Project Managers and Business Analysts and it is good business practice to understand who you are going to speak to prior to the actual session.

You’ll need to understand that you are part of the team that is changing these peoples’ jobs, they are “the business”.

Human Factor Tip 2: Most people, despite living in a constantly changing technology-based society, are still afraid of “change”. Once whilst working in Ireland, I observed a group of people behave in an incredibly arrogant manner towards the user community. I believe this single action delayed the delivery of the project by several months.

Typical signs of this type of behaviour are when key users are suddenly unavailable to attend information gathering sessions, people are uninterested in your content and display “negative” body language in sessions; this being the case you may have to escalate to Senior Business

Management to obtain access to key people and think about the style, format and content of what you are presenting.

Technical groups:

This is often the most difficult group to establish rapport with, I have on multiple occasions been seated amongst technical folk (including testers and others who formed part of my team) and spent the first few days in absolute silence. This is not my usual state of being but I am mindful of their preference for communications via “technical” mediums such as email, social media, online tutorials and self-paced learning. With this in mind, turn this situation into a positive and use those mediums as the initial way of opening up communication channels.

It is also sometimes your only way if your team is located offshore. It has been my experience that technical folk often like to limit their vocal exhibitions (ie talking) to very basic yes/no responses, so remember this when planning your questions for sessions with them. It is also important because unless the purpose of your session is a deep dive technical Q&A, you often won’t have time to wade into the world of very complex technical answers if you don’t ask the right type of question.

More than often they are quiet people and that is also worth consideration when dealing with technical personnel...do not get too exuberant with the introverted techo because they will in most cases just shut up shop and you won’t get the

the information you are after.

Human Factor Tip 3: Techo's, just like everyone else, are sensitive towards criticism, so think about feedback delivery, build that bridge and be mindful of your language, when looking to bolster and maintain a positive relationship with technical folk.

Always allow adequate time for the technical thinker to develop an opinion as they are crucial assets in your test management arsenal. In my experience with multiple cultures and organisational types, they are usually deep thinkers who require time to provide feedback and at that point their input will be valuable; do not send the performance test plan out for review on a Wednesday afternoon for a Thursday submission of comments.

Human Factor Tip 4: As with all users, always make sure you make a point of thanking them for their contribution.

Management:

One of the tricks of the trade with Management is to recognise that they can be a combination of personality types, from the technical guru who has risen through the ranks through to the business person who has grown into their role on a totally different organisational path. The quicker you understand what side of the fence they have come from the better off you will be.

Human Factor Tip 5: Listen to the language they use in meetings and conversations as this will often provide clues as to their background.

I have found it is a bit like university when you discovered what style of "academic" your professor was then you could focus on embedding key acronyms and utilising their terminology. I have also found that project management prefers the use of *their project milestones in your testing context!*

Alternatively, when you walk into the Project Managers office with an issue, always have a number of potential solutions at the ready. Failure to do so could send you to the back of the queue when opinions are being sought and result in adverse impacts on your testing effort.

Early in my consulting career remember being walked around the outside of a building in Leopardstown-Ireland by a very large, caring Irishmen who was one of my management peers and him telling me "ah feck Mark, don't always be the one seen to be raising just issues, get some other ejit to do it occasionally". That was good solid advice, be solution focused. While we are paid to find defects, we are also paid to be part of successful project delivery to our business clients.

Human Factor Tip 6: To a heartbeat, Management all over the planet love coloured visual metaphors such as pie charts and catchy pictures. Use these to demonstrate test management metrics and methods to be employed. When presenting testing methodologies always use the big coloured V for the V-Model, talk to that coloured V, do not pollute your management or working colleagues alike to a gruesome **dot-point "death"** presentations.

If you're asked for your speaker notes, then make sure you can provide them and remember the use of social media such as YouTube to highlight points is one of the tools in the test managers arsenal. Why should the technical folk have all the fun!

We as testing professionals are as much at the vanguard of the information age as anyone else in the Software Development Lifecycle. Let's deliberately move the image of the test manager away from the dowdy bespectacled type who sits in the corner reviewing test metrics all day.

Finally and as importantly as anything I have said remember you are part of a management team and we must all understand that it is our jobs to take risks and make difficult decisions that may not be popular with everyone; but again and most importantly this in order to facilitate successful delivery. Be sure to take this understanding into any difficult situation, when presenting or representing the testing point of view!

I look forward to outlining my thoughts on another quadrant in the next issue of OZTester Magazine.

Mark Henderson is currently a Test Consultant with BluCrow. He is an experienced senior test manager having presided over testing for a number of SAP implementations. He can be contacted at mark.henderson@blucrow.com.au

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Confessions of a Test Strategist

by Colin Cherry

I arrived in town just 24 hours earlier and I'm standing in front of a room full of strangers. I'm at something the locals call a "Meet-Up". Evidently, it's a gathering where Software Testing folk reveal their inner-most secrets.

I've been travelling a fair bit recently, so I haven't had access to my regular fix of Release Notes, Bug Reports and *Time to Fix* estimates. I'm edgy and I'm fidgeting. I'm here because I rang my closest friend (who just happens to be a Test Manager) last night, to see if he had any local connections. He tells me that there's a Meet-Up the next evening, just a few kilometres from my hotel. So, here I am, about to share my inner-most secrets in the name of personal healing and moving on. It feels a little surreal, like one of those AA Meetings you see in a movie, but I need to get this off my chest. Soooo, take a deep breath, relax your shoulders and.....

"Hi there, my name's Colin and I've been a Test Strategist for 20 years. I've tried to give it up several times, but I always seem to get drawn back in. I've tried easing myself off and going cold turkey, but I somehow weaken whenever I see a project going off the rails. I sit in meetings with Project Managers, Business Analysts and Developers and can't help but ask questions about the risks of implementing a major new feature just before the Christmas holidays. I don't mean to be difficult or fussy, but then they talk about loading "converted" data straight into Production. It hurts, it really hurts. I feel myself curling up into the foetal position, as I try to refrain from interjecting. I want to be good. I want to let them implement their software quickly and without any fuss. I want to stay clean. But I know deep down inside that I am and probably always will be a Test Strategist...."

