

Testing: saved by the end-users

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Nordic Testing Days

About the presenter

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- Founder member, member of board at Estonian Testing Board
- Passionate lover of music, literature and orchids





ONLY BUSINESS PEOPLE

AND NO REAL TESTERS?!

Topics

- The Puzzle
- Test levels and responsibilities
- The end-user testing process
- Lessons learned

Estonian Energy and The Puzzle

- Replacing all existing business information systems
- Development & testing phase ~18 months
- 7 systems integrated and implemented with “big bang”
- 89 different interfaces between systems
- Personnel involved in development & testing phase
 - IT + business ~150 employees
 - Partners ~100 employees
- Go-live was three times postponed

The Puzzle: main business information systems

- Client information system (Oracle)
- Metering data IS (Oracle)
- Asset management system (Ventyx)
- Web Self Service (custom)
- Despatch IS (Tekla)
- + Interfaces between new and existing IS



Test levels – IT department

- Factory Acceptance Test by development partner (FAT)
- System and Integration Acceptance tests by development teams (IAT, SAT)
- End-to-end performance tests by development teams + IT operations
- LIVE Integration acceptance test (LiveIAT)
- Programmers, system analysts, project managers served the role of a tester



Test levels – Business testers

- End-to-end User Acceptance Tests (UAT)
- LIVE Operational Acceptance tests (OAT)



OAT: Can we hand on the keys?

- Entry criteria: IT tests finished
- 6 business users + test manager
- 35 most critical business scenarios
- Planned duration 4 hours
- Actual duration 9 hours
- 33 installation/conf bugs found and fixed

- Before that... 5 times „dress rehearsal“ in prelive and test environments
- After that... OAT for all releases & hotfixes

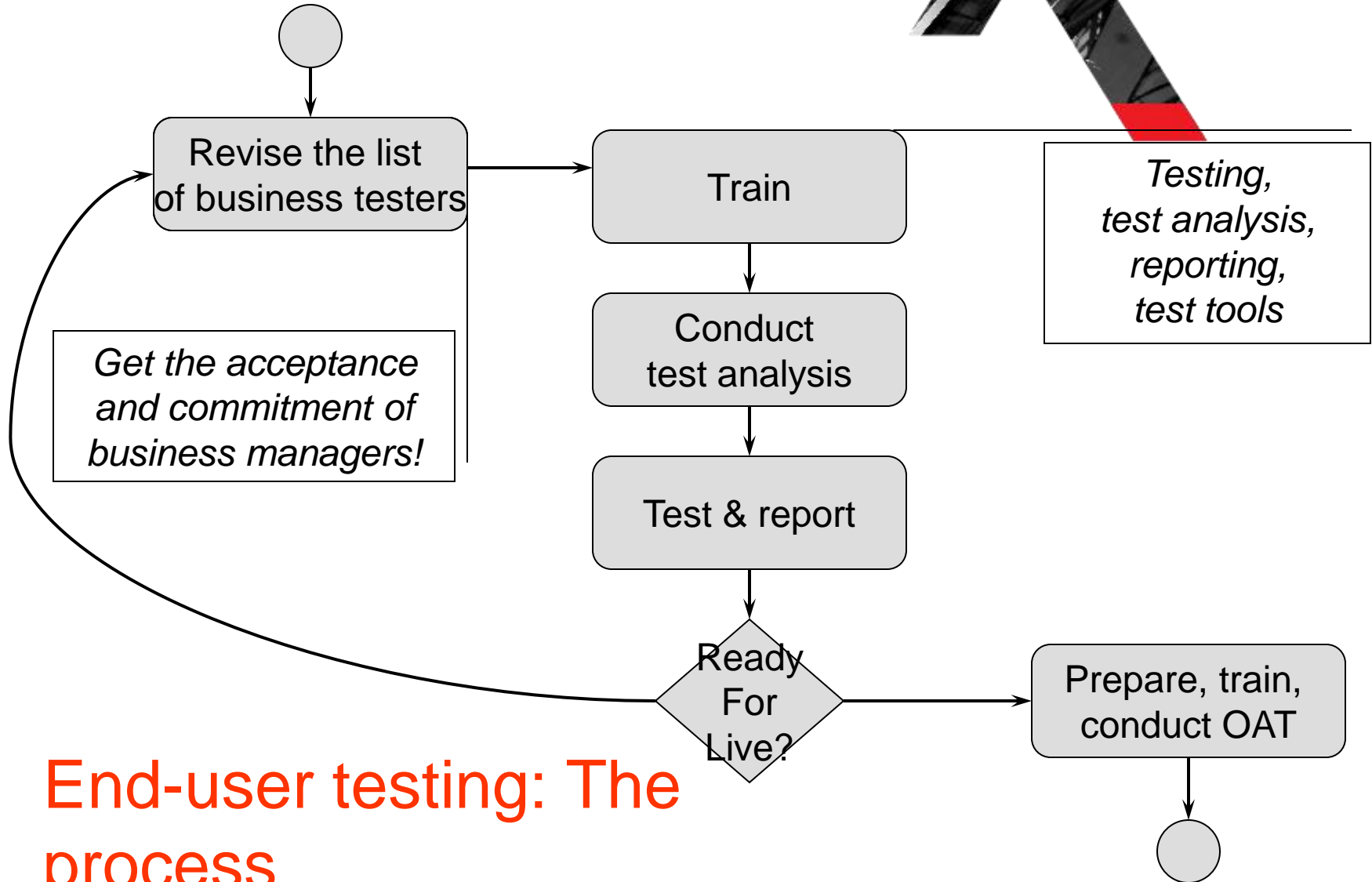


My new challenge – main issues

- Test team
 - Who should be involved (different areas)?
 - How much effort it takes?
 - How to get acceptance from business managers?
- Competences
 - Tester's mindset
 - Test analysis
 - Testing, reporting and bug management
 - Test tools
 - New information systems

My new challenge... (2)

- Business processes
 - Appeared to be incomplete..
 - Not talking about communicating to end-user testers
- Quality of input information
 - Practically no end-user guidelines yet
 - Base product documentation not usable in end-user testing
 - Lack of general documentation practices in IT
- Overall project management
 - Different projects and their dependencies not well analyzed – lots of integration bugs (read: blockers)



End-user testing: The process

When testing with end-users please remember..

- We have the new system.. But no new skills
- We may not have testing skills either
- We may not know about the new business processes
- We may not even be prepared to be involved in testing, at least not **that** much

- But if we participate in testing, we can train ourselves in using the new systems



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Thank you & questions please!

