

Saturday, June 5, 2010

4:31:55 PM European Weekend Testers Hi everyone

4:32:24 PM European Weekend Testers Welcome to EWT21

4:32:33 PM Artyom Silivonchik Hi all

4:32:41 PM Ajay Balamurugadas Hello

4:32:53 PM Ajay Balamurugadas Hey Artyom, nice to see u here too

4:33:04 PM Jassi Hi

4:33:08 PM Jassi Hi Anna

4:33:33 PM Jassi Hi Artyom,Ajay

4:33:42 PM European Weekend Testers For the benefit of those who are on their very first session, the format of the session is that we spend the first hour on the test mission (which isn't always about finding bugs - sometimes it's about exploring new methods, and looking at other aspects of testing, as we're doing today), and the next hour on discussion and reflection on what we learnt. Feel free to ask questions throughout if there's anything you don't understand - especially if you feel stuck or lost at any point! Remember the whole point is to have fun and learn - not to get stressed out.

4:33:44 PM Artyom Silivonchik @Ajay thanks :) both WTs are in my Day-time

4:34:33 PM Ajay Balamurugadas Hi Jassi, Thanks Anna.

4:34:45 PM Jassi :)

4:35:32 PM European Weekend Testers Hi all - shall we kick off with introductions?

4:37:23 PM European Weekend Testers My name is Anna Baik, and along with Markus Gaertner I'm one of the co-founders of the Europe chapter of the Weekend Testers. I've been a tester for about 5 years now, and I live in Wiltshire, in the UK, close to the city of Bath (away from home today so I'm halfway up a Welsh mountain). I blog occasionally at the Software Testing Club - <http://www.softwaretestingclub.com/profiles/blog/list?user=1qyjeckcl3cx1> and on Twitter I'm TesterAB

4:37:30 PM Ajay Balamurugadas Ajay Balamurugadas, author of www.enjoytesting.blogspot.com, co-founder of Weekend Testing concept, tweets at www.twitter.co/ajay184f. Based in bangalore, learning to test different types of software is his passion.

4:37:34 PM Jassi Hi everyone,This is Jaswinder-you can call me Jassi, software Tester from Mumbai/India,I occasionally blog at <http://testingexplorer.blogspot.com/>

4:37:54 PM European Weekend Testers I'll be facilitating the chat today. We'll post a session report after the session at <http://weekendtesting.com/> and we'll also post a transcript of this chat session.

4:38:22 PM Jassi ok I tweet by @jassi10

4:39:25 PM **KavithaDeepak** Hi everyone, My name is Kavitha. I am software developer and tester based out of Bristol, UK. I am attending EWT first time.

4:39:40 PM **Ajay Balamurugadas** Hi Kavitha

4:39:58 PM **KavithaDeepak** Hi Ajay, Nice to see you in EWT

4:40:19 PM **European Weekend Testers** @Kavitha - excellent, you're not too far from me then.

4:40:33 PM **European Weekend Testers** Welcome to EWT :)

4:40:57 PM **KavithaDeepak** Thank you.

4:41:03 PM Jassi welcome Kavitha

4:41:45 PM **KavithaDeepak** Hi Jassi, Thank you

4:41:50 PM Jassi :)

4:42:13 PM **European Weekend Testers** Artyom - are you still with us? You look offline - lost connection?

4:43:20 PM **Artyom Silivonchik** Now i'm back. sorry for this

4:43:32 PM **European Weekend Testers** No worries :)

4:43:50 PM **European Weekend Testers** do you want to introduce yourself, and then I'll give today's mission :)

4:44:45 PM **Artyom Silivonchik** Oh it's time to introduce myself a bit. I'm a software tester from Belarus, Minsk. Twitter twitter.com/mrhant Not so much testing experience :)

4:45:11 PM **European Weekend Testers** Welcome to EWT Artyom :)

4:45:20 PM **European Weekend Testers** Ok, so the mission for today...

4:45:38 PM **European Weekend Testers** Mission: Your team are about to start work on a project creating a small desktop application. The post-project review session for your team's last project revealed that the stakeholders found the reporting they received from the testers confusing and uninformative. Your manager has asked you as a team to research better ways of reporting test progress, and to make some recommendations about which ones to explore, and how.

Product: You don't have any design info or specs for the new product yet, but you know you're intending to launch in 8 months.

4:46:38 PM **European Weekend Testers** Submit your report to <http://bugrepository.com/> by 4:30pm GMT.

- 4:47:36 PM European Weekend Testers** Use EWT21 as the project - if you don't have a bugrepository signup, then it's pretty quick to sign up. You may choose to tackle this mission as a team if you wish, and submit a joint report
- 4:47:57 PM European Weekend Testers** any questions on today's mission?
- 4:49:01 PM Jassi** so we need to find ways of reporting which would be easy for the stakeholders to understand
- 4:49:36 PM Jassi** May I know who all are included as the Stakeholders
- 4:49:55 PM European Weekend Testers** :) Aha - first trap avoided
- 4:50:33 PM Jassi** First Trap???
- 4:50:35 PM Jassi** :)
- 4:50:54 PM European Weekend Testers** I wondered if testers would forget to check who the stakeholders were, and just assume :)
- 4:51:05 PM Jassi** :)
- 4:52:14 PM Artyom Silivonchik** mission looks strange) in which format we should present test result? via mail? presentation? printed version?
- 4:52:21 PM European Weekend Testers** ok, you have several groups of stakeholders: you have the company's senior management team, you have the rest of the development team on the project who are interested in test progress, you have the product owners and business representatives
- 4:53:40 PM European Weekend Testers** @Artyom - your test manager has left it to your choice how to present your findings - you may choose just to write an email, summarising your recommendations, or you may decide to do a presentation.
- 4:54:51 PM European Weekend Testers** It's the initial research that she's interested in, she's not expecting a very very in-depth study in just an hour, just some good ideas she can discuss with the other managers in their meeting later today
- 4:56:26 PM Jassi** Welcome D.S
- 4:56:48 PM European Weekend Testers** Hi D.S - I'll paste the chat so far into the other chat window, we've just given mission :)
- 4:56:57 PM Dhanasekar S** Hi everyone
- 4:57:03 PM Dhanasekar S** ok
- 4:58:19 PM European Weekend Testers** any other questions on the mission?
- 4:59:51 PM European Weekend Testers** What kind of test reporting does everyone here usually do?

