

What test-project?

Ongoing testing from maintenance perspective

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Objectives for this presentation

- ❖ realize that a lot of projects fail to bridge the gap between development and maintenance.
- ❖ learn that project's aim is not delivering a piece of software in time, but supporting the business.
- ❖ learn that a lot of testing is the same, but some things are organized in a different manner.
- ❖ get insight in how to implement new testing procedures in an existing organization.

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Mind-set of the project members

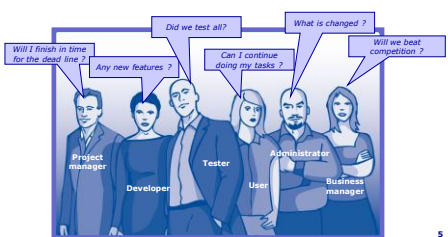
- ❖ We do an important project.
- ❖ Our project is challenging, difficult, an achievement.
- ❖ It took us a lot of trouble to get this far.
- ❖ Although there are still some problems, further delay is not desirable.
- ❖ We spent 40% of our budget on testing.
- ❖ We need to go live before...

Maintenance dept. should accept and deploy the solution.

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Maintenance department

Primary task: Keep all objects in such a state that they continue to fulfill the requirements and needs of its owners [ASL]




Will I finish in time for the dead line? Any new features? Did we test all? Can I continue doing my tasks? What is changed? Will we beat competition? Will we beat competition?

Project manager, Developer, Tester, User, Administrator, Business manager

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What is changed ?



- ❖ Changing markets
- ❖ New insights by users
- ❖ Misuse of the application

Application is used
Business develops

- ❖ Bugs that remain
- ❖ No 'fit for purpose'

Project's heritage
or
Poor developed changes

Result driven testing aims delivering properly tested systems that aligns with the business needs [TestGoal]

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Problems within maintenance dep.

- ❖ High work pressure
- ❖ Combining test work and operational tasks
- ❖ Dissatisfied customers

- ❖ Unplanned bug fix releases
- ❖ Projects added to the release at late stage

- ❖ Extra releases require to much test capacity

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7

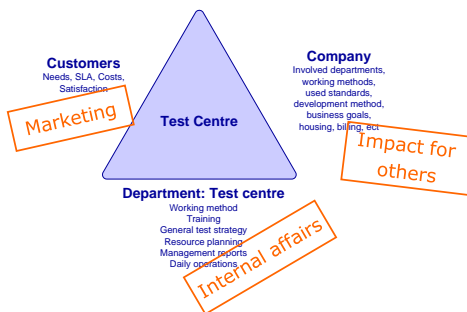
Testing changes vs. projects

	Project	Change
Time line	Weeks to months	Hours to week
Repetition	Unique	Many
Regression testing	Limited	Extensive
History	No	Yes
Impact	Known	Known ?
Involvement	Project organization	Maintenance department

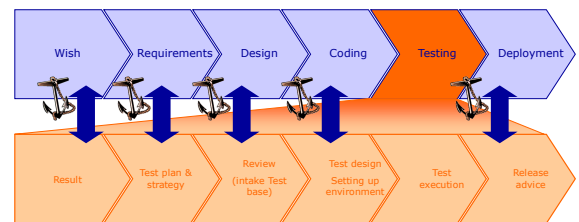
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8

TC's interfaces



Impact of improvements on others



The rest of the company



How to change ?



Good testing, some things apply

Focus on result	Test in phases
Build trust	Facilitate the entire IT lifecycle
Take responsibility	Provide overview and insight
Master the test profession	Care for reusability
Build bridges	Keep in mind: Testing is fun!

[Source: TestGoal]

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Always true ?

