

## Chat Transcript of WT 24 session

Dt: 06<sup>th</sup> Feb 2010

3pm – 5pm IST

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Weekend Testing: Welcome to Dr.Meeta

Parimala Shankaraiah: Dr. Meeta is the first Indian (and the only Indian) with a Ph.D in Software Testability. She will monitor our answers and guide us with her experience.

Today's session: Discussion about testing, mission, traps, testing skills for two hours.

Parimala Shankaraiah: @Meeta - you can tell your definition of testing and we can question/discuss based on your definition

Dr. Meeta: In my view .....testing is no different as applied to software from other domains.

The 2 aspects of verification and validation become the key identifiers while testing

Arun: @ Meeta can you please elaborate them for us

Dr. Meeta: When we say testing - what we actually mean is that we want to try out and ensure if what we are seeing is the way (in nature, behavior and attributes) we expected it to be. The requirements and test data hence become very important inputs

Prashant: @Meeta- We expected it to be always should be w.r.t to requirement right ?

Parimala Shankaraiah: @Meeta - in reality, we may not have requirements and test data. What happens then?

Dr. Meeta: @Prashant ....then we need to be clear on what we mean by requirements

Dr.Meeta: there will be many an angle to requirements too like customer perspective, end user perspective other stakeholders needs

Prashant: @Pari - There should atleast be 1 requirement owner who should know and inform how a app should behave

Dr. Meeta: @pari .....yes, there are cases when u may not have your requirements and test data. In those cases, you need to use your skills to get to the depth of the requirements and based on the signed of requirements from stakeholders, get your test data benchmarked

Prashant: @ Meeta -- AGREED else the entire app is going to be a mess w/o any benchmark

vivek joglekar: @ Meeta very important point

Indra: @Meeta: You mean to say, Testing = Verification (Static Testing) + Validation (Dynamic Testing).....???

Dr. Meeta: that is the reason if you observe requirements management has become another key buzz word across project management

Parimala Shankaraiah: @Everyone - we more often get lost in requirements that at some stage, most of us think that if there are no requirements, we can't test. In most startups, there is hardly anything when the product is developed. We still test by learning/exploring/discovering the product.

Suman Sachdeva: @all is it possible to build a product without specified requirements?

Krishnaveni: @pari-agree with u

Dr. Meeta: no @Indra ...I mean to say ..... Testing consists of verification (Static Testing) + Validation (Dynamic Testig) to conform the software on its objective and requirements of stakeholders.....

Dr. Meeta: good point Pari .....@suman sachdeva .....most of the software development starts with a one line statement of desire. Requirements are build around it

Vivek joglekar: @ Meeta If Client requirment changes continuous in SDLC , what to do ?

Dr. Meeta: there are various ways to understand and build requirements

Dr. Meeta @indra .....yes

Suman Sachdeva: @vivek then we should use agile methodolgy :)

Suman Sachdeva: because it adapts changes

Dr. Meeta: clients are always prone to changing requirements .....core reason being they are not always clear on what is their exact need and how they want the new application to work for them. So best option is to question as much as u can. Also suggest as much as u can

Prashant: 2 Meeta- when do u start questioning?

vivek joglekar: @ Meeta true

Dr. Meeta: This helps them develop a clarity on their desires and what to expect from final product. As soon as they come up with some clarity on a stage, take a sign off

It is always a good practice to have your traceabilities well formed so that all changes can be tracked to the last impact across.

Prashant: @ Meeta---- How does traceability get its shape when a company does not follow any req doc or input data ?

Dr.Meeta: @Prashant ....why do expect the company or someone else to document ? why not you ??

Nitesh: @Meeta what should be included in traceability?

Dr. Meeta: @Prashant .....questioning should start at the very point you are given to participate in the project

Indra: @Prashant ....why do expect the company or someone else to document? Why not you??Its self initiative...but the question is HOW?

Dr.Meeta: have you ever done a tree diagram?

Prashant: @ Meeta-- Not all company stress on documenting.. So the higher officials stress on releasing a bug free prod rather than documents

Dr. Meeta: That is the best way to track traceability

Jaswinder Kaur Nagi: Tree diagram ? no idea

Parimala Shankaraiah: @Meeta - Tree Diagram? What is that?

Indra: In some companies, the management doesn't involve testing team in review meetings or any other discussions, in this case?

Last Samurai: @ Meeta-- do u mean a tree dig or a fish bone dig ???