- 4:59:56 PM KavithaDeepak** The product is EWT21? Do we need to test this skype account and its features?
- 5:01:13 PM European Weekend Testers** This week's mission is about working on another aspect of testing - rather than the testing itself, how do we communicate what we're doing to our stakeholders?
- 5:01:27 PM Artyom Silivonchik** @Anna usually we are reporting using mails. Smaller progress reports can be done even with IMs.
- 5:01:51 PM European Weekend Testers** @Artyom - sounds interesting. Is that what everyone else does?
- 5:02:12 PM Jassi** We usually used to send reports in excel. at our place it was the count of Test cases executed
- 5:02:47 PM Jassi** so for eg: my count is 35 so we write the names of the testers & the number of test cases executed this is our daily report IN an Excel Sheet via Email
- 5:03:06 PM European Weekend Testers** ok, so what sort of content do other people's usual test reports include?
- 5:03:24 PM Jassi** the day we receive our build we send a smoke test report in excel sheet via email same as above but a diff format
- 5:04:04 PM KavithaDeepak** I usually maintain excel sheet for providing information about the percentage of completion. Regarding bugs, we share our RADAR(Bug repository) login with customer.
- 5:04:46 PM Dhanasekar S** we do use excel sheet test cases,and bugzilla to report bugs and sharepoint for discussions about requirements
- 5:04:55 PM Ajay Balamurugadas** Mission: Your team are about to start work on a project creating a small desktop application. Ajay: Are we going to test the app? What do we know about the app?
- 5:06:04 PM Ajay Balamurugadas** The post-project review session for your team's last project revealed that the stakeholders found the reporting they received from the testers confusing and uninformative. Ajay: What do they mean by confusing? Did the report have something which they did not want? What information did they expect? Why was it not reported in the last project itself?
- 5:06:12 PM European Weekend Testers** @Ajay - We won't be testing the app today, as it's not yet written. What we know about the app - not much yet, I can tell you more about the app if you feel it will help to design better test reporting for it
- 5:06:30 PM Ajay Balamurugadas** Your manager has asked you as a team to research better ways of reporting test progress, and to make some recommendations about which ones to

explore, and how. Ajay: Reporting Test progress or the issues and the bugs? What do you mean by 'recommendations about which one to explore, and how'

5:07:23 PM Ajay Balamurugadas [9:35:18 PM] European Weekend Testers: feel it will help to design better test reporting for it

<< If the app is an already existing product, I'm thinking if existing reports can be modified with latest results.

5:08:08 PM Ajay Balamurugadas Will we be testing the app once its complete? I'm not talking abt EWT 21 session here

5:08:16 PM European Weekend Testers On 05/06/2010, at 17:05, Ajay Balamurugadas wrote:

> The post-project review session for your team's last project revealed that the stakeholders found the reporting they received from the testers confusing and uninformative. > Ajay: What do they mean by confusing? Did the report have something which they did not want? What information did they expect? Why was it not reported in the last project itself? The last project caused a few problems - the stakeholders (especially the senior management team) felt very surprised that they had misunderstood how testing was going

5:09:06 PM Ajay Balamurugadas How frequent does meeting occur between the stakeholders?

5:09:19 PM Ajay Balamurugadas Are all the stakeholders in one location?

5:09:20 PM European Weekend Testers @Ajay - yes, your test team will be testing the app once it's complete. As the development for the app hasn't started yet, your new test manager (the old one left after the last project), wants to improve comms for this project

5:09:36 PM European Weekend Testers On 05/06/2010, at 17:08, Ajay Balamurugadas wrote:

> Are all the stakeholders in one location? Yes, all stakeholders are co-located

5:09:53 PM Jassi Can we see the Old report format or get some info about it

5:10:51 PM European Weekend Testers On 05/06/2010, at 17:08, Ajay Balamurugadas wrote:

> How frequent does meeting occur between the stakeholders? As everyone's on site, meetings tend to be ad-hoc - usually a couple of times a week, frequency drops off towards the end of a project when things get busy

5:11:01 PM Ajay Balamurugadas So, the stakeholders were not happy with the testing progress and not the bug reports?

5:11:17 PM KavithaDeepak Were stake holder finding difficulty in understanding the content. Was it less or very elaborated? Stake holders should tell what they are looking for.

