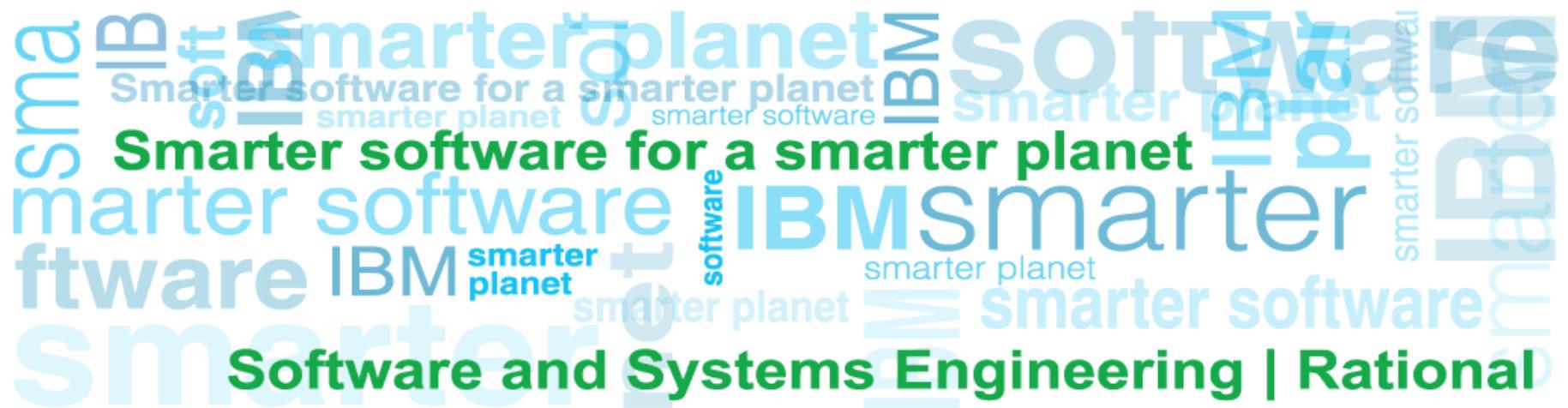


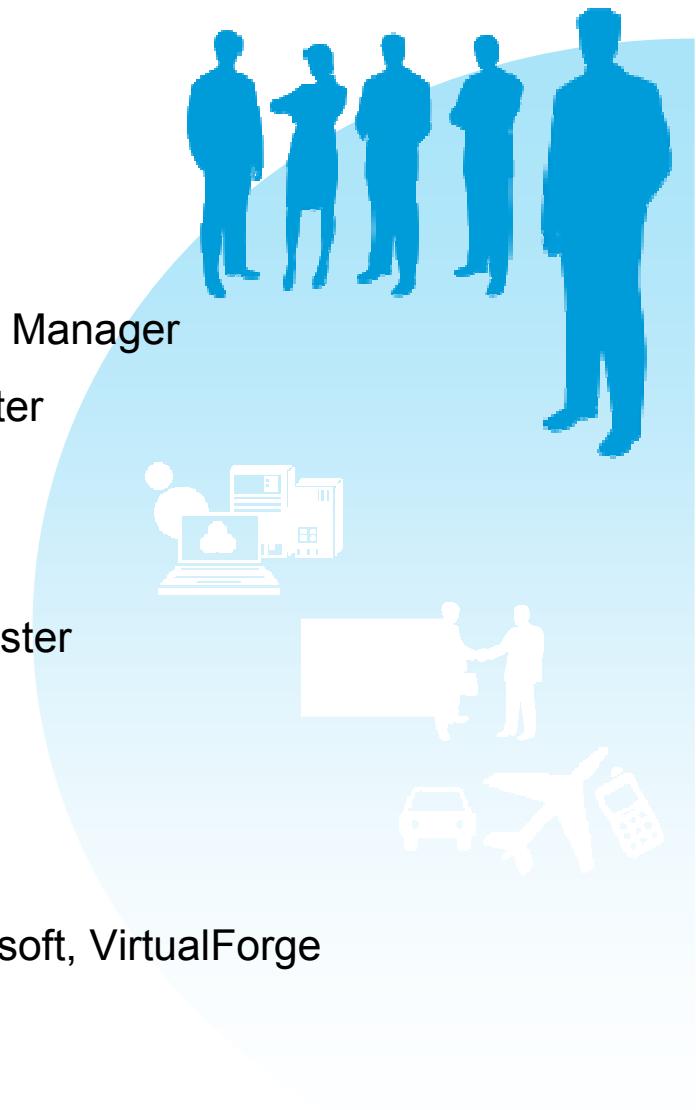
Testing and Quality

Key highlights of a broad expanding portfolio



Agenda

- 09:30 Registration & Welcome coffee
- 10:00 IBM Rational Quality Management Strategy
- 10:20 Enterprise Quality Management – Rational Quality Manager
- 11:15 Automated Testing – IBM Rational Functional Tester
- 11:30 Break
- 11:45 Service Testing – Rational Service Tester
- 12:05 Performance validation - Rational Performance Tester
- 12:50 Security Testing - Rational Appscan Family
- 12:55 Wrap-up/Next Step
- 13:15 Lunch
- 14:00 Rational Solution for SAP – SAP Connector, Worksoft, VirtualForge
- 15:10 Green Hat Overview
- 15:30 Conclusion



Tester's dream...



Fortunately It's not possible ... people is better than software

Introduction – The Context

Smarter software for a smarter planet
IBM Software
IBM Smarter Planet
Software and Systems Engineering



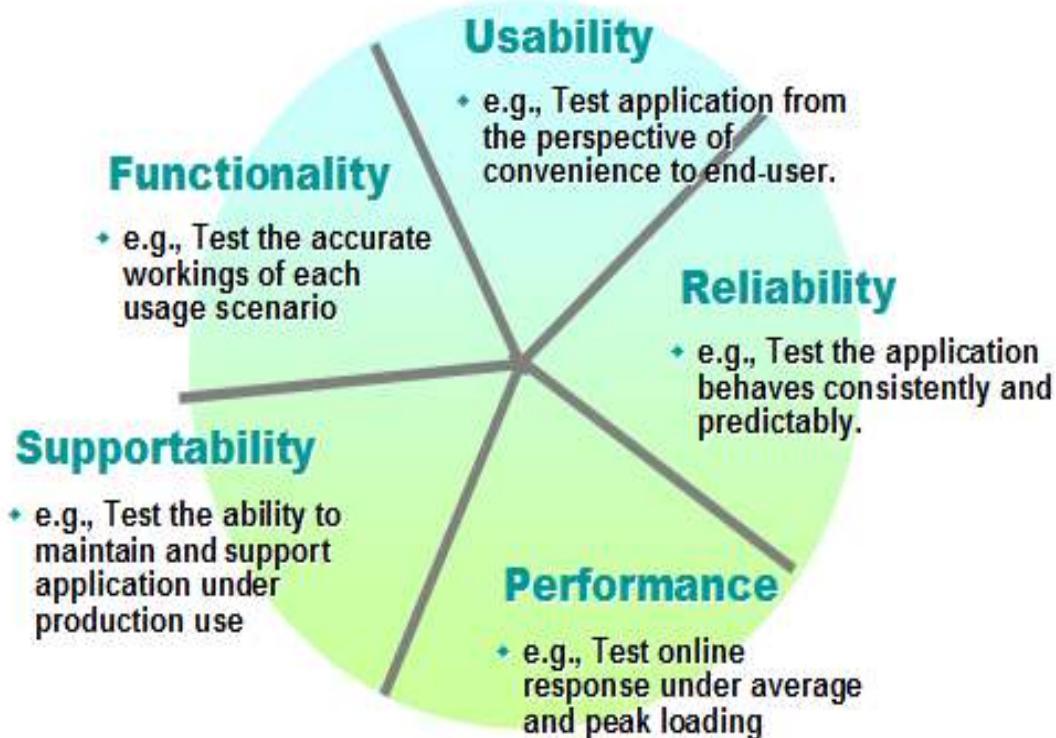
Why testing Software ?



- To improve the quality of the product
- To decrease the rate of failures (increase the product's reliability)
- To ensure that the requirements are implemented
- To validate that the product is fit for its intended purpose
- To verify that the required standards and legal requirements are met



Dimensions of Quality: FURPS



Functionality

Feature set, Capabilities, Generality, Security

Usability

Human factors, Aesthetics, Consistency, Documentation

Reliability

Frequency/severity of failure, Recoverability, Predictability, Accuracy, Mean time to failure

Performance

Speed, Efficiency, Resource consumption, Throughput, Response time

Supportability

Testability, Extensibility, Adaptability, Maintainability, Compatibility, Configurability, Serviceability, Installability, Localizability, Portability

Quality is not a problem if...

- We have clear requisite
- We implement requisite in a right way
- We have Resource, time and money for our project
- We have a clear Quality Assurance process
- Management know that quality is the target

- But we are not ...NASA



(By: [Nigel Cheshire](#) “ How good is good enough” <http://java.sys-con.com/node/312718>)

After a 1996 Fast Company article on the Lockheed Martin group that builds and maintains software for the space shuttle program, that software is often cited as the most expensive code on the planet, line for line. I'm not sure anyone really knows the cost per line of the space shuttle software (it's been estimated at \$1,000 per line), but we do know that (as of 1996) it took roughly 260 developers to maintain 420,000 lines of code, which comes out at about 1,600 lines per person. That's expensive - but the approach seems to work: according to the article, the previous three versions of the software had only a single defect detected per release.

Where to start?



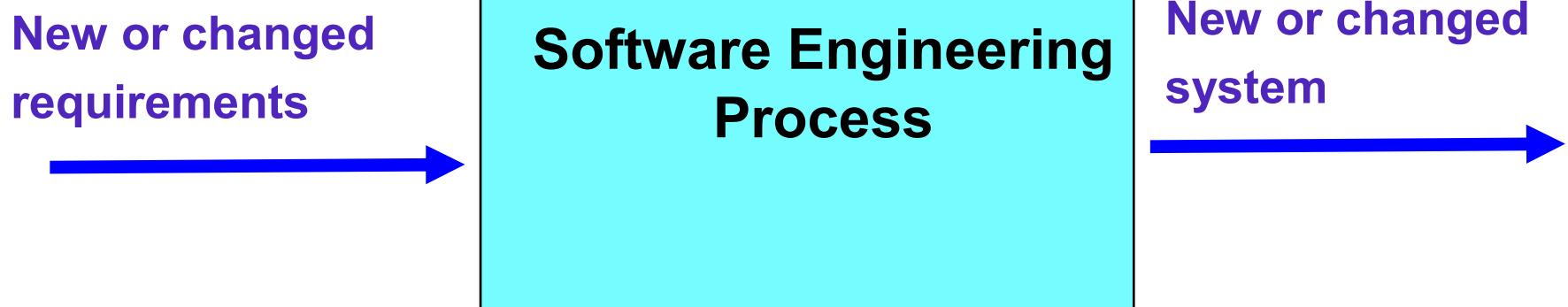
Tools, Process, or Something Else?

- Tools vs.. Process – is there an order?
 - Traditional approaches involve tool deployment and then adoption
 - Don't do this
 - Without a process framework, this can backfire
 - The best tools on the planet won't help you if you don't know what you're doing
- The Secret Sauce – Define Your Process first
 - Make it lightweight in terms of activities & artifacts
 - Adopt best practices – but only when it makes sense to the effort and yields high value to the team
 - Keep it simple – or it won't be used
 - Bring in experts – someone who won't use a cookie-cutter approach



What ifbetter products and a bad process?

A process defines **Who** is doing **What When**, and **How**, in order to reach a certain goal.



Process or **processing** (verb) typically describes the action of taking something through an established and usually routine set of procedures or steps to convert it from one form to another, such as processing paperwork to grant a mortgage loan, processing milk into cheese, or converting computer data from one form to another. A process involves steps and decisions in the way work is accomplished, and may involve a sequence of events.



By Wikipedia

What is a Practice?

Guidance for software and systems development, management, governance, and more

- A **Practice** is a self contained **aspect of a process** that can be adopted to provide a set of capabilities, they are made up of:
 - Detailed tasks for executing the work
 - Work products used and produced
 - Roles and guidance in support of those tasks and work products
 - Recommended measurements/metrics (both product/project metrics and process metrics)
 - Tool guidance and configuration assets (utilities, artifact templates, report templates, etc.)
- **Practices** are designed to be **independent** of each other or any specific delivery **process or lifecycle model**
- **Practices** become the primary **building block** for developing and tailoring content, and are generally reusable across a variety of delivery **processes or lifecycle models**.