Arun: @ Meeta if you have some template or if you can share what Tree diagram is..that would be helpful for the group

Krishnaveni: @Meeta- pls tell us more about tree diagram

Jaswinder Kaur Nagi: @Meeta can you plz elaborate on traceability and Tree diagram

Dr. Meeta: yes, visualize a tree .....tree diagram is basically something that you can start from the roots and go to end of the last branch

Indra: @Meeta: Does each single requirement shall mapped with each test case? if there is inter dependency among the test then how to trace in this scenario?

vivek joglekar: @ Meeta what is network topology and Tree diagram

Prashant: @ Meeta- how different is this from the fish bone dig

Prashant: ? or am i totally wrong ?

Dr.Meeta: try this link

[http://images.google.co.in/images?hl=en&source=hp&q=tree+diagram&oq=&um=1&ie=UTF-8&ei=KUztS\\_iRCpKekQWNianUBw&sa=X&oi=image\\_result\\_group&ct=title&resnum=1&ved=0CBIQsAQwAA](http://images.google.co.in/images?hl=en&source=hp&q=tree+diagram&oq=&um=1&ie=UTF-8&ei=KUztS_iRCpKekQWNianUBw&sa=X&oi=image_result_group&ct=title&resnum=1&ved=0CBIQsAQwAA)

Jaswinder Kaur Nagi: @Meeta oh you mean the way it is used for software estimation-->wbs

Parimala Shankaraiah: Tree Diagram and Mind maps appear to solve similar problems to me

Parimala Shankaraiah: @Meeta - is my understanding correct?

vivek joglekar: @ Meeta What mean by Cluster Diagram ? How is it different from Tree Diagram?

Prashant: @ all - As testing has different definitions, these dig portray the same but in a different way :)

Its in us to choose what works the Best.

Jaswinder Kaur Nagi: @Meeta we have traceability but in excel sheets, How am supposed to do using a tree diagram, I mean we start from Root?????But what would the branches or can the branches contain?

Dr.Meeta: cluster diagram is a subset of tree diagram

Parimala Shankaraiah: @Everyone - It appears to me now that we need to refer to the link that Meeta shared and do some research around Tree Diagrams and Cluster Diagrams.

Parimala Shankaraiah: @Meeta - Can you brief us about the different types of traps in testing? We would like to know what the basic traps are in your experience and how to overcome them

Dr.Meeta: yes pari .....but I want folks to read thru the link once

Jaswinder Kaur Nagi: ok

Parimala Shankaraiah: @Meeta - Sure Meeta.

Dr.Meeta: @jaswinder kaur nagj - excels are just another way to represent traceability

Parimala Shankaraiah: @Meeta - it is a good idea for all of us to go back and study the Tree Diagrams in detail and get back with questions

Dr.Meeta: if u look at the link I pasted, it has a high level view of most ways to represent a tree and set traceability

Indra: @Meeta: what is the best practice in preparing traceability?

Parimala Shankaraiah: In the interest of time (43 minutes left), can we move on to discuss the different traps that we face in testing?

Dr.Meeta: @Indra - if you are looking at in terms of extensive software, xls are best way to maintain it

Dr.Meeta: before I start talking about traps, have anyone of you identified any in your experience?

Weekend Testing: Number of Bugs - Bug counts

Aiming for a number instead of quality of bugs

-Ajay

Prashant: @ Meeta- Not sure how an app should actually behave when having an unclear requirement doc.

So assumption is a bug trap

Jassi: We had a traceability matrix to get the number of test cases executed, number of test cases passed /failed

Prashant: As Ajay said interest on increasing the number of issues in a project

Jassi: In Quality center we have a section to map requirements against test cases; I guess this is also a form of traceability? Is it?@meeta

Dhara: one trap could be 'changing severity of bugs to pass the release to UAT hoping the customer would not find the bug at the time of acceptance'

Indra: UAT...???

Parimala Shankaraiah: @Meeta - my no 1 trap has been not being able to ask the right questions

Indra: [4:22:57 PM] Parimala Shankaraiah: @Meeta - my no 1 trap has been not being able to ask the right questions. Regarding? Could you tell the context?

Parimala Shankaraiah: my no 2 trap has been not knowing when to stop testing

Dr.Meeta: @jassi . Yes, QC has traceability option

Prashant: @ Karan - UAT - User acceptance testing

Indra: thanks

Prashant: When do we stop testing?? This is a very important question.

vivek joglekar: There are exit criteria to stop testing

Dr.Meeta: yes pari .....all of us struggle to get to core questions ..... "how to ask questions"

Jassi: Testing only what the requirements say or what is in the detailed documents

Dr.Meeta: it is also important while asking questions that you do not offend the person who is being asked questions

Parimala Shankaraiah: I have figured out a way wherein I ask more questions and based on the feedback for those, I fine tune and ask probing questions.

