

*“What did I miss at EuroSTAR2011”*

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**24 januari 2012**

voordracht georganiseerd door



*Discussiegroep Software Testing*

met de steun van



Card Division



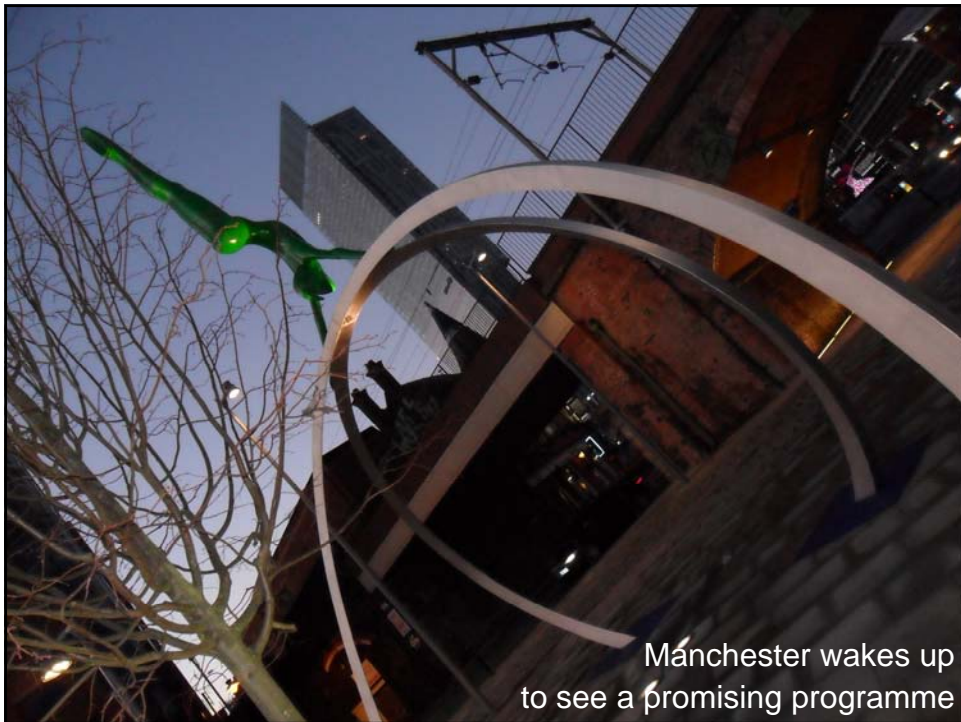
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Ingenieurshuis, Antwerpen



# What did I miss at EuroSTAR2011?


The journey through the biggest test conference in the world




Manchester wakes up to see a promising programme



13:30 Opening Remarks - "Hello Manchester"