It all started quite innocently really, as these types of addictions do. One day I was an innocent young Test Manager going to my daily Triage meeting, the next I'm hooked - on *Strategy*. I remember the day like it was only yesterday. I got invited to a gig in a private room (out the back of a pub) in the City.

I was told that a hero of mine was performing there and that it was already a sell-out. I was told that many of the people there would be..... *Project Managers*. I was told that we were going to hear some very dark secrets that only a select few would be party to. This was the day I met Kevin Sheedy - the infamous AFL coach of my beloved Essendon Bombers AFL club. This was indeed a seminal moment in my life, let alone my career. He spoke of *wheelie bins, static defenders, blonde midfielders and seagulls*. He was talking about - **Strategy!!**

A close friend of mine (Maddy Oldfield) insists that I am now totally incapable of functioning in any sort of *operational* capacity. Simply put, I think *strategically* when I need to work **ON** the business and I think *operationally* or *tactically* when I am working **IN** the business.

My most recent senior management role (as the head of the **Capgemini** Test Practice in Melbourne) was fundamentally a *strategic* role, even though I was the *line manager* to a very large group of software testing professionals. My (strategic) role was to develop the Melbourne Testing Practice into a sustainable and profitable sector of **Capgemini** in Australia. In order to do that, I need to work **ON** our Software Testing capability and not **IN** it.

This didn't mean that I became an "overhead", but it did mean that if I did undertake "billable" engagements they would benefit the organisation overall, not an individual, department, partner or customer. Therefore, I would attend industry/public sector events and speak at Conferences or Special Interest Groups, in order to influence the market within which we operated. This meant that, although my job was to run the Melbourne Test Practice, I spent plenty of time away from Melbourne (in Canberra, Sydney, Brisbane, Adelaide etc.) working with clients or prospective clients in order to build the **Capgemini** Software Testing "brand" strategically. This also meant that I

occasionally delivered solutions for individual clients. In fact, I conducted several major strategic reviews for one of the largest government agencies in Australia and developed a 5-year Strategic Plan for them to improve their software testing practices. This meant I had to understand their strategic and operational imperatives in order to define a framework within which to design a way forward for the agency.

Where to start? Let's look at a simple Case Study (not related to Testing) that will hopefully highlight the various (strategic) thought processes that I go through when assessing a situation.

A couple of years ago a friend of mine (I'll refer to him as "David" - because that's his name) wanted to restructure his veterinary supplies business. David has a successful business that had been operating for over 25 years, but he is now in his early 60's and wants to slow down in preparation for retirement. He also wants to run his business from his rural homestead in country Victoria (as opposed to suburban Melbourne). How do I approach this exercise? How do I develop a Strategic Plan that will enable David to achieve his goal?

The first task is to understand what happens in David's business today. How and why does his business function the way it does - the WHY is by far the most important aspect of this exercise. So, I build a model of David's current business (using Post-it Notes). Then I get everyone in his business to verify my picture (of the business). This usually takes several iterations, but is a very simple exercise whether it's a small, medium or large company - I also use the same approach for defining the Test Strategy of a major bank or telco....

Once I've got a high-level view of the business, I ask lots of questions about WHY things are done this way and that - I want to understand the context within which the business operates. I then conduct a SWOT (strengths, weaknesses, opportunities and threats) analysis of the business and build a Mindmap, in order to visualise the current challenges for the business. A SWOT analysis is an excellent activity to tease out differing views of that people see as the various characteristics of a business. It is very rare to get a single view from the outset and several iterations/debates are required before a consolidated view is achievable. Incidentally, David's business is now the most

profitable it's been in over 10 years as a result of strategically re-positioning it.

I've developed and written far more Test Strategies than I can recall (probably at least 50). Some have been for major Programs of Work (Bank Mergers, Telco Transformation, the launch of an online Supermarket, the implementation of a Smart Ticketing system - NOT Myki in Melbourne :). Some have been more technically focused (Test Automation, Data Conversion, Test Environment Management), while others have focused on industry-based Accreditations or Standards. I approach them all exactly the same - I ask lots of questions. I ask lots of questions and speak to lots of people and draw lots of pictures. I often take over the largest room the organisation can spare (a Training facility is quite often appropriate) and use it as a giant whiteboard within which to share my ideas.

A simple strategy I adopted just a few years ago was related to developing Project documents in a quick and cost-effective way. Rather than have a single person develop and distribute documents, we built them as a team. The way I *tested* this approach was to set my small team (of 4) the goal of publishing (and gaining sign-off) of a Test Strategy within 10 working days. The sign-off needed to be from the Board of the company, so it was going to be a tough ask. This is how we did it.....

I gave them a simple set of guidelines:

- 1) The document must not exceed 25 pages
- 2) There must be a 2-page Executive Summary
- 3) The document must be physically visible 24/7 - from inception to completion (to ensure maximum feedback)
- 4) The document must be signed-off by the Board within 10 working days
- 5) We would review progress every morning at 8:30

I gave no more information than this. I didn't tell them *what* to write or *how* to write it. I didn't tell them *who* to interview or *what* needed to be highlighted or examined. The only formal assistance I gave them was to be available for brainstorming ideas and attendance at the daily reviews.

This is how you provide **strategic** guidance for a **strategic** outcome!! Strategy is about providing a vision (the WHAT). Strategy is about enabling efficiency and effectiveness. It is not about *organising* the team and telling them what their duties are. It is not about telling them who is to interviewed at what time and by which team member. They are tactical decisions. They knew the goals and therefore they had to organise themselves to achieve them. This approach provides maximum support with minimum interference and (in the majority of situations) the most creative and usable outcome.

I'm now going to describe how I created a *Global Test Execution Strategy* for the largest Technology transformation program in the Southern Hemisphere. I was part of team of half a dozen Program Test Managers responsible for the Testing Governance for the program. One of our challenges was to squeeze more Testing into a finite timeframe. We had over 120 Test Managers (representing more than twenty business partners - both onshore and offshore) directly responsible for delivering a software testing outcome. It was my responsibility to provide an *overall strategy* within which they would be able to meet the various (very tight) deadlines.

