

The Anatomy of Testing: ASA Emergency Room Practices

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Methodologies

- (6 diagrams of different methodologies)

Methodology A

- (zoomed in on one of them)
- Task 1: Find testing
- Task 2: Find acceptance testing

Case Studies

- Different companies
- Different projects
- Different methodologies

Raspberry Inc

What it was:

- Brand name change: Raspberry → Strawberry

Raspberry Inc

What was assumed:

- Simple change, no testing required
- 1 SQL query

Raspberry Inc

Reality:

- “Raspberry” in different forms, cases, etc
- Graphical representations

Raspberry Inc

- What would you do?
- Which methodology?

Strawberry Inc

What we did:

- Caught before the change
- Talked to the administrator
- SQL query review
- Search for logos, etc

Methodology: Waterfall

Fields & Co

What it was:

- Service directed at customers
- Several front-ends
- Even more back-end systems
- Multiple development partners

Fields & Co

What was assumed:

- Roles known
- Dates set in stone
- Testing planned

Fields & Co

Reality:

- Different interpretation of dates
- No time for UAT
- We failed to notice this

Fields & Co

- What would you do?
- Which methodology?

Fields & Co

What we did:

- Last-minute testing
- All parties in conference call
- 1 hour critical exploratory testing cycles

Methodology: Several, mostly agile

Forever Ltd

What it was:

- Several interlinked components
- Different development partners
- Components work
- Integrations slow/broken

Forever Ltd

What was assumed:

- Tester reports bugs
- PM forwards bugs
- Reported bugs get fixed

Forever Ltd

Reality:

- Developer marks bugs WORKSFORME
- Integrations still broken

Forever Ltd

- What would you do?
- Which methodology?

Forever Ltd

What we did:

- Meeting with all parties
- Conference calls

Methodology: Scrum (mostly)

Pepper plc

What it was:

- International CRM system
- Developer lacked resources → slow testing
- Client offered help

Pepper plc

What was assumed:

- Developer tests alongside

Pepper plc

Reality:

- Developer dropped all testing
- **No development testing**
- Client overwhelmed with testing
- Untrained testers
- Bug reports going back-and-forth

Pepper plc

- What would you do?

Pepper plc

What we did:

- Experienced testers
- Semi-exploratory testing
- Useful bug reports

Analysis

What did we do?

- Talking
- Meetings
- Conference calls
- Well-written bug reports

Analysis

COMMUNICATION

Communication

- (some additional info about communication)

BadCom Corporation

What it was:

- Performance test
- First tests 200x slower than required
- Live: still 20x slower (10x performance improvement)

BadCom Corporation

What was assumed:

- Requirements exceed expectations

BadCom Corporation

Reality:

- System too slow, not usable

Thank you!

Kristjan Karmo

- ...

ASA Quality Services

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Thank you!

- Questions?
- Stories?