5:12:15 PM Jassi StakeHolders list

senior management team development team product owners business representatives

- 5:12:16 PM European Weekend Testers** The previous reporting method was to send out a spreadsheet listing simply total number of test cases, test cases that passed, test cases failed, test cases on hold. Your test manager spent considerable time adding more and more graphs and fancy (but always wrong) predictions of when testing would complete. Nobody read it. People grumbled when two weeks before launch they discovered that the 10
- 5:12:23 PM Dhanasekar S** i think the frequency of meeting to be decided and should take place regularly to understand what is going on, "frequency drops off towards the end of a project when things get busy" itself a major problem of communication
- 5:12:56 PM European Weekend Testers** @Dhanasekar - ok, so that's one suggestion, more regular meetings, face-to-face comms
- 5:14:11 PM Artyom Silivonchik** Maybe we shouldn't really point number of test cases executed. Just a progress for tests and count of found defects
- 5:14:32 PM Dhanasekar S** do we have clear user flows in the requirements?
- 5:15:00 PM Jassi** Did the Testers send reports directly or was it sent through a channel for eg Testers to Test Lead or it was one of one
- 5:15:20 PM European Weekend Testers** On 05/06/2010, at 17:10, Ajay Balamurugadas wrote:
> So, the stakeholders were not happy with the testing progress and not the bug reports? »
It wasn't so much the testing progress, but that it came as a complete surprise when the senior management team discovered that the most critical component had to be completely rewritten. If they'd realised there were problems earlier on, they could have replanned the launch date, and it wouldn't have been so expensive when it slipped
- 5:16:51 PM European Weekend Testers** On 05/06/2010, at 17:14, Jassi wrote: > Did the Testers send reports directly or was it sent through a channel for eg Testers to Test Lead or it was one of one Bug reports went into the main repository, which everyone in the company has read-access to. (Not everybody uses it though, some of the business reps don't bother as it's "too technical"). Reporting on testing progress was done by the test manager
- 5:17:24 PM KavithaDeepak** I think this was not a testing team report issue at all. All stakeholders should first understand the complexity of each modules and its development and testing order
- 5:17:49 PM Dhanasekar S** [9:44:35 PM] Dhanasekar S: do we have clear user flows in the requirements?

««
- 5:18:12 PM European Weekend Testers** On 05/06/2010, at 17:13, Artyom Silivonchik wrote:
> Maybe we shouldn't really point number of test cases executed. Just a progress for tests and count of found defects Perhaps - do you think this would help make comms clearer?

5:18:45 PM Artyom Silivonchik @Anna because this will make reports "less technical" and people can start reading it

5:19:04 PM European Weekend Testers On 05/06/2010, at 17:16, Dhanasekar S wrote:

> [9:44:35 PM] **Dhanasekar S** do we have clear user flows in the requirements? > << Your test manager replies that the user flows are reasonably clear in the reqs she's seen so far for the upcoming project

5:19:42 PM European Weekend Testers @Artyom - how would you describe test progress to make it clear to non-technical stakeholders?

5:20:02 PM Artyom Silivonchik @Kavitha maybe you are right, but first of all we should take care about stakeholders understanding of our work. Because they are people who pay money to us. and if they are unsatisfied - we will get less money and lose contact for future projects

5:20:38 PM Dhanasekar S how does test manager know the user stories are clear? is she new to the project? who created the user stories?

5:21:06 PM Jassi [9:49:17 PM] Artyom Silivonchik: @Kavitha maybe you are right, but first of all we should take care about stakeholders understanding of our work. Because they are people who pay money to us. and if they are unsatisfied - we will get less money and lose contact for future projects

<< Nice point Artyom

5:21:07 PM KavithaDeepak We explain the progress of the project by reporting the number of features implemented and tested. With this even non-technical people can understand the progress of project

5:21:10 PM Artyom Silivonchik @Anna we can specify test activities. For example - Smoke test, or Login Module test, and just specify progress and probable estimation on the whole task.

5:22:42 PM Jassi I don't know why I feel we are missing smthg, but no idea what???

5:23:32 PM European Weekend Testers On 05/06/2010, at 17:19, Dhanasekar S wrote: > how does test manager know the user stories are clear? is she new to the project? who created the user stories? Yes, she's new to the company. She was taken on when the old test manager left. The project is in the very early stages, the user stories were created by the business analysts, and they have done walkthroughs with everyone

5:23:51 PM European Weekend Testers but they're still working on more, you have just a few so far

5:24:24 PM European Weekend Testers On 05/06/2010, at 17:20, Artyom Silivonchik wrote: > @Anna we can specify test activities. For example - Smoke test, or Login Module test, and just specify progress and probable estimation on the whole task. Ok, what do other team members think of this idea?

- 5:24:26 PM Artyom Silivonchik** Maybe we can just forget about this project at all? and talk about reporting test progress :)
- 5:24:31 PM Dhanasekar S** is a similar product available in market now?
- 5:24:46 PM Jassi** I feel it is also necessary to follow up with the defects & as to which module is critically hit or has more blocker bugs
- 5:25:31 PM Jassi** Can we know from the Stakeholders what is/are their expectations ?
- 5:25:58 PM Jassi** What Type of reports they wish to receive from us?
- 5:26:13 PM European Weekend Testers**
On 05/06/2010, at 17:24, Jassi wrote: > Can we know from the Stakeholders what is/are their expectations ? Yes, they say "Don't surprise us like that again! It was very expensive!" :)
- 5:26:58 PM European Weekend Testers** On 05/06/2010, at 17:25, Jassi wrote: > What Type of reports they wish to receive from us? Good question - they are not sure of what format they would like best, so long as it is better than before
- 5:27:24 PM European Weekend Testers** Given that, what approaches could you suggest to satisfy them?
- 5:28:21 PM Jassi** I feel we need to break up the modules for easier reporting so that we know we are covering all the aspects
- 5:28:33 PM KavithaDeepak** We can share different types of reports like weekly, fortnightly. Sometime we even share daily reports when dead line get closer. Daily report gives information about each module, number defects closed, re opened and open. Its just a numbers. Where as weekly reports are log from bug repository.
- 5:29:15 PM European Weekend Testers** @Kavitha - what information does the daily report give about each module, other than the defects?
- 5:29:47 PM European Weekend Testers** ah - we're almost at 16:30 GMT
- 5:30:05 PM KavithaDeepak** We share information like number of features covered, yet to be implemented and features needs to be modified
- 5:30:23 PM KavithaDeepak** and its very simple report
- 5:30:29 PM European Weekend Testers** Number of features covered in testing?
- 5:30:40 PM European Weekend Testers** or completed in development?
- 5:31:12 PM KavithaDeepak** Some time its collective information. We will have two columns one for development and one for testing
- 5:31:37 PM European Weekend Testers** ok, so is covered in testing just a yes/no?

