

Adding Business Value, Increasing ROI in Testing

Introduction

We are facing today an increase demand from test managers to improve productivity and product quality, to reduce costs of testing, to reduce resources, and to make-things-right-the-first-time.

This challenge is forcing test managers to improve in 3 major topics:

- Improve testing processes
- Manage testing project risks better
- Manage professional testers, and the supporting environment better by improving communication, diplomacy and negotiation skills

The course is enforcing those and aiming to educate test managers on how to be better in these areas of concern. The course includes practical exercises and simulations in the relevant topic areas.

Description

The learning objectives of Increasing Added Value and ROI in Testing course focus on the below main areas of practical doing:

- To be able to know what test process improvement and TPI model are
- Discuss a method for evaluating process maturity from different aspects
- Discuss the different dependencies between the testing processes
- Know how to quick-start TPI effort in a testing organization
- Discuss which projects to pick for the TPI pilot (with best chances to succeed)
- Understand the implications of managing risks in testing projects
- Understand the concepts of Risk Management
- Describe Risk Based Testing principals
- Understand what is the Risk language
- Define where RBT can assist during the testing life cycle
- To learn how to exercise an **excel tool** for risk strategy (planning phase)
- Discuss test execution strategy issues and RBT
- To learn how to exercise an **excel tool** for risk analysis (scheduling and execution phases)
- To learn about good communication concept and methods
- To know different paradigms of personalities, and reflect those on us
- Understand how to convince others without getting resistance
- Discuss how to present and pass a message to others
- Discuss how to give and obtain feedback, and get a positive impact

Audience

Testing professionals, leading a testing team/group, that would like to know better how to cope with the challenges of today of increased product quality, reduced costs while increasing ROI of the testing group to the organization.

Speaker

Mr. Alon Linetzki is the founder and managing director of Best-Testing (www.best-testing.com).

Mr. Linetzki has 16 years in testing and over 26 years in IT, and is the author of multiple testing courses, including: TPI in a day, Risk Based Testing, Personal Communication and presentation Skills, Adding Business Value Increasing ROI, Introduction to Test Automation and more.

During his long years of experience, Mr. Linetzki has trained and coached more than 900 students, in more than 20 companies.

Mr. Linetzki is a popular speaker in international testing conferences since 1995, co-founder of the Israeli Testing Certification Board (www.itcb.org.il), and the founder and chair of SIGiST Israel (www.sigist.org.il). He is also a member of the ISTQB marketing working group.

Pre-requisites

Professionals should have the knowledge of solid concepts in testing, testing main processes, testing lifecycle, defect management principals and general knowledge of testing measurements.

This is not an introductory course on software testing and participants must have a good grasp of software testing terminology, methods, techniques and processes.

Participants should be familiar with the test engineer and testing team leader daily work.

As some parts include simulations and soft skills practice, participants should be open to absorb different ideas and views, and consider changing the way they work in order to obtain better and higher results.

Duration

3 days.

Education Methods

Through presentation, discussion, debate, brainstorming and questioning, we shall go through terminology, methodology and tools (and exercises) to achieve the learning objectives, and learn how to exercise and use those capabilities and tools to improve.

Course Outline

1. Opening discussion - Increasing Added value in Testing
1. Day 1: Risk Based Testing
 - 1.1. Introduction
 - 1.2. Major Objectives of a Project
 - 1.3. Risk Types
 - 1.4. Software Projects and Risk
 - 1.5. The Experts on Risk
 - 1.6. How does Risk help us - testers?
 - 1.7. The New Language of Risk
 - 1.8. Risk Based Testing – Running Out of Time
 - 1.9. ‘Good Enough’ Approach for a Product Release
 - 1.10. Go/No-Go; Contribution of RBT approach to the Release Management Decision
 - 1.11. How good is Our Testing?
 - 1.12. Measuring Risk Based Testing through Quality Metrics
 - 1.13. Case Study – Building an Integration Testing phase

 - 1.14. Principals of Risk Management Process
 - Identification
 - Selection & Planning
 - Tracking and Control
 - 1.15. Risk Management and Risk Based Testing
 - 1.16. Example of RBT Analysis on **excel tool** (planning)
 - 1.17. Related Test Planning considerations - discussion
 - 1.18. Example of RBT Analysis on **excel Tool** (schedule/design + execution)
 - 1.19. Related Test Execution considerations – discussion

2. Day 2: Test Process Improvement

- 2.1. Introduction
- 2.2. The TPI Model
 - Requirements of a model
 - Reasons for improvement
 - Key process areas to be discussed in detail:
 - 1) Test Strategy
 - 2) Life-cycle model
 - 3) Moment of involvement
 - 4) Test specification techniques
 - 5) Test environment
 - 6) Commitment and motivation
 - 7) Test functions & training
- 2.3. Maturity levels
- 2.4. Checkpoints
- 2.5. Dependencies
- 2.6. Test maturity matrix
- 2.7. Improvement suggestions
- 2.8. The Process of Implementing Change / Application of the model
 - Implementing Change
 - 1) Obtain awareness
 - 2) Identify target area
 - 3) Execute assessment
 - 4) Define improvement actions
 - 5) Formulate plan
 - 6) Implement
 - 7) Evaluate
 - Dealing with Resistance
 - Tips on implementing change
- 2.9. Summary / Next Steps
 - Pilot Projects – why? when? where? what?
 - Q & A

3. Day 3: Personal Communication and Presentation Skills

- 3.1. Introduction
- 3.2. Our day to day communication Channels
- 3.3. Qualities categorized under “good test engineer”
- 3.4. Good Communication – what is it all about?
- 3.5. Give me a good reason why? (presentation exercise)
- 3.6. **Simulation exercise #1 – Testing Team**

- 3.7. Understand communication in your project environment (exercise)
- 3.8. Be more convincing in negotiation – influencing others
- 3.9. Presenting our position (discussion)
- 3.10. How NOT to convince others
- 3.11. The 6 paradigms for personal interaction
- 3.12. Simulation exercise #2 – Development Team**
- 3.13. Being Assertive
 - The effective 'NO'
 - The Scale
- 3.14. Simulation exercise #3 – Testing Team**
- 3.15. The Assertive Formula
- 3.16. Simulation exercise #4 – Development Team**
- 3.17. Giving others feedback
 - How to give a feedback
 - Why do people abstain from giving feedback?
 - Why do people have difficulties in giving feedback?
 - How do people react to feedback?
 - How to learn from a Feedback?
- 3.18. Good presentation success factors
- 3.19. Good presentation skills
- 3.20. Closing discussion
- 3. Closing discussion:
 - 3.1. Measuring to understand ROI
 - 3.2. Increasing ROI - Combining it all together...