Practice - Table of Contents

- Motivation – why do it
- How to adopt this practice
- Enablement, and reference material
- Key Concepts
- Work Products – what you produce
- Tasks – what you do
- Guidance – how you do it
- Tool guidance and configuration assets
- Recommended Metrics/Measurements
- Related practices

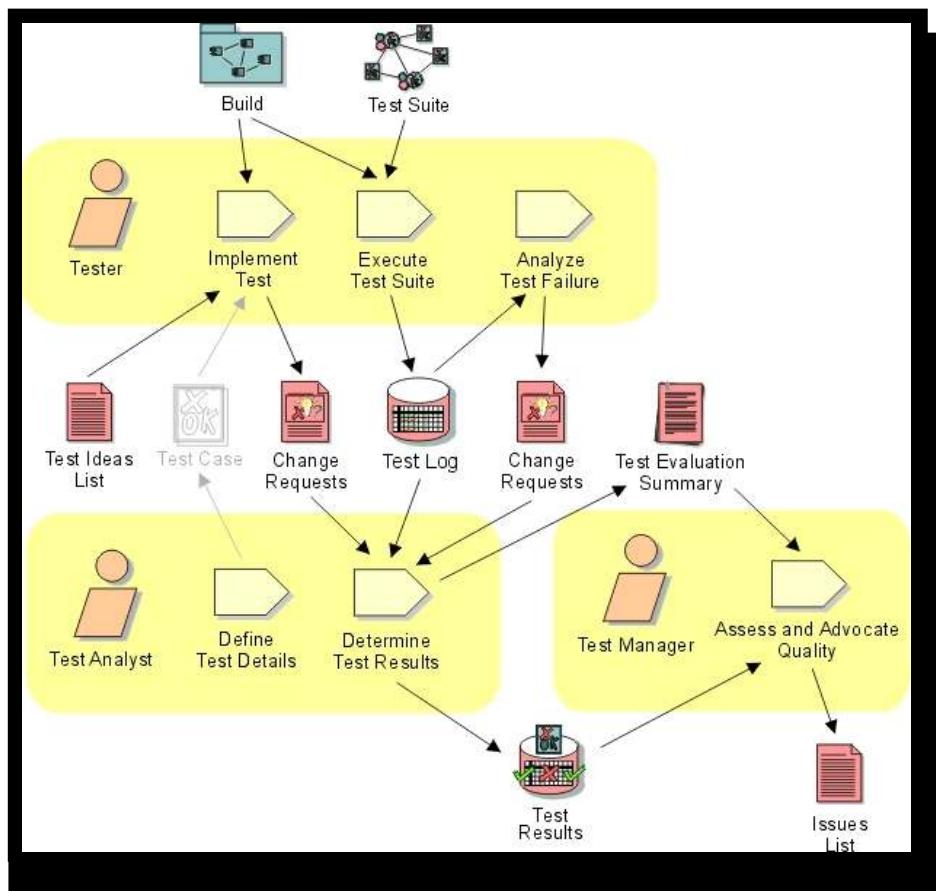
Example Practices (Teams practice...):

- Iterative Development
- Test-Driven Development
- Continuous Integration
- Requirements Management

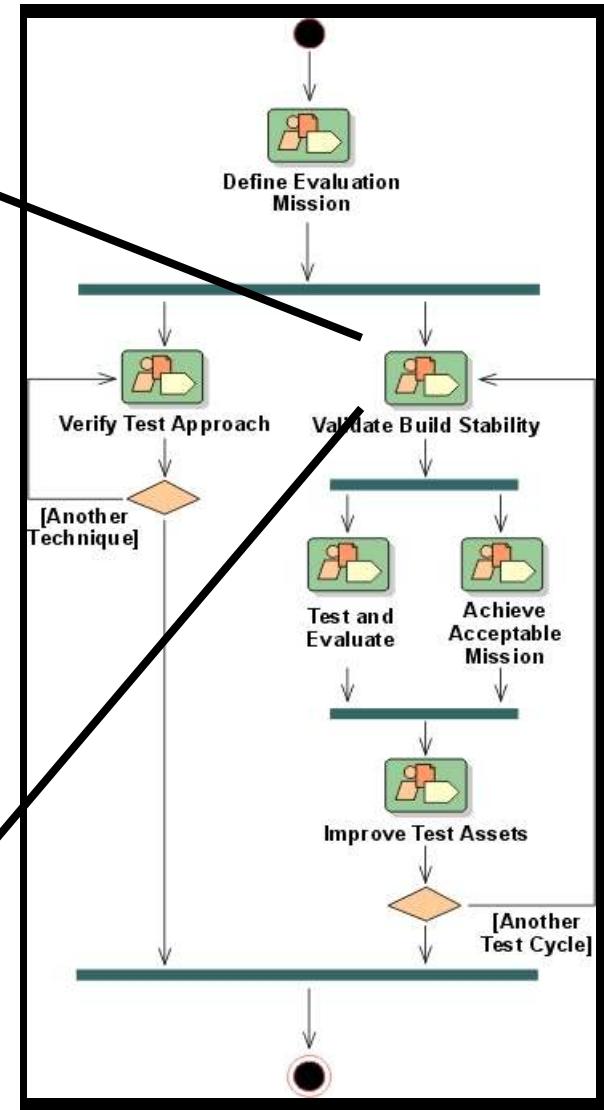
Results:

- ✓ Avoids self-inflicting too much process
- ✓ Faster and more predictable results
- ✓ Incremental Measured Improvement

Testing Workflow from Rational Unified Process



Example Workflow Detail: Validate Build Stability



How to convince manager to invest

Often, quality professionals focus on trying to educate Management about quality.

This is the wrong starting point; instead, focus first on tactical successes that impact the short-term bottom line.

“Short-term” means from now until the product ships. Sure, I understand that increasing quality is likely to decrease customer service calls during maintenance—I’ve been making that argument as a QA professional for years.

But does this mean it’s good business to give you more money?

Think about the equipment purchase/rental scenario. Do you have enough data to justify a solid return on investment? If not, I’d rather apply this money where the risk is lower and the payoff is as great. How much does technical support cost versus the amount of money you think you need? Have you thought this through?



Why Collect Metrics?

- Manage
 - Identify scope of test
 - Ensure effort is on schedule
 - Determine state of product
- Communicate
 - Test status/progress
 - Product quality
 - Readiness to ship
 - Problem components
- Improve
 - Identify problem components and feedback f

Do We Really Need Metrics?

"If you cannot measure it, you cannot improve it."

"In physical science the first essential step in the direction of learning any subject is to find principles of numerical reckoning and practicable methods for measuring some quality connected with it. I often say that when you can measure what you are speaking about, and express it in numbers, you know something about it; but when you cannot measure it; when you cannot express it in numbers, your knowledge is of a meagre and unsatisfactory kind; it may be the beginning of knowledge, but you have scarcely in your thoughts advanced to the state of Science, whatever the matter may be." [PLA, vol. 1, "Electrical Units of Measurement", 1883-05-03]



Lord Kelvin

"You cannot manage what you cannot measure"

I4

Manage:

How many test cases to be tested in what time period?

Are you meeting your milestones?

Project state is what are you finding? how much are you finding and how far along are you?

Communicate:

IBM_User; 29/01/2003

Measurements and Practices

Increase Defect Prevention

- Measures:**
- Defect density
 - Defect arrival/closure rates
 - Defect backlog
 - Fixes failing verification
 - Rework effort

- Practices:**
- Test-driven Dev.
 - Design-driven Implem.
 - C&C management
 - System Component Arch.
 - Whole team
 - Pair Programming
 - Review/Inspection

Increase Defect Detection

- Measures:**
- Defect density, distribution
 - Defect arrival/closure rates
 - Defect removal effectiv.
 - Fixes failing verification
 - Test coverage
 - Test execution status

- Practices:**
- Test management
 - Continuous integration
 - Evolutionary Architecture
 - Component Architecture
 - Test-driven dev.
 - Test practices
 - Iterative Dev.
 - Risk Value Lifecycle
 - C&C Management
 - Review/Inspection

Deliver on Customer Requirements

- Measures:**
- Post-ship problem reports
 - Customer satisfaction
 - Pipeline conversion
 - Support / maint. costs
 - Requirem. test coverage
 - Requirements delivery
 - Survey of feature usage

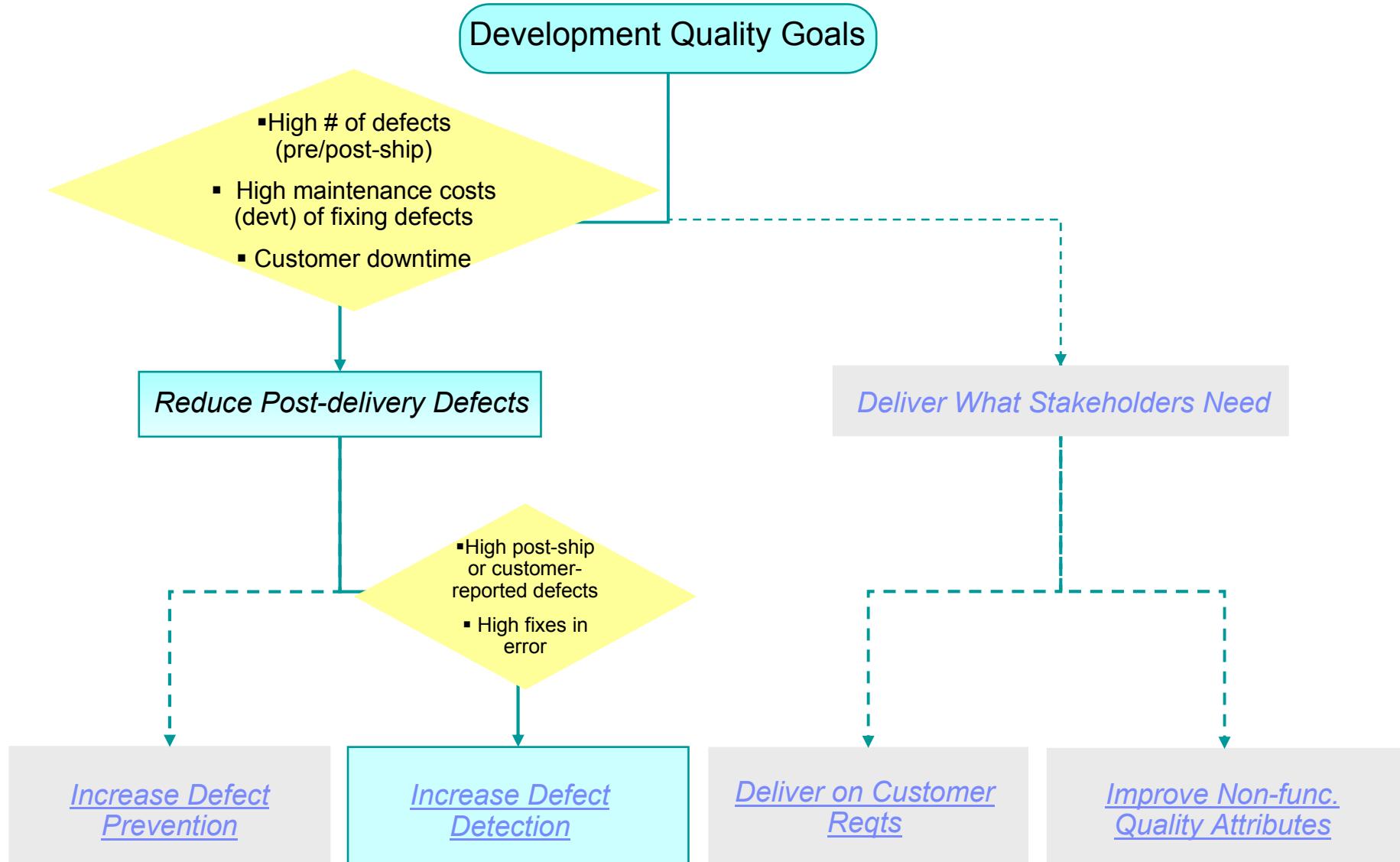
- Practices:**
- Shared Vision
 - Use-case Driven Dev
 - Requirements Mgmt.
 - Whole Team
 - Iterative Dev.
 - Functional Testing
 - C&C Management
 - Review/Inspection

Improve Non-functional Quality Attributes

- Measures:**
- Post-ship problem reports
 - Customer satisfaction
 - Support / maint. costs
 - Requirement test coverage
 - Test execution results

- Practices:**
- Application Vulnerability Assessment
 - Performance Testing
 - Requirements Mgmt.
 - Shared Vision
 - Risk-Value Lifecycle
 - Evolutionary Architecture
 - Test-Driven Development
 - Iterative Development
 - Evolutionary Design
 - Component Architecture
 - Continuous Integration
 - Concurrent Testing
 - Whole Team
 - Review/Inspection