Dr.Meeta: let's focus on pari's 1st trap to start with

One easy method that I found for myself was when I ask a question, I make 3 columns

Prashant: I have figured out a way wherein I ask more questions and based on the feedback for those, I fine tune and ask probing questions. Could you tell us what that way is?

Dr.Meeta: 1. write your questions

Arun: @ Meeta: What are those 3 columns?

Parimala Shankaraiah: @Prashant - the way is to ask more questions, get strange reactions/rude remarks and over a period of time, fine tune the questions to facilitate testing the product

Dr.Meeta: 2. write key requirement coming out of it

3. Track dependencies and outcomes

Important thing to watch in this is to know how to identify genuine and actual requirements & differentiate between functional and non-functional requirements.

Dr.Meeta: @pari .when questions are being asked internal to your organization you can afford to have strange reactions/rude remarks but these will not work to build relationships for external clients or customers

Parimala Shankaraiah: @Meeta - Agreed. The problem is most testers don't ask questions because they think that it hampers their reputation. Some teams also think that people who are questioning are being silly. It is important to educate ourselves about the importance of questioning in a team setup

Prashant: @ Pari - And also testers do not ask questions when they haven't understood the application fully, which results in bad testing

Dr.Meeta: while dealing with external clients or customers, put forward the point as you perceive and questions should be worded to say "do you think this understanding of mine is what you are looking for"

Prashant: @ Meeta- Awesome point :) helpful for me at least :)

Dr.Meeta: @pari .....how do people perceive that by not asking questions their reputation is being benefitted?

Dr.Meeta: questions when being asked should have a positive note; they should not sound offensive to anyone who is hearing it

Parimala Shankaraiah: true. Most don't realize that. In my team, if I ask questions, they think that I don't know much about the product. They don't think that I am learning and going in depth into the product based on that question. I am extra polite while asking questions (except for my high voice :D)

Indra: reputation we are here to make reputation or to justify what we do? (In the field of testing)?

Jassi: No Meeta, I agree with @pari, in my team also many don't ask questions thinking they might sound stupid and I am renamed as \*question box\* :(

Dr.Meeta: @pari ...polite should not be as in tone .....it has to reflect as positive in nature

Parimala Shankaraiah: @Meeta - thanks for the tip!

Dr.Meeta: @jassi ...then your teams need a session in learning by questioning :)

Jassi: I agree @Meeta:)

Krishnaveni: @Meeta-In one of the projects that I had worked on, though the developers didn't pass any rude remarks for asking questions, they stopped me from asking more saying that what is already given in the doc is more sufficient to test and that I need not know more..How do we deal such situations?

Parimala Shankaraiah: @Meeta - Questioning Session would be cool

Dr.Meeta: @krishnaveni ... for this use the simple approach I mentioned above .....write down points of what you understand .....then tell developer this is what is my understanding, can you confirm these points and help me add any more that I might have missed out on ?

Krishnaveni: @Meeta - thanks for the tip Meeta

Dr.Meeta: and once you have documented and sent to him, the ball is his court. Either he accepts what u say and can't contradict later or he adds on.

Jassi: wow so many tips I should say :)

Krishnaveni: @meeta -that's cool :)

Parimala: @ Meeta- But as u said this can be looking easy when discussed but sometimes it seems practically not possible to do what you said to krishnaveni

Parimala Shankaraiah: Michael Bolton in RST workshop gave a tip - Ask a question and tell a wrong answer. That person will immediately tell you that you are wrong and give you the correct answer. Human Psychology!

Indra: sounds good.

Indra: it works definitely.

Parimala Shankaraiah: @Meeta - Apart from questioning, which others skills do you think are important for a tester to work on?

More often, testers are just expected to test and not have any other skills which is the biggest MYTH I can think of.

Dr.Meeta: Objectivity in approach is another important skill

Parimala Shankaraiah: Can you elaborate a bit on Objectivity, please?

Dr.Meeta: true Pari, myths are supposed to be broken and testers like us need to pick on that as a challenge

Parimala Shankaraiah: @Meeta - Thanks meeta

Dr. Meeta: objectivity means that you should not have a negative approach while testing. You should be able to see through the rationale behind each failure you observe and how to report it as a defect

Another important thing is to report each and every failure either as a defect or as an issue unless and until it is rejected.