- 5:31:47 PM KavithaDeepak** This gives clear picture to customer about project over all progress
- 5:32:33 PM KavithaDeepak** Weekly report gives complete information.
- 5:32:35 PM Jassi @EWT** do you need all the ideas given in a report format from each one of us in Bugrepository?
- 5:33:17 PM European Weekend Testers @Jassi** - it's up to the team - would you prefer to put together one report with your suggestions, or would you like to do individual ones?
- 5:34:38 PM Dhanasekar S** if we have clear user stories then we can report the status of each use cases,so the stakeholders know the
- 5:35:18 PM Dhanasekar S** if we have similar product in market we can give a comparison status with it in terms of usability
- 5:35:27 PM Jassi** I guess one report wud be fine
- 5:36:04 PM European Weekend Testers @Dhanasekar** - what if the one remaining user story is very difficult to implement, and very challenging to test well?
- 5:36:25 PM Ajay Balamurugadas** uploaded my report.
- 5:36:34 PM Ajay Balamurugadas #0000328**
- 5:36:36 PM Jassi @Jassi** - it's up to the team - would you prefer to put together one report with your suggestions, or would you like to do individual ones? any suggestions anyone
- 5:36:50 PM Dhanasekar S** that can be given with appropriate status,and each user stories will also have complexity factor to it
- 5:37:20 PM European Weekend Testers @Dhanasekar** - ok, that sounds interesting :)
- 5:37:26 PM KavithaDeepak @Jassi.** I think one should be fine.
- 5:38:13 PM European Weekend Testers** I'm just waiting for bug repository to refresh right now - so who's uploaded reports, and who is doing a joint one?
- 5:38:24 PM Jassi @Ajay** can you please consolidate all the ideas & add to ur report
- 5:38:46 PM Ajay Balamurugadas** use typewith.me
- 5:38:50 PM Jassi** I mean all the appropriate ones
- 5:38:55 PM Ajay Balamurugadas** and everyone can type ideas
- 5:38:55 PM Dhanasekar S** also are the stake holders interested in UI or are they happy if functionality only?
- 5:38:59 PM Ajay Balamurugadas** and export as pdf

5:39:00 PM Ajay Balamurugadas or doc

5:39:08 PM Jassi oh !!ok

5:40:56 PM KavithaDeepak @Dhanasekar, so testing team should press red alert at right time. I think this is what stake holders expect. It should be informed well ahead of time, so that they can postpone the launch.

5:42:18 PM European Weekend Testers ok, so as it's 16:40 GMT right now, I suggest we aim to start the debrief part of the session by 16:45 GMT

5:42:25 PM Dhanasekar S @Kavitha yes that's were agile methodolgy comes handy,fail fast so correct fast

5:43:05 PM European Weekend Testers Just to explain what we'll be doing in the debrief, the purpose of this section of the chat is for us to discuss what we learnt today. We'll take it in turns to give a report from the session and discuss what we learned from today, what we found difficult or interesting (or both!)

5:43:23 PM European Weekend Testers so let's get the report in, and then we'll debrief

5:46:21 PM Artyom Silivonchik #0000329 on bug repo - mine report for ewt21

5:46:47 PM European Weekend Testers :)

5:47:45 PM European Weekend Testers Sorry - just got locked into room and had to sort that out :)

5:48:06 PM European Weekend Testers Ok, so shall we start the debrief? I see two reports on bug repository, more to come?

5:50:15 PM Artyom Silivonchik so strange word "debrief" :) Do "retrospect" have similar meaning?

5:50:41 PM European Weekend Testers Retrospective would also be a suitable description

5:51:21 PM Ram i feel either word of these words is more appropriate compared to post-mortem

5:51:31 PM Jassi @Kavitha since Ajay & Artyom have added their reports then I guess we too add our suggestions individually , r u ok with this?

5:52:27 PM Jassi or we give a joint one???

5:52:33 PM Dhanasekar S 0000330 my report

5:52:40 PM Jassi :)

5:52:54 PM KavithaDeepak @Jassi. We can give joint one :)

5:53:08 PM Jassi okies

5:53:32 PM Jassi can u add me

5:53:55 PM Jassi @EWT can u give us some time till we add our points

5:55:06 PM **European Weekend Testers** No problem - given the time though, I'd like to start with the debrief session - I can ask Ajay/DS/Artyom to begin?

5:55:16 PM **Ajay Balamurugadas** can I share?

5:55:40 PM **European Weekend Testers** Go ahead Ajay

5:55:42 PM Jassi Thanks @EWT

5:55:43 PM **Ajay Balamurugadas** I was very happy on reading this mission. I felt I was leading a team of talented testers reporting to management who understood numbers.

As a Test Manager, my role became important to protect my testers from unnecessary blame by management.