Quality Traceability Tree: Decision Criteria



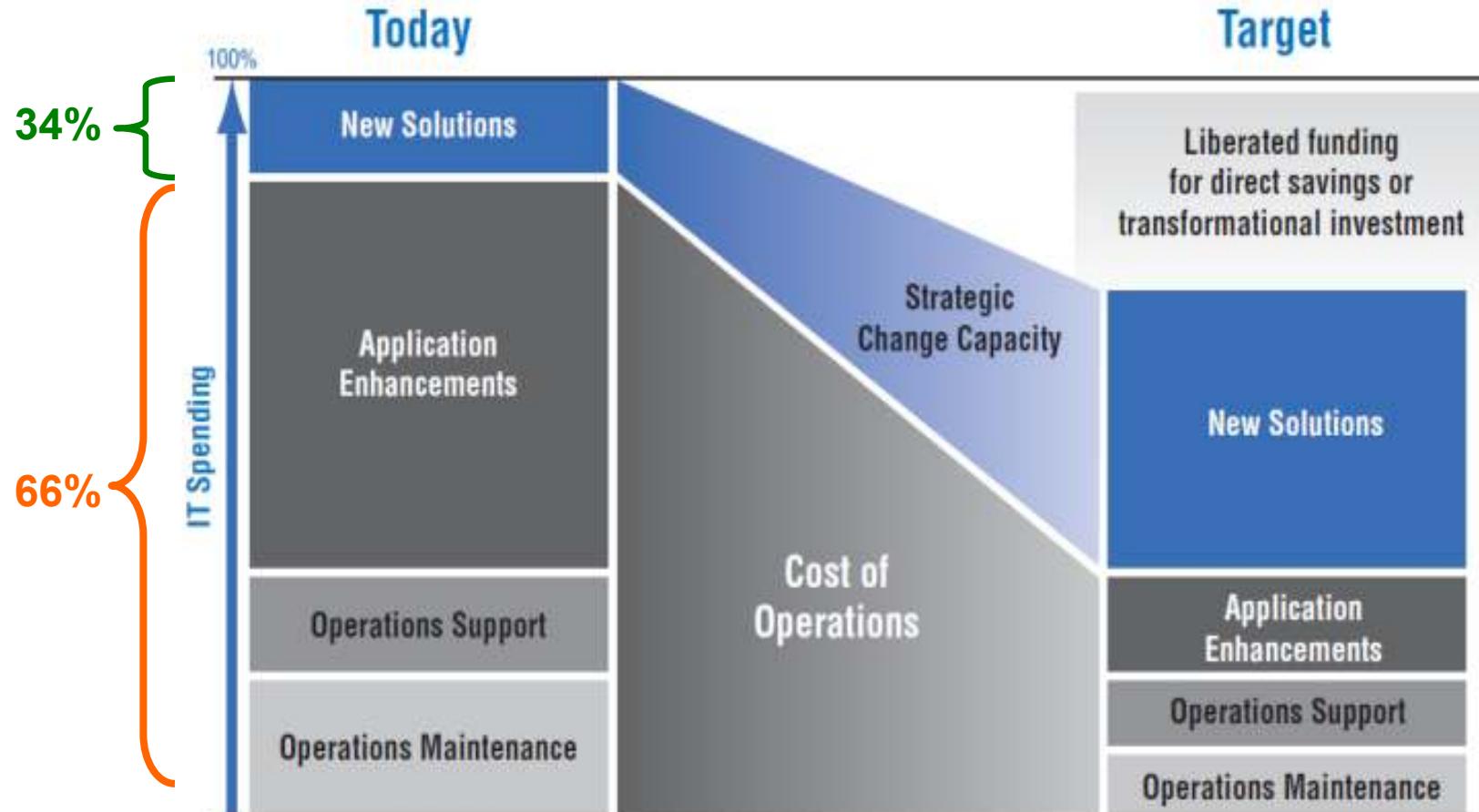
IBM Rational Quality Management Strategy



smarter planet Smarter software for a smarter planet
smarter planet smarter software IBM
Smarter software for a smarter planet
smarter software IBM
software IBM
ftware IBM
Smarter Software Engineering

Business and IT Agility: Balancing Resources to Support Business Innovation

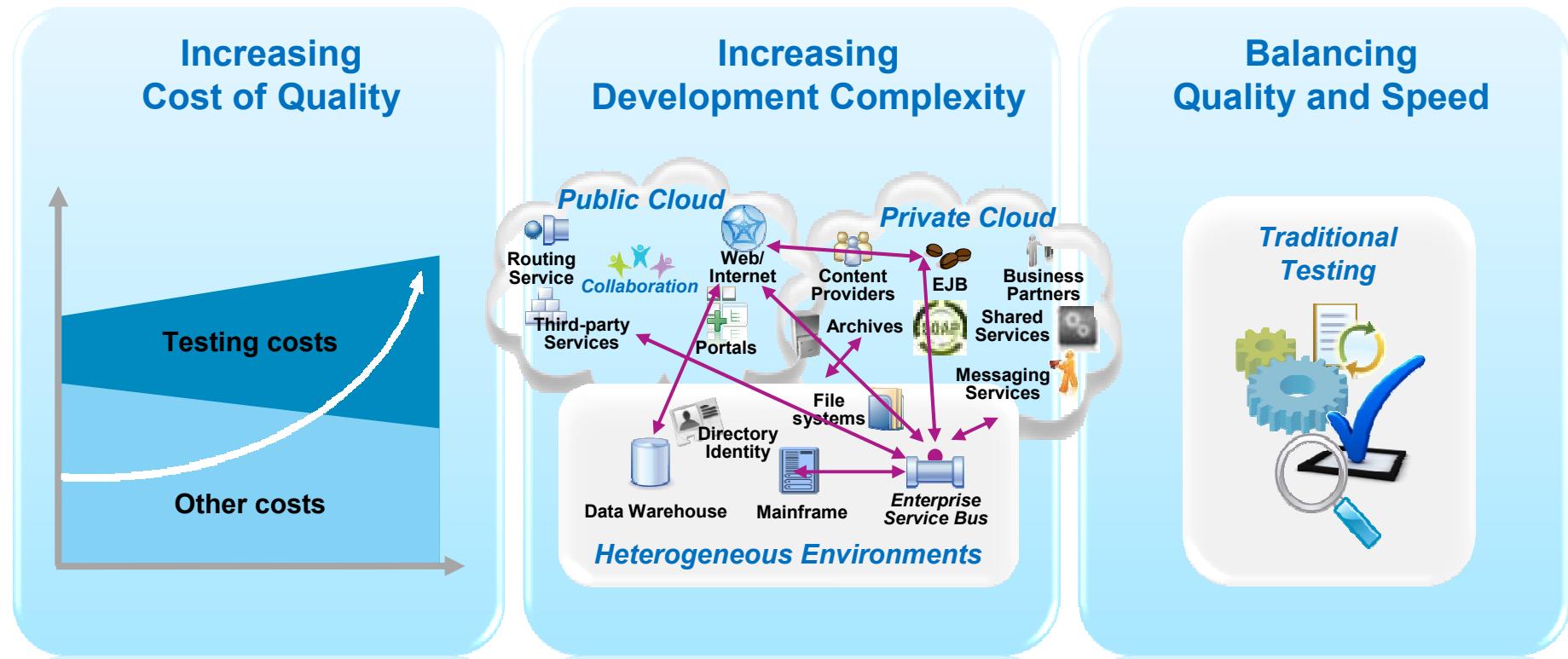
Balance IT investments to focus on new solutions.



- Forrester estimates that ongoing operations and maintenance consume **66%** of IT budgets
- While new projects and software initiatives represent only **34%**

Cost, complexity and velocity make today's quality paradigm impractical

*An estimated 60 - 80 percent of the cost of software development is in rework**



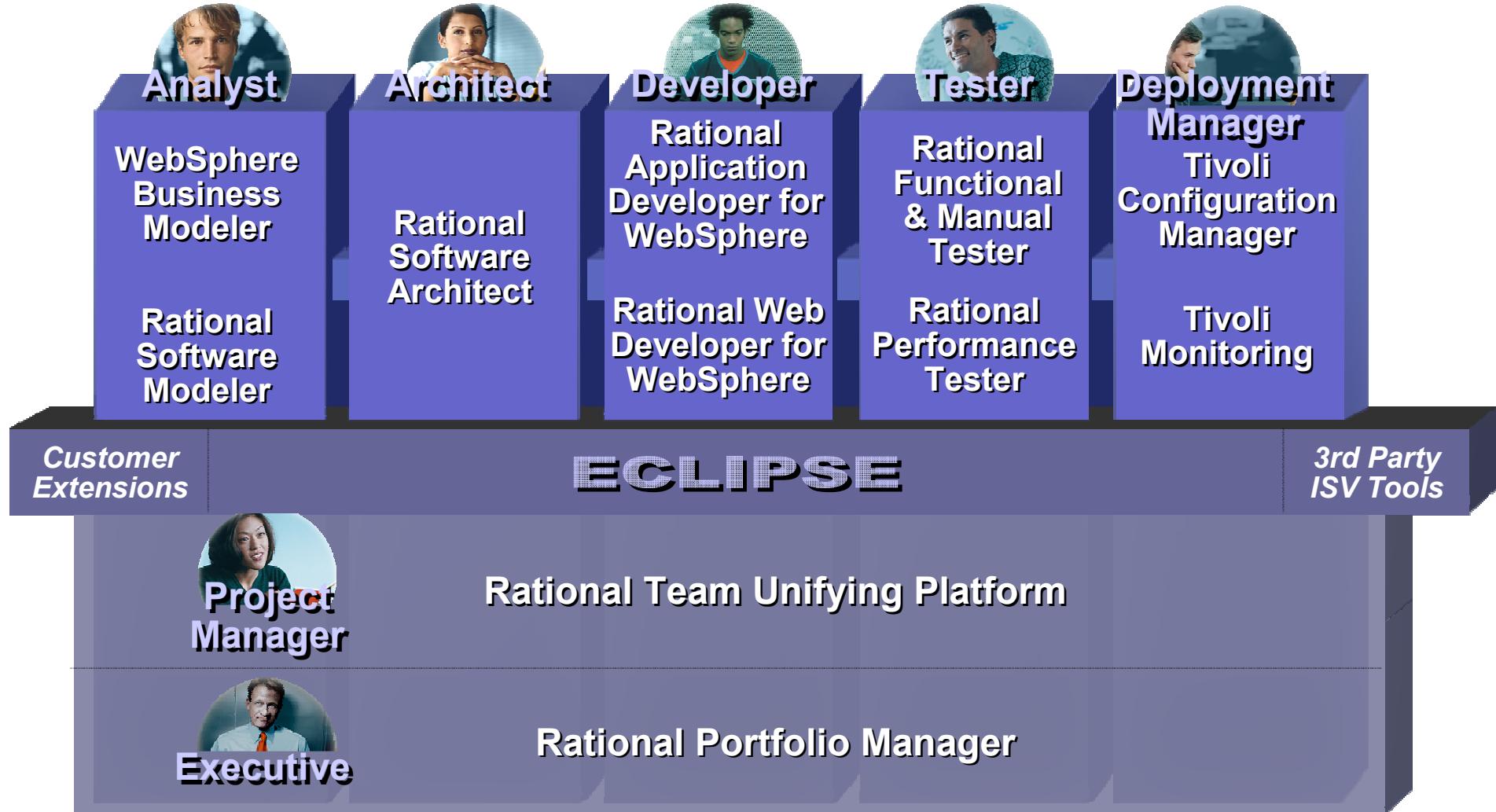
Outsourcing **labor** is no longer a sustainable model as global wages are increasing

Product and application **complexity** and size are increasing

Productivity is inhibited as test teams can no longer keep up with agile development

* Source: <http://www.sei.cmu.edu/about/message/>

We are moving From ...



Immaginiamo un *gruppo jazz* fa un *concerto* per un *pubblico pagante*

- Più che eseguire, *interpretano*
- Sono *disciplinati* anche senza direttore d'orchestra
- *Collaborano* e si ascoltano
- *Improvvisano*
“consapevolmente”
- Suonano *“live”* di fronte al pubblico pagante
- Si *divertono* in quello che fanno



Proviamo a sostituire

- *Gruppo jazz* con **team di sviluppo SW**
- *Concerto* con **progetto**
- *Pubblico* con **cliente**

jazz

People,
not organizations,
build great software.

...le quali introducono nuove esigenze tecniche

- Gli strumenti dovrebbero essere non intrusivi
- Non dovrebbero esserci confini tra gruppi diversi
- La collaborazione creativa deve essere possibile anche tra siti geografici e organizzazioni diverse
- I processi debbono essere personalizzabili e attivamente supportati dagli strumenti
- La Governance deve essere forte ma non oppressiva
- Le attività non creative e ripetitive vanno automatizzate

Jazz Vision -Three key actions of transforming software and systems delivery

Integrate

Connecting process and information

Software, data, and tools

Collaborate

Unifying teams

Projects, and organizational cultures

Optimize

Simplifying governance

Plans, scope, and measures

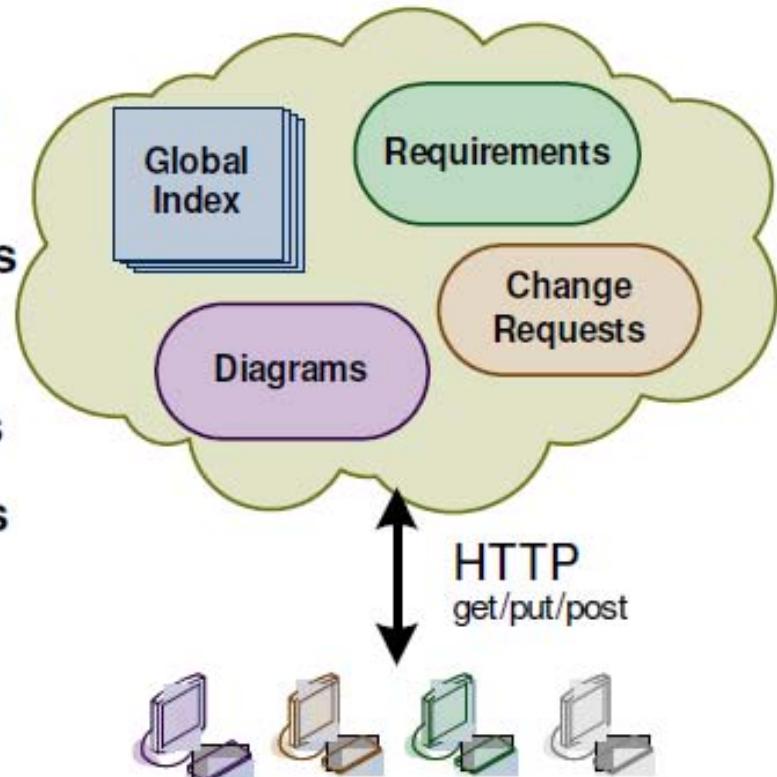


Realized benefits:

- Improved quality and time to market
- Reduced risk and cost
- Tighter alignment to business priorities

What does Internet Inspiration mean?

