



# ANZTB SIGIST

Facilitators: Leanne Howard and Steve Toms

Date: 29<sup>th</sup> November 2011

# Programme



- Leanne Howard – Welcome
- Steve Toms – ANZTB
- Michael Entwistle - Test Automation
- Networking
- Jim Patrick – Defect Management case study
- Leanne Howard - Close

# ANZTB Mission Statement



- The Australia and New Zealand Testing Board offers sought after certification, dependable training accreditation and career-enhancing support for software testing professionals throughout Australia and New Zealand.
- The ANZTB will exclusively adopt the qualifications devised by the ISTQB as its national qualifications.
- The ANZTB was admitted into ISTQB in September 2005.

# Our Team



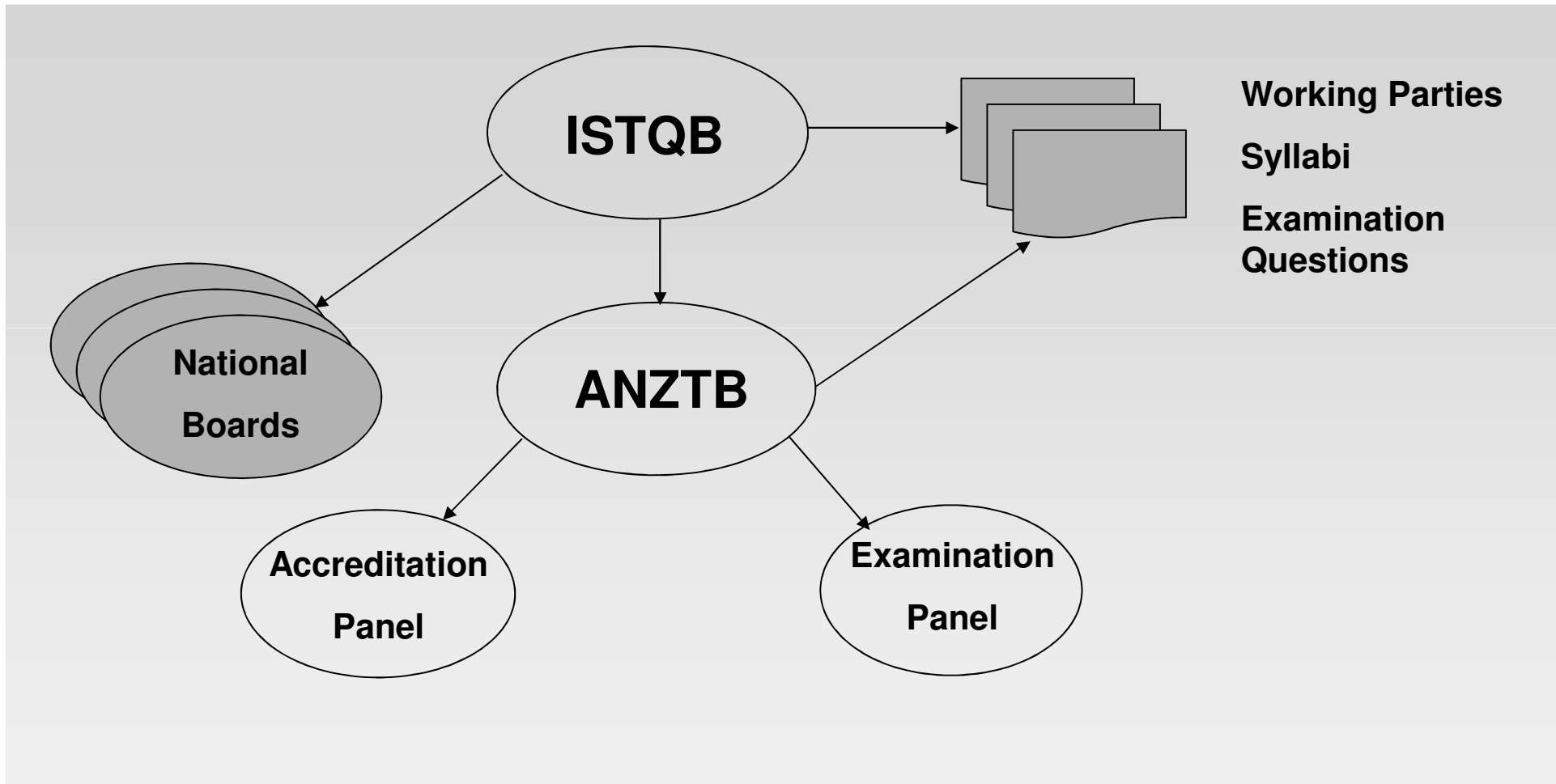
## Board Members

1. David Hayman, Chairman – **Auckland**
2. Steve Toms, Vice Chair – **Sydney**
3. Chris Carter, Board Member - **Sydney**
4. David Fuller, Treasurer - **Sydney**
5. Josephine Crawford, Accreditation Chair – **Sydney**
6. Graeme Mackenzie, Examination Chair - **Wellington**
7. Ian Ross, Governance Officer – **Christchurch**
8. Carol Cornelius, Exam Panel – **Wellington**
9. Thomas McCoy, Marketing Chair – **Canberra**

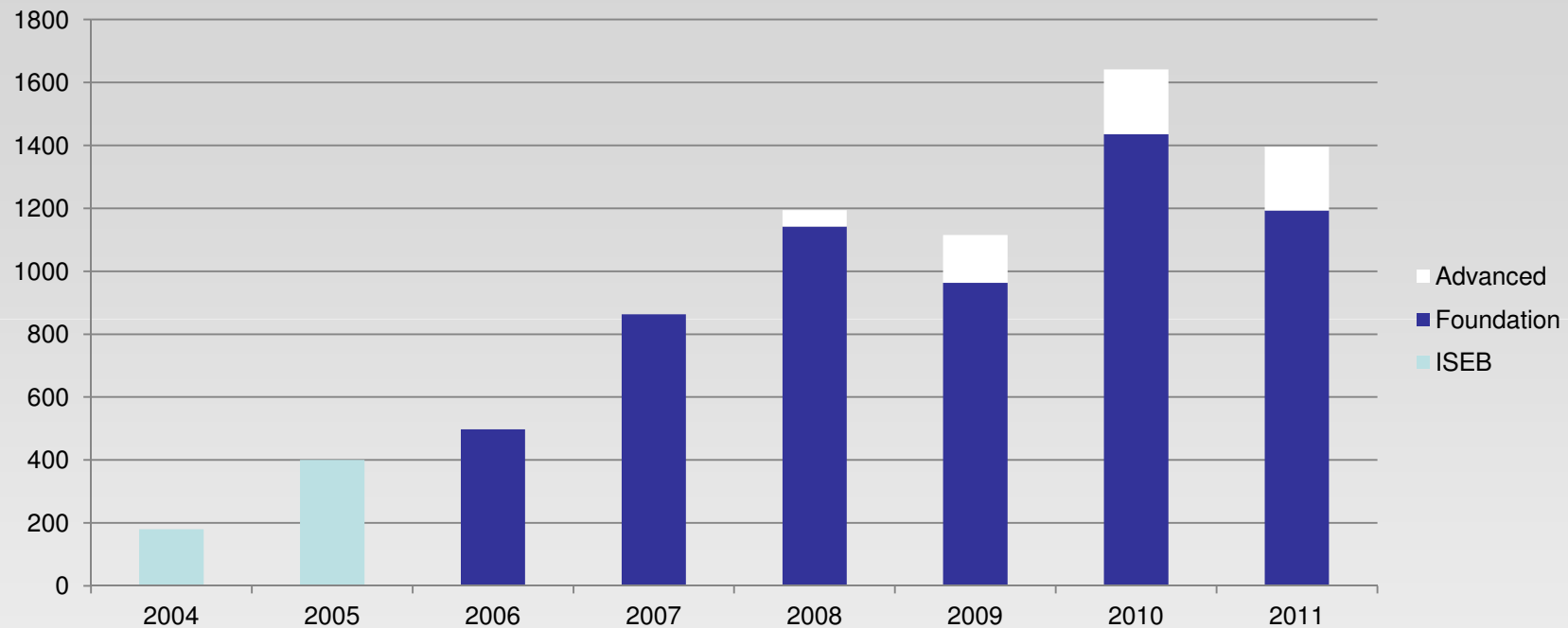
## Associate Members

1. Aaron Smith – **Sydney**
2. Brett Rodgers – **Hong Kong**
3. Farid Vaswani – **Auckland**
4. Jules Robinson - **Perth**
5. Matt Mansell – **Wellington**
6. Nigel Saunders, Accreditation Panel – **Auckland**
7. Rob O'Connell, Exam Panel – **Wellington**