Stakeholders' View:

So, first task was to make the mission clear. To have a common understanding of the importance of the components, I created the Priority - Time matrix which highlighted which features were of high priority and which took the maximum time to test.

Testers' View:

Once these were identified, The testers' view of risks and share of questions would be answered.

For the Non-Tehnnical Management:

When the testing would be complete and what is the quality would be answered by the two tables.

I was very happy to have participated in this session. The mission is good. To start off I asked questions to clear off any obvious ambiguity in the mission statements.

Then I imagined my team of testers and an application. I also imagined all the questions management might have on testing progress and how we could answer them. These helped me to prepare a report. I'd like to hear comments on my report. How it could be improved and where it might fail.

As a test manager, I do not want my testers to work under any management pressure. :)

5:56:46 PM **Ajay Balamurugadas** <http://www.bugrepository.com/view.php?id=328> is my report

5:57:08 PM **European Weekend Testers** Thanks Ajay

- 5:57:23 PM European Weekend Testers** Does anyone have comments on Ajay's report? Any questions?
- 5:57:33 PM Artyom Silivonchik** Calendar looks really good
- 5:57:54 PM Artyom Silivonchik** Just wondering if this could work on daily basis
- 5:58:17 PM Artyom Silivonchik** Gantt charts are more usual for planning
- 5:58:30 PM Ajay Balamurugadas** Thanks. Well, everything has to be tested. and I'd not like my team to spend much time on meetings.
- 5:59:40 PM Dhanasekar S** i too never want testers to spend much time on meetings, but as a manager i've to, so i will convey the status to the stakeholders the correct status
- 5:59:56 PM European Weekend Testers @Ajay** - I like that you start with some meetings to establish agreement though
- 5:59:56 PM Artyom Silivonchik** This EWT session was interesting. It gave us a chance to think about "What should we include in our report?" "What is useful for people reading it?". Thank you all.
- 5:59:58 PM Ram @Ajay**, i like the priority vs Time/effort grid in your report
- 6:00:55 PM Ajay Balamurugadas** Thanks Anna. It was more of a personal experience. First day of the project I reported 73 issues and the next evening I had to close 68 as they were not part of the mission
- 6:01:07 PM Ajay Balamurugadas** Learnt the lesson the hard way.
- 6:01:07 PM KavithaDeepak @Ajay.** you can include action items. This clearly indicates the risk mitigation plans for risk or any slippage. In next weekly meeting it can be closed and you will have records.
- 6:02:02 PM Ajay Balamurugadas** Thanks Ram, Everyone has their own priority and the time allocation for a feature. so to come to a conclusion, I used that table.
- 6:02:28 PM Ram @Dhanasekar @Ajay** although as managers, we would try shield the team from other meetings, and other non-test related tasks, it is still ideal to have the team with stakeholders, project sponsors, business analysts occasionally in order to understand their perception of the product and quality which may or may not be in writing requirements all the time
- 6:02:55 PM Ajay Balamurugadas @Kavitha**, yes, including action items is a Yes from me.
- 6:02:59 PM European Weekend Testers @Ajay** - I think it's important that everyone has agreed the importance. Would you expect that it might change during the project?
- 6:03:14 PM Dhanasekar S @Ram** agree we can have the entire team during the review meetings

6:03:18 PM Ajay Balamurugadas @Ram, I'm OK with meetings as long as its useful and everyone's presence is a MUST.

6:03:25 PM European Weekend Testers On 05/06/2010, at 18:02, European Weekend Testers wrote: > @Ajay - I think it's important that everyone has agreed the importance. Would you expect that it might change during the project? Whoops - this was about your priority/time allocation

6:04:33 PM Jassi I feel meetings are only necessary to know the progress of where we stand & what is the feedback of the stakeholders or else many times its a waste of time

6:04:42 PM Ajay Balamurugadas Whatever the priority, we could come to one conclusion and work on it.

6:04:52 PM Ajay Balamurugadas Thanks for the feedback. Really useful.

6:06:44 PM Ram @Jassi, although weekly status meetings would help share the progress related information for few minutes and disperse, if we stick to the meeting, but a lot can be learned just by having casual conversation with stakeholders, with respect to scenario that testers may or may not have considered and triggers variations that is important to the customer; and that helps us to prioritize and form more variations along that line- remember, test is a continuous iimprovement and living document.

6:07:00 PM European Weekend Testers @Ajay - I have one question about the percentages - how would you calculate percentage tested for a component? Does this depend on your testing approach for the component? (E.g. is this dependent on test cases, and if so, how would you include exploratory sessions?)

6:07:50 PM Ajay Balamurugadas thanks for the question. I was expecting that. I break down a feature into charters and calc based on that.

6:08:08 PM Ajay Balamurugadas

6:08:13 PM European Weekend Testers @Ram - agreed, a lot of information is shared informally. I have come to value that a lot after working in a co-located team

6:08:14 PM Jassi I agree @ram

6:08:45 PM KavithaDeepak @Ram, I agree with u. Many time reports are sent for the sake of sending and forget about it. We should make sure that the message has been conveyed by having a follow up meetings with stake holders.

6:08:50 PM European Weekend Testers @Ajay - ah, that makes sense. Thanks :) Doesn't that mean that sometimes, the percentages will drop during the project as you discover more charters?