 Geoff Thompson, Programme Chair, EuroSTAR 2011




Geoff

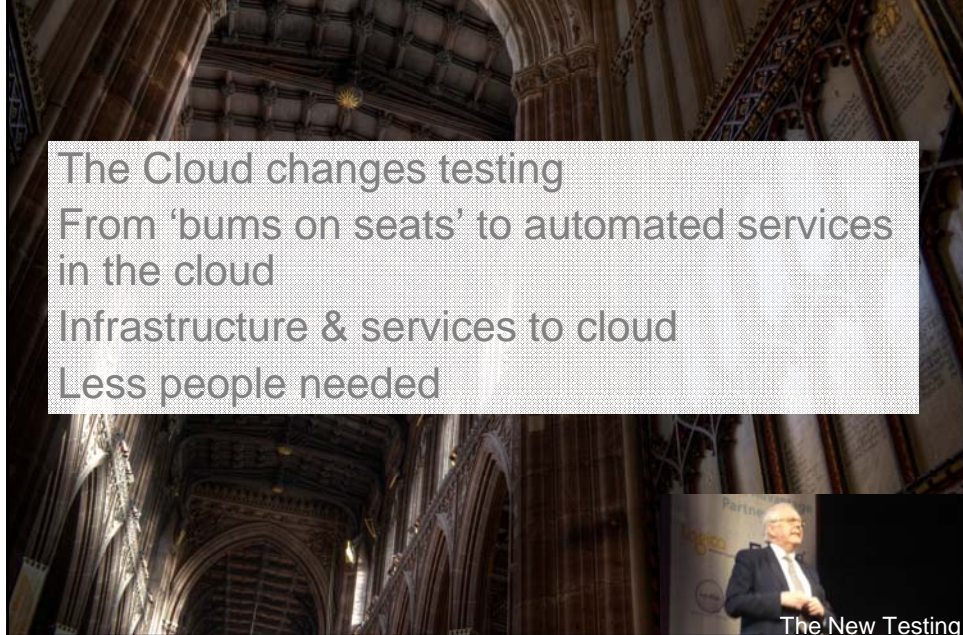
And his men in black

In Pursuit of Quality

With a theme

13:45 Keynote 1: The New Testing: Delivering Assurance in the Age of the Virtual

 Dr. Richard Sykes, Independent Consultant, UK



The Cloud changes testing

From 'bums on seats' to automated services in the cloud

Infrastructure & services to cloud

Less people needed

The New Testing

13:45 Keynote 1: The New Testing: Delivering Assurance in the Age of the Virtual  
Dr. Richard Sykes, Independent Consultant, UK





More flexible requirements  
More agile  
Quality is heavily influenced by virtual environment of the software  
Test approach more towards cooperation between people, processes and techniques

The New Testing

13:45 Keynote 1: The New Testing: Delivering Assurance in the Age of the Virtual  
Dr. Richard Sykes, Independent Consultant, UK





The graph plots Unit cost on the y-axis against an unlabeled x-axis. A red curve starts high and trends downwards, labeled 'Enterprise IT; 'Pure Play', Call Centre & Classic IT Services Firms; Specialist Services, Apps & SaaS Firms'. A blue curve starts lower and trends upwards, labeled 'Automated & Commoditised Web, Infrastructural & Transactional Services: Services Factories and (Apps) Platforms'. A vertical double-headed arrow between the curves is labeled 'The Flip - Capture & Automation of the Intangibles'. A red arrow points down from the top curve to the bottom curve, labeled 'High Human/Technology ratio' at the top and 'High Technology/Human ratio' at the bottom. A circular callout on the right says 'Order of magnitude changes in operational costs'.

The New Testing

15:00	T1	T2	T3	T4
	<b>Quality</b>	<b>Agile / Automation</b>	<b>People</b>	<b>Case Study</b>
	Pursuing Quality, And Why You Will Never Catch It	Experience Driven Test Automation	Finding Quality - Having A Work-Life Balance	Acceptance Testing At Its Best
	 Dorothy Graham, Software Testing Consultant, UK	 Mark Fewster, Grove Consultants, UK	 Mette Tønder, TestHuset, Denmark	 Erik Boelen, QA Consult, Belgium

End users decide whether to go live or not  
 Acceptance testers are not professional testers  
 They have another added value – business knowledge  
 They need to know the goal of testing

Acceptance testing

15:00	T1	T2	T3	T4
	<b>Quality</b>	<b>Agile / Automation</b>	<b>People</b>	<b>Case Study</b>
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End users are involved in

- setting up the TRH
- interactive demos

Because of this involvement, end users have more support for the actual acceptance

More support gives you better acceptance tests

Acceptance testing

T5	T6	T7	T8
<b>Quality</b> The Pursuit Of Quality: Chasing Tornadoes Or Just Hot Air? Paul Gerrard, Gerrard Consulting, UK	<b>Agile/Automation</b> Raising the Quality Bar In Agile Teams By Means Of "Early" Test Automation Christian Mørling, PrettyGoodTesting, Denmark	<b>People</b> FEAR: Psychology In The Pursuit Of Quality Rik Marzels, Sogebi, The Netherlands	<b>Case Study</b> Testing EURO Changeover - Too Big To Fail? Raivo Pätas, Swedbank, Estonia

Quality is like the weather, comfort, beauty, ...  
 Depends on who you are and hard to explain  
 Quality is not a characteristic of 1 system, but a  
 relation between systems and stakeholders  
 Difficult to measure for stakeholders  
 Therefore, is testing a good measure for quality?