When dealing with such a large and diverse group of stakeholders the first thing I do is identify the most *influential* and *important* stakeholders - the ones who you need to get agreement from in order that everyone else will fall into line. There are usually only two or three major players and once they agree - 80% of your job is done. It's another example of Pareto's (80/20) Rule - focus 80% of your effort on 20% of the stakeholders and you'll get the outcome you want. One of the golden rules of *Strategy* is to identify patterns that will short-circuit the gaining of approvals and decisions. We were working with all the major consulting

businesses in Australia at the time and so we focused on IBM, Accenture, Infosys, Wipro and CPT Global. Once we secured their support, their influence got everyone else over the line.

However, influencing the acceptance of our *Strategy* was only one aspect of implementing a successful *Strategy*. We also had to actually develop a workable solution. For this to happen we had to understand what *Constraints* each of the major stakeholders worked within. The most effective way to get to a consensus was to *workshop* the various options. We did this by organising the various stakeholders into groups, so that every Test Manager attended at least one Workshop. Workshops are effective because they allow everyone to contribute and everyone to hear the various arguments for and against a particular option. Because of the global reach of the program, some of these Workshops were held via teleconference (saving time and money).

It took about 3 weeks to come up with an acceptable *24/7 Test Execution Strategy*, that everyone would sign up to. You might think this would take months, but if you follow the rule of identifying the stakeholders that will provide the biggest challenges and get their agreement first, you will shorten the time frames every time. Some people think that the biggest partners are the most difficult to convince (because they have the most levels of management to influence). In reality, the bigger the organisation the more likely they are to understand how to negotiate and compromise - because they do it **every day**. As I said initially, identify the most influential stakeholders and focus on them and trust that they will help you get everyone else over the line. No-one wants to be seen as the "difficult one".

This has been the first in a series of articles on *Test Strategy*. I will provide further Test Strategy insights based upon requests from you, the reader, in future issues of **OZTester Magazine**.

Colin Cherry is the editor of OZTester Magazine and an experienced Senior Test Manager. He can be contacted at colinda@ozemail.com.au



Worldwide software testing pure-plays rankings: SQS as big as rest of top ten. QualiTest consolidating the market.

Rank	Vendor	Est'd STS Revenues 2012 (\$m)
1.	SQS	275
2.	QualiTest	65
3.	MTP	34
4.	Thinksoft	29
=	Inspearit	29
=	Planit	29
7.	Cigniti	24
8.	Maveric Systems	22
9.	RTTS	20
=	Imbus	20
Total		547

The top ten largest software testing vendors have a combined 5% market share.

[Click to link to NelsonHall's Software Testing Analysis site](#)



ignite AUSTRALIA 2013

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1. Enjoy endless opportunities to learn and network at several different workshop sessions
2. Be inspired by industry leading keynote speakers including Ben Issa from ING direct and Brett Rogers from JP Morgan
3. Be part of the prestigious annual Australian Software Testing Awards
4. Bringing to you the first SAP focused presentation track
5. Explore the exhibition; learn about the new testing solutions and how they can apply to your testing project
6. Choose from different presentation tracks on topics such as Skills & Training, Agile Testing and Test Automation
7. This years theme Mobilising Testing

Q

The Ross Report

BACKGROUND

K.J.Ross has been performing industry surveys for the testing industry for many years by interviewing Test Managers to provide an industry report on the key issues which have impacted our industry in the current year and the various indicators which are likely to impact our industry in the coming years.

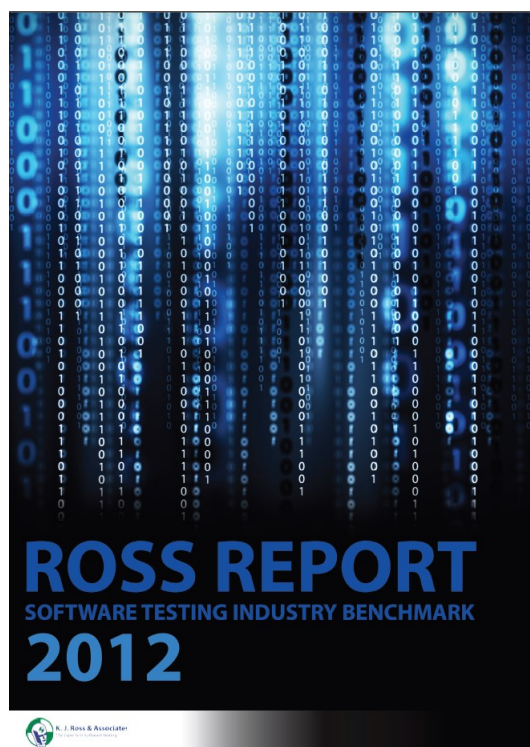
The survey which commenced many years ago has grown from a simple project of a few weeks which was limited to such important research items as salary surveys, profiles of techniques used and an analysis of the critical challenges faced by Test Managers to what it is today: a comprehensive and factual analysis of all aspects of the testing industry as defined below.

As the testing industry has become an increasingly important part of IT Governance, the industry demands a comprehensive analysis of software testing practices, and development of a benchmark that can be used as a guide for IT and Test Managers to plan and implement their testing and assurance strategies.

The findings below are a summary of the statistics gathered and published in the Ross Report and reproduced here with the kind permission of KJRoss & Associates. **To download the full report, click on the graphic on the next page.**

- | | |
|-------------------|---|
| FINDING 1 | The proportion of IT budget spent on testing is stabilising at 20-25%. |
| FINDING 2 | Business stakeholders require the greatest convincing on why software testing budget is justified, IT & Project Managers are somewhat neutral on budget allocation. |
| FINDING 3 | Industry sees future adjustment in budget breakdown: increasing the use of tools correlated with reducing staffing costs. |
| FINDING 4 | The majority of testing is functional testing (80%), with limited budget remaining for non-functional testing (20%). |
| FINDING 5 | Most test effort takes place too late in the lifecycle, limiting opportunities for both early defect detection and spreading demand on testing resources. |
| FINDING 6 | Testing effort is becoming more analytical rather than focused on test execution. In the future more effort will be put into test management. |
| FINDING 7 | Testing is becoming engaged earlier in the lifecycle (usually during the Requirements phase), however until engaged in the Concept phase it will have limited budget and expectation setting ability. |
| FINDING 8 | Resourcing approaches are changing with rapid increases in using outsourcing organisations, both onshore and offshore. The increase will be offset by a decrease in the use of contractors. Permanent staffing levels will remain stable. |
| FINDING 9 | On average there is a ratio of 1 test manager to 11 other testing resources. |
| FINDING 10 | Few projects have the capacity to support dedicated testing specialist roles, such as automation and performance testers, and sourcing strategies are required to supply needed specialist skills in projects. |
| FINDING 11 | Slightly more than half of organisations have no plans for offshoring (56%), and about 1/3 of organisations currently undertake offshoring on selected projects. |
| FINDING 12 | Most testers are sourced based on prior testing experiences, with a smaller proportion coming from a business background, and less still from a development background. |