6:09:10 PM Ajay Balamurugadas yes, it can happen :)

- 6:09:19 PM European Weekend Testers** On 05/06/2010, at 18:07, KavithaDeepak wrote: >
@Ram, I agree with u. Many time reports are sent for the sake of sending and forget about it. We should make sure that the message has been conveyed by having a follow up meetings with stake holders. I like to apply the chocolate test to such reports :)
- 6:09:21 PM Artyom Silivonchik**
- 6:09:26 PM Dhanasekar S** @ajay but are the stakeholders aware of charters,what if they did not agree to it,as many still understand on test cases
- 6:09:45 PM Ram** @european, what is chocolate test?
- 6:09:58 PM Ajay Balamurugadas** This message has been removed.
- 6:10:09 PM Dhanasekar S** i mean what if stalkholders are not aware of charters
- 6:10:19 PM Ram** @dhanasekhar are you saying if Stakeholders didn't agree on project charter?
- 6:10:32 PM meeta prakash** one very important trap here is getting sign off on your charter's
- 6:10:37 PM Dhanasekar S** @Ram yes
- 6:10:59 PM Dhanasekar S** This message has been removed.
- 6:11:00 PM Ajay Balamurugadas** a. try to educate them. b. If they oppose, say Ok and Explore, give them the test cases and other charters as risks?
- 6:11:14 PM Ram** according to project management process, a project shouldn't proceed any further unless there was no formal acceptance and approval of project charter
- 6:11:30 PM Ajay Balamurugadas** @DS: Yes, that's the beauty of numbers. Use it to your adv if you know you are doing good for the project.
- 6:11:37 PM Ram** it requires a strong project manager's decision and the management support ensure Charter was formally accepted.
- 6:12:26 PM Dhanasekar S** This message has been removed.
- 6:12:38 PM Ram** <rephrasing..>
- 10:10:21 AM Ram** according to project management process, a project shouldn't proceed any further unless there was no formal acceptance and approval of project charter
«< *unless there was a formal acceptance and approval of project charter was obtained
- 6:13:01 PM European Weekend Testers** @Ram The chocolate test: I used to write weekly briefings (in a previous job, before testing), and I suspected that many colleagues did not read them. So one week I decided to start adding messages towards the end of the report, saying "well done, if you have read this far, come and see me in my office as I

have chocolate waiting for anyone who has read this far". I had a big bag of chocolate bars. Nobody came to see me. Not one person. At least I had chocolate to console me for spending months wasting my time writing those reports...

6:13:12 PM Ajay Balamurugadas This message has been removed.

6:13:25 PM Dhanasekar S :)

6:13:39 PM Artyom Silivonchik @Anna great! :)

6:13:40 PM Ram @European, thatsa good test :)

6:13:40 PM European Weekend Testers :)

6:13:48 PM Jassi :)

6:14:21 PM Ram @European, i recently read a similar tip in one of the books by Rita Mulcahy "100 things to do as a projecgt manager" says - occasionally send your wkly status report in gibberish :)

6:14:30 PM Ajay Balamurugadas Chocolate Tests: Let me guess: Tests that always Pass?

6:14:54 PM Ajay Balamurugadas oh its alreedy posted

6:15:24 PM Ajay Balamurugadas wow, I'll do that next. :)

6:15:26 PM European Weekend Testers Ok, so looking at the time, I think we should probably move on to the next reports? Ajay - did you have more to add?

6:15:27 PM Jassi @ram you just now gave a secret to one of our Stakeholder @EWT :) hehehe

6:15:56 PM Ajay Balamurugadas done @EWT

6:16:02 PM European Weekend Testers @Ram - I think a colleague did that by accident once, nobody noticed...

6:16:42 PM European Weekend Testers Ok, so who's next?

6:16:49 PM Dhanasekar S 1. Have regualor meetings with stakeholders to communicate the progress 2. Report the status of user stories,with the complexity factors 3. Report a comparison study with the competitor products if available 4. Also highlight about UI of the product is brand new,to make the product successful UI is as important as functionality.

6:18:13 PM meeta prakash 3 things are very importantto have a clear sign off on 1.Know each stakeholder and the roles and responsibility matrix 2.Get a signoff on charter 3. have clear terms on change requests and enhancements

6:19:39 PM KavithaDeepak @Dhanasekar: We usually create mock up UI and test the flow , messages and get sign off during project requirement stage. This really helps and save lot of time.

- 6:20:04 PM Jassi** Can I share my learnings ,not the report though
- 6:20:11 PM European Weekend Testers @Kavitha** - that sounds good, early feedback on usability
- 6:20:18 PM Ajay Balamurugadas @Kavitha:** Can anyone know all the tests in the first cycle of tests?
- 6:20:23 PM Ram @meeta,** i like the Roles and Resp matrix - referring to RACI?
- 6:20:27 PM Dhanasekar S @kavitha** that is not always true,some projects i worked never bothered about UI bcoz of delievery pressure
- 6:21:00 PM European Weekend Testers @Kavitha** - do you also test usability with the actual system later too?
- 6:22:07 PM meeta prakash** RACI is one of the approaches Ajay
- 6:22:19 PM Ram** running prototype with sponsors/stakeholders not only gives the usability, but it also tells better stories about functionality and behavior, that may discover new scenarios that might not have thought of.
- 6:22:30 PM KavithaDeepak @Dhanasekar,** yes I agree. With japanese customers, UI bugs are equally critical to functionality. So this was our learning from past experienced and started with this approach.
- 6:23:13 PM Dhanasekar S** ok Japenase? atleast for them quality is important not quantity :)
- 6:23:15 PM European Weekend Testers** On 05/06/2010, at 18:21, KavithaDeepak wrote: > @Dhanasekar, yes I agree. With japanese customers, UI bugs are equally critical to functionality. So this was our learning from past experienced and started with this approach. Oh - that's really interesting! What products do you work on, out of curiosity?
- 6:23:35 PM Artyom Silivonchik** mocking UI can be really hard with changing application. if you knew that application will be changed hardly - this is a bad approach
- 6:24:15 PM KavithaDeepak** PLC. SCADA. We develop control applications for automation industries
- 6:25:13 PM European Weekend Testers @Kavitha** - ok, so poor usability could be dangerous in those applications
- 6:25:48 PM European Weekend Testers** if operators misunderstood the interface
- 6:26:07 PM KavithaDeepak @Artyom,** no mocking UI is not bad approach. This gives clear picture to both developers and testers from initial stage of project.
- 6:26:39 PM Artyom Silivonchik** Even if you know that many things will be changed?
- 6:26:53 PM KavithaDeepak @Euro:** Yes, and operators can be be of different levels.