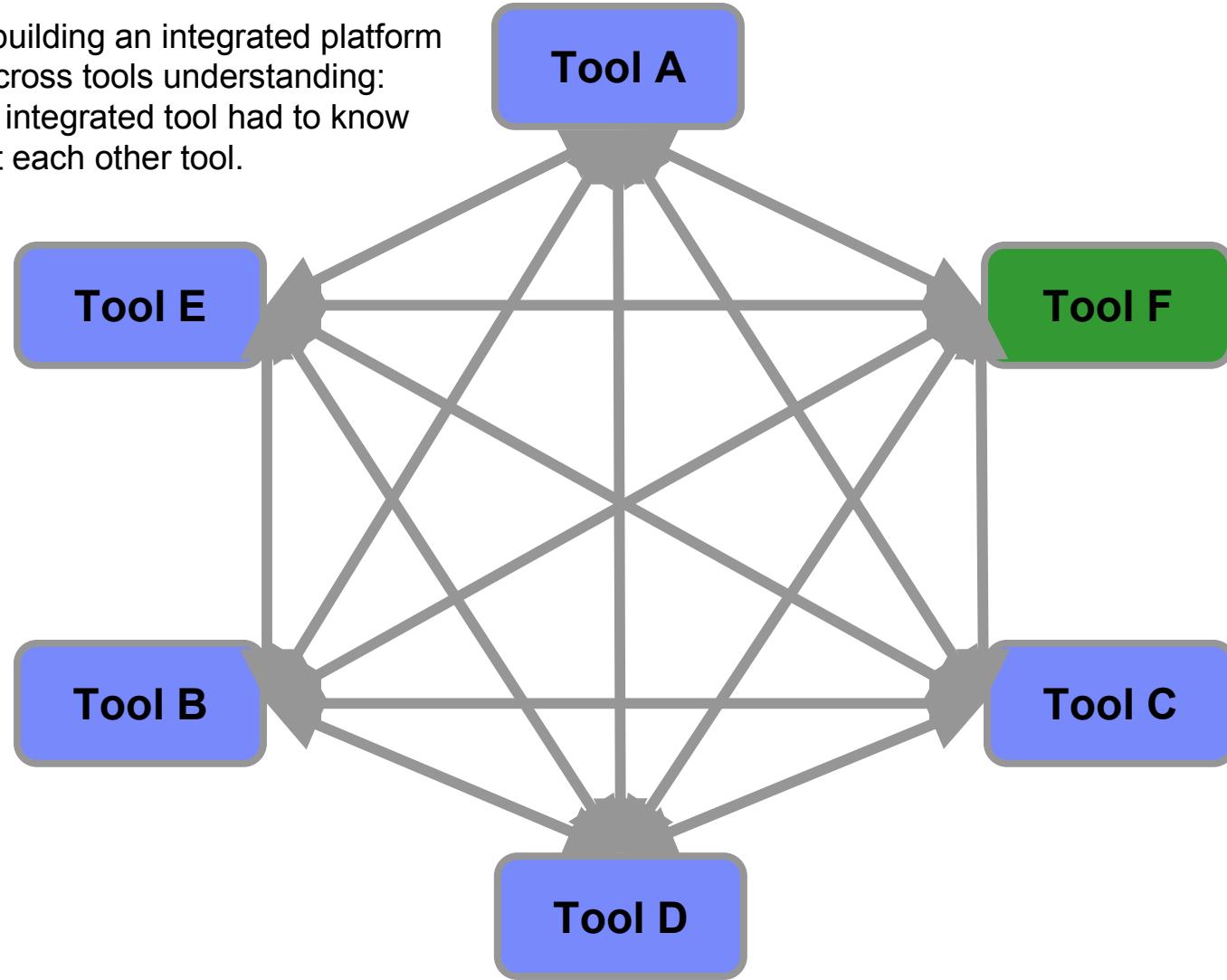
- Data specified independently of tools
- All data are resources with URLs
- Multiple Tools access data
- References are embedded URLs
- Resources have representations
- Unprecedented extensibility
- Independent search and query
- REST (Representational State Transfer)



Tools collaboration generally means exponential complexity!

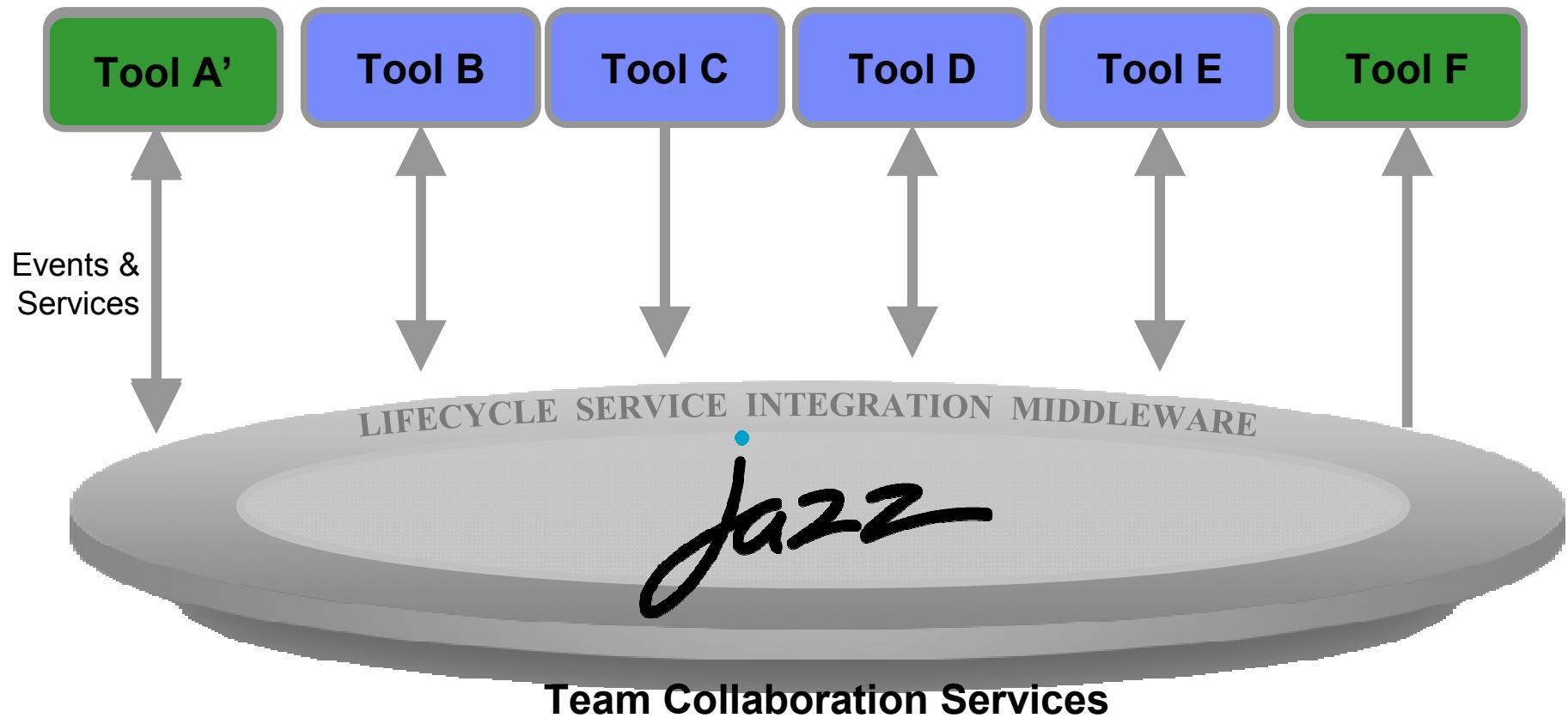
Until now, building an integrated platform required a cross tools understanding:

Each integrated tool had to know about each other tool.

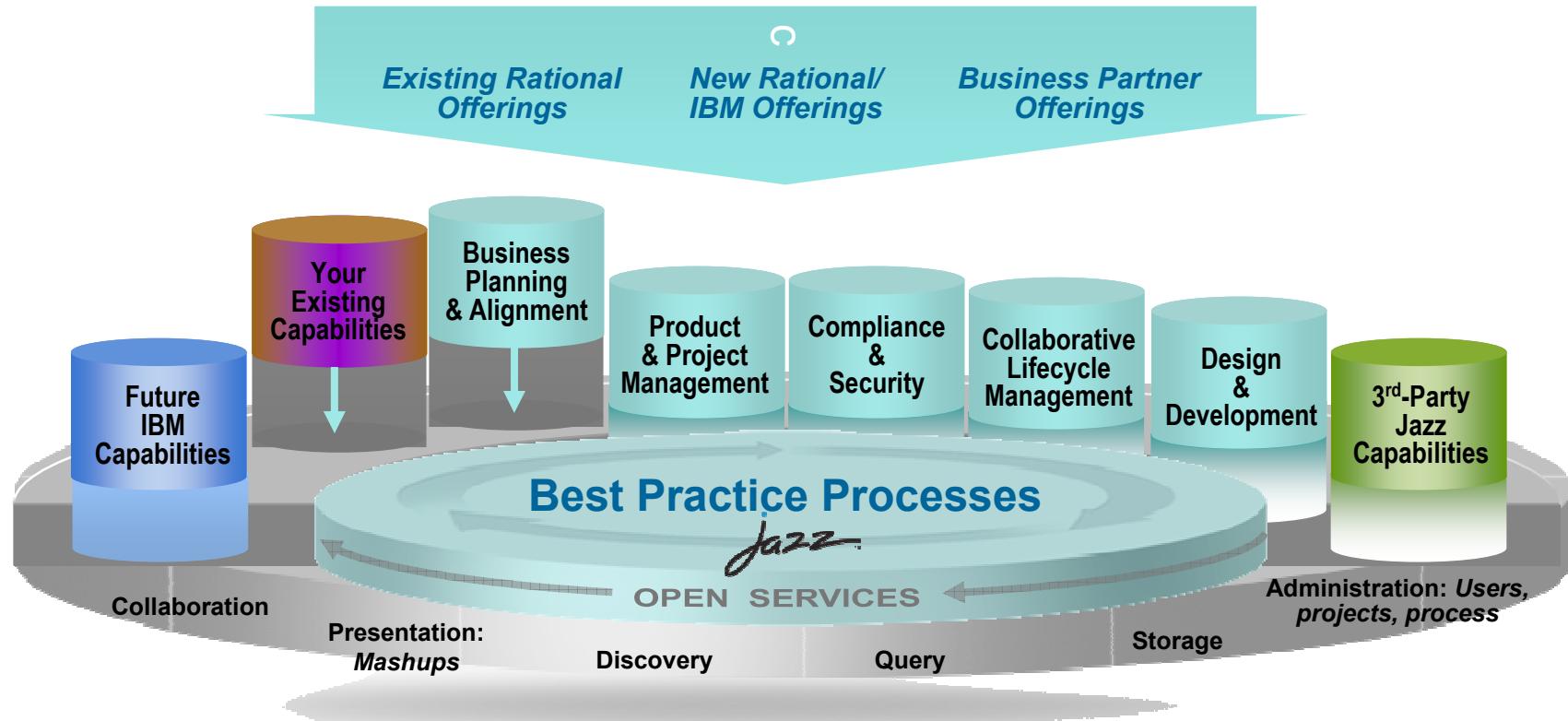


Tools collaboration based on middleware services

- With the Jazz platform, the tools communicate only with the platform:
 - By listening to normalized/standardized events from the platform
 - By sending normalized/standardized events to the platform



Jazz is an open platform with a shared set of services



- Separate the implementation of tools from the data
- Federated, open data model
- Tools can be implemented in any internet-aware programming language.
- Support multiple client technologies (Web, Eclipse and Microsoft .Net – others possible)
- Implement OSLC Specifications

An ALM solution powered by Jazz

Rational solution for Collaborative Lifecycle Management

CREATE SOFTWARE
*Real-time Planning, Lifecycle Traceability, Team Collaboration,
Development Intelligence, Continuous Improvement*

Rational Requirements Composer

Requirements Management

Rational Team Concert

Planning, Change,
Configuration & Build
Management

Rational Quality Manager

Quality Management

*extensions

Team leads improve release quality & predictability

- Proactively respond to gaps as they surface through out the project
- Issues quickly highlighted and resolved

JKE Banking (Change Management)

BRM Sprint 2 (1.0) Plan

26 items: 23 open, 3 closed | Ends in: 10 days

Plan Details Edit

Planned Items Links Snapshots Dashboard Notes

View As: Traceability (17 items filtered)

Add Work Item

Actions	Summary	Implements Requirement	Tested By Test Case	Affected by Defect
Issue	[Donor Dividend Allocation Criteria]	[Donor Dividend Allocation Criteria]	[Donor dividend allocation conforms to st]	[38: Failing Test Or]
	[Frequency of dividend transfer]	[Frequency of dividend transfer]	[Verify dividend transfer frequency]	[--]
Incomplete	[Requests sent in form of email]	[Requests sent in form of email]	[--]	[--]
	[Organization must identify how much money is de]	[--]	[--]	[--]
Complete	[Organizations may apply with an initial request]	[Organizations may apply with an initial request]	[Organizations may apply with an initial re]	[--]
	[Customers can Nominate an Organization]	[Customers can nominate an organization for th]	[Customers can Nominate an Organizati]	[--]
	[Organization must provide justification for why fun]	[Organization must provide justification for why f]	[Organization must provide justification fo]	[Links (2): 1, 2]
	[Organizations can Apply]	[Organizations can apply]	[--]	[--]
	[JKE Charity Coordinator will respond to request in]	[JKE Charity Coordinator will respond to request]	[JKE Charity Coordinator responds to on]	[--]