# ANZTB Responsibilities



# Certified Testers in Australia & NZ



n.b. ANZTB exams started in 2006



# Guest Presentation

## Test Automation

By: Michael Entwistle



# test automation

## why would you bother?

michael entwistle





# test automation

# what do we mean?



**tools to get things done quicker**



# automating setup tasks

setup data

**configure environments**

continuous integration



# test (& dev) **support** tools



automated **unit** tests

function & API testing



simulate **user** interactions



selenium

watir

silk test

qtp

testcomplete

ranorex

tosca

...and a thousand more...



# test automation

# why would you bother?





**value!**



**\$ave money**



reduce **RISK**



increase **efficiency**

reduce cycle time



improve quality



must add **value!**





# test automation

# stuff to consider



analysis design implementation validation execution **reporting**  
analysis design implementation validation execution **reporting**  
analysis design implementation validation execution **reporting**

# workflow and tasks

analysis design implementation validation execution **reporting**  
analysis design implementation validation execution **reporting**  
analysis design implementation validation execution **reporting**





test inventory test results aligns with test process test tools  
test inventory test results aligns with test process test tools  
test inventory test results aligns with test process test tools

# manage the artefacts

test inventory test results aligns with test process test tools  
test inventory test results aligns with test process test tools  
test inventory test results aligns with test process test tools



full or part time embedded vs services

full or part time embedded vs services

full or part time embedded vs services

# who will automate?

full or part time embedded vs services

full or part time embedded vs services

full or part time embedded vs services



environment interfaces data environment interfaces data  
environment interfaces data environment interfaces data  
environment interfaces data environment interfaces data  
environment interfaces data environment interfaces data  
environment interfaces data environment interfaces data  
environment interfaces data environment interfaces data

**know thy dependencies**



well defined -> simple translation

# choose the right test cases

loosely defined -> analysis & discussion



# how will you run your automation?



# who tests the testers?



more than buying a tool  
and saying let's go!



# test automation

## any tips?





start **small**

demonstrate a **BIG WIN**



**expertise**

**develop or rent**



**automation project**

**=**

**software project**



low hanging **fruit**



**collaborate**

**business**

**developers**

**testers**



focus on

**value!**





**thanks!**



# Networking & Refreshments





# Guest Presentation

## The

# defect correction life cycle

## at Foxtel

By: Jim Patrick

**At its best, the art of Testing exists to ensure that each solution being delivered meets a pre-determined standard of quality or, if it does not, it identifies those areas where the quality standards have not been met.**

## ***The Defect Correction Life Cycle***

**is the finding, logging, analysing, correcting & deploying fixes for defects.**

**Testing is the start of the DMP, not the end. If we do not take into account the time taken to:**

- **Analyse defects detected;**
- **Determine how they are to be fixed; and**
- **Deploy those fixes in a timely fashion**

**then any timetable for the completion of testing is moot.**



**On any project or program where it is not possible for a tester to turn to a developer with a defect that they have found, a set of procedures governing the processes surrounding defects can have an enormous difference on the project's / program's success.**

**Think about the most recent project that you have worked on. Can everyone who was involved answer all of the following questions?**

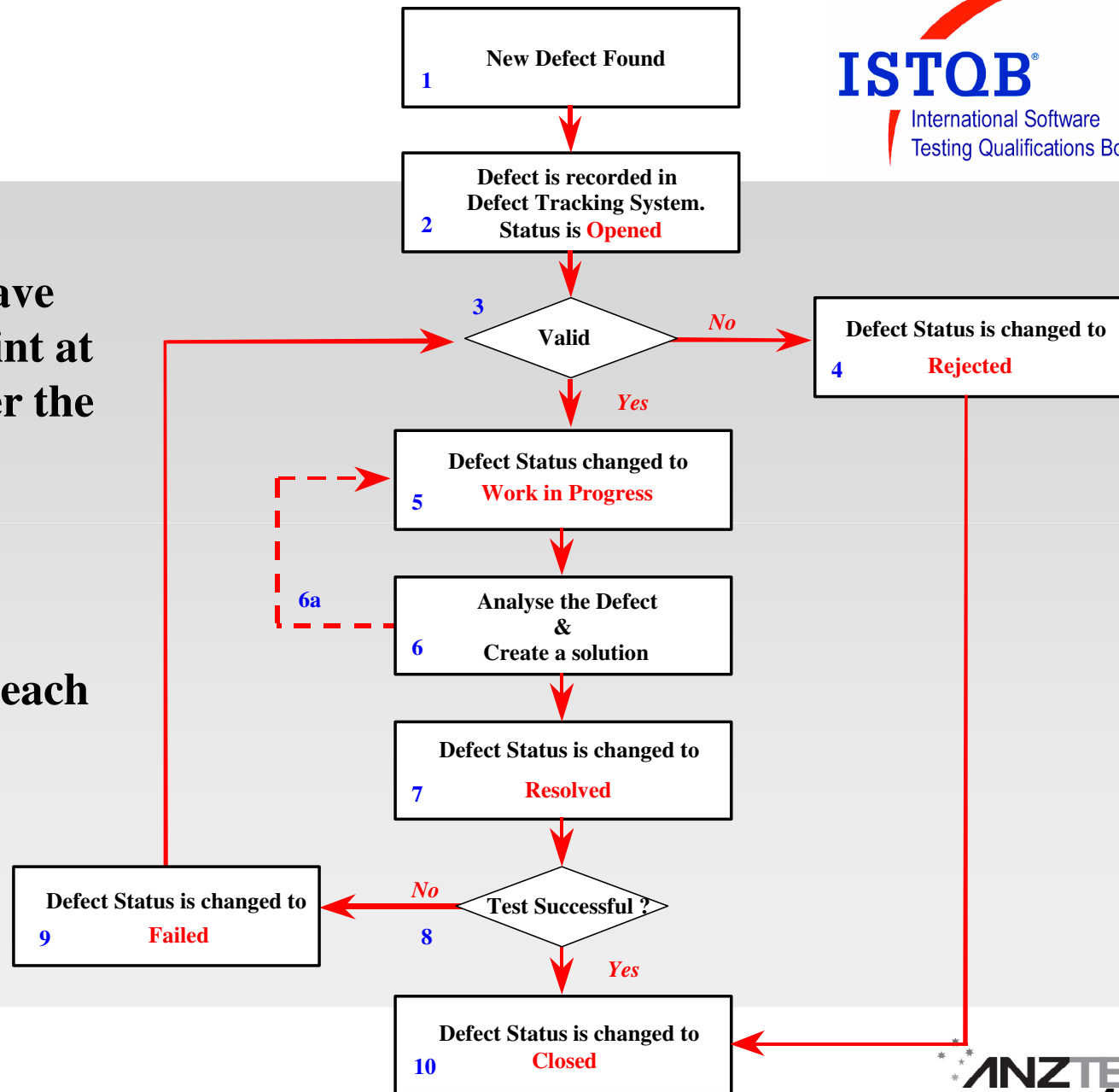
- **Who finds defects?**
- **Who logs defects?**
- **Who evaluates defects?**
- **Who finds the defect's cause and creates a solution?**
- **Who retests the defect?**
- **Who closes the defect?**

**If they can't, how much time was wasted determining who should do what next for each defect that was raised?**



Shown here is a very simple DMP that I have used as a starting point at a number of sites over the past 20 years.