- ❖ Adapting to existing working methods
- ❖ Gaining commitment management and staff
- ❖ Implementing changes

Bottom-up

Create awareness

- ❖ Roles and responsibilities
- ❖ Creating overview and insight
- ❖ Making small steps
- ❖ Work forward from the back

Roles & Responsibilities

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    graph LR
      Release[Release manager] --> Coordinator[Coordinator]
      Coordinator --> Change[Change manager]
      Change --> Test[Test centre]
      Test --> Release
  
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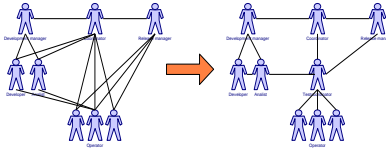
Overview an insight

One overview with clear statuses for each change

- 10 Accepted
- 20 Wait for design
- 30 Review design
- 40 Test design
- 50 Waiting for test object
- 60 Test execution
- 70 Release advise = Negative
- 70 Release advise = Positive
- 70 Release advise = Not given
- 99 Closed

Build trust

- ❖ Logging (test design)
- ❖ Co-working between testers and operators
- ❖ Review of design before test execution
- ❖ Test advise (help the operator)
- ❖ Test control (judge the release advise)
- ❖ One contact person to address



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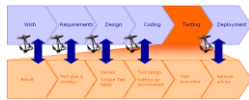
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Small steps with added value

- ❖ Improvement helps !



Expand services



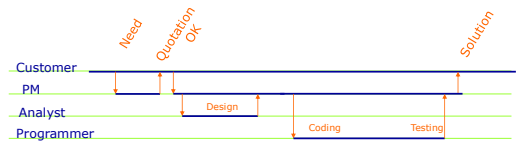
- ❖ Review design
- ❖ Estimation testing effort
- ❖ Integration test
- ❖ User acceptance test
- ❖ Coordination regression test
- ❖ Deployment test
- ❖ Audit test work projects



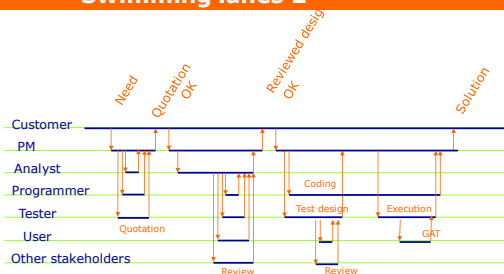
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21