- FINDING 13** Achieving foundation level certification is common to demonstrate basic understanding of concepts, yet few testing professionals progress to advanced levels of certification where more in-depth skills are considered.
- FINDING 14** On average, testing professionals receive an annual training budget of \$1600 and 3 days of training, half the amount reported in the previous benchmark.
- FINDING 15** Organisations are poor at finding and fixing defects in early lifecycle stages, with most defects being found in the testing phase or later.
- FINDING 16** Given current levels of defect injection and detection rates, introducing a more appropriate set of early defect detection techniques could reduce defect find and fix costs by 40% and reduce project costs by 25%.
- FINDING 17** Most organisations continue to use Waterfall, V-Model and Iterative Software Lifecycles, but this has declined since the last benchmark. The use of agile methodologies has been growing significantly in recent years.
- FINDING 18** When Agile methodologies are used, there is often only sporadic use of underlying techniques.
- FINDING 19** Test coverage of non-functional requirements has improved to just short of 70%, compared to 50% at the previous benchmark. Functional requirements coverage remains high at 85-90%.
- FINDING 20** Over 10% of test effort is lost due to environment issues.
- FINDING 21** More than 75% of organisations use test management tools.
- FINDING 22** Nearly every organisation has test automation tools, yet on average only 14% of test cases are automated.
- FINDING 23** Organisations intend to significantly increase their level of test automation coverage, with future investment expected.
- FINDING 24** Three quarters of organisations have performance testing tools, but they are only used on less than half their projects.



Imagine

to the tune of John Lennon's Imagine (obviously!)

When John Was a Tester

Imagine perfect projects
It's easy if you try
No risks impede us
No issues make us sigh
Imagine all the software
Faultless every day....
Imagine there's no triage
It isn't hard to do
No bugs to fix or pay for
And no debugging too
Imagine all developers
Living life in peace...

You may say I'm a tester
But I'm not the only one
I hope someday you'll join us
And the world will be as one

Imagine clear requirements
I wonder if you dare
No need for code inspections
No rework or repair
Imagine all your users
Happy with their apps...

You may say I'm a tester
But I'm not the only one
I hope someday you'll join us
And the world will be as one

FOR THOSE ABOUT TO ROCK...

WE SALUTE YOU



Tasting Let's Test

ROB SABOURIN, TIM COULTER
ANNE-MARIE CHARRETT,
ERIK PETERSEN AND RAJESH MATHUR

AUGUST 5

DOCKSIDE, COCKLE BAY WHARF, SYDNEY
BOOK AT WWW.LETS-TEST.COM

SCOTT BARBER, PERFTESTPLUS INC.

It was kinda like a 150 person class reunion, except that all of those "annoying classmates that you didn't want to see" either matured into someone cool, or didn't attend.

If you really care about testing, like CONFERing with your peers, enjoy a good time, and have some room in your life for new friends you'll end up kicking yourself for a long time if you miss the next Let's Test.

**WE HAVE A
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Testers & Developers: Worlds Apart or Kindred Spirits?

by OZTester Staff Writer

Is it possible to be a Developer and a Tester at the same time? Having spent over 20 years on either side of the *fence*, my own experiences tell me that it isn't easy. I spent the first 20 odd years in designing, writing and fixing software and the last 20 or so working out ways to find weaknesses in it (before our Customers or Users). Along the way I made the transition from *builder* to *breaker* and acquired a whole new mindset. My main reasons for making the transition were that I had become jaded after years of building code (based upon poor requirements) and I thought that changing my focus to a more business oriented outcome would provide a more satisfying experience. I was right!!

Over the intervening years I've heard many discussions and read far too many words regarding

possible differences between Developers and Testers. So I thought I'd just add my own little twist to this on-going saga by providing a few anecdotes of how I see the two mind sets. As always, I'd love to receive feedback on this (from Developers and Testers) and hopefully produce a longer list in a subsequent issue of the magazine. I hope you get to enjoy reading this as much as I did creating it...

1. Developers aim for the stars, Testers make sure that can get back again.
2. Developers stay up all night writing code, Testers stay up all night worrying why the Developers stayed up all night.
3. Developers release software, Testers release bugs.
4. Developers make headlines, Testers prevent headlines.
5. Developers know HOW stuff works, Testers know WHEN stuff works.
6. Developers embrace Risk, Testers will do anything to avoid it.
7. Testers check the door is locked three times before they leave the house, Developers don't leave the house.
8. Testers can *see* dead People, Developers struggle to see living people.
9. Testers avoid cracks in the pavement, Developers make a feature of them.
10. Testers rejoice when they find a bug, Developers rejoice when they fix a bug.



Testing Events

Aug 3-4, 2013



OZWST

Association for Software Testing
ast

Google



Test KIT

TESTING & AUTOMATION CONFERENCE

September 23-25
Arlington, VA

Phoenix, AZ

The Leading Conference on Software Testing

October 21-24 2013

STP SOFTWARE
TEST PROFESSIONALS
CONFERENCE & EXPO 2013



CAST 2013

"Lessons Learned"

August 26-28, 2013

Monona Terrace - Madison, WI, USA

Sydney

5 Aug 2013



12th annual STANZ

Wellington: 19 Aug 2013, Auckland: 20 Aug 2013



EuroSTAR
Software Testing
Conference

Swedish Exhibition & Congress Centre,
Gothenburg, Sweden | 4 - 7 November 2013

Michael Bolton
2013 Programme Chair




iqnite
AUSTRALIA 2013

October 14-15
Sydney



STAR WEST

SEPTEMBER 29 -
OCTOBER 4, 2013

Anaheim, CA
Disneyland Hotel



WeTest Workshops
Wellington Tester Workshops



Authority Bias - the Bane of Testing?

by **Rajesh Mathur**



Airblue Flight 202 was a scheduled domestic passenger flight which crashed on 28 July 2010 near Islamabad, the capital of Pakistan, killing all 146 passengers and six crew on board.