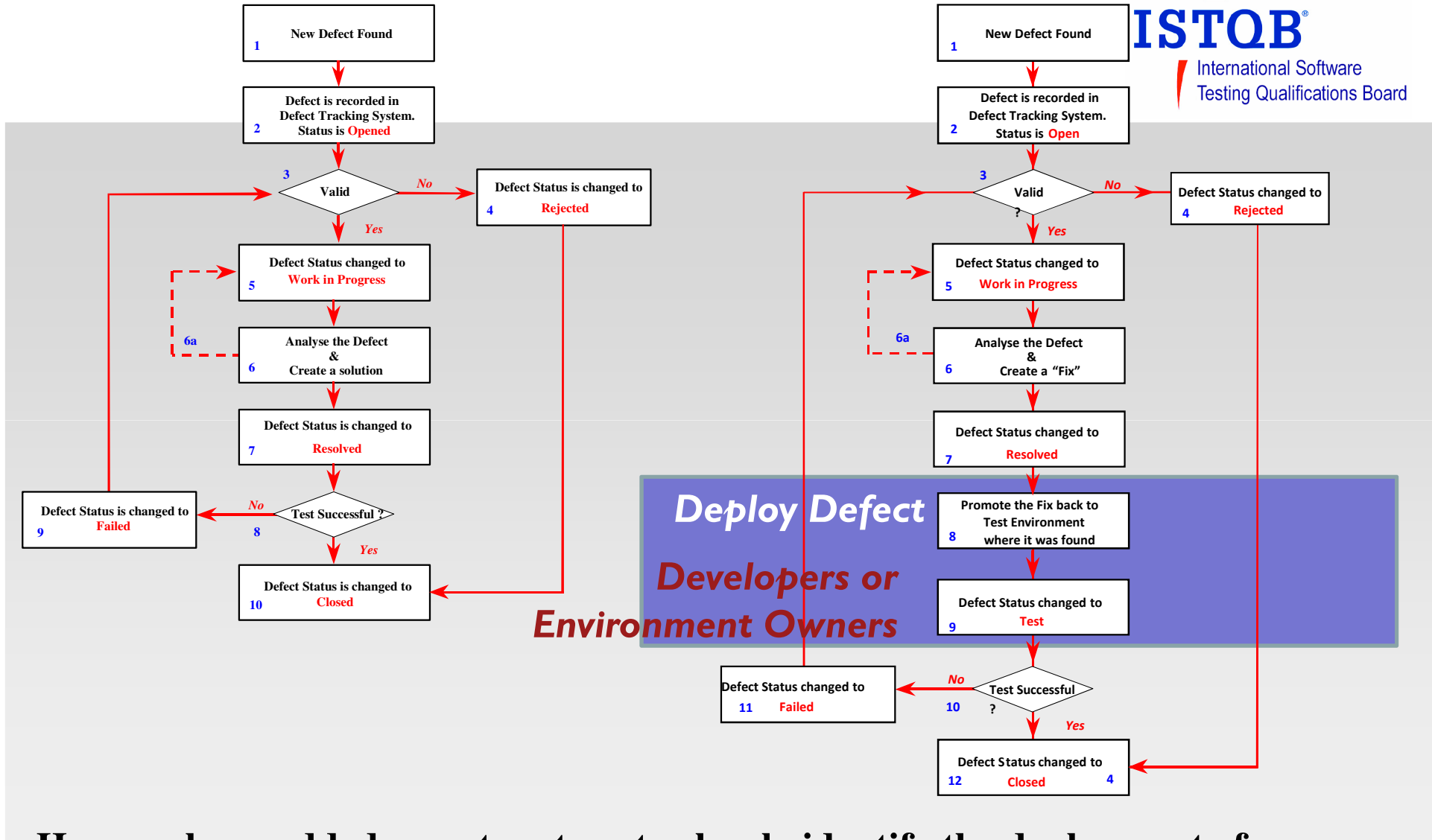
Let's walk through each of its major stages together.



**Any basic DMP will need to be tailored to the processes used in a specific IT shop. There are a number of different points to consider:**

- **How many defect states do you want to support?**
- **How many defect states does your test / defect management tool permit you to support?**
- **What does each state mean?**
- **What does the presence of each state achieve?**

**The following slide shows a very minor change that was made to accommodate one client some years ago.**



Here we have added an extra stage to clearly identify the deployment of the 'fix' back into the test environment where it was originally found.

**Customising the DMP for use on a particular site requires understanding a number of things. Some of them are:**

- **What testing and defect correction procedures (*if any*) are currently in place?**
- **How easy is it for each group involved in testing and defect correction to communicate with each other?**
- **How complex is the solution?**
- **How many test environments do fixes need to be promoted through to reach the environment where they were first found?**
- **Who promotes the fixes between environments?**



Now, let's look at a recent example of a DMP that I have used to deliver streaming video and video on demand (VOD) to *Foxtel*'s customers via the *Xbox Live* platform in 2010.

I started with the basic DMP that you have already seen.

Consultation with Foxtel's IT departments, Microsoft and others identified a number of special requirements, which were incorporated into the design.

With Foxtel's permission, I now present the final result to you...



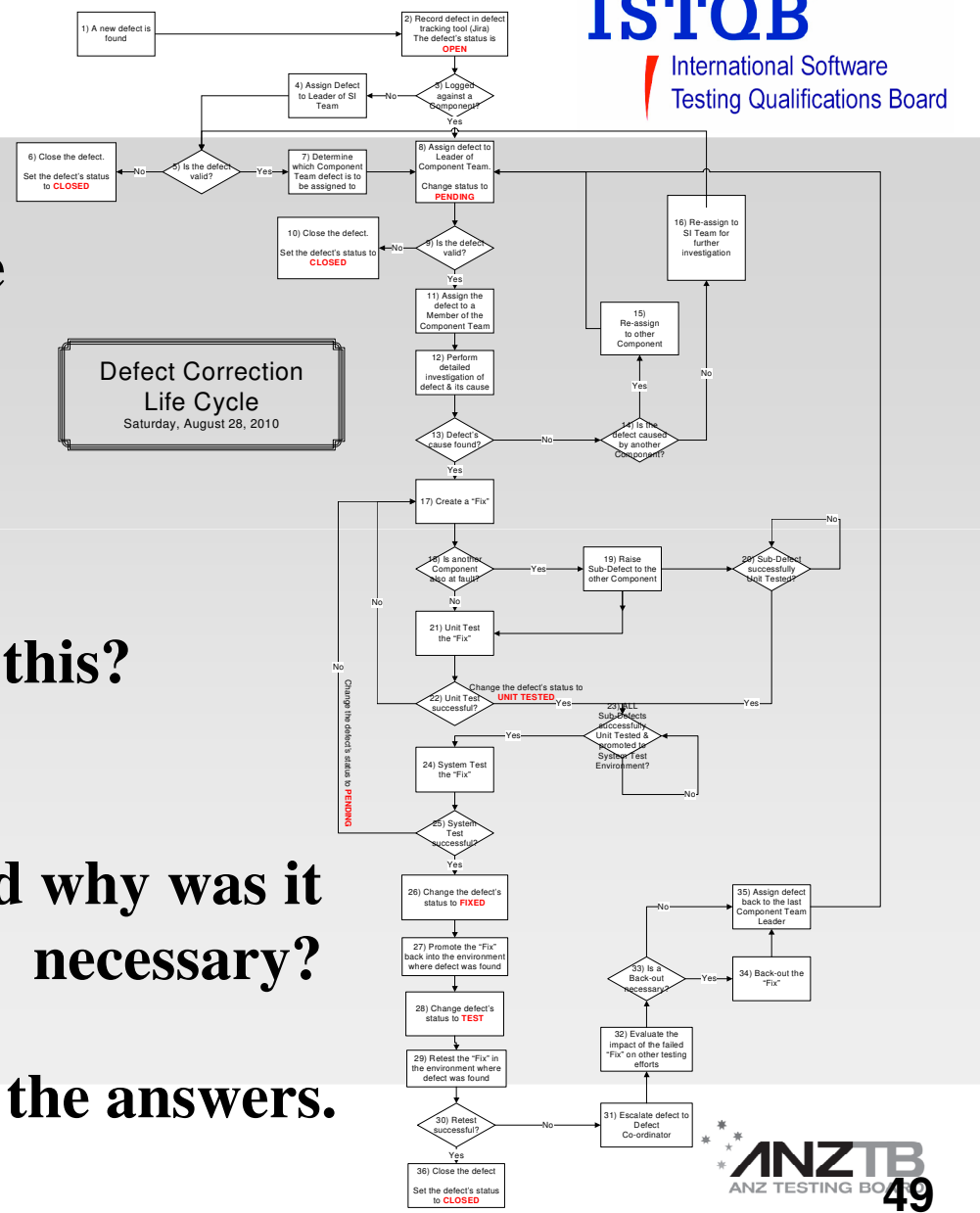
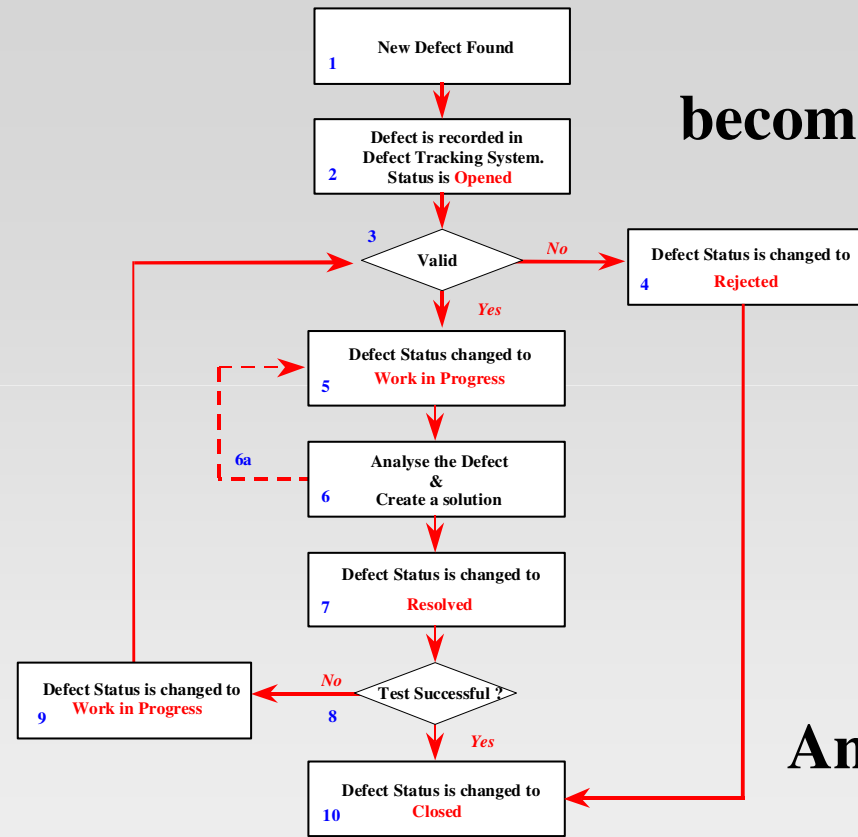


So, how did this...

become

this?

And why was it necessary?



Let's step through this and find the answers.

# Defect Correction Life Cycle States

Thursday, July 15, 2010

But first, for all its complexity, the DMP used at Foxtel only contains six defect states...