A windy situation

T5	T6	T7	T8
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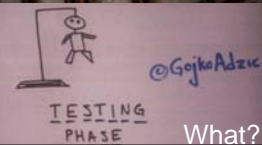
Not only focus on bugs, but on a working system  
 We need to show quality based on the correct  
 model, not just test techniques  
 Ex. Very long internet page, only 2% reaches the  
 end → Functionality OK, usability NOK  
 Model is about logical thinking, so we need testers  
 who are capable of doing this... fast!

A windy situation


17:00 Keynote 2: Death To The Testing Phase

 Gojko Adzic, Neuri Limited, UK

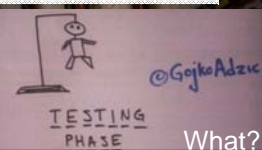
Testing only says the project is lost (crf. GPS)  
Testing should not be seen as a phase, because  
then people experience it as a safety net  
Skipping the safety net will make people more  
efficient  
Release more often, release without major defects



17:00 Keynote 2: Death To The Testing Phase


 Gojko Adzic, Neuri Limited, UK

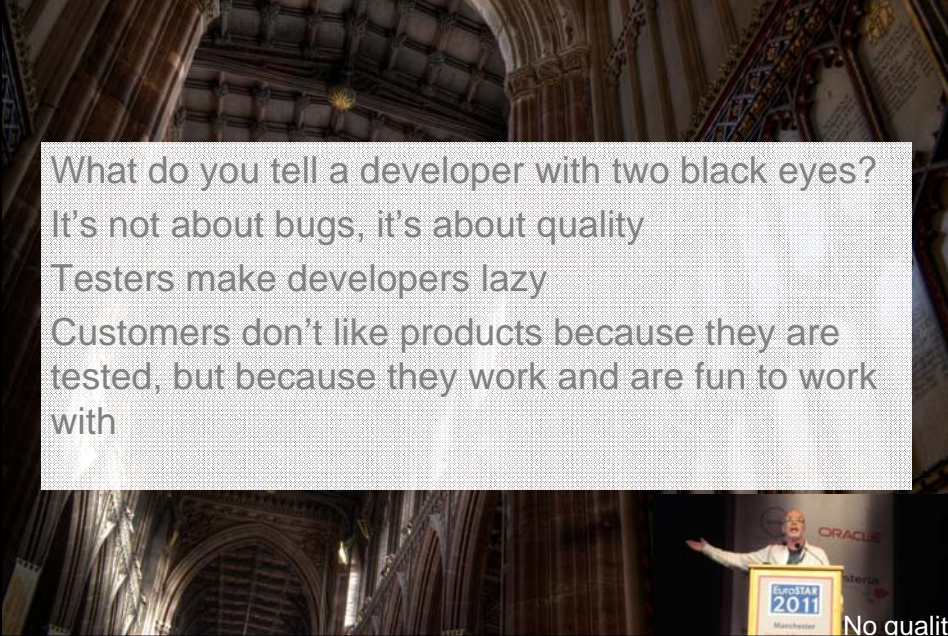
Not just test requirements, but also common sense  
Make more noise as testers, this will increase  
feedback and people get more involved  
We have to stop testing on our own, but work  
together with projectteam throughout all phases