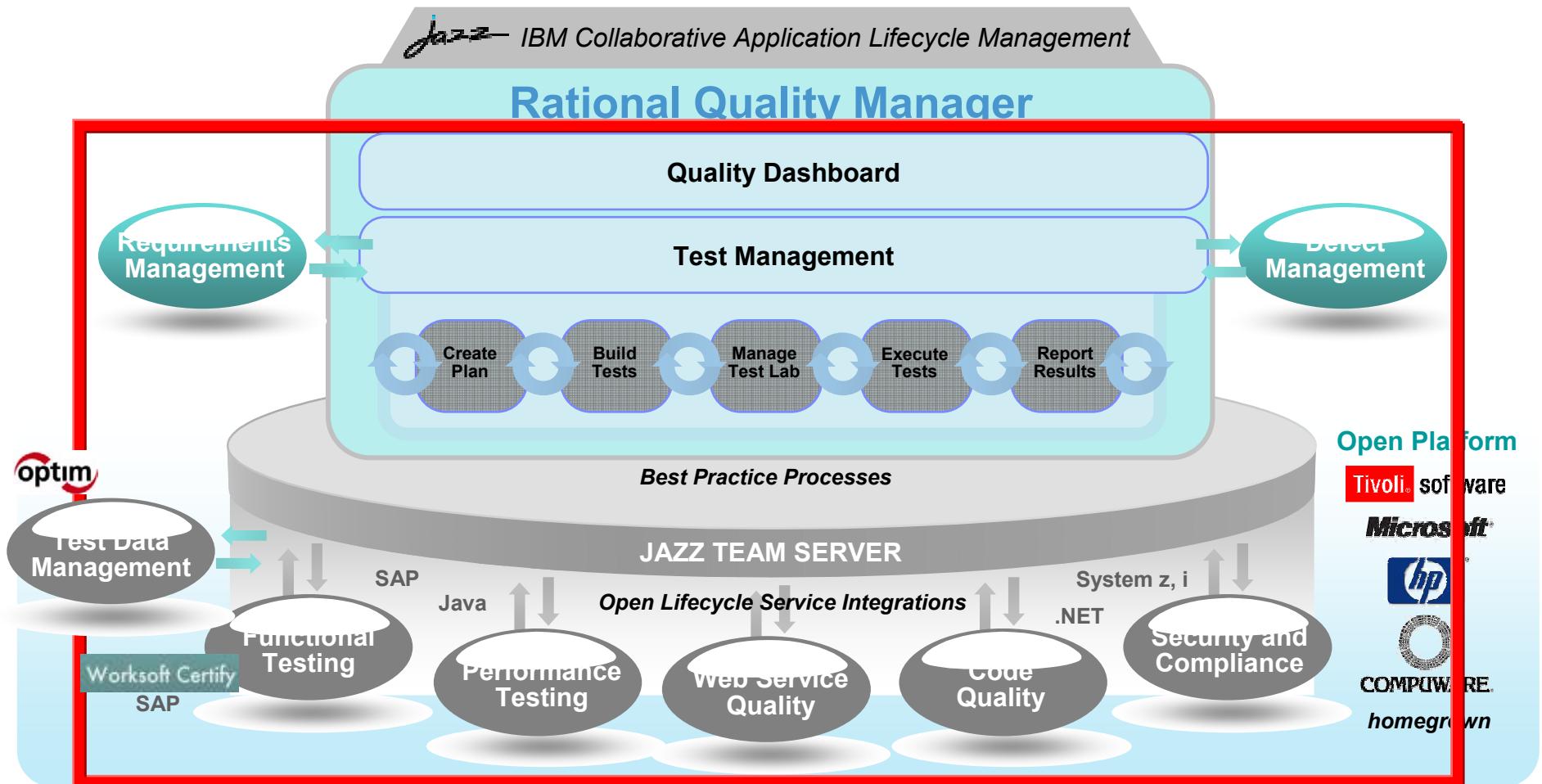
Enterprise Quality Management Rational Quality Manager

Smarter software for a smarter planet
smarter planet smarter software
Smarter software for a smarter planet
smarter software IBM
software IBM
software IBM
smarter planet
smarter planet
smarter planet
Software and Systems Engineering

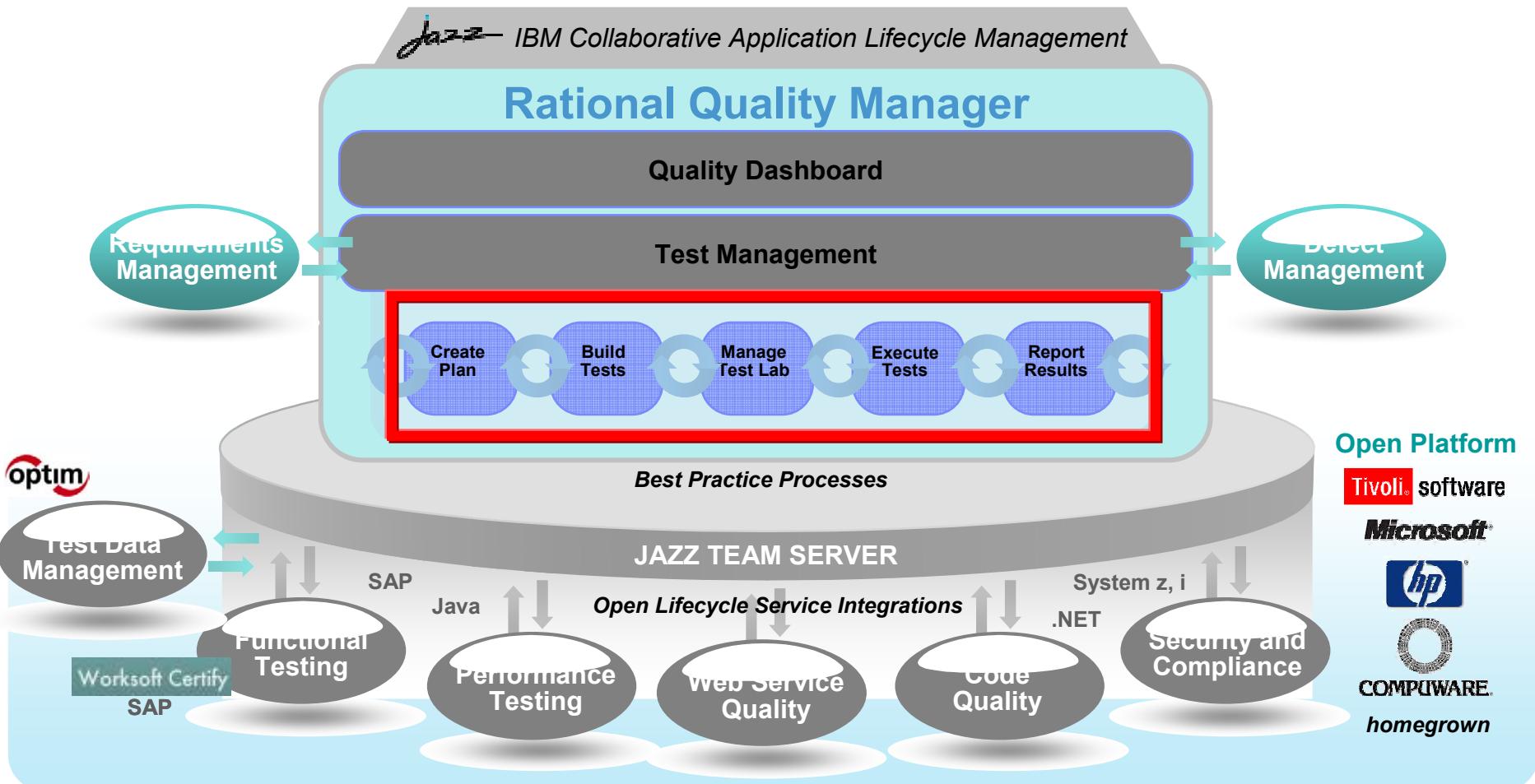


Today's High Level QM Segment Architecture

Optimize software quality with a centralized test management hub and integrated full lifecycle support across any platform and type of testing



Centralized test management offering allowing full lifecycle support across all types of testing and platforms



IBM Rational Quality Manager

A central hub for business-driven software quality

Mitigate business risk with collaboration

- ✓ Stakeholder and team coordination reduces mistakes
- ✓ Risk identification and management leads to educated prioritization decisions
- ✓ Test traceability linked to business requirements improves customer satisfaction

Improve operational efficiency with automation

- ✓ Running tests earlier leads to reduced repair costs
- ✓ Running more tests in less time improves coverage
- ✓ Reducing manual labor leads to fewer testing errors
- ✓ Lab configuration automation improves efficiency and asset utilization

Make confident decisions with effortless reporting

- ✓ Real-time dashboards enable proactive risk management
- ✓ Customizable reports facilitate ongoing process improvement



jazz

Comprehensive dynamic planning and updates

Process flow, not artifacts drives team activities

Other Test Plans

Table of Contents

DOCUMENT HISTORY
TABLE OF CONTENTS

1 INTRODUCTION

- 1.1 Overview
- 1.2 Test Objectives
- 1.3 Test Scope
- 1.4 Assumptions
- 1.5 Glossary
- 1.6 References

2 TEST STRATEGY

- 2.1 Business Test Strategy
- 2.2 Test Environment
- 2.3 Risk Assessment
 - 2.3.1 Test coverage of test data
 - 2.3.2 Test cases for Unit test
 - 2.3.3 Assessing correctness of calculations
- 2.4 Test Levels
- 2.5 Levels of Testing
 - 2.5.1 System testing
 - 2.5.2 Functional testing
- 2.6 Functional and Structural Test Types
 - 2.6.1 Test types matrix
 - 2.6.2 Test Levels-Type matrix

3 TEST PLAN

- 3.1 Test Plan subtopics
- 3.2 Test Schedule
- 3.3 Major test milestones
- 3.4 Major test requirements
- 3.5 Testing for Non-Functional Requirements
 - 3.5.1 Performance Testing
 - 3.5.2 Non-Functional Requirements for Performance

4 TEST ENVIRONMENT BUILD STRATEGY

- 4.1 Test Environment standards
 - 4.1.1 Master Test Plan
 - 4.1.2 Test Criteria
 - 4.1.3 Test Environment
 - 4.1.4 Test Execution Plan
 - 4.1.5 Test Plan
 - 4.1.6 Test Report
 - 4.1.7 Defect Analysis Document
 - 4.2 Test Environment Strategy
 - 4.3 Test Tools

5 TEST MANAGEMENT & REPORTING PROCEDURES

- 5.1 Test Management
 - 5.1.1 Problem Tracking Management Procedures
 - 5.1.2 Change Management Procedures
 - 5.1.3 Configuration Management Procedures
 - 5.2 Test Reporting
 - 5.2.1 Test reporting during testing

APPENDIX A. REFERENCE INFORMATION
APPENDIX B. REPORTING TEMPLATES

Word based Test Plan

Rational Quality Manager Plan

Table Of Contents

Summary
Business Objectives
Test Objectives
Review and Approvals
Requirements
Application Security
Test Iterations
Sizing
Environments
Test Team
Quality Goals
Entry Criteria
Exit Criteria
Test Cases
Attachments

Show All Sections

Add New Section

- Live dynamic documentation
- Defines test process and strategy
- Defines responsibilities
- Activity based versus hierarchy
- Business level reporting against quality objectives

Requirements driven testing

Knowing what to test

View Requirements

View Builder
Show Requirements that match the attributes in the View Builder

Group by: Ungrouped Items per page: 10 Previous: 1 - 10 of 14 Next

<input type="checkbox"/>	Status	ID	Risk	Name	Description	Owner
<input type="checkbox"/>	5	00000	00000	Data entry - change customer details	Confidential information for an existing account sha...	Coral Chen
<input type="checkbox"/>	2	00000	00000	Data entry - customer details	The system shall accurately capture basic customer...	Coral Chen
<input type="checkbox"/>	updated	00000	00000	Process mortgage increase - main path	The system shall process a valid mortgage increase...	Amber Alvarez
<input type="checkbox"/>	7	00000	00000	Forward mortgage to secondary reviewer	Ownership transfer of a mortgage increase request...	Dusty Dixon
<input type="checkbox"/>	9	00000	00000	View status of mortgage increase request	The system shall promptly and accurately display th...	Fern Farlow
<input type="checkbox"/>	8	00000	00000	Update mortgage application status	The system shall correctly update the status of a m...	Bridget Blue
<input type="checkbox"/>	4	00000	00000	Cancel an application	The system shall reliably cancel and archive a suspen...	Eliot Eggplant
<input type="checkbox"/>	15	00000	00000	Display accuracy and professionalism	Basic banking words like "amortization" shall be spelled...	Amber Alvarez
<input type="checkbox"/>	10	00000	00000	Display customer information	The system shall correctly display all customer acco...	Helen Hughes
<input type="checkbox"/>	13	00000	00000	Process mortgage request - non-existent record	The system must reject an increase request that re...	Amber Alvarez

Previous: 1 - 10 of 14 Next

- Requirements tracking built into the test management tooling
- Customizable attributes enable you to track what is important to your team
- Real-time impact analysis of requirements changes
- Traceability of test results to user needs

Know you are testing the right things

Collaborative risk based testing

Risk management and prioritization



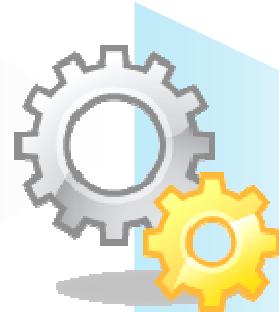
- Risk assessments captured in Test Plan and Test Cases
- Collaboration planning of risk mitigation strategy
- Test Case will contain a risk failure score and a risk priority score
- Documented risk related decisions

Base project decisions on qualitative risk analysis

Test coverage optimization

Focus resources on testing the right combinations

Test Configurations
 4 languages
 4 browser types
 5 databases
 5 application servers
400 Combinations!