The report issued by Pakistan's Civil Aviation Authority in November 2011 cited a lack of professionalism in the cockpit crew along with poor weather as primary factors in the crash. In particular, the report noted that the captain ignored or did not properly respond to a multitude of Air Traffic Control directives and automated cabin warning systems. The report also claimed that the first officer passively accepted the captain's actions, after the captain on multiple occasions "berated" and took a "harsh, snobbish and contrary" tone with him.

Korean Air Flight 801 (KE801, KAL801) crashed on August 6, 1997 on approach to Antonio B. Won Pat International Airport in the US territory of Guam.

While formal investigation revealed multiple reasons of crash, Malcolm Gladwell examined the crash in the context of ethno-centric power structures of Asian cultures in his book *Outliers*. He believes that because Korean culture is hierarchical, people become obliged to be deferential toward

elders and superiors. In this crash, when the captain made an error, the co-pilot did not respond. Reason; the captain is in charge of the plane, the boss, and either out of respect or fear, the co-pilot never raised the alarm.

Now, most airlines have a role that deals with training, coaching and mentoring of crew. One of the jobs of this role is to ensure there is no authority bias exists amongst the crew.

What is the Correlation?

You must be either wondering what the correlation is between testing and plane crashes or, you already know by now what I am going to talk about. For those who are still wondering, there **is** a correlation between the possible cause of above incidents of crashes and a failed testing attempt of a software project. This correlation is called Authority Bias.

What is Authority Bias?

Authority bias is the tendency to accept or value the opinion of an authoritative figure without question. When this bias exists, the authority figure also tends to ignore the opinion of subordinates.

If you notice in the examples above, the mishap happened because communication amongst

the crew was ineffective. Crew members were afraid to question the captain and didn't raise the alarm even when they were aware that a lethal accident was about to happen. And when they did, their manager did not care to listen to whether they were raising anything of importance.

I have observed similar phenomena in testing on many occasions. Authority bias can strongly affect testing delivery at the various stages of the SDLC.

At the Concept or Initiation or Conceptualized stage, my observation is that testing has very limited involvement. In cases where it is involved, test managers are often asked for ballpark figure estimates for testing effort and cost. This is much like asking someone how long it will take to read a book for without knowing the content nor the number of pages.

Now, what happens when a test managers is asked for a number? One is usually provided, based on what? Sheer pressure! Many test managers believe that if they do not provide even rough estimates, credibility may be lost with management. Unfortunately, many not only provide estimates, but also a confidence level of plus or minus a certain percentage. Again, based on what?

Here not only authority bias plays its role but also action bias. Action bias is about taking action, even if the action either achieves nothing or results in a negative outcome.

In his book *Software Estimation: Demystifying the Black Art*, Steve McConnell suggests ways to provide estimates for different stages of projects, including initiation. However, I wonder how many test managers have read up on or practice documented estimation techniques.

When the Requirement Analysis and Definition phase begins, testers can begin work. At this stage, we can review and analyse requirements for testability, provide feedback, work on estimates, develop test strategies, test plans, resource plans, schedules, test environment requisition etc. All these tasks take time and need to be allowed for in the project schedule. As part of negotiations to control costs, maintain schedules and deliver quality solutions, testing, which is sometimes viewed as a 'necessary evil' is often subject to hard pushbacks which in turn brings about the potential for our old friend, authority bias. I have lost count of the number of times I've heard "Testing shouldn't take this much of time, I can do it in a much shorter duration" or similar. My response, if not verbalised, is at least in thought "then why do you need a testing team?"

I always struggle to understand why so many testers (and test managers) ultimately bend to these negotiating tactics. Maybe there's a lack of confidence in the estimates or a propensity to shy away rather than say 'no'. It is a project manager's job to remain

as optimistic as possible regarding delivery timetables. It appears that some do believe however that testers always over-estimate testing effort anyway so make no allowance for contingency. And perhaps due to that authority bias, many often prefer to keep head-in-sand, ignore the justifications and hope it all goes away.

Similar behaviour is often replicated during test execution: "Can't you do it faster?"; "YOUR testing is taking longer than expected"; "Why are there so many defects?" - as if we testers inserted the defects ourselves! I believe firmly that testing does not assure quality, it only informs on it. If so many many defects are being found, testing is not the problem and in all likelihood, the testing team is doing an awesome job by finding them.

I recall a joke based on Zeno's Paradox - salesman says to customer: "Madam, this vacuum cleaner will cut your cleaning time in half." Customer replies, "I'll take two then." Obviously two vacuum cleaners will not reduce the effort to none. Similarly more testers assigned to a project will not reduce the testing effort to nil.

Authority bias has been a huge culprit in negatively affecting testing deliveries on many projects. Perhaps in the future, armed with understanding, we may better address it and establish a more realistic grounding for our testing efforts!