3:45 Keynote 3: Pursuing Quality? You Won't Get There By Testing

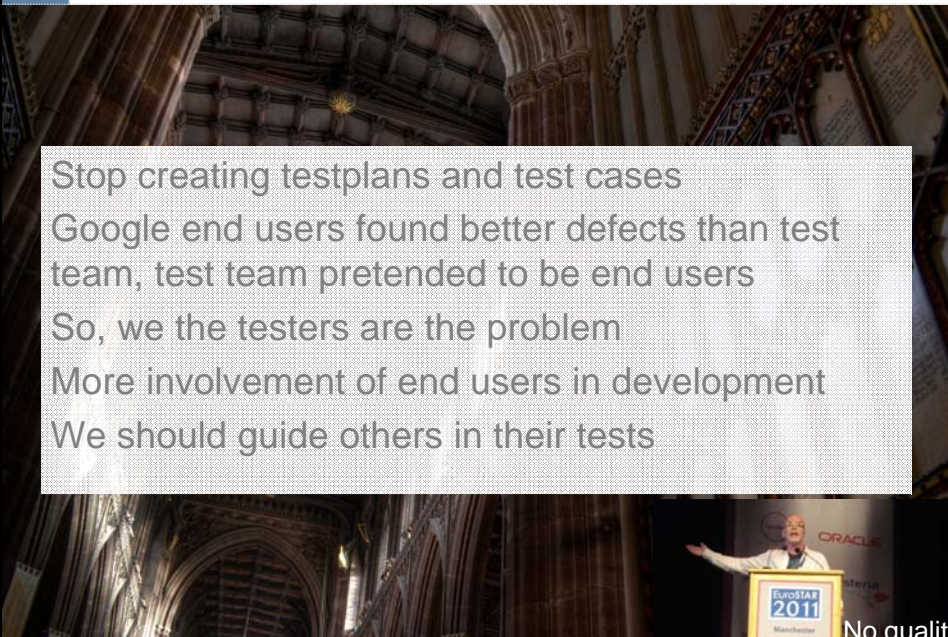
 James Whittaker, Google, USA



What do you tell a developer with two black eyes?  
It's not about bugs, it's about quality  
Testers make developers lazy  
Customers don't like products because they are tested, but because they work and are fun to work with

3:45 Keynote 3: Pursuing Quality? You Won't Get There By Testing

 James Whittaker, Google, USA



Stop creating testplans and test cases  
Google end users found better defects than test team, test team pretended to be end users  
So, we the testers are the problem  
More involvement of end users in development  
We should guide others in their tests

W1	W2	W3	W4A
<b>Test Management</b> Situational Leadership Styles On Test Approaches Wim Decoutere & Michael Pilaeten, CTG, Belgium	<b>Model Based Testing</b> Model-Based Test Design for Performance Testing and Other Non-Functional Requirements Kristian Fischer, PA Consohina & Allan	<b>Test Data</b> Test Data Management and Project Quality Go Hand In Hand Kristian Fischer, PA Consohina & Allan	<b>Learning</b> Mind Maps As Part Of The Agile Testing Process Martin Muszmann, PrettyGoodTesting, Denmark


9:45

David Kolb: Experiment/Experience/  
Reflection/Conceptualisation

Hersey & Blanchard: 4 leadership styles  
Telling/Delegating/Participating/Selling

Every tester has a preferred test approach (eg.  
Scripted/exploratory)



Preferences/circumstances (budget/deadlines...)



Leaders

W1	W2	W3	W4A
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9:45

Leaders

11:00	<b>W5</b> <b>Test Management</b> Testing and the Bottom Line: A New Method to Estimate The Value Of Good Software Testing Juha-Matti Tirila, Codenomicon Ltd., Finland	<b>W6</b> <b>Case Study</b> You Say "Kvalitet", I Say Quality Colin Cherry, Capgemini, Australia	<b>W7</b> <b>New World</b> Chasing Quality In Cloud Computing - Testing Different Levels Of Quality Requirements Kees Blokland, Polteq, The Netherlands	<b>WBA</b> <b>People</b> Life's Too Short: Make A Difference Anna Baik, Brightpearl, UK
11:25				<b>WBB</b> <b>People</b> Happiness As Quality


We as testers go towards 'servicing and sourcing' by using the cloud

Testers are already behind on architects, devs, ...

Applications go more towards the cloud

Quality can be bought in the cloud eg performance

Testing will become more complex



The Cloud

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But, cloud will always need the internet

What about availability, continuity, ... of the net?

Therefore, the cloud has new quality reqs

E.g. Security becomes more an issue in the cloud.

So, we as testers should still ask the same questions, but the possible problems can be more diverse



The Cloud

12:00 <b>W9</b> <b>Test Management</b> Houston We Have A Problem Rien van Vugt & Maurice Sijeur, Caggemini, The Netherlands Gitte Obarbozzel, Codan, Denmark	<b>W10</b> <b>Case Study</b> Customer Testing & Quality In Outsourced Development - A Story From An Insurance Company Gitte Obarbozzel, Codan, Denmark	<b>W11</b> <b>New World</b> Social Software Development - The Writing On The Wall Mathew Aniyar, Microsoft, India	<b>W12</b> <b>People</b> Implementing Change = Methods + People + Processes Torben Hoelgaard, Software-Pro, Denmark
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They shared an interesting tool with the audience, to be found here –