Pairwise Optimizations

Test the right 20 combinations

OS	Browser	Protocol	CPU	DBMS
XP	IE	IPv4	Intel	MySQL
XP	Firefox	IPv6	AMD	Sybase
XP	IE	IPv6	Intel	Oracle
OS X	Firefox	IPv4	AMD	MySQL
OS X	IE	IPv4	Intel	Sybase
OS X	Firefox	IPv4	Intel	Oracle
RHL	IE	IPv6	AMD	MySQL
RHL	Firefox	IPv4	Intel	Sybase
RHL	Firefox	IPv4	AMD	Oracle
OS X	Firefox	IPv6	AMD	Oracle

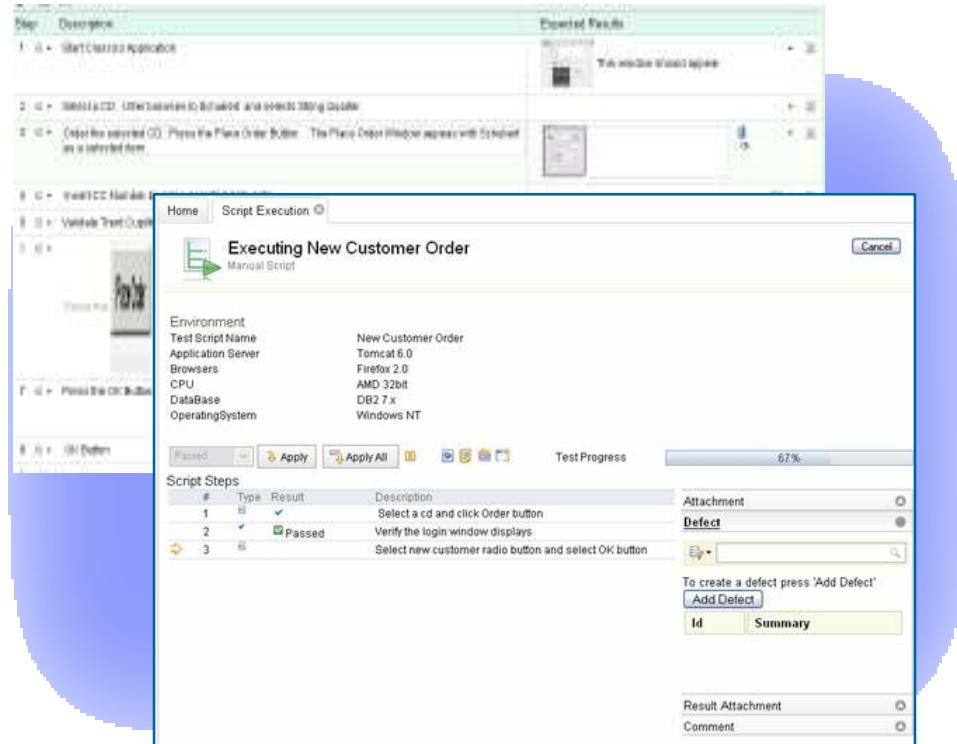
Configuration awareness

Test Platform Environment Management

- Focus your environment coverage
- Document your environment coverage
- Gain agreement across the project

Test the right cases instead of everything
Plan optimal execution

Integrated Manual test authoring and execution

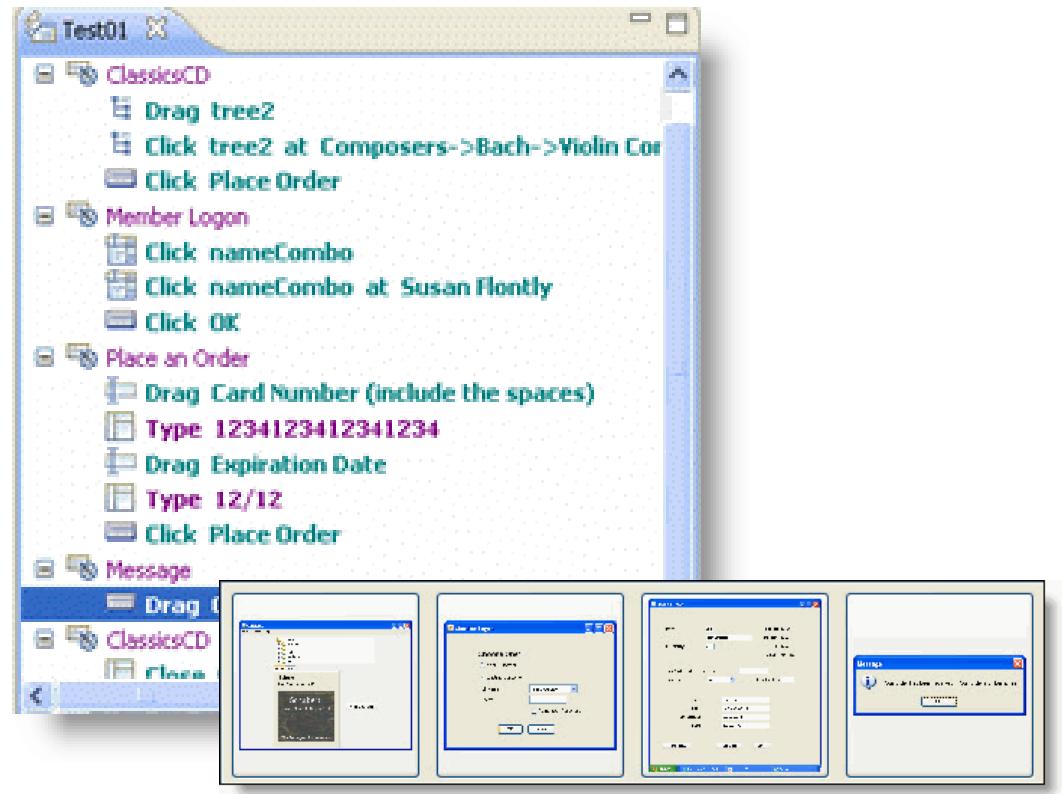


- Manual test author and execute
 - Step by step capture and execution of manual tests
 - Assisted data entry
 - Keyword support for integrated manual and automated testing
 - Rich defect capture during execution, including screenshot and attachments
 - Simple intuitive interface for quick test execution

Maximizing efficiency of manual testing

Integrated Functional and Regression test execution

1. Increase repeatability through automated test playback
2. Test more critical functions faster with automation
3. Automatically deploy your test environment and schedule the execution of your test Suites
4. Track and communicate progress and regressions throughout the testing lifecycle



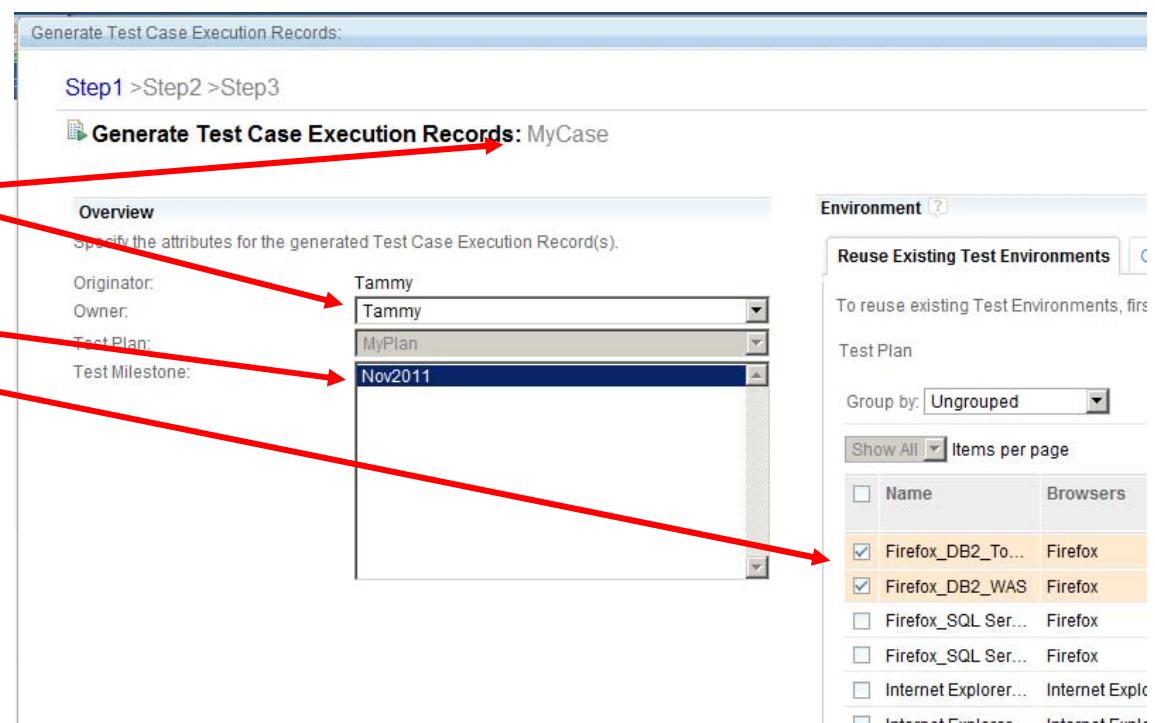
Accelerate test execution and deepen test coverage through automated test execution



My Favorite: Test Execution Record

'Test order'

- Who is
- Doing what
- When
- In which environment



The screenshot shows the 'Generate Test Case Execution Records' dialog box. The 'Overview' tab is active, displaying fields for Originator (Tammy), Owner (Tammy), Test Plan (MyPlan), and Test Milestone (Nov2011). A red arrow points from the 'Generate Test Case Execution Records' button to the 'Overview' section. Another red arrow points from the 'Owner' dropdown to the 'Environment' tab, which is open on the right side of the screen. The 'Environment' tab shows a list of reusable test environments, grouped by 'Browsers'. Several entries are checked, including 'Firefox_DB2_To...' and 'Firefox_DB2_WAS' under the 'Firefox' group.

Name	Browsers
<input checked="" type="checkbox"/> Firefox_DB2_To...	Firefox
<input checked="" type="checkbox"/> Firefox_DB2_WAS	Firefox
<input type="checkbox"/> Firefox_SQL Ser...	Firefox
<input type="checkbox"/> Firefox_SQL Ser...	Firefox
<input type="checkbox"/> Internet Explorer...	Internet Explor
<input type="checkbox"/> Internet Explor...	Internet Explor

Assess and measure against Organizational policies

The screenshot shows the Rational System Test Plan application. At the top, it displays "System Test Plan" and "Test Plan Overview | View Snapshots". Below this, the "Originator: ADMIN" and "Action: Select Action" are set to "Draft".