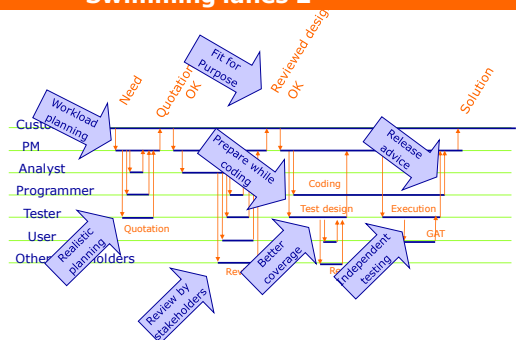
Swimming lanes 1



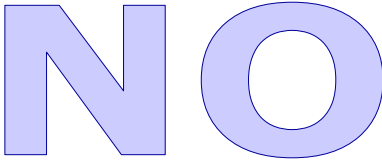
Swimming lanes 2



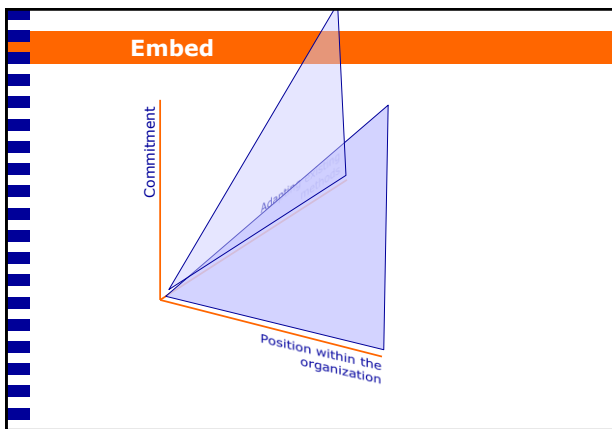
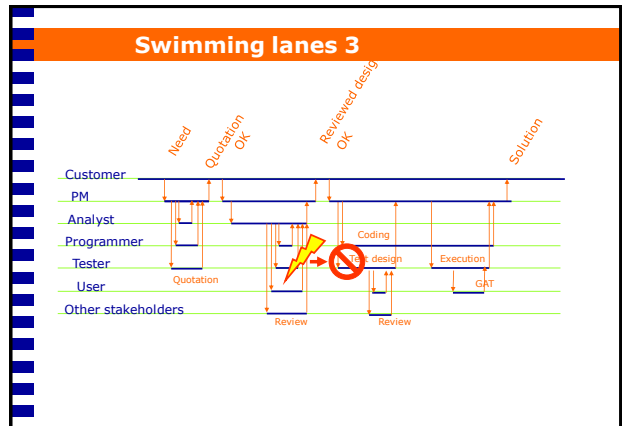
Swimming lanes 2



Sweet nurse, stinking wounds



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Customers

- ❖ Do not force them to use your services
- ❖ Seduce them to be helped




Thus

- ❖ Provide added value for each customer
- ❖ Be flexible
- ❖ Provide clear information on what to expect
- ❖ Report on key assets

The organization is a customer too...

Getting the assignment

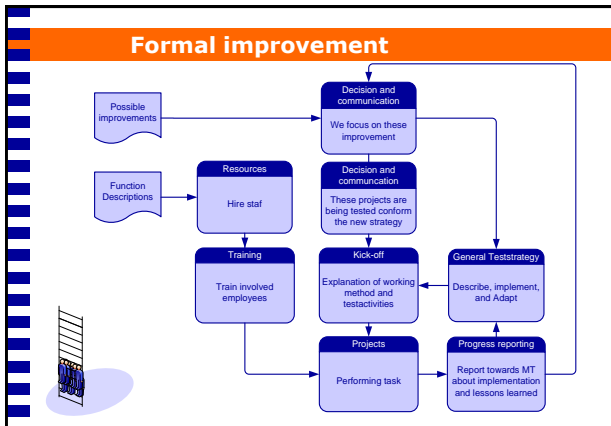
1. Make sure responsibilities are clear
2. Take one role (potential) customer
3. Understand the goals and problems of this customer
4. Indicate how you will solve his/her problem



Would you like your colleague to take the time to understand your problem and helps you solving it?

Position within organization


- ❖ Department, resource pool, expertise group...
- ❖ Operational vs. Improvement program



Who's paying ?

Well, thanks to our kindness and skill
 You'll have no trouble until
 You catch your breath
 And the nurse will present you the bill!

[Genesis, 76]



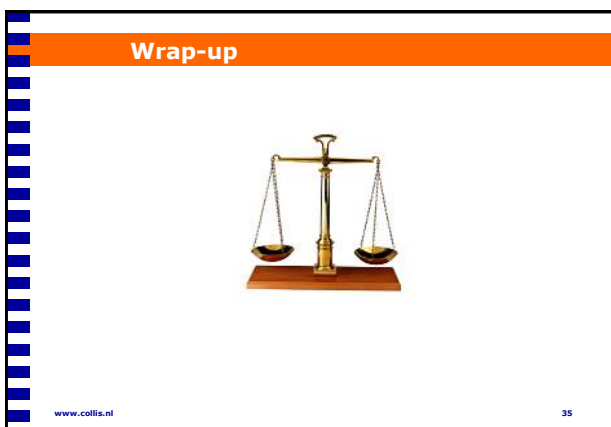
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Conclusion

- ❖ First create awareness and trust
- ❖ Requirements on a gliding scale (better testing)
- ❖ High repetitions enables to learn fast
- ❖ Span of control and commitment essential
- ❖ Back log/history exists
- ❖ Improving GoLive process: Saying NO hurts

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Questions?

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