Parimala Shankaraiah: Wow. Objectivity seems to be a powerful skill

Dr. Meeta prakash: and closed with mutual understanding and clarity

Parimala Shankaraiah: What about lateral thinking, problem solving and writing skills?

Prashant: what is the diff between a defect and an issue??

Parimala Shankaraiah: @Prashant: Defect is anything that threatens the value of the product. Issue is anything that threatens the value of testing (Thanks to Michael Bolton).

Dr. Meeta: defect implies that it is accepted that software has a problem that needs a correction on priority whereas issue could be small observation which shows deviation from expected behavior of software but has not failed in totality

For example

Prashant: @ meeta - when there is a small deviation from the expected behavior itself means a deviation in requirement which is wrong

Dr. Meeta: what I mean to say is that it has not deviated from requirement exactly but is not behaved as you expected

Prashant: @ meeta - Do u mean some basic usual behavior

Dr. Meeta: if you are drawing triangles with 3 sides as input .....u can get equilateral triangle for 2 cases but if they come in different color both time it could be a issue

Dhara: @meeta, in such cases most developers tend to close the bug without further investigating

Dr. Meeta: but not a defect

Dr.Meeta: As a tester you should not accept it

Prashant: okay got it :)

Indra: @Meeta: I feel that.....other than actual bug...whatever we feel appropriate at the time of testing we can record it in bug reporting tool. Whether it is considered or not is secondary BUT it has to be logged in for the future tracking. It will come handy in some times to improve the quality/stability of our product/project. We cannot IGNORE our observations.

Parimala Shankaraiah: That is a good distinction Meeta

Prashant: @ meeta: objectivity means that you should not have a negative approach while testing.

<<< I am not still clear about this statement

Prashant: negative approach meaning or what does negative approach in testing mean

Dr. Meeta: negative approach contextual to this means that you should not be only thinking of negative test cases but also be considering what way the software modularity flows and how can it be broken with virtue of your test approach

Prashant: @ meeta - Thanks a lot for replying so patiently :)

Parimala Shankaraiah: @Meeta - Thank you very much for your precious time.

Dr. Meeta: some people think testing is all about negative test cases others think that if it has met the requirements it is perfect .....but what beyond these 2 points?

Dr. Meeta: that's what actual tester thinks

Indra: beyond is.....Testing is an ART.

Parimala Shankaraiah: we should try to see beyond the requirements and the negative test cases.

Dr. Meeta: \*thinks and does

Krishnaveni: @Meeta- Thanks to you for sharing valuable information

Parimala Shankaraiah: It could be in the form of use cases (which customer has not listed in the requirements doc), the way users use the application and a little more

Dr. Meeta: right pari .....and those use cases will translate into the functional and non functional requirements as mentioned earlier by me

Parimala Shankaraiah: @Meeta - Thank you once again Meeta. Your descriptions, examples and experience really mattered to this group.

Parimala Shankaraiah: I never thought I would be in a discussion with you in a 1 on 1 setup.

Weekend Testing: "@Meeta - Thank you once again Meeta. Your descriptions, examples and experience really mattered to this group." Thanks Dr.Meeta

Dr. Meeta: thanks to all of you .....pleasure was mine !

Parimala Shankaraiah: @Everyone - it is a good idea to go through this chat transcript and read through the questions and answers again. You will get newer ideas to work through

Indra: Thanks Dr. Meeta & all for sharing your knowledge.....Happy Weekend.....Keep Smiling.

Jassi: Thanks @Dr Meeta for the invaluable inputs & suggestions

Krishnaveni: @pari-agree with u

Jassi: Thanks @All

Parimala Shankaraiah: @Meeta - Bye for now Meeta. Thanks once again. It was superb discussing with you. Every time I interact with you, your down to earth nature surprises me :)

Jassi: :)

Parimala Shankaraiah: @Everyone - Thanks everyone for great questions

vivek joglekar: Thanks Meeta , pleasure to hear from u

Prashant: @ Bye all

Jassi: Thanks @Pari, @Ajay for the discussions and for bringing in Dr Meeta

Krishnaveni: Thanks all for making this session a learning one

Dhara: Thanks a lot Dr.Meeta and all @ WT

Prashant: @ all - Hope I was adding some good points in the discussion

Parimala Shankaraiah: Bye Everyone. See you next week!

Krishnaveni: @weekend Testing-thanks for your moderation

Krishnaveni: bye all

Weekend Testing: Bye all. Thanks. Happy Weekend

Jassi: bye