The main area is titled "Quality Objectives" with the sub-instruction "Defines the overall metrics for what constitutes a quality product." Below this is a table:

Objective	Expected	Actual Value	Status	Comment
Number of Open Sev1 Defects	= 0	0	Successful	

Below the table is a section titled "Select Quality Objectives" with the sub-instruction "All working toward same objectives". It contains a table:

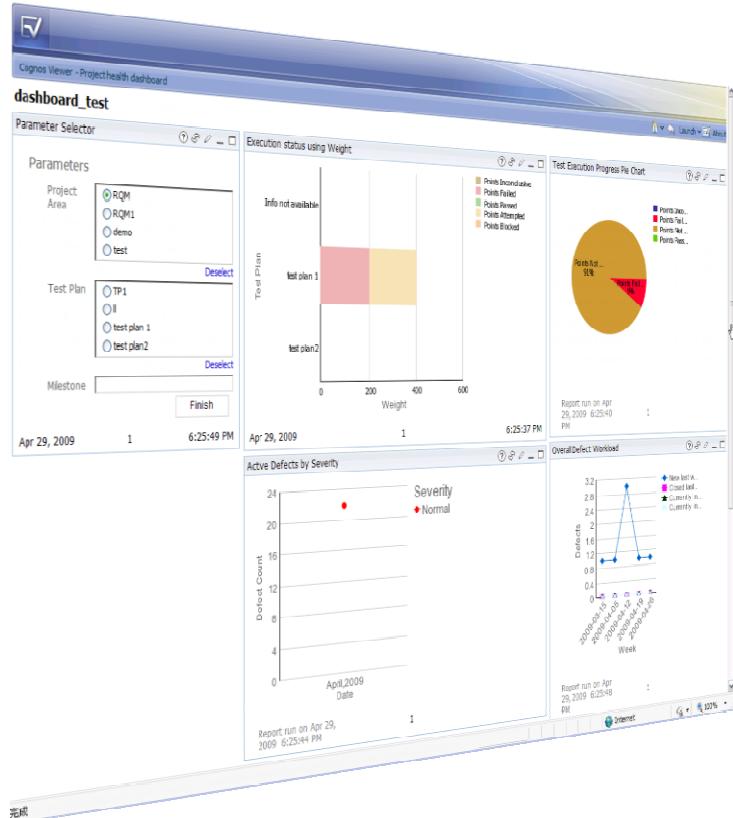
Name	Description	Condition	Target
Number of Blocked Execution Records	Objective stating that no Execution Records can be Blocked.	=	0
Percentage of Blocked Execution Records	Objective stating that only a small percentage of Execution Records can be Blocked.	<	10
Number of Failed Execution Records	Objective stating that no Execution Records can be Failed.	=	0
Percentage of Failed Execution Records	Objective stating that only a small percentage of Execution Records can be Failed.	<	10
Execution Record Pass Rate.	Objective stating that the Pass rate must meet a certain percentage.	>	80

- Assessing status
 - Standard Objectives
 - Reuse across Test Plans
 - All working toward same objectives
 - Measures against business objectives

Drive continuous and measured improvement

Make confident decisions with effortless reporting

Closed Loop Analysis & Reporting



- Customizable reports and dashboards
 - Reduce escalating cost of information gathering
 - Reduce risk by identifying trends before they become issues
 - Raise enterprise visibility and transparency to reduce costs and risk
 - Measures the effectiveness of processes and practices to improve organizational and business outcomes

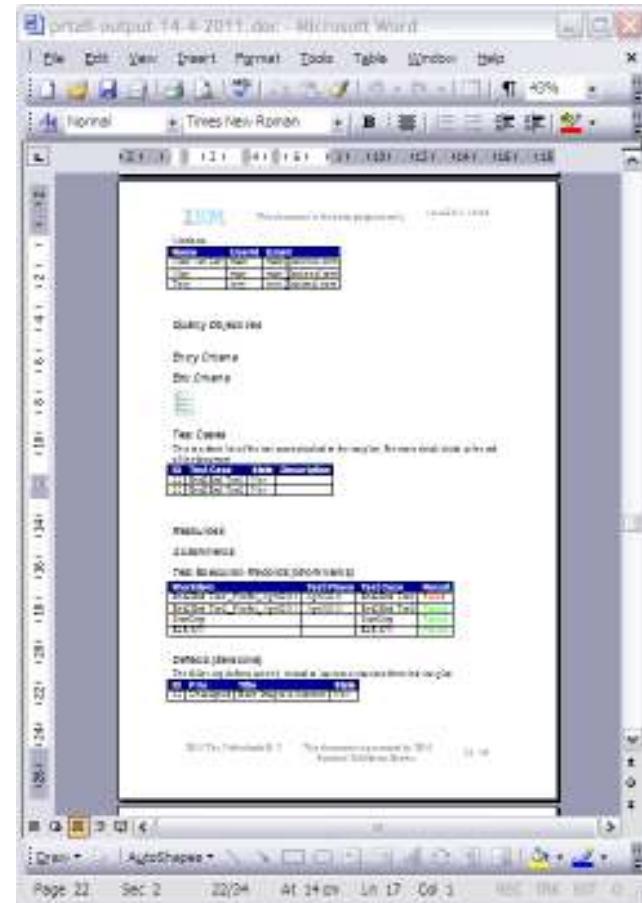
Make the right decisions at the right time

Reporting with IBM Rational



Generating Documents – Rational Publishing Engine

- Generates high quality documents with complete flexibility in formatting
- Generates composite reports containing data from multiple sources
- Supports multiple output formats
- Includes predefined templates for rapid adoption
- Provides an easy-to-use graphical template editing environment for custom report design
- Supports concurrent document generation to multiple target formats from a single template



Rational Reporting for Developer Intelligence – Query Studio

Rational Report Server

IBM Cognos 8 BI Query Studio - New

Menu

Insert Data

- Edit Data
- Change Layout
- Run Report
- Manage File

Request Arrivals by Status

[Request Status: Descending order; Project: Ascending order](#)

Request Status	Project	Arrival
Open	DP&A PMC	18
	Jazz Collaborative ALM	657
	Jazz Collaborative ALM	2
	Jazz Foundation	6,984
	Jazz Foundation	8
	Jazz Support (Private)	241
	Jazz TP (private)	17
	PMC (Private)	437
	Rational AMC	7
	Rational Customer Flexibility Program	54
	Rational Team Concert	12,288
	Rational Team Concert	19
	Rational Team Concert Client for Visual Studio (Private)	62
	RTC CRM (Private)	24
24		
InProgress	Jazz Collaborative ALM	153
	Jazz Foundation	211
	Jazz Support (Private)	197
	PMC (Private)	31
	Rational Customer Flexibility Program	3
	Rational Team Concert	290

Request Closure Metrics with Requirement

Request Closure Metrics with Test Plan

Request Creation Metrics

- Request Creation Metrics**
 - Actual Duration
 - Arrival
 - Planned Duration
 - Story Points
 - REQDT_METRIC_ID
 - Last Updated
- Category
- Classification
- Component
- Customer Priority
- Creation Date
- Iteration
- Project
- Project (by Portfolio)
- Release
- Request Priority
- Request Severity
- Request Status
- Request Status>All
- Request Status

IBM smarter planet software

Software and Systems Engineering | Rational

Rational Reporting for Developer Intelligence - Report Studio

The screenshot shows the Rational Report Studio interface. On the left, the 'Insertable Objects' palette lists various metrics and categories. In the center, a report titled 'Defect Arrival Rate' is displayed. The report includes parameters for 'Program' and 'Project', both set to '<HTML Item>'. Below this is a chart titled 'Number of Defects' showing the relationship between 'Arrival Date' (x-axis) and 'Severity' (y-axis). The chart displays four data series: 'Severity' (red squares), 'abc Number of Defects' (blue diamonds), 'abc Defect Arrival' (yellow triangles), and 'abc Arrival Date' (green crosses). The 'Properties' panel on the left provides settings for the 'Combination Chart' under the 'General' tab.

File Edit View Structure Table Data Run Tools Help

Font Size **I** U 1 pt

Insertable Objects

- Request Creation Metrics
 - Actual Duration
 - Arrival
 - Planned Duration
 - Story Points
 - REQDT_METRIC_ID
 - Last Updated
- Category
- Classification
- Component
- Customer Priority
- Creation Date
- Iteration
- Project
- Project (by Portfolio)
- Release
- Request Priority
- Request Severity
 - Request Severity
 - Members

Page layers: Drop members here to create page layers

Context filter: Drop members here to create

Defect Arrival Rate

Parameters

Program: <HTML Item>

Project: <HTML Item>

Number of Defects

Default measure (y-axis): <Defect Arrival>
abc Number of Defects

Series: ▲ <#Severity#>
abc Severity

Severity

Categories (x-axis): ▲ <Arrival Date>
abc Arrival Date

About This Report

This report shows the frequency of new defect submissions over time, broken down by Severity. General upwards earlier in the project and then should start sloping downwards as the project nears completion. T lines should show this trend or the project is not stabilizing.

Properties

Conditional

- Conditional Styles
- Style Variable
- Render Variable
- No Data Contents No

Data

- Drill-Through Definitions (Collection) Defect
- Query Master Detail Relationships
- Suppression

General

- Chart Orientation Vertical
- Depth 0
- Visual Angle 45
- Pagination

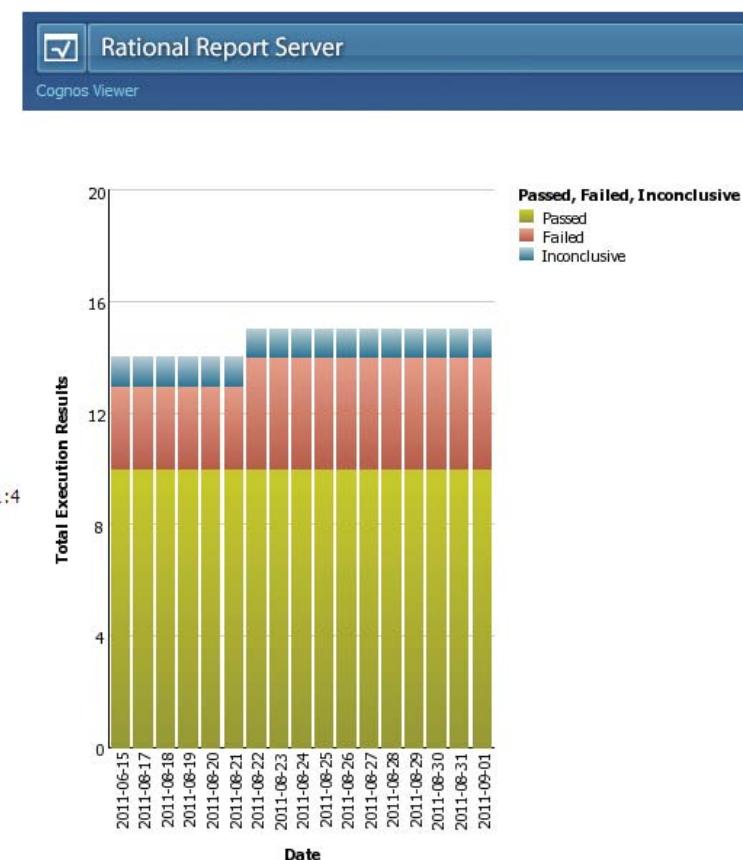
Rational Report Server clmadmin@jkebanking.net About Cognos Viewer

Name	Test Plan State	Name
JKE Banking Release 1	New	Allocate dividends by amount and frequency
	New	Allocate Dividends by Percentage
	New	Customers can Nominate an Organization
	New	Dividend Allocation by Percentage
	New	Donation amount limits
	New	Donor dividend allocation conforms to stated criteria
	New	Donors Can Choose to Support an Organization
	New	Donors Choose an Organization
	New	Donors Deposit Money Into a Pooled Assistance Fund
	New	Donors will receive confirmation and receipt
	New	JKE Charity Coordinator responds to online request
	New	Organization must identify how much money is desired
	New	Organization must provide justification for why funds are needed
	New	Organizations can Apply
	New	Organizations may apply with an initial request
JKE Banking Sprint 1	New	Process email requests
	New	Process hard copy requests
	New	Verify dividend transfer frequency

Aug 30, 2011

1

[Top](#) [Page up](#) [Page down](#) [Bottom](#)



Make informed decisions and proactively change with real-time analysis and actionable reporting

Measure and manage quality, project and team status performance and results

- **Measure development process** and project outcomes
 - Real-time intelligence based on IT industry best-practice metrics, dashboards and models
- **Inform quality decisions** and drill into issues
 - Alerts and automated analysis focuses owner to take action on root causes
 - **52** out-of-the-box, customizable Cognos test management reports
- **Take real-time action** on relevant quality and project data
 - Proven business intelligence backbone automates collection and analysis to improve lifecycle productivity



DEMO

What You'll See:

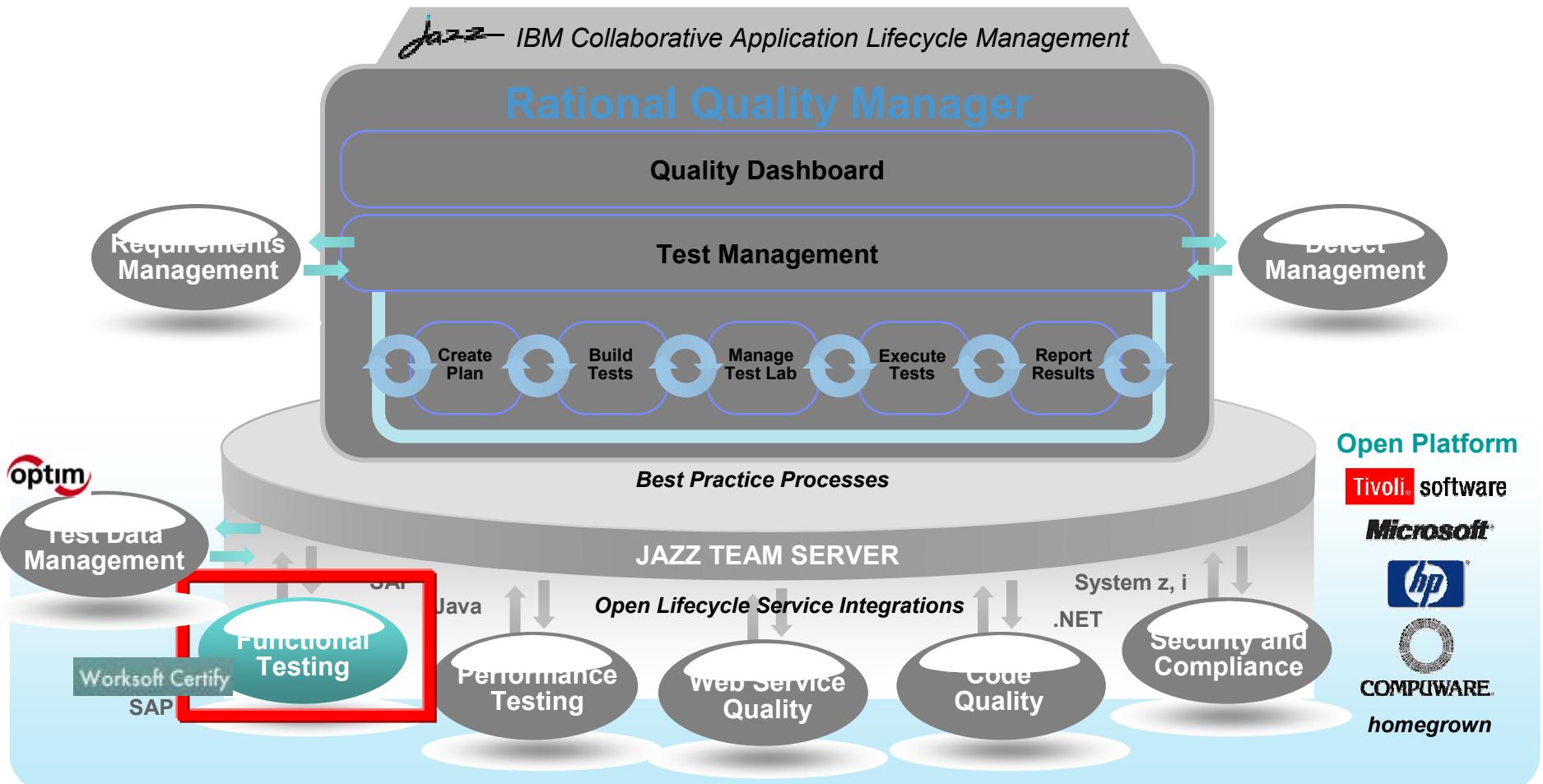
- Rational Quality Manager

Automated Testing IBM Rational Functional Tester

Smarter software for a smarter planet
smarter planet smarter software
Smarter software for a smarter planet
smarter software IBM
software IBM
smarter planet
Software and Systems Engineering