- 6:28:14 PM Dhanasekar S** and very important point is speak truth to stakeholder don't give them any wrong numbers
- 6:29:08 PM European Weekend Testers** I'm finding this discussion really interesting - I am noticing the time tho, and we still have Jassi, Artyom, and Kavitha, to give their responses
- 6:29:17 PM Dhanasekar S** QA is the one that provides Quality related information to the management and stakeholders to help them to take a good decision
- 6:29:23 PM Dhanasekar S** i am done :)
- 6:29:42 PM European Weekend Testers** On 05/06/2010, at 18:28, Dhanasekar S wrote: > QA is the one that provides Quality related information to the management and stakeholders to help them to take a good decision +1 :)
- 6:29:44 PM Ajay Balamurugadas** Thanks DS
- 6:29:46 PM Artyom Silivonchik** @Anna responses on which thing?
- 6:29:48 PM Jassi** @Artyom would u like to share ur learnings
- 6:30:06 PM Jassi** @Kavitha u too before I say anything
- 6:31:01 PM Jassi** I will go ahead then
- 6:31:04 PM Artyom Silivonchik** I actually already done it half an hour ago :)
-
- 19:59:02 Artyom Silivonchik** This EWT session was intresting. It gave us a chance to think about "What should we include in our report?" "What is usefull for people reading it?". Thank you all.
- <<
- 6:31:13 PM Jassi** :)
- 6:31:52 PM European Weekend Testers** :) Thanks Artyom - did you want to add any more? Or shall we ask Kavitha next?
- 6:32:14 PM Artyom Silivonchik** No, thats all from my side)
- 6:32:38 PM European Weekend Testers** @Artyom - I liked your points about visualisation when reporting
- 6:32:49 PM European Weekend Testers** I think that's important, it helps people to interpret
- 6:33:15 PM European Weekend Testers** (like Ajay's dashboard with the smiley or frowning faces)
- 6:33:26 PM Ram** @european @artyom what would you add or present as part of visualization?

- 6:34:13 PM Artyom Silivonchik** As testers we have plenty of numbers like opened defects, closed defects, and more. all this can be interpreted as graphics
- 6:34:39 PM Artyom Silivonchik** even more most of us have Excel for reporting, which supports different types of graphs
- 6:35:08 PM Jassi** ya we too use excel & Quality center
- 6:35:17 PM European Weekend Testers** It depends - there are a lot of interesting approaches - I like heat maps as an approach - show your components, and colour them to show how much testing/risk
- 6:36:14 PM European Weekend Testers** Marlena Compton has written some really interesting things around data visualisation - it's worth checking out her blog for lots of ideas
- 6:37:22 PM European Weekend Testers** <http://marlenacompton.com/?cat=25>
- 6:38:14 PM Artyom Silivonchik** @Anna interesting link, thanks
- 6:38:20 PM European Weekend Testers** Ok, so Kavitha - would you like to go next?
- 6:38:24 PM KavithaDeepak** yes
- 6:39:12 PM KavithaDeepak** EWT21 is very interesting. This was my first time in EWT. I enjoyed this session and got to learn new things. In addition to all this learning, I got new friends as well. Thanks to EWT.
- My points are,
1. Provide reports on weekly basis in initial phase of projects. As dead line gets closer, give daily report which provides information on testing progress, risk and mitigation plan.
 2. Raise red flag at right time. Keep all the stake holders with the information either through mail or by report about critical modules testing slippage.
 3. Ensure the report has been understood by having follow up meetings. Communication and its interpretation is important factor for project success.
- 6:40:03 PM Jassi** hey we need to add the 3rd point then in the issue
- 6:40:29 PM KavithaDeepak** yes, jassi. I missed that. Can I add that now.
- 6:40:39 PM Jassi** yes please
- 6:40:45 PM European Weekend Testers** Thanks Kavitha - raising red flags is so important - I have met some people who try to keep bad news quiet. Bad news in my experience doesn't improve with keeping
- 6:40:49 PM Jassi** as a note am I correct @Ajay
- 6:41:37 PM European Weekend Testers** @Kavitha - I also like the follow up to check communication has been understood

6:42:39 PM European Weekend Testers Did you want to add more? Or shall we ask Jassi to give her response?

6:43:08 PM Dhanasekar S @EWT agree and very important point is speak truth to stakeholder don't give them any wrong numbers

6:43:22 PM KavithaDeepak I am done

6:43:40 PM Ajay Balamurugadas [11:08:18 PM] KavithaDeepak: 2. Raise red flag at right time. Keep all the stake holders with the information either through mail or by report about critical modules testing slippage.

«« Very Important, Many times testers inform just one manager and he is on leave and the info is out in public after few days.

6:43:56 PM European Weekend Testers thanks Kavitha - Jassi, would you like to go next?

6:44:11 PM European Weekend Testers @Ajay - ouch!