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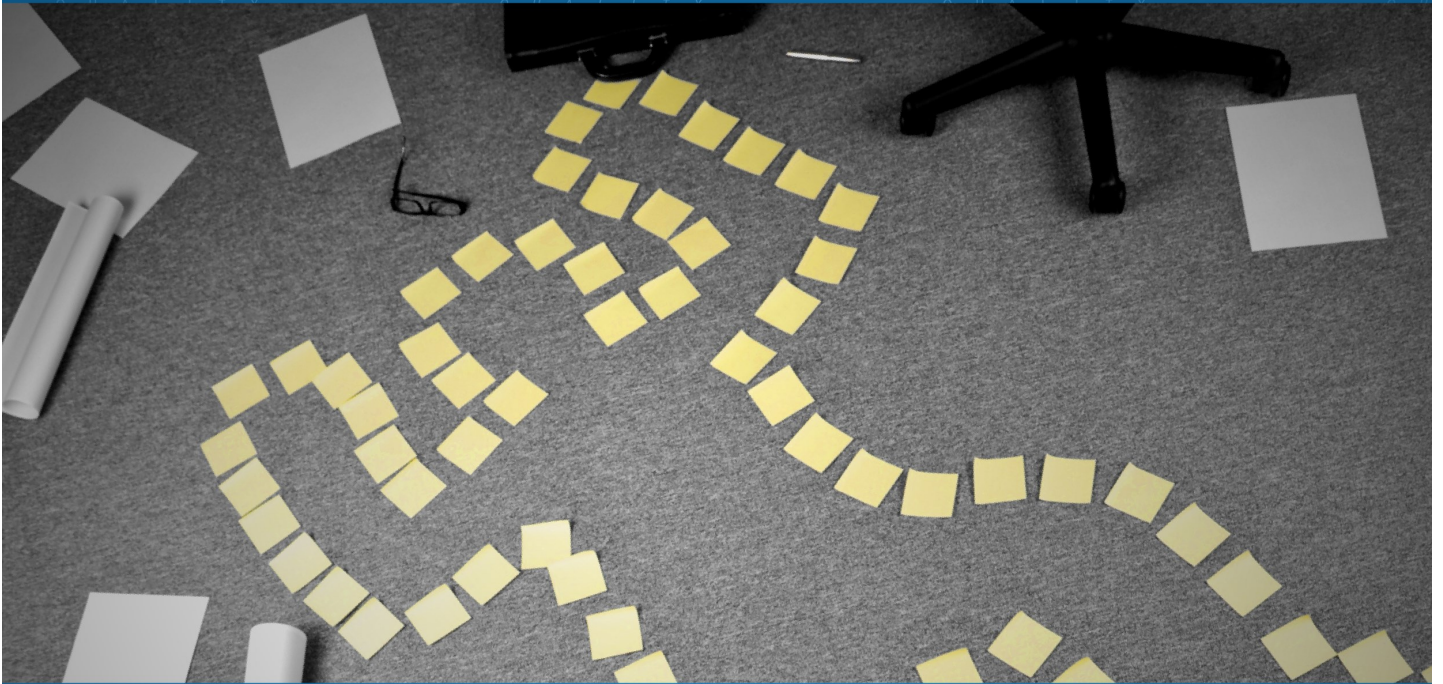
- 1) AirBlue Flight crash: Wikipedia, http://en.wikipedia.org/wiki/Airblue_Flight_202
- 2) Korean Air Flight crash: Outliers; Malcome Gladwell
- 3) Zeno's Paradox & Authority paradox: Plato and a Platypus Walk into a Bar... Understanding Philosophy through Jokes; Thomas Cathcart & Daniel Klein

Further Reading:

- 1) Thinking Fast and Slow; Daniel Kahnemann's
- 2) The Art of Thinking Clearly; Rolf Dobelli
- 3) Software Estimation: Demystifying the Black Art; Steve McConnell

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ANZTB Conference Review:

Canberra, 6 June 2013

by OZTester Staff Writer



One of the major aims of *OZTester* is to attend and report on all the major software testing events around Australia. In Issue 1 we covered the inaugural **TestWest** in Perth and **CITCON** in Sydney. In this edition we are covering the **ANZTB** Annual Conference in Canberra, while in the next issue we'll be covering **KWST** (taking place in Wellington on July 5/6) plus **OZWST** and **Tasting Let's Test** (taking place in Sydney on August 3/4 and August 5 respectively).

The **ANZTB** Annual Conference was held at (probably) the classiest venue in Canberra—the Hyatt. I was fortunate enough to stay there as part of our *OZTester* Magazine coverage and delivered my "Lightning Talk" entitled *Social Media & Testing in 10 Minutes* - it was a great location for the conference.

David Hayman, current chairman of the **ANZTB**, kicked off proceedings by stating the theme for the day - *Advancing Expertise in Software Testing*. He then announced that the **ANZTB** was closing in on certifying it's 10,000th software testing professional - a very impressive milestone for our region. The **ANZTB** has therefore decided that it will provide a special award to the lucky number 10,000. As at the date of the Conference the official number certified stood at 9,629 - only 371 to go (maths is still my greatest gift!).

Tom McCoy then took over the MC role for the remainder of the day and his first job was to invite David back on stage for:

What Makes an Advanced Tester?

David took us on an interesting journey drawn from his own professional experience, the role certification can play, the influences of peers and standards, benchmarking skills and advancing our craft through innovation and vision. He summarised his thoughts as follows:

An advanced tester is nothing without:

- ♦ Experience
- ♦ Peer Opinion
- ♦ Qualifications
- ♦ Continuous Learning
- ♦ Communication/Sharing/Mentoring
- ♦ Reputation
- ♦ Scope/Relevance/Context

He also left us with a *Mantra*: Identification, Innovation, Implementation, Publication.

Next up we were entertained by Klaus Olsen from Denmark who introduced us to...

Advance Your Testing: Go on a Bug Hunt

Klaus had a very novel way of garnering our initial interest by showing a very funny video of a guy on the US *Tonight Show* singing "Living on a Prayer" to a hidden camera at a *Gas Station* (I recommend you google this - it's excellent). Klaus took us on a journey that included *Testing in Pairs*, *Exploratory Testing* and *Bug Hunting*. Much of Klaus' session was focused on us learning something tangible and having fun along the way - he achieved both goals with both energy and aplomb.

All this interactive learning certainly got everyone hungry for morning tea and keen to see the *Trade Stands* just outside the Ballroom.

Following morning tea we had a change of pace with Marie Walsh interviewing Mike Smith(UK) who has been heading up the Syllabus Committee for the new **ANZTB** *Advanced Level Certificate*. Mike spoke with conviction, providing many insights into how the new syllabus was prepared and the general machinations that the **ISTQB** goes through to keep the various syllabi current and relevant.

Steering us towards lunch was Edwin Dando who bounded onto the stage to present....

Software Project Failure in NZ - What's Killing Us & What We Can Do About It?

Edwin's presentation was a reflection of the state of recent (and not always successful) software projects in New Zealand, backed up with excellent anecdotes and statistics. He had the audience engaged throughout with some of the findings:

"Over 35% of requirements change throughout a typical project"

"100% of successful projects have a solution that is clearly understood by all"

"More time spent in planning makes no difference"

It is always interesting to hear about the realities of project life and when it comes from someone who has felt and shared the pain it resonates even better. I especially liked one of Edwin's summing up quotes - "Transparency is value neutral - it's what you do as a result of it".