<https://skydrive.live.com/redir.aspx?cid=c9dc356d290087bd&resid=C9DC356D290087BD!846&parid=root>

13:45 <b>W13</b> <b>Test Process Improvement</b> Tester: Get Out Of Your Cave! Jan Jaap Cannegieter, SYSQA, The Netherlands	<b>W14</b> <b>Collaboration</b> Defect Prevention: How To Make It Really Happen Gerlof Hoekstra, Atos, The Netherlands	<b>W15</b> <b>Automation</b> Pushing The Boundaries Of User Experience Test Automation Julian Harty, eBay, UK	<b>W16</b> <b>People</b> Practical Approaches To Motivating Testers Taffine Murnane, KJ Ross, Australia & Stuart Reid, Testing Solutions Group Ltd., UK
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What about test maturity in the Netherlands?

- Test policy & strategy – 30%
- Test planning 44%
- Test monitoring – 47%
- Test analysis and design – 60%
- Test environments – 59%


13:45	<b>W13</b> <b>Test Process Improvement</b> <b>Tester: Get Out Of Your Cave!</b>  <i>Jan Jaap Cannegieter, SYSQA, The Netherlands</i>	<b>W14</b> <b>Collaboration</b> <b>Defect Prevention: How To Make It Really Happen</b>  <i>Gerlof Hoekstra, Atos, The Netherlands</i>	<b>W15</b> <b>Automation</b> <b>Pushing The Boundaries Of User Experience Test Automation</b>  <i>Julian Harty, eBay, UK</i>	<b>W16</b> <b>People</b> <b>Practical Approaches To Motivating Testers</b>  <i>Taffine Murnane, KJ Ross, Australia &amp; Stuart Reid, Testing Solutions Group Ltd., UK</i>
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The closer to the project, the better the result





The more we need to communicate with people outside our project, the worse the results become

Outside still thinks we are cute, little testers doing our tests

We have to step outside a lot more!!




Our caves

16:00	<b>W20</b> <b>Exploratory</b> <b>Where Exploration And Automation Meet: Getting The Most From Automated Functional Tests</b>  <i>Andy Kamp, ThoughtWorks, UK</i>	<b>W21</b> <b>VIDEOSTAR</b> <b>Team Work Within The Test Team - (E2)Q + p + P = TW</b>  <i>Malini Mohankumar, Sierra Atlantic, India</i>	<b>W22</b> <b>Automation</b> <b>Mixing Open And Commercial Tools</b>  <i>Mauro Garofalo, Maveryx, Italy</i>	<b>W23</b> <b>People</b> <b>How To Create Good Testers</b>  <i>Susan Windsor, Gerrard Consulting, UK</i>
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Not 'one' definition of a good tester

We need to:

- Manage risks
- Know what quality is
- Gain knowledge
- Communicate with stakeholders
- Cooperate with others
- Be open for feedback
- Follow trainings



Good testers

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Besides from this, we need to specialize and know who to go to for help

If you want to become a better tester, you have to do it yourself!

Good testers

17:00 Keynote 4: Power to the People – Achieve Fast, Sustainable Change in Quality by Harnessing the Crowd