6:44:13 PM Jassi yes I wud just to share my learning :)

6:44:32 PM Jassi Today's Mission was very different & I felt that I will end been just an observer doing just nothing ,as I feel I am very bad at asking questions but well I attempted to ask a few questions & was able to think and ask more which made me feel quite happy. I feel we as Testers hardly give a thought about this as at least our team is always under pressure to execute Test cases, that we forget the stake holders many times :). Sometimes we have so many reports that we really feel we are not testers but just DATA ENTRY OPERATORS

Overall I liked the mission, enjoyed participating in it, learned new things & the best thing I asked good questions :) I have uploaded a joint report its Kavitha & mine #0000331 Thanks for a wonderful mission :) again

6:45:39 PM European Weekend Testers hey Jassi you discovered the first trap and escaped it with your first question :)

6:46:03 PM Jassi yes :)

6:46:08 PM European Weekend Testers so good questions, thank you :)

6:46:12 PM Ajay Balamurugadas and that question rolled off a chain reaction

6:46:15 PM Jassi Thanks :)

6:46:41 PM Ajay Balamurugadas Thanks everybody. Need to go

6:46:47 PM Ajay Balamurugadas good session.

6:47:03 PM Dhanasekar S bye Ajay

- 6:47:15 PM KavithaDeepak** @jassi: Yes I agree about DATA ENTRY OPERATOR job. We should dedicate and fix time for this in our calender and also reflect same in time sheet as well.
- 6:47:23 PM European Weekend Testers** Thanks for joining the session today Ajay :)
- 6:47:24 PM Jassi** bye @Ajay Good nite :)
- 6:48:05 PM KavithaDeepak** Bye @Ajay.
- 6:48:18 PM Artyom Silivonchik** @Ajay Thanks, Bye. C u next time)
- 6:48:23 PM Jassi** correctas in our office sometimes we spend 3 hours just documenting & reporting :(
- 6:48:31 PM Ajay Balamurugadas** Thanks and Bye. Over and out.
- 6:49:31 PM European Weekend Testers** @Jassi - if we're going to spend so much time on documenting and reporting instead of testing, then we need to make sure all of it is useful to our stakeholders
- 6:49:56 PM European Weekend Testers** Often test teams fall into the trap of reporting, without thinking of who's reading it
- 6:50:31 PM Dhanasekar S** we most time document to show the productivity and utilisation most times it is of no use to stakeholders
- 6:50:32 PM Jassi** yes, but we have a hard time convincing as there is one TL who feels it is correct ,we used to fight a lot agianst this
- 6:50:57 PM Dhanasekar S** @jassi we are in same boat then :D
- 6:51:04 PM Jassi** :)
- 6:51:27 PM KavithaDeepak** For me sometime, I carry this as homework. And start tabulating report when everybody else is snoring :(
- 6:51:30 PM Jassi** oh no I got to go I have my flight back to India :)
- 6:51:38 PM Jassi** go to go now :)
- 6:51:40 PM European Weekend Testers** :)
- 6:51:52 PM Dhanasekar S** have a safe journey Jassi ;)
- 6:51:57 PM European Weekend Testers** Bye Jassi, thanks for joining us today, have a good flight home :)
- 6:52:01 PM Jassi** Thanks Anna a wonderful mission indeed
- 6:52:08 PM Jassi** :)

- 6:52:20 PM** Jassi Thanks everyone, great ideas & thoughts shared
- 6:52:27 PM** Artyom Silivonchik @Jassi Good luck
- 6:52:49 PM** Jassi :)thanks bye @everyone its night here in India
- 6:52:58 PM** meeta prakash bye
- 6:53:07 PM** Dhanasekar S @jassi reached India so soon :)
- 6:53:10 PM** **European Weekend Testers** Ok, so we're over time already - I'll wrap up the official part of the session here, though people are welcome to keep chatting :)
- 6:53:12 PM** Jassi Have a wonderful weekend you all bye
- 6:53:15 PM** Jassi oops
- 6:53:18 PM** Jassi hahaha
- 6:53:20 PM** KavithaDeepak bye
- 6:53:37 PM** Jassi no I mean it is night in India hehe
- 6:53:58 PM** **European Weekend Testers** will be late when you land :)
- 6:54:09 PM** Jassi no it will be morning
- 6:55:01 PM** Jassi bye over and out from me see you next weekend
- 6:55:27 PM** Dhanasekar S bye everyone thanks for the wonderful session
- 6:55:56 PM** **European Weekend Testers** Bye Dhanasekar, thanks for participating today :)
- 6:56:30 PM** Dhanasekar S @EWT I should thank you for such a wonderful session :)
- 6:56:39 PM** Dhanasekar S bye and have a great weekend
- 6:56:54 PM** **European Weekend Testers** hey, I don't make it wonderful, I just invite all of you to chat and you do that :)
- 6:57:02 PM** **European Weekend Testers** whoops, the secret is out :)
- 6:57:08 PM** Dhanasekar S :)
- 6:57:25 PM** Dhanasekar S bye bye
- 7:02:45 PM** **European Weekend Testers** ok, I'm running low on battery, so I'll need to go now
- 7:03:45 PM** **European Weekend Testers** thank you for joining this week - Kavitha, Artyom - hope you enjoyed your first EWT session, and hope to see you again an another session :)

7:04:21 PM Artyom Silivonchik Thanks. Good luck. I'll join if i have time for this) Bye

7:04:21 PM European Weekend Testers Meeta, Ram - thanks for joining us for the debrief, was really valuable to have your input there :)

7:05:26 PM European Weekend Testers have a great weekend all, bye for now! :)