Centralized test management offering allowing full lifecycle support across all types of testing and platforms



Test Automation from Wikipedia

- Test automation is the use of software to control
 - the execution of tests
 - the comparison of actual outcomes to predicted outcomes
 - the setting up of test preconditions
 - other test control and test reporting functions

Promise of Test Automation

- Run existing tests on a new version of a program
 - Minimal effort involved in performing regression tests
- Run more tests more often
 - Run more tests in less time
 - Make it possible to run more often
- Perform tests that are difficult / impossible to do manually

Promise of Test Automation

- Better use of resources
 - Machines
 - Skilled testers
- Consistency and repeatability of tests
 - Tests repeated exactly every time
 - Insure consistent standards both in testing and in development
- Reuse of tests

Limitations of Test Automation

- Does not replace manual testing
 - Tests that are run only rarely
 - Where the software is very volatile
 - Tests where the result is easily verified by a human
 - Tests that involve physical interaction

Limitations of Test Automation

- Manual tests find more defects than automated tests
 - A test is most likely to reveal a defect the first time it is run
 - Test execution tools are “re-testing” tools
- Great reliance on the quality of the tests
 - A tool can only identify differences between the actual and expected outcomes
 - Great reliance on the correctness of the expected outcomes

Limitations of Test Automation

- Test automation does not improve effectiveness
 - Automation can eventually improve the efficiency only
- Test automation may limit software development
 - Automated tests take more effort to set up than manual tests
- Tools have no imagination
 - What if expected outcomes are wrong
 - What if unexpected events happen

A Fairy Tale

- Once upon a product cycle, there were four testers who set out on a quest to test software...

Warning: The fairy tale you are about to read is a fib—but it's short, and the moral is true.

Once upon a product cycle, there were four testers who set out on a quest to test software.



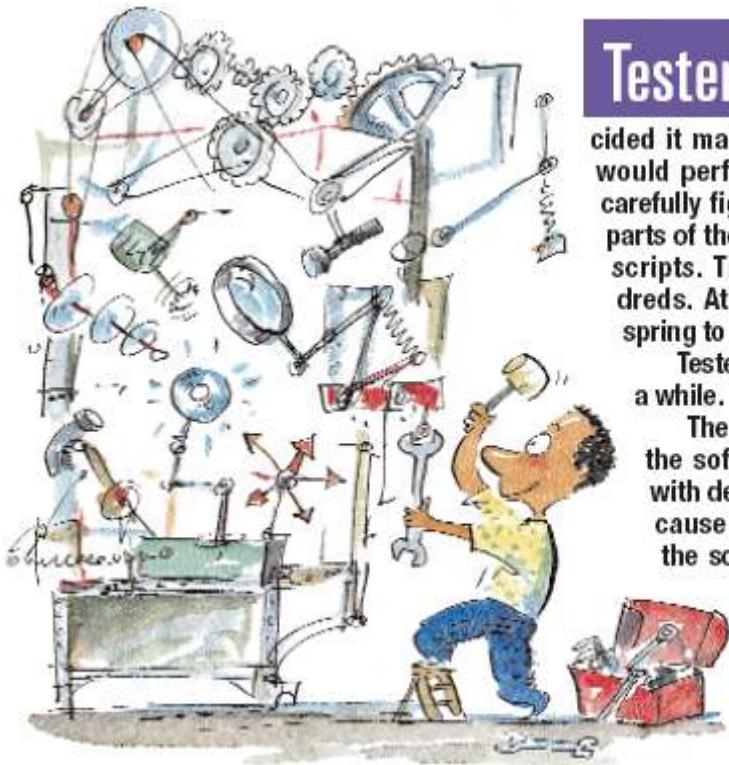
Tester 1

Tester 1 started hands-on testing immediately, and found some nice bugs. The development team happily fixed these bugs, and gave Tester 1 a fresh version of the software to test. More testing, more bugs, more fixes.

Tester 1 felt productive, and was happy—at least for a while.

After several rounds of this find-and-fix cycle, he became bored and bleary-eyed from running virtually the same tests over and over again by hand. When Tester 1 finally ran out of enthusiasm—and then out of patience—the software was declared “ready to ship.”

Customers found it too buggy and bought the competitor’s product.



Tester 2

started testing by hand, but soon decided it made more sense to create test scripts that would perform the keystrokes automatically. After carefully figuring out tests that would exercise useful parts of the software, Tester 2 recorded the actions in scripts. These scripts soon numbered in the hundreds. At the push of a button, the scripts would spring to life and run the software through its paces.

Tester 2 felt clever, and was happy—at least for a while.

The scripts required a lot of maintenance when the software changed. He spent weeks arguing with developers to stop changing the software because it broke the automated tests. Eventually, the scripts required so much maintenance that there was little time left to do testing.

When the software was released, customers found lots of bugs that the scripts didn't cover. They stopped buying the product and decided to wait for version 2.0.



Tester 3

didn't want to maintain hundreds of automated test scripts. She wrote a test program that went around randomly clicking and pushing buttons in the application. This "random" test program was hypnotic to watch, and it found a lot of crashing bugs.

Tester 3 enjoyed uncovering such dramatic defects, and was happy—at least for a while.

Since the random test program could only find bugs that crashed the application, Tester 3 still had to do a lot of hands-on testing, getting bored and bleary-eyed in the process. Customers found so many functional bugs in the software when it was released that they lost trust in the company and stopped buying its software.

Tester 4

began with hands-on, exploratory testing to become familiar with the application—and used the knowledge gained during the hands-on testing to create a very simple behavioral model of the application. Tester 4 then used a test program to test the application's behavior against what the model predicted. The behavioral model was much simpler than the application under test, so it was easy to create. Since the test program knew what the application was supposed to do, it could detect when the application was doing the wrong thing.



As the product cycle progressed, developers wrote new features for the application. Tester 4 quickly updated the model, and the tests continued running. The program ran day and night, constantly generating new test sequences. Tester 4 was able to run the tests on a dozen machines at once and get several days of testing done in a single night.

After several rounds of testing and bug fixes, Tester 4's test generator began to find fewer bugs. Tester 4 upgraded the model to test for additional behaviors and continued testing. Tester 4 also did some hands-on testing and static automation for those parts of the application which were not yet worth modeling.

When Tester 4's software was released, there were very few bugs to be found. The customers were happy. The stockholders were happy.

And Tester 4 was happy.

Maximize your investment in test automation

With IBM Rational Functional Tester

- Achieve success quickly and minimize maintenance
 - ▶ Simplified natural language scripting with Storyboard testing
 - ▶ Eclipse based or Visual Studio .net
 - ▶ Easy to learn
 - ▶ Maximize reuse
- Complete test coverage
 - ▶ Supports testing for Java, Web, Visual Basic .Net, SAP, Siebel, Web 2.0, Power Builder and Terminal Based applications
 - ▶ Ability to support custom controls



SAP® Certified Integration

Microsoft
.net

SIEBEL
IT'S ALL ABOUT THE CUSTOMER™



Adobe fox

dojo

System z

System i

Effective Test Automation

Recording an automated script

- Automated script capture
 - ▶ Test scripts are recorded on the fly, as user navigates application
 - ▶ Verification points are inserted to validate system response
 - ▶ Test data can be specified and parameters created while recording



Functional Tester Highlights

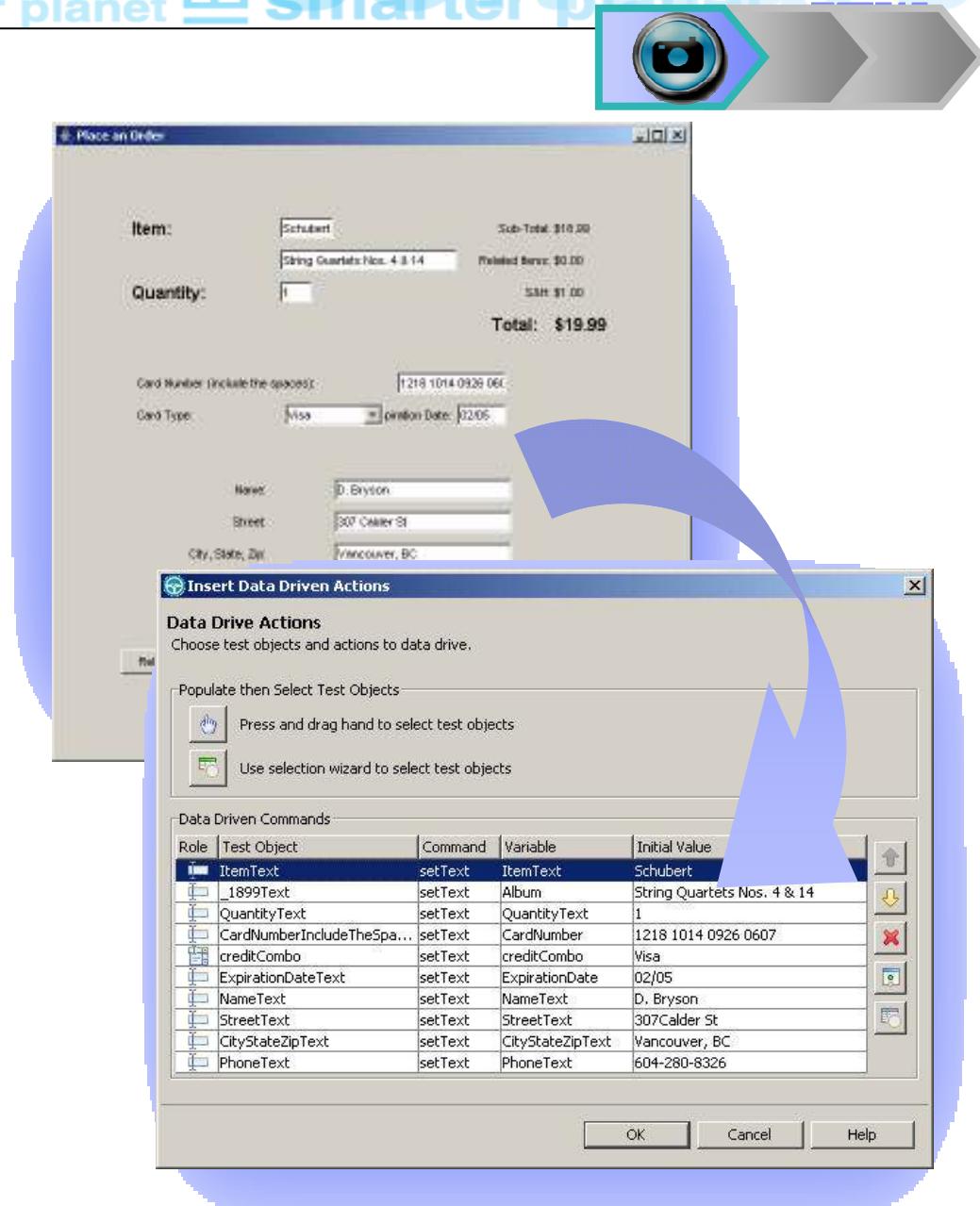
- Tool mentors and process advisors accelerate training
- Broad environment support
- Create data driven tests without coding
- Static data and properties verification
- Dynamic data validation without coding

Recording Scripts

Data Driven Testing

- **Data Driven Testing**
 - ▶ Separates test data from test script
 - ▶ Enables a single script to run multiple tests by using multiple data sets

- **Wizard driven process**
 - ▶ No programming involved
 - ▶ Import data from external sources





Recording Scripts

Verification Points



**Functional Tester
Sees Data**



You See...

Property	Value
.bounds	Rect[84,100,787,809]
.class	Html.HtmlDocument
.cookie	IