

Additional Certifications Offered by ANZTB



ASTQB* Certified Mobile Tester (CMT)

Digital disruption is happening now, do you have the right testing skills?

The ASTQB* Certified Mobile Tester qualification provides learning for any level of testing professional working on or intending to work in mobile projects.



You can find the ASTQB* Certified Mobile Tester syllabus and sample exam on the ANZTB website:

<http://anztb.org/downloads.php#ASTQB-Mobile>

*ASTQB = American Software Testing Qualifications Board



GTB* Certified Usability Tester

Does your product delight your customers? Do your customers find your product easy to learn and usable?

The GTB* Certified Usability Tester qualification is aimed at anyone involved in software testing who wishes to broaden their knowledge of usability and accessibility testing, or anyone who wishes to start a specialist career in usability testing.



You can find the GTB* Certified Usability Tester syllabus and sample exam on the ANZTB website:

<http://anztb.org/downloads.php#GTB-Usability>

*GTB = German Testing Board



Key Methods and Processes to ensure successful delivery

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Company : Oz Testing Services

Agenda

- Introduction
- Downer Case Study - Historical Issues
- Project Management Challenges
- Affective Communication
- What Can be Achieved

Downer Testing – Historical Issues

- Minimal Downer Quality Assurance leading to poor quality and compressed timelines
- No Testing Framework to guide Governance of Test Levels per project
- Lack of Downer Test Templates and Process leading to additional effort and inconsistent Test approaches per Project
- Lack of centralised tool for Test Execution, preventing accurate reporting impacting response times to schedule slippages, increasing cost and reducing quality

Testing - Governance - Improvements

- Test Strategy developed, approved and signed off for BAU Projects and Transformation Program (Nov 2014)
- Supporting Test Document Templates (Dec 2014)
- Clearly defined Test Quality Gates ensuring quality of code received from Vendor and improving the UAT experience (Dec 2014)
- Dedicated BAU Test Team established providing: (Jan 2015)
- Consistent usage of Test Execution and Defect Management tools (Jan 2015)

Downer Test Strategy Principles

- Testing will be focused on meeting the business objectives, cost efficiency, and quality.
- Testing will be a repeatable, quantifiable, and measurable activity.
- Testing will be divided into distinct Test Levels, each with clearly defined objectives and goals.
- There will be Entrance and Exit criteria and Quality Gates.

Testing Benefits – When Implemented Correctly

Projects Deliver in line with Expectations

78%

Reduced Maintenance Costs

63%

Fewer anomalies and problems

57%

Faster and on-time project delivery

32%

Reduced likelihood of cost overruns

25%

Better able to manage Project Costs

21%

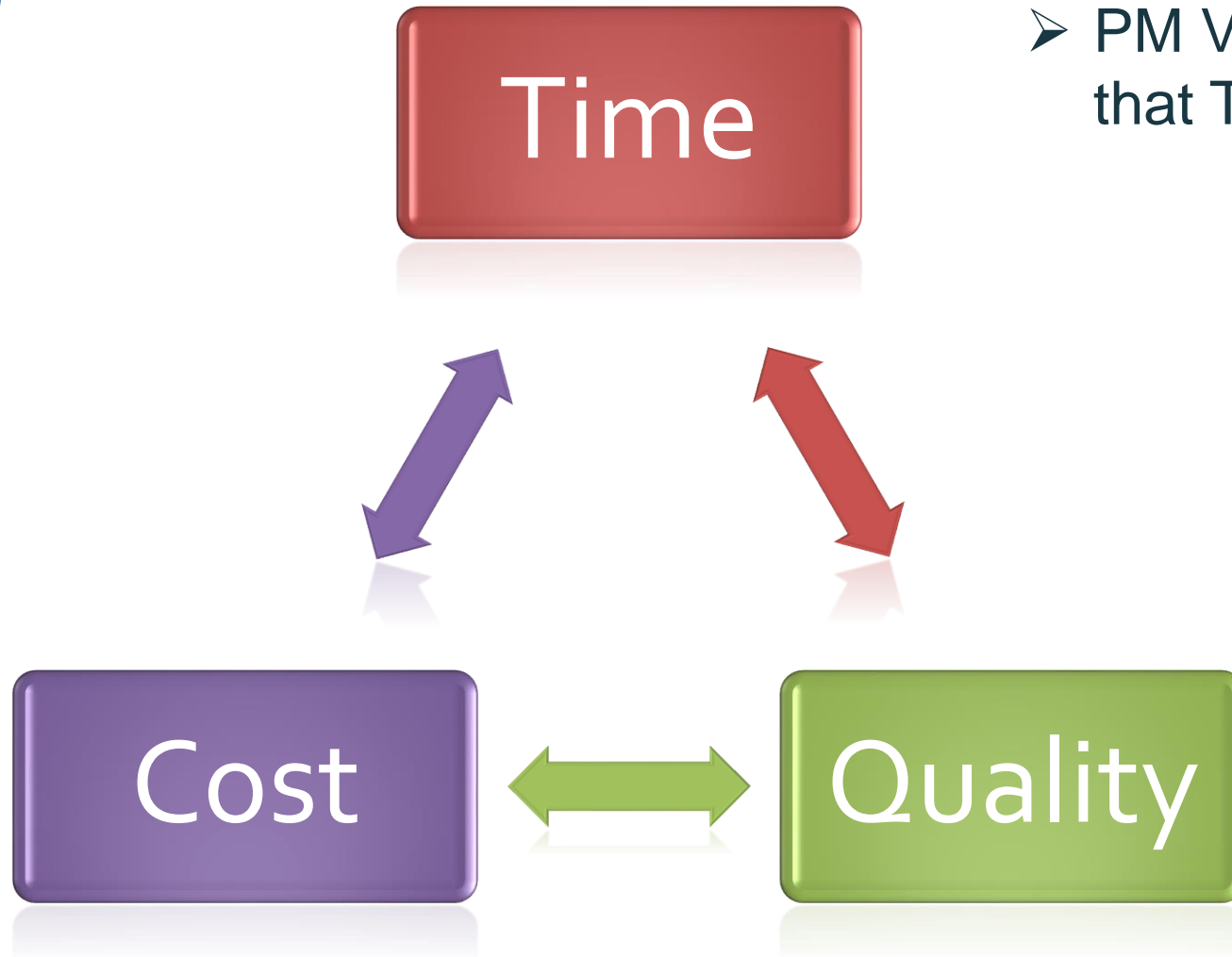
Project Management - Challenges

Challenges with Project Manager's:

- Pyramid Key Drivers / Language
- 1/3 Rule
- Estimation Models
- Scheduling - Requirement / Development progress

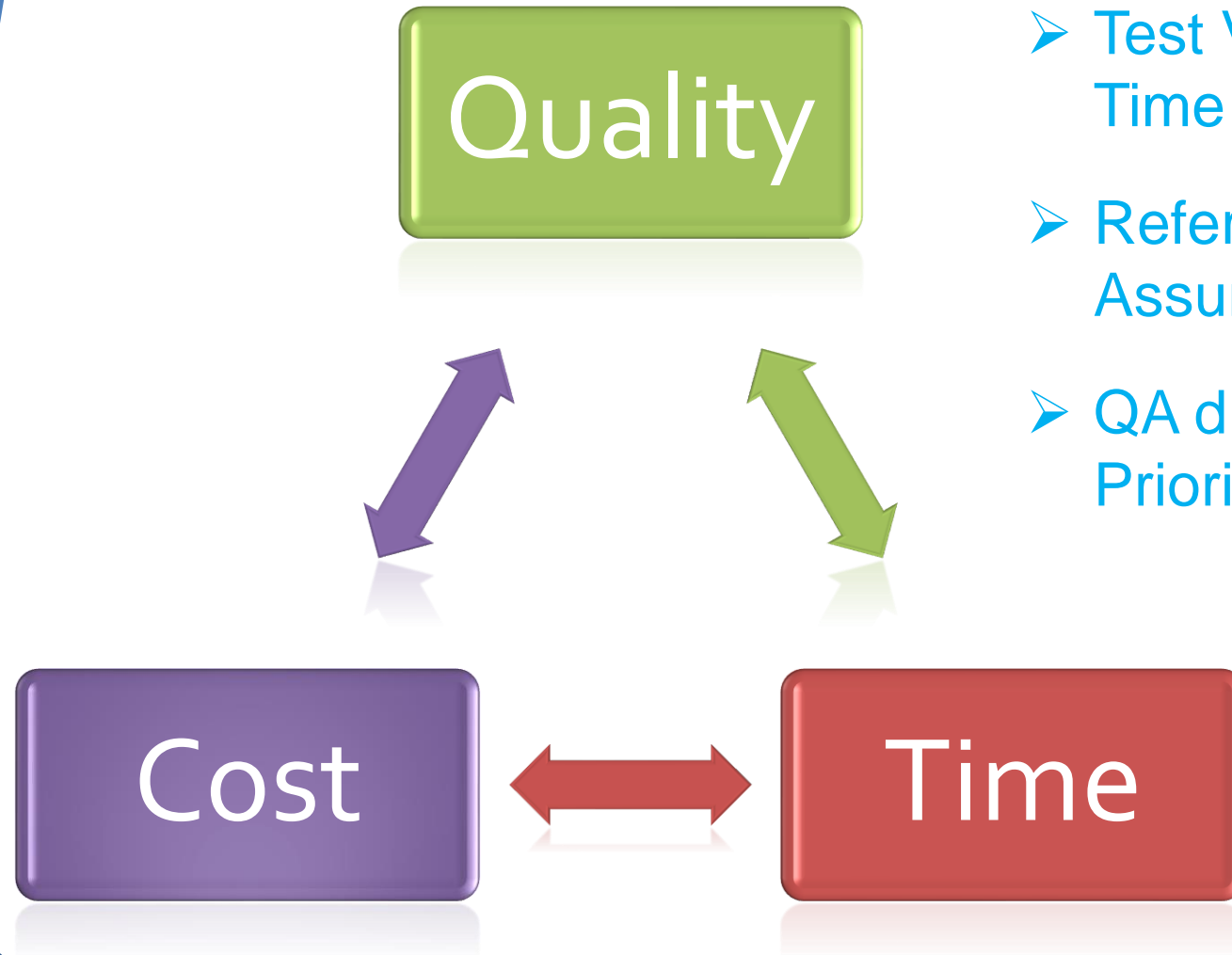


Pyramid Key Drivers – Time, Quality & Cost



- PM View - Consistent misconception that Time is the Driver

Pyramid Key Drivers – Time, Quality & Cost



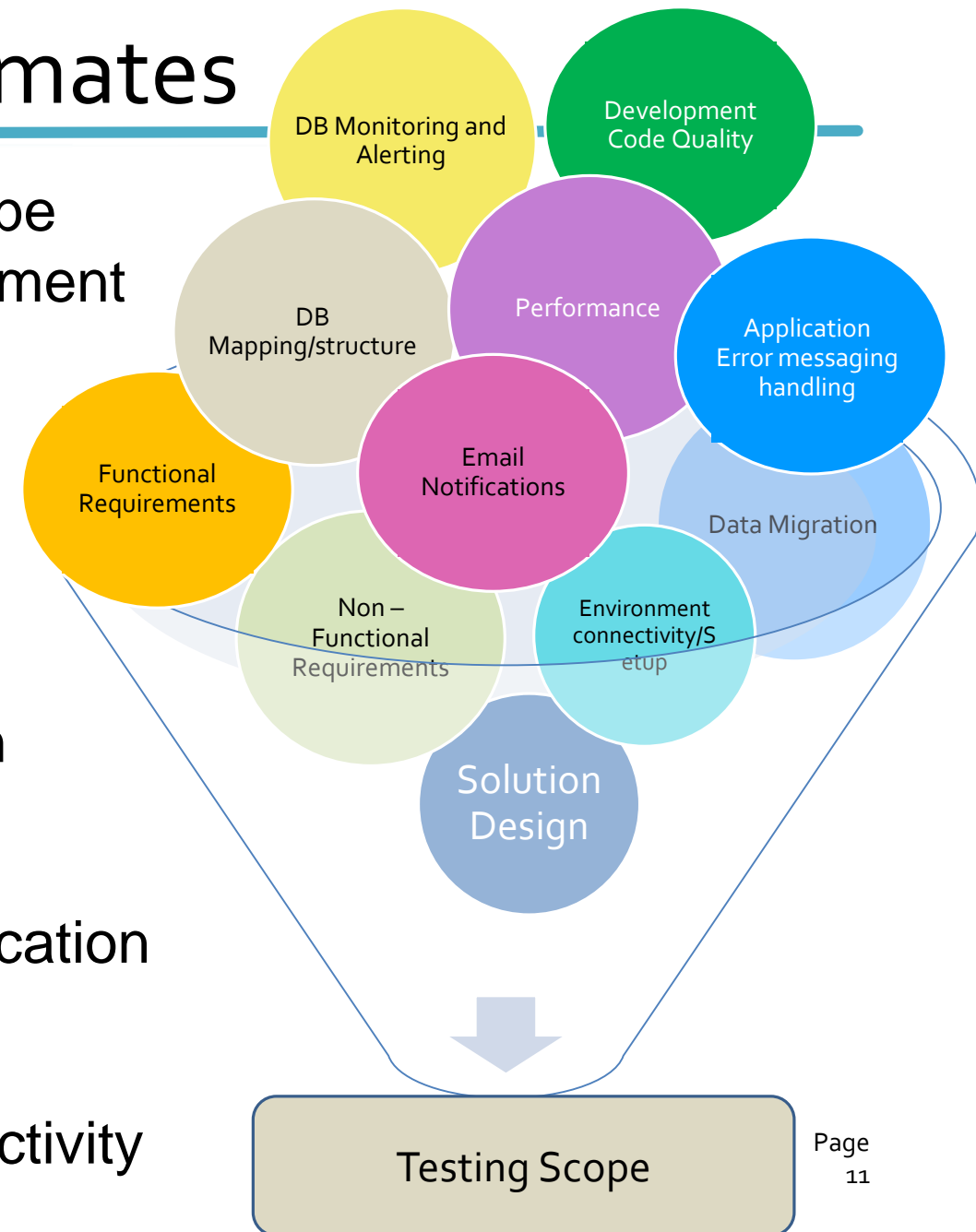
- Test View – Drive Quality, reduce Time and Cost
- Refer to Testing as Quality Assurance
- QA driven by Requirements / Risk Priority

PM 1/3 Rule for Cost estimates

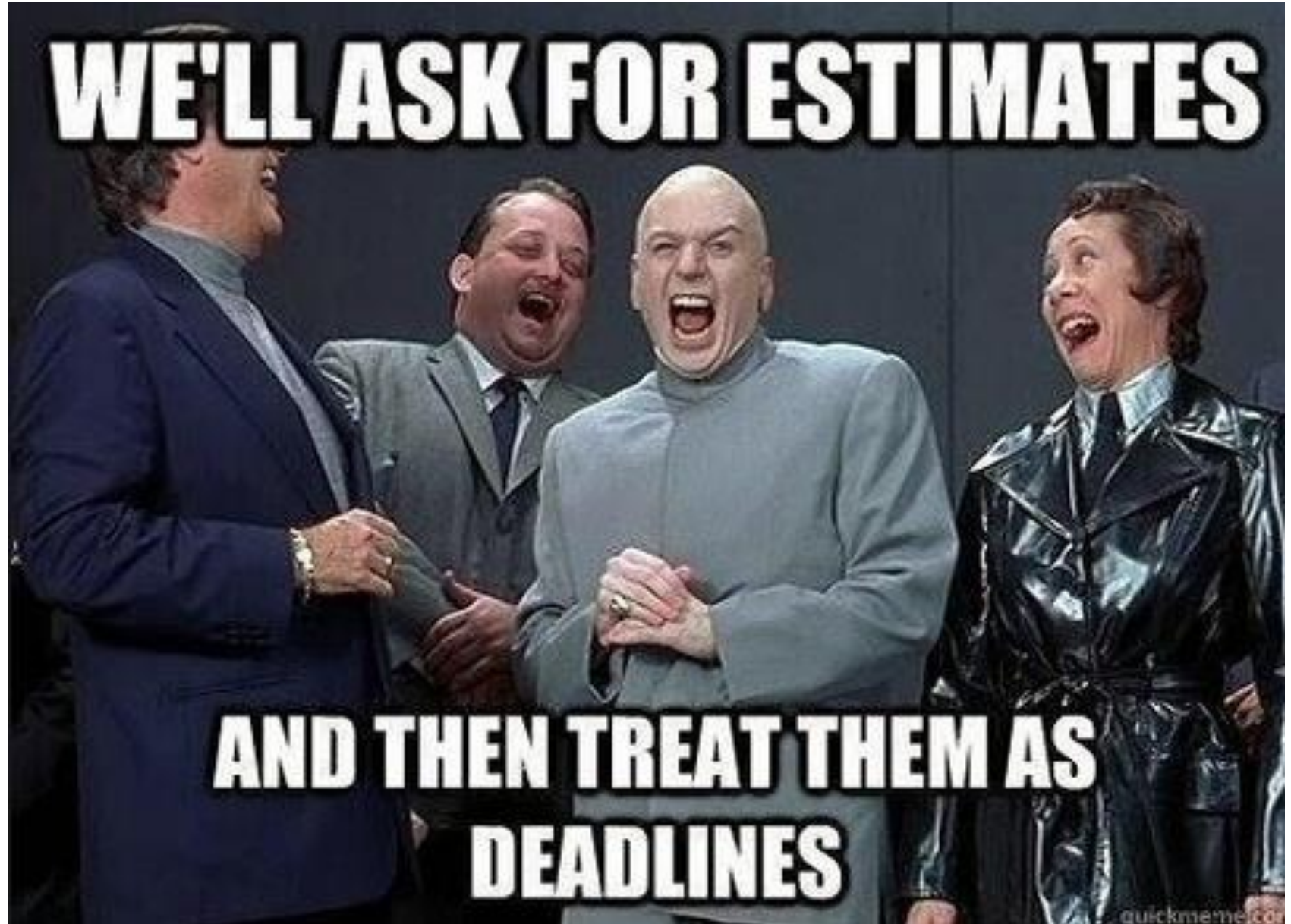
Some PM's estimate project costs to be equal split between Testing / Development and BA's

But testing covers:

- Architects - Solution Design
- BA's – Use Case / Functional / Non Functional Requirements
- Development - Code quality / Application error messaging / Error handling
- Infrastructure - Environment connectivity / Mail server setup / Performance

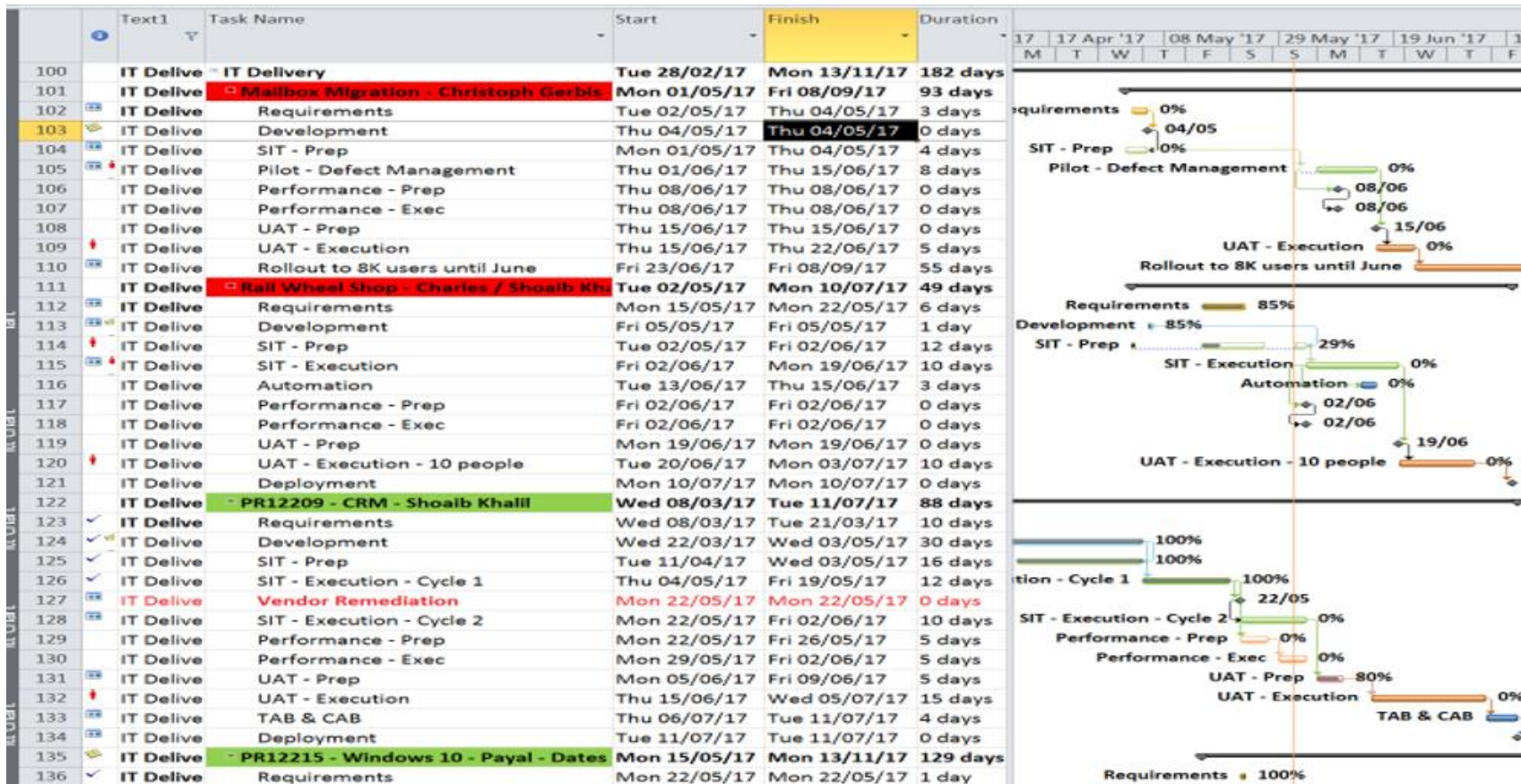


Project Manager - Challenges



Planning and Scheduling

- Build estimates using models, this allows you to adjust coverage easily
- Build schedules using Microsoft Project and build in dependencies

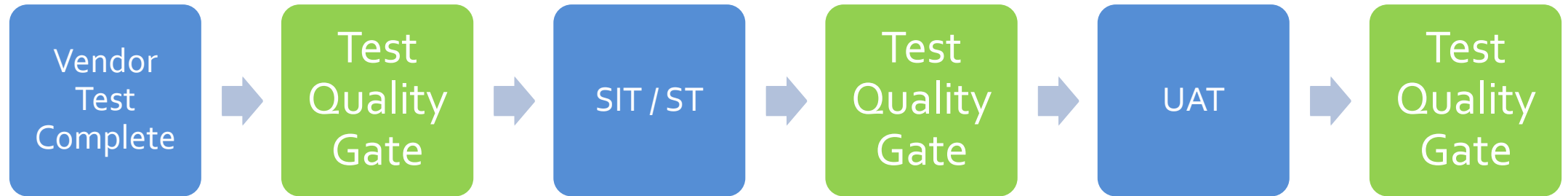


Game Changers

Key Game Changing Test Activities:

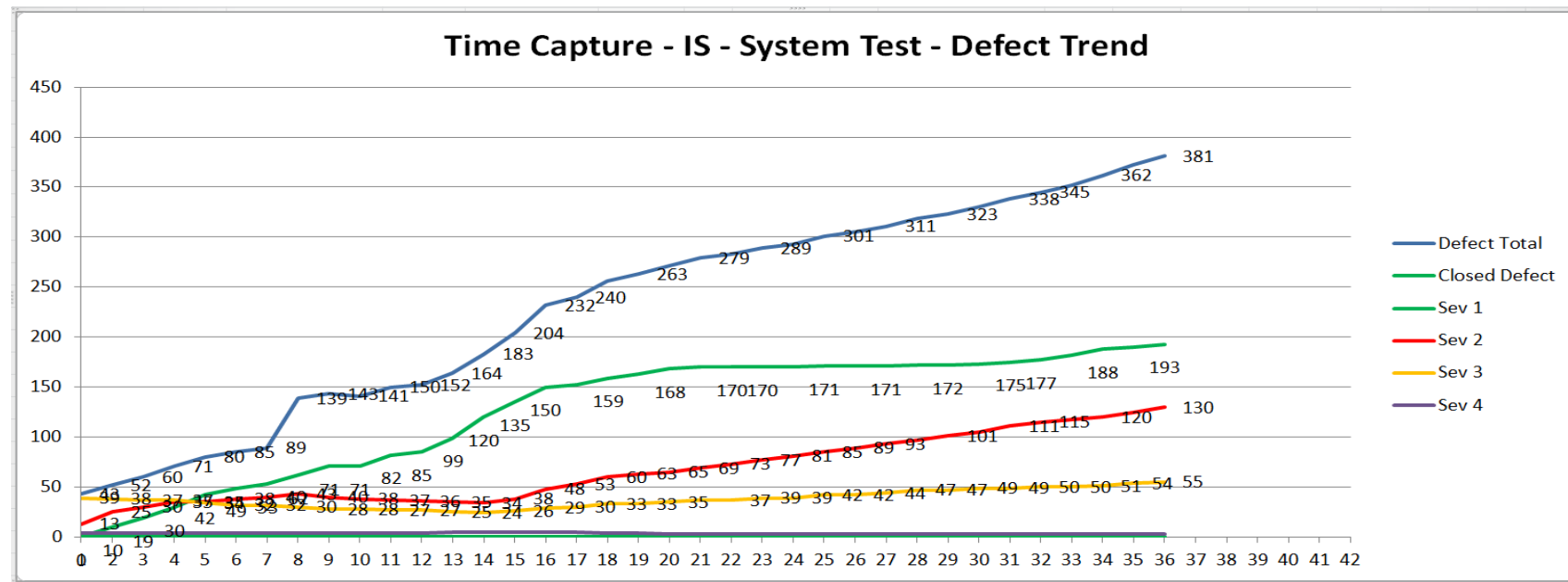
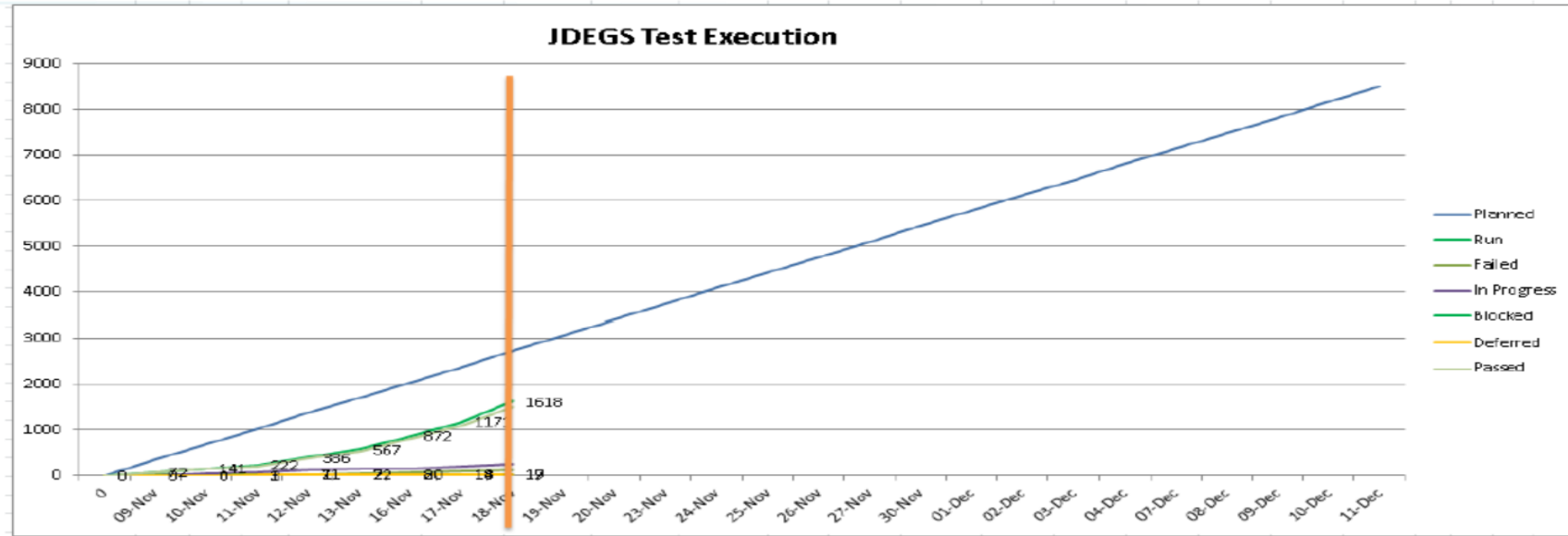
- Test Readiness Review (TRR) – Quality Gate
- Daily Reporting with Trend Graphs
- Affective Communication

Test Quality Gate - Entry & Exit Criteria



Test Level Exit Criteria		
Requirement	Met	Rationale
• 100% of test cases have been executed	Y/N	
• 75%> of Test Cases have passed	Y/N	
• No Severity 1 defects outstanding	Y/N	
• No Severity 2 defects outstanding	Y/N	
• No More than 5 Severity 3 Defects	Y/N	
• No more than 10 Severity 4 defects	Y/N	
• Requirements Traceability Matrix updated with test cases and results	Y/N	

Test Progress Tracking – Trend Graphs



Affective Communication

Around **\$37 Billion** are lost yearly due to employee misunderstandings and bad communication.

(source: holmes report)



Apparently you missed the memo about “Funky Friday” being cancelled.

- When not to use Email
- Dealing with difficult discussions
 - Location & 3 way discussion

Keeping Motivated

- The only thing guaranteed is that there aren't any guarantees !!
- An issue is an opportunity to provide creative thinking !!!
- [The Loan Nut](#)



Keeping Motivated



➤ Always Move Forward :0)

What Can be Achieved in 3Yrs

- Test Team Size = 15
- Test Tool - Project Users trained = > 970
- Test Scripts executed over 3yrs = > 47,000
- Defects Fixed and resolved = > 5,000
- Projects delivered = 52