**OPEN**

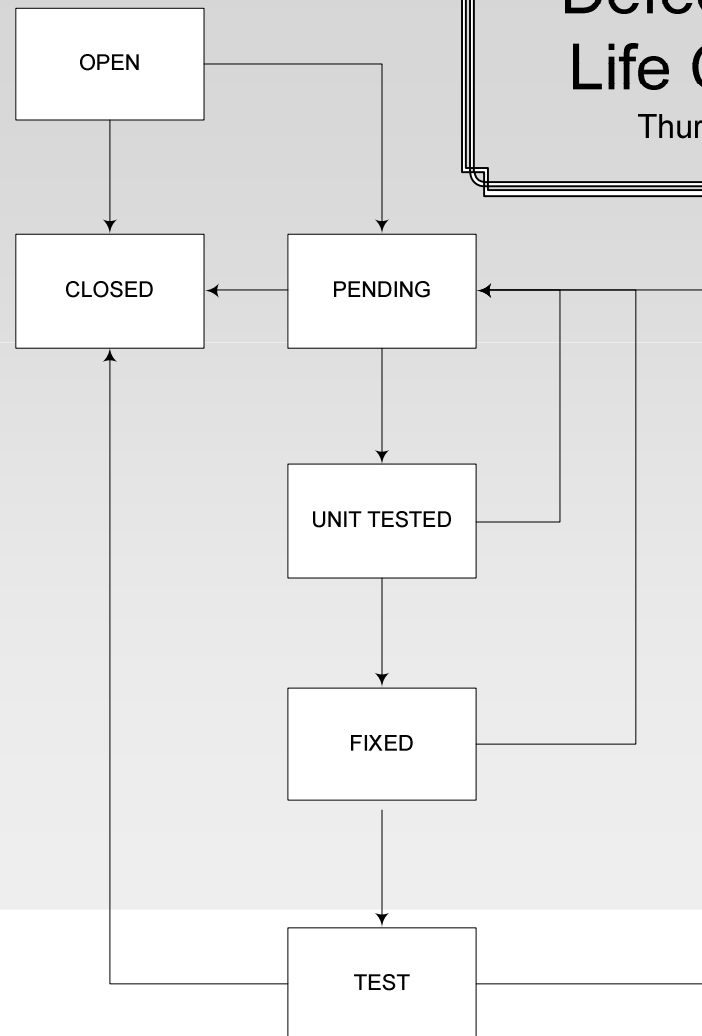
**PENDING**

**UNIT TESTED**

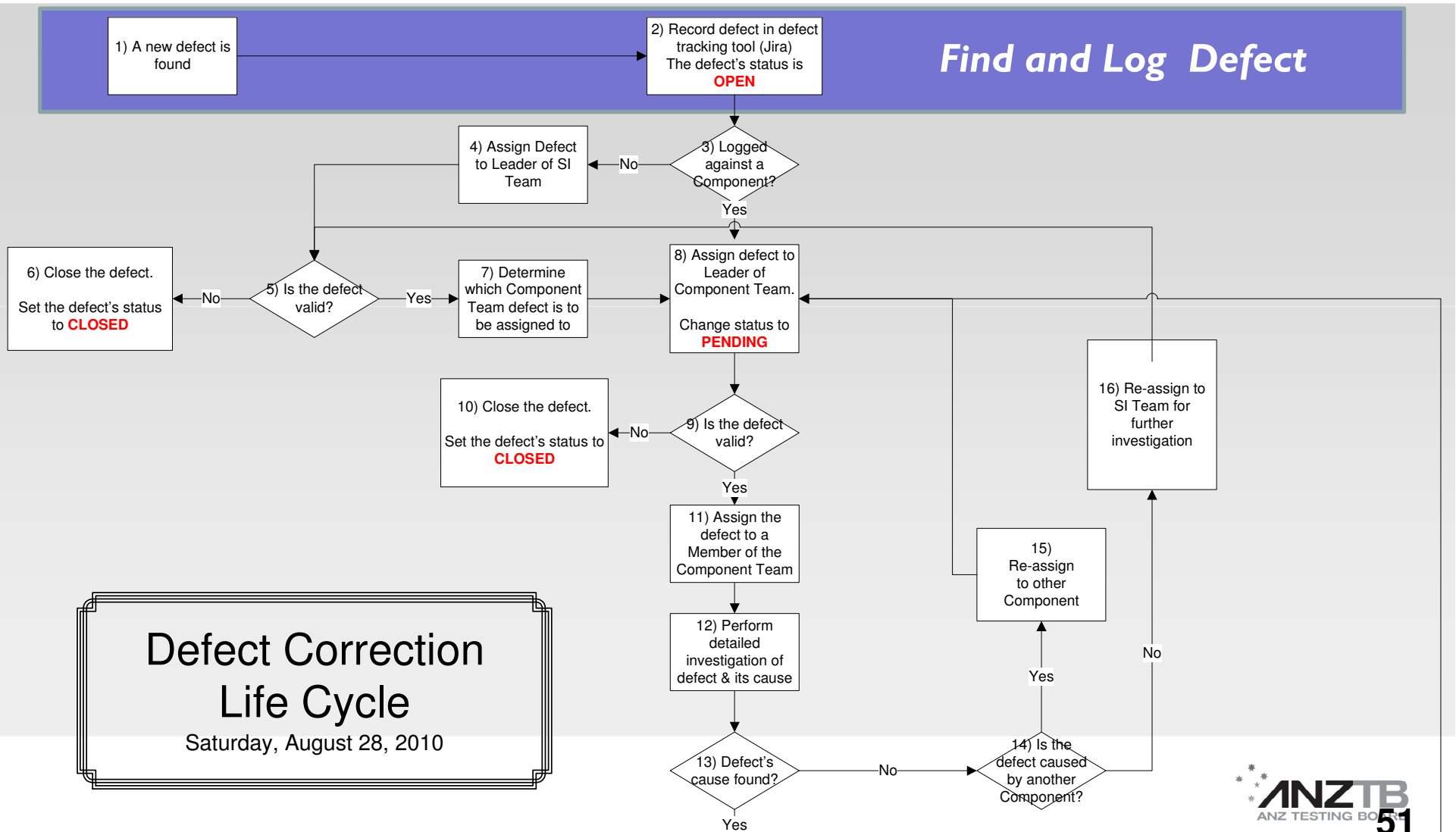
**FIXED**

**TEST**

**CLOSED**

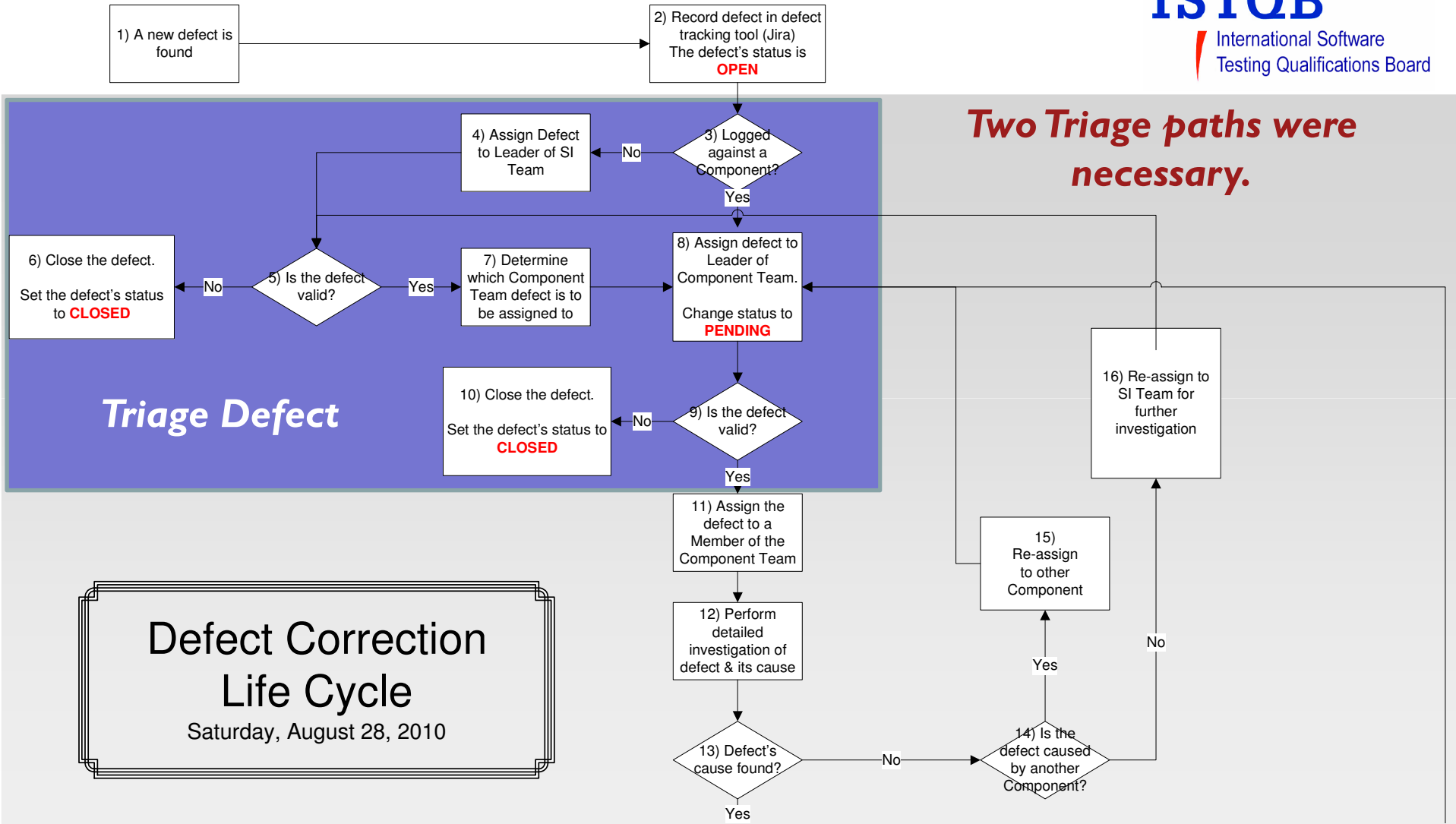


# Find and Log Defect

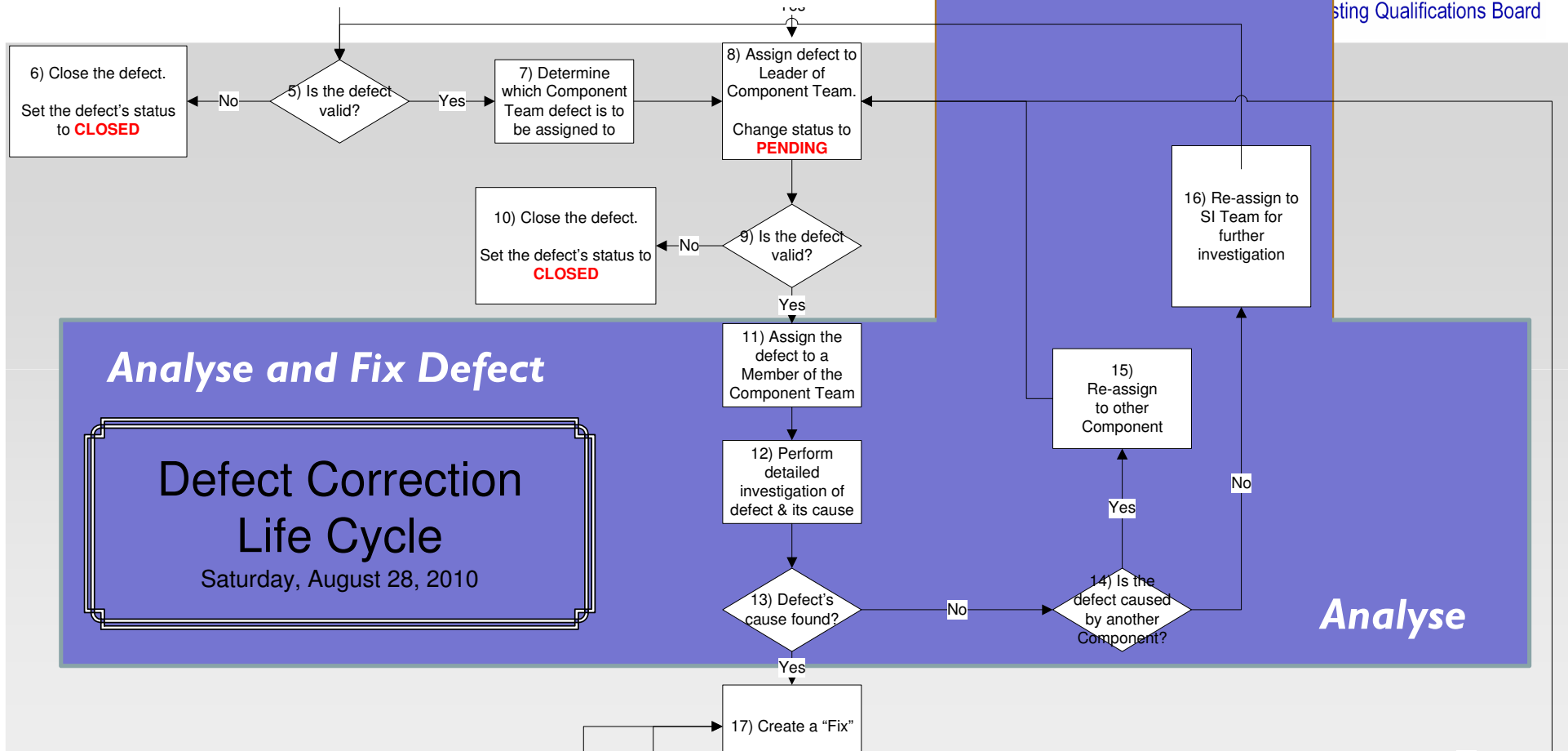


**Defect Correction Life Cycle**  
Saturday, August 28, 2010

*Two Triage paths were necessary.*



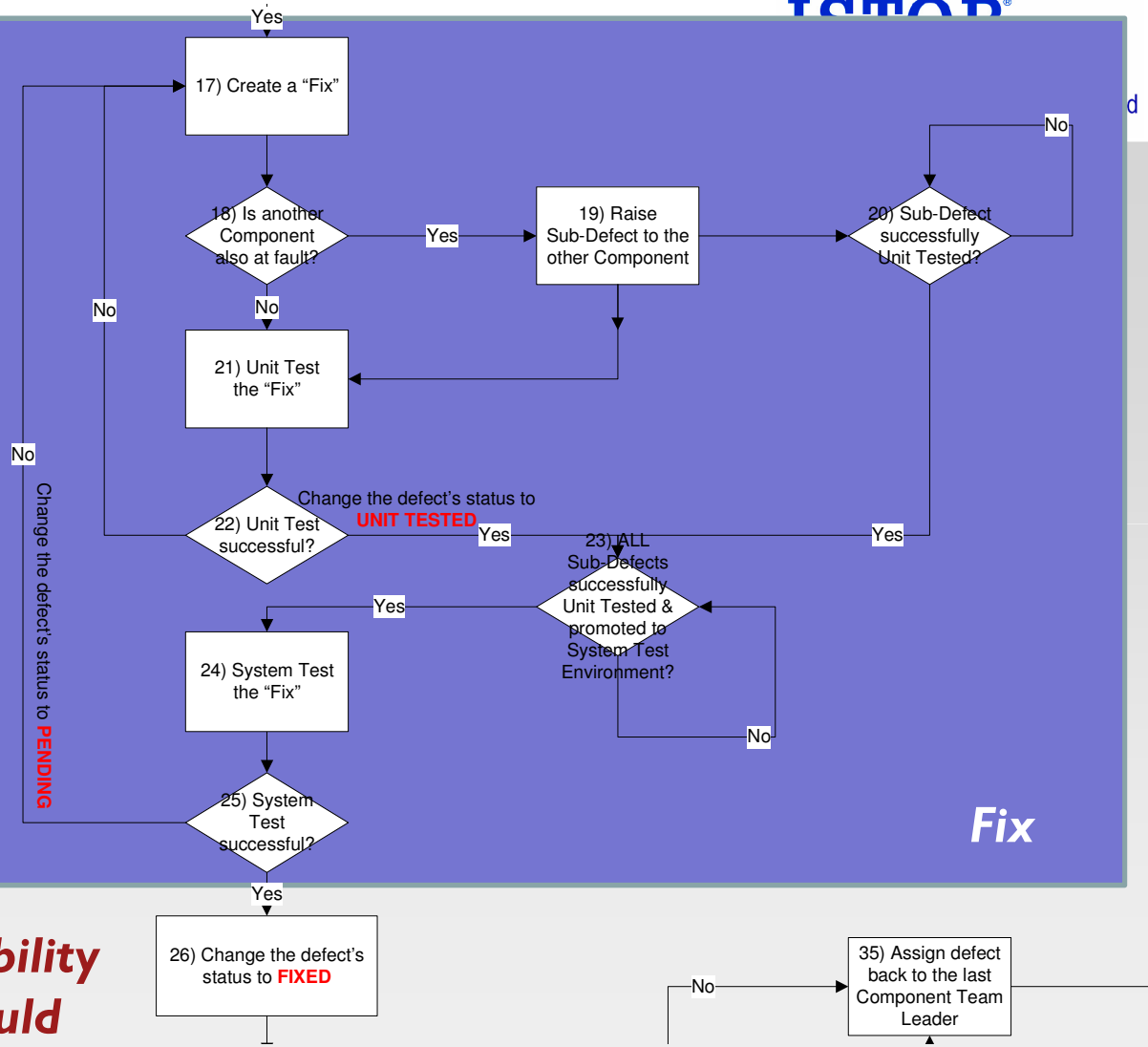
**Defect Correction Life Cycle**  
Saturday, August 28, 2010



***It was possible that defects would have to be re-assigned to development teams in different parts of the world (Australia, UK and USA)***



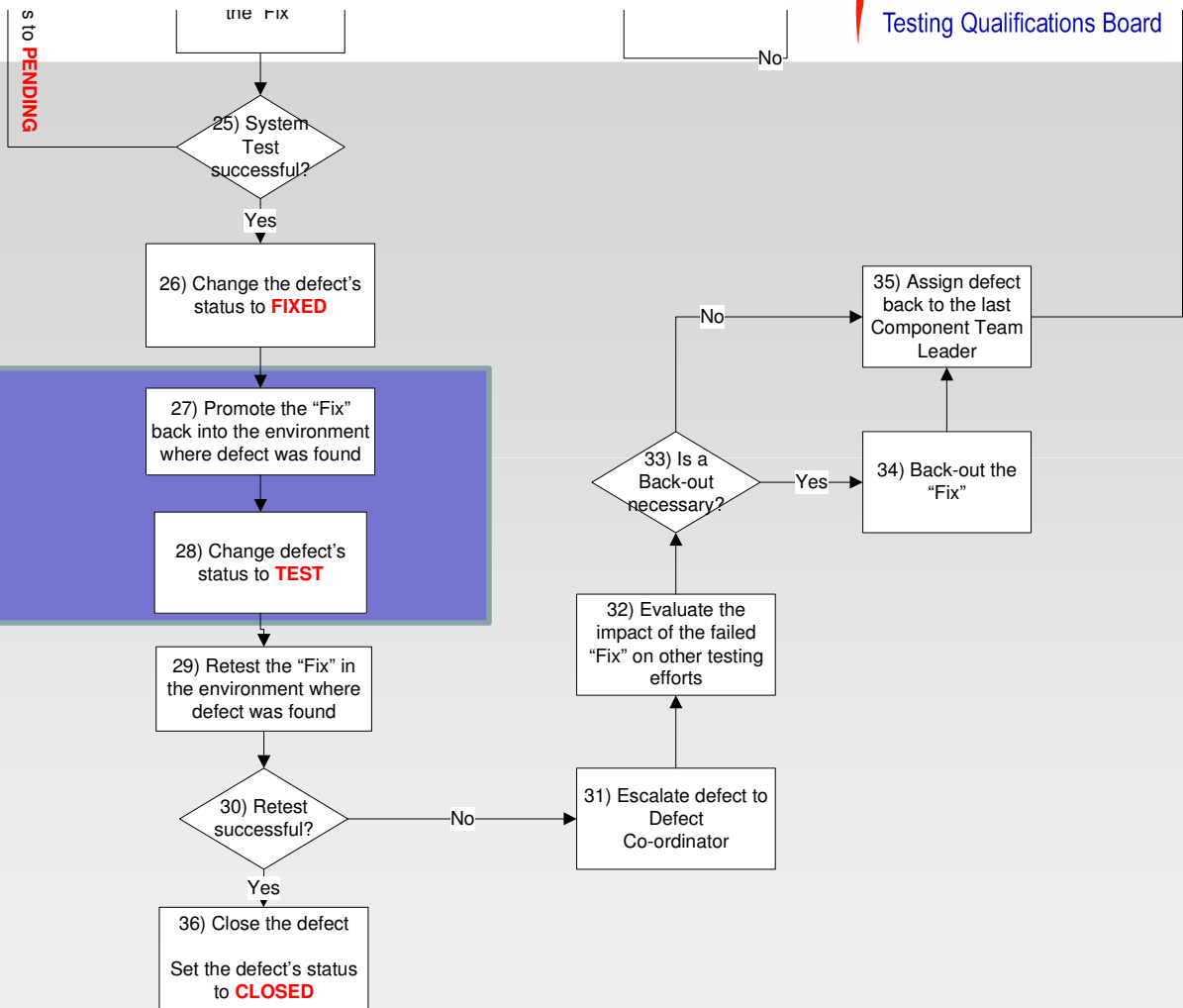
# Analyse and Fix Defect



*There was also the possibility that fixing a defect would require changes to more than one module...*