Daryl Elfield, Deutsche Bank, UK

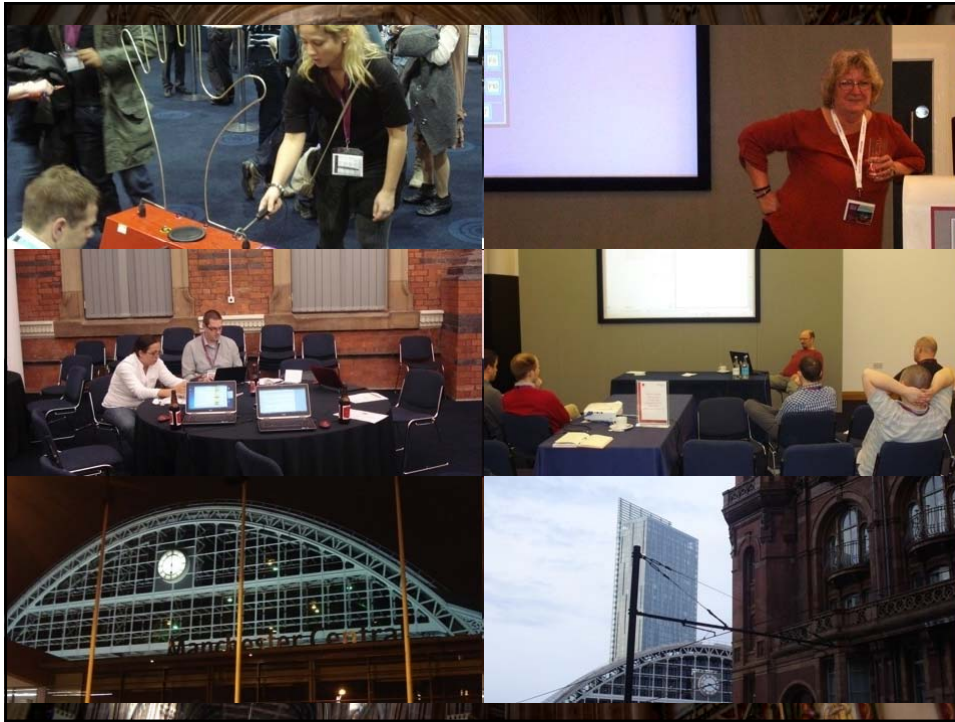
People are the change!

Therefore, we need these people in order to facilitate that change

At Deutsche Bank, changes are tested/accepted by more than 100 people

By setting up communities

People power



Wednesday Conference - 23 November				
Thursday Conference - 24 November				
8:30	"Hello Manchester" with the Programme Committee			
8:45	Keynote 5: Create Customer Value with Agile Testing Ben Walters, Microsoft, India			
9:45	<b>Th1</b> Bridging the Gap Architecture Testing: Wrongly Ignored! Axel Zimmermann, Siemens, Germany	<b>Th2</b> Agile Continuous Quality Improvements - A Journey Through The Largest Scrum Project In Norway Sirianna Lassen Tangen, Statoil, Norway	<b>Th3</b> Risk Playing Around With Risks Jansen Claeren, CTG, Belgium	<b>Th4</b> Lean How To Apply Lean Test Management Rob van de Bunt, The Netherlands
10:30	Morning Break - Visit the Expo			
11:00	<b>Th5</b> Bridging the Gap Dashboards: Real-time Test Information For Managers And Teams Michael Bolton, DevelopSense, Canada	<b>Th6</b> Acceptance Test Driven Development Using Functional Test Automation to Prevent Defects from Escaping the Development Phase Alexander Schulzbeck, University of Bremen, Germany	<b>Th7</b> Applications and Mobiles What The Top 10 Most Disruptive Technology Trends Mean For QA And Testing John Montgomery, USA, USA	<b>Th8</b> Lean About Testers And Garbage Men Stefan Eschermann, Hilti AG, Austria
12:00	<b>Th9</b> Bridging the Gap Top Challenges We Face In IT Today To Hinder Our Pursuit Of Quality Lloyd Roden, Lloyd Roden Consultancy, UK	<b>Th10</b> Acceptance Test Driven Development Acceptance Test Driven Development Using Robot Framework Pekka Klack, Engineering Consultant & Service Provider, Finland	<b>Th11</b> Applications and Mobiles How To Test Mobile Applications Jarmo Mangerink, PwC, The Netherlands	<b>Th12</b> Lean About Testers And Garbage Men Stefan Eschermann, Hilti AG, Austria
13:45	<b>Th12</b> Case Study Catching A High Speed Train: End-To-End Testing At NS/Hispeed Fyra Nathalie Rozeeboom de Vries, Capgemini, The Netherlands	<b>Th13</b> Agile An Evolution Into Specification By Example Adam Knight, RainStar, UK	<b>Th14</b> Case Study Operational Testing - Walking A Mile In The Users Boots Gitte Ottosen, Systematic, Denmark	<b>Th15</b> Lean Revolution, Evolution and Lean: A Test Process Improvement Diary From Copenhagen To Manchester Tapani Ahtio, Sogeti, Finland
14:45	Afternoon Break - Visit the Expo			
15:15	Keynote 6: Quality In Use: The Beating Heart Of The Customer Experience Isabel Evans, Dolphin Computer Access, UK			
16:00	Conference Closing Words, including Test Lab Report & "Goodbye Manchester" Geoff Thompson, Programme Chair, EuroSTAR 2011 & the Programme Committee			
16:30	Conference Finishes			
20:00	Gala Awards Dinner at The Monastery			

8:45 Keynote 5: Create Customer Value with Agile Testing  
 Ben Walters, Microsoft, India

Role of testers is changing because of agile  
 More testing from point of view of end users  
 Testing should be done in all phases of the development lifecycle  
 End users should become part of the project  
 Agile is the way to go!