After lunch we were fortunate to witness a fascinating and incredibly informative talk from Shadi Abou-Zahra (Austria), who discussed....

Testing for Accessibility and WCAG 2.0 (2008) Compliance

Having spent significant periods of my career on compliance projects, I was immediately drawn to Shadi's presentation. He had an easy and comfortable style that was immediately engaging. He is obviously a premier subject matter expert who not only speaks from experience, but also from the heart. He made me want to sign up for one of his projects within the first five minutes. I also made a mental note to feature his topic in a future issue of **OZTester**. It became very clear to me, very quickly, that *Accessibility* criteria should be *mandatory* and **not** a *guideline*.

Shadi was a hard act to follow and this unenviable task fell to Marie Walsh, deputising for a sick Julie Gardener who failed to make the trip from the UK due to illness; however, Marie made a sterling effort and enlightened us on the subject of...

The Changing Role of the Tester

Marie is obviously incredibly passionate about her subject and this shone through as she engaged us with personal stories and experiences. Marie began with a short and entertaining history lesson of the

origins of the software testing craft before bringing us up to date with some of the major challenges we face today - including staying current with both technological and cultural change. Although some of the situations described seemed to reflect poorly on some of our efforts (to remain effective and relevant) Marie provided plenty of options to guide us to what she assures us is a brighter future.

Afternoon tea was quickly followed by a series of 10-minute "Lightning Talks" on an incredibly diverse series of topics that included Pizza Delivery, Social Media, Defect Removal, Agile Quality, OWASP and "Made to Measure Testing". The stage was quite a flurry as the speakers came and went while Tom McCoy kept everything on track, encouraging those who spoke to do so without the "safety net" of (PowerPoint) slides.

The day was all too quickly coming to a very satisfactory conclusion as Chris Carter (a previous **ANZTB** Chairman and now newly installed President of the **ISTQB**) took to the stage to formally close proceedings and announce the venue for 2014. As Juan Antonio Samaranch proudly announced almost 20 years ago - the **ISTQB Annual Conference** of 2014 will be in **SYDNEE**...

Adios Canberra, see you again soon.



The vendor exhibition was a popular attraction



Mike Smith outlines syllabus changes with Marie Walsh



The Joolery Diaries: An Aussie Tester Abroad

by Julie Hurst

Last November I boarded a plane and moved to Canada. I left a rewarding Test Lead job at a innovative software company in Canberra and relocated to a country that I had never visited and where I knew no one. Why? This is a tough question to answer, but the best I can give is “why not?”

One of the assumptions many folks make about Australians living abroad is that we will work in hospitality or similar roles. In Canada it's expected that we are here to work in the mountain resorts. When I told everyone at work, that I was going to live in Canada, the first question I was asked was ‘which resort?’, and when visiting ski resorts over winter I was asked on a regular basis where in the resort I worked.

The truth was, I had no intentions on halting my testing career while living in another country. I was looking at living in Canada as a way of enhancing my testing expertise through the different experiences I hoped to encounter. I'm always up for a challenge and

finding a way of continuing the success in my testing career, while living abroad, was exciting although admittedly daunting.

Many months before I stepped on the plane, I started the process of looking for my first Canadian testing job. I started with *LinkedIn* searches of Testing and IT groups in Vancouver, looking for testers in Canada on *Twitter* and slowly building a network. I contacted recruiters and let them know that I was coming and what roles I was looking for. Within a month I was having *Skype* interviews for potential roles that might be available when I landed in Canada. The outlook was very positive and I imagined myself in a new position shortly after moving to Vancouver.

A week before the move, my Canberra employers offered the opportunity for me to work remotely from Canada during the transition, as they had not yet found my successor. I accepted, knowing that it would provide some breathing room to find the right position in Vancouver and

not the first one offered. It also made the move less stressful, knowing that I had regular income for at least a short period of time. However, I also knew that I didn't want to work remotely for too long, as the whole reason for the move was to experience new things, not work from home every day.

What was intended to be a 2 month time frame of working remotely turned into 4 months. During those 4 months I decided to move from rainy and grey Vancouver to sunny and cold Calgary. I used my previous experience of preparing for the move to Vancouver for my move to “Stampede City” - lots of *LinkedIn* searches and signing up to recruitment agencies.

When researching advertised jobs, I extended my research into checking out the companies on *Twitter*, I found this to be a great way to find testing professionals in Calgary, as a search for “tester Calgary” wasn't providing me with much luck! Through this research I stumbled across a Calgary

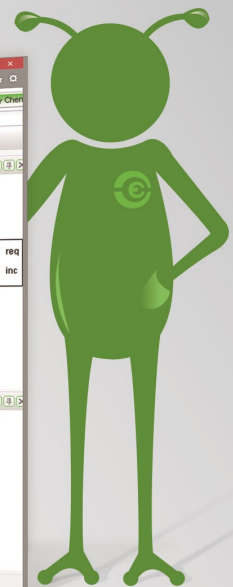
Testing Discussion Group that holds an event every month. The talk for that month was on Exploratory Testing in an agile environment, exactly what I wanted to learn more about. However, I soon learned that I was moving to Calgary just 4 days after the meeting and would miss out. So I reached out to the presenter on *Twitter* and luckily, as she was based in Vancouver, she offered to have lunch with me a couple of days later! I was extremely excited about the meeting, as being a tester in Australia, particularly in Canberra, I found it hard to connect with Testers who are passionate about Exploratory

Testing and similar concepts. There was so much I was unaware of approaching lunch that day but before too long I was hearing about *heuristics* (although it was months before I could really understand them), *mind maps*, and conferences like *CAST*.

I didn't know it at the time, but that lunch was the first step in being offered my dream job just 3 months later...

Editors Note: Julie will be back next time with the next instalment of her Canadian adventure. If you can't wait that long, you can follow Julie's day to day journey in Calgary on *Twitter* via @joolery

Julie Hurst is a QA Lead with FGL Sports in Calgary, Canada. She can be contacted on joolery9@gmail.com



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ANZTB SIG Review:

Melbourne, 26 June 2013

by OZTester Staff Writer

Judging by the turnout crammed into the *Telstra Theatre* at last week's **ANZTB SIG**, software testing is alive and flourishing in Melbourne's CBD. It's probably been about 18 months since I was last at a Melbourne **ANZTB SIG** and it's great to see it's popularity going from strength to strength. I was at the very first **ANZTB SIG** in Melbourne almost 10 years ago and we always felt that if we got the right mix of speakers we would be onto winner. Both **Alister Scott** and **Mark Richards** kept their end of the bargain with informative and entertaining presentations.

Mark was up first to talk about **Context Driven Testing in an Agile Environment**. Mark based many of his ideas upon the works of **James Bach** and **Gerry Weinberg** (it's hard to go wrong there). It's always refreshing to hear from a non-Tester (on the challenges and benefits of Testing within any form of SDLC) because you tend to hear a more balanced perspective.

Mark is obviously still in "discovery" mode with his testing knowledge base, but he has definitely picked up some great pointers from some of the best minds in our profession. I only hope he gets plenty of opportunities to practice what he presented to us today, because it was sound information that will help many organisations improve their quality processes.

After a short break (for refreshments) we were treated to a very different kind of talk from **Alister Scott** who gave us a demonstration in the art of adapting game strategy to testing techniques (**Einstein: Building a Minesweeper Robot using Tests**). In this case he used the creation of "robot software" to demonstrate how to solve the Minesweeper conundrum - how to complete the game without tripping over any mines. It was all very enlightening and entertaining - we should certainly use these types of ideas to demonstrate the effectiveness of the various testing techniques that identify bugs quickly and efficiently. I especially liked the concept that "every guess that shouldn't be a guess is a *bug*". I will never look at Minesweeper in the same way again...

If this is an example of the current level of presentations at the Melbourne **ANZTB SIG**, you should make sure you register early for the next one. **OZTester** will make sure you are aware of the date, time and location.

Within the first week of **OZTester Issue 1** hitting the wires, we decided that a great way to begin a two-way conversation with our readers was to setup a *LinkedIn Group*. We very quickly broke through the *100 members* barrier and are currently sitting around 130. Since setting up the group, we've created several *Polls* and asked a few open questions regarding content for future issues of the magazine. However, we don't assume that you're all registered with *LinkedIn*, so we'll provide a summary of our activities in each issue of **OZTester**.

Firstly, the polls.

There's been a lot of discussion online recently regarding the value of software tester certification qualifications, so we asked:

"Do you have an ISTQB (or ISEB) certification?"

72% responded **YES**, while **28%** responded **NO**

We are also interested in how many of our readers are active on other forms of social media and so we asked:

"Do you have a Twitter account?"

70% responded **YES**, while **30%** responded **NO**

Finally, as mentioned in the Editorial, we are looking at initiating regular Meet-Ups (probably every 3 months) and so we asked:

"Would you attend a regular Meet-Up organised by OZTester?"

100% of those who responded said **YES**; however, the sample size was quite small and therefore we will need to do more analysis regarding where and when they may begin.

We've received plenty of positive feedback regarding current content along with many requests for future articles. Here's a sample of the requests for future articles:

Ellen Entenzon asks - *How to deal with politics in Testing*

Niranjan Kantamani asks - *How testing is evolving and what it will be like in next 5 years?*

Chris Lawn asks - *What are some tips we can use to help business understand testing and help management understand it's worth the in terms of time, people and money?*

What's Been Happening With Our LinkedIn Group?

by **OZTester Staff Writer**

Veena Berresford wants to know about - *Estimation methods for different phases of testing.*

Michael Weiner says - *Would appreciate your thoughts on what are the recent or most likely upcoming "game changers" to affect the Testing profession (eg increased use of offshore resources, innovative tools etc).*

Pavitra Singh asks - *How about how much overhead is necessary? In larger complex programs, the challenge is around collating the data and making sense of it - one true source, spitting out reports for multifarious audience... The biggest challenge in today's world is justifying the work/effort translating into costs per resource/managed service - hence most industries prefer to offshore based on costs alone.*

Peter Bolin suggests - *How not to do testing. i.e. examples of where following the 'rules' would have or did kill a project and what could have been done to avoid it.*

Thanks to all of you for taking the time to support our *LinkedIn Group* and please feel free to continue to challenge us.

It would be pretty straightforward for one of the Editorial staff to provide content on all of these topics; however, as one of our goals is to encourage and develop home-grown Aussie talent. Therefore, we'd first like to offer up **ANY** of these topics for one of you to write about. Any topics that don't get picked up by you guys will be addressed by either myself or another of our regular feature writers.

So, please get your thinking caps on and let me know if you'd like to contribute something in response to the requests above.

Finally, we'd like you all to feel free to contribute online content via your blogs or other online media that you may wish to share. We want to create a successful **OZTester** community and we want that community to share and support each other both physically and professionally and one way of achieving that is to share our collective experiences and skills.

And now it's your turn...

If you would like to be involved with and/or contribute to future OZTester issues, you're formally invited to submit your proposals to me at colinda@ozemail.com.au.

Articles should be a minimum of ½ A4 page at Cambria 11pt font and a maximum of 2 A4 pages for the real enthusiasts. If you wish to use names of people and/or organisations outside of your own, you will need to ensure that you have permission to do so.

Articles may be product reviews, success stories, testing how-to's, conference papers or merely some thought-provoking ideas that you might

wish to put out there. You don't have to be a great writer as we have our own staff writer who is always available to assist.

Please remember to provide your email address which will be published with your article along with any photos you might like to include (a headshot photo of yourself should be provided with each article selected for publishing).

As OZTester is a free magazine, there will be no financial compensation for any submission and the editor reserves the sole right to select what is published and what is not.

Please also be aware that your article will be proof-read and amendments possibly made for readability. And while we all believe in free speech I'm sure, it goes without saying that any defamatory or inflammatory comments directed towards an organisation or individual are not acceptable and will either be deleted from the article or the whole submission rejected for publication.

Feedback

OZTester is open to suggestions of any type, indeed feedback is encouraged. If you feel so inclined to tell us how much you enjoyed (or otherwise) this issue, we will publish both praise and criticism, as long as the latter is constructive. Email Geoff on ed@nztester.co.nz and please advise in your email if you specifically do not want your comments published in the next issue otherwise we will assume that you're OK with this.

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