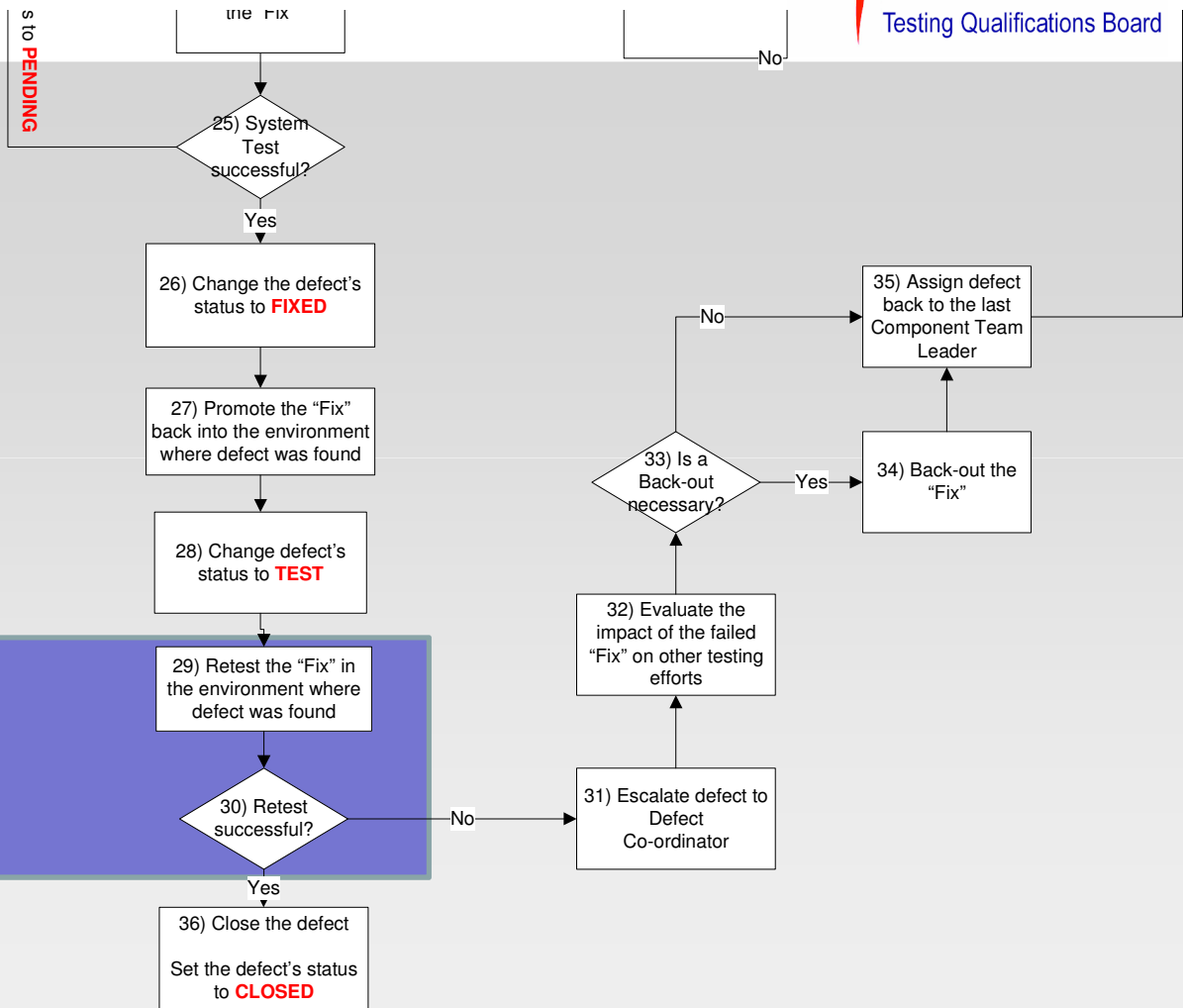


**Deploy Defect**

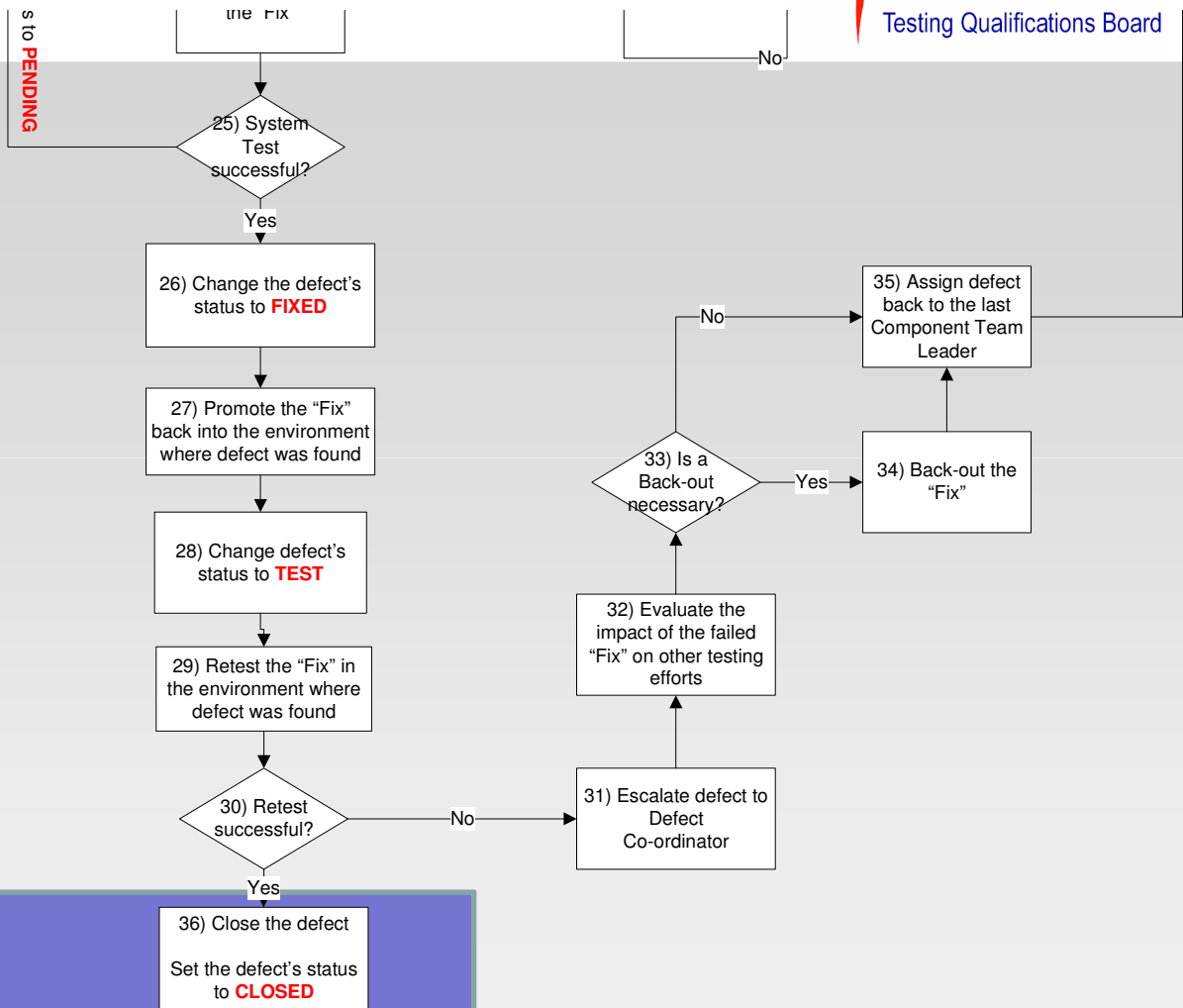




**Test Defect**

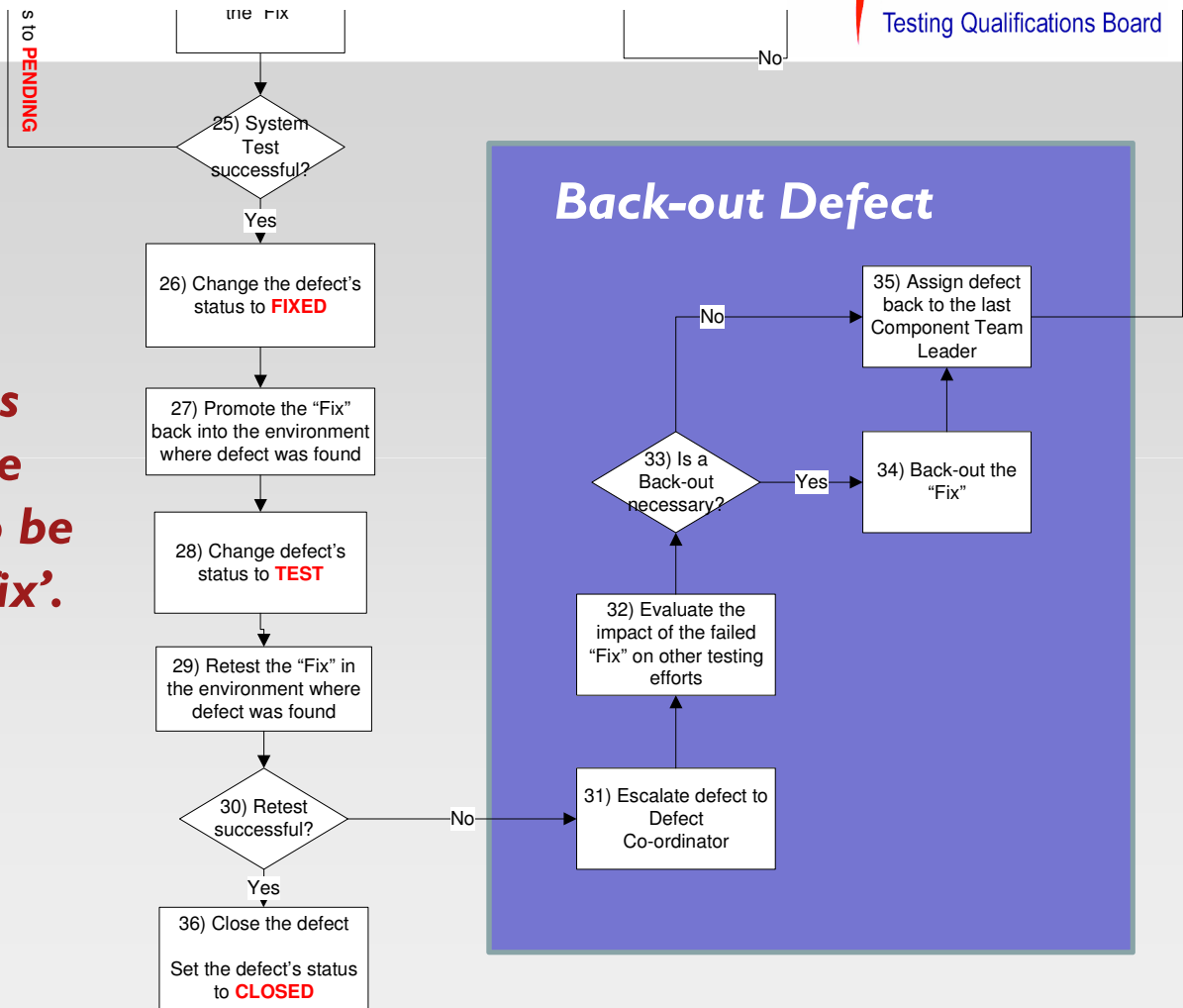






**Close Defect**

**Finally, because of the interactions of the various modules that made up the solution, it was necessary to be able to back-out a defect 'fix'.**





**So, the reasons that the DMP became so complex were:**

- **To ensure clear communications when testers and developers were distantly located and working in different time zones;**
- **To ensure the swiftest possible investigation and turnaround of defects;**
- **To support a complex design constructed from multiple modules; and**
- **To resolve defects whose root causes existed in multiple modules.**

**I hope that you have found today's presentation interesting and enlightening.**

# Questions



# ANZTB SIGIST



The ANZTB are committed to investing in the Australian and New Zealand Testing Community and developing a professional networking forum to represent the interest of software testers throughout our region.

Our first SIGIST started in Melbourne in February 2008, followed shortly by Sydney. SIGISTs are now being run in most major cities in Australia and New Zealand.

***SIGISTs are sponsored by us and are in no way linked to any particular training provider or third party.***



# Specialist Interest Groups

- Contractor / Recruiter / Client relationship
- Multi-vendor Management
- Tools advantages and disadvantages
- Risk based testing
- Environments
- How does the Tester fit within Agile
- Test Estimation



## Future SIGISTs

- Volunteers for facilitation of the next SIGIST?
- Volunteers to submit white papers for presentation and discussion?

The SIGIST cannot succeed without your input.

Next Meeting: Last Tuesday in the month, every 3<sup>rd</sup> month – 28<sup>th</sup> February

# Enhancing Career Opportunities for Testing Professionals



Thank you for being involved.

[www.anztb.org](http://www.anztb.org)