Happy Agile


Th1	Th2	Th3	Th4
<b>Bridging the Gap</b> Architecture Testing: Wrongly Ignored! Peter Zimmerman, Siemens, Germany	<b>Agile</b> Continuous Quality Improvements - A Journey Through The Largest Scrum Project In Norway Kristina Lassen Tangen, Steria, Norway	<b>Risk</b> Playing Around With Risks Jorgen Cleuren, CTG, Belgium	<b>Lean</b> How To Apply Lean Test Management Bob van de Burch, Professional Testing B.V., The Netherlands

Most games are about taking risks  
 What can we learn from this?  
 e.g. Texas Hold'em  
 We get the cards and estimate our chances and the risks moneywise  
 The first flop (release) is put on the table and we do a new estimation of our risks, and take action based on this

Risk


9:45	Th1	Th2	Th3	Th4
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We change a few cards (defects) and get a new release (added cards on table)  
 Again we estimate our risks, and take action based on this  
 This continues until the final cards (the launch)  
 Why do we estimate our risks more while playing poker then when we test???



11:00	Th5	Th6	Th7	Th8
	<b>Bridging the Gap</b> Dashboards: Real-time Test Information For Managers And Teams Michael Bolton, DevelopSense, Canada	<b>Acceptance Test Driven Development</b> Using Functional Test Automation to Prevent Defects from Escaping the Development Phase Alexandra Schladebeck (Imnie), BREDEX GmbH, Germany	<b>Applications and Mobiles</b> What The Top 10 Most Disruptive Technology Trends Mean For QA And Testing John Montgomery, uTest, USA	<b>Lean</b> About Testers And Garbage Men Stefaan Luckermans, Thaste IT & Dominic Haes, Quintes BVBA, Belgium

Laurel and Hardy visiting...  
 Explaining different forms of Waste  
 TIMWOOD++  
 Root Causes for Waste



11:00	<b>Th5</b> <b>Bridging the Gap</b> Dashboards: Real-time Test Information For Managers And Teams <i>Michael Bolton, DevelopSense, Canada</i>	<b>Th6</b> <b>Acceptance Test Driven Development</b> Using Functional Test Automation to Prevent Defects from Escaping the Development Phase <i>Alexandra Schladebeck (Imrie), BREDEX GmbH, Germany</i>	<b>Th7</b> <b>Applications and Mobiles</b> What The Top 10 Most Disruptive Technology Trends Mean For QA And Testing <i>John Montgomery, qTest, USA</i>	<b>Th8</b> <b>Lean</b> <b>About Testers And Garbage Men</b> <i>Stefaan Luckermans, Thaste IT &amp; Dominic Mass, Quintez BVBA, Belgium</i>
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Muda Mura Muri

Is all waste bad?

Traditional Testing – Waste = Agile?

Extremes are never good.

Traditional Testing–Waste1= Agile Testing–Waste2

Laurel & Hardy

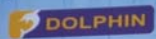
15:15 **Keynote 6: Quality In Use: The Beating Heart Of The Customer Experience**  
*Isabel Evans, Dolphin Computer Access, UK*

Software for visually impaired

We should focus more on usability, accessibility and flexibility

But also the commercial part, the human side

If all OK => **positive customer experience!**


  
 Isabel Evans - Quality M...
   
 Dolphin Comput... Quality In Use

15:15 Keynote 6: Quality In Use: The Beating Heart Of The Customer Experience  
Isabel Evans, Dolphin Computer Access, UK

We have to ask ourselves – how efficient are our customers helped and how efficiently can they perform their tasks with the system  
We have to focus on the total picture  
It will provide more efficient team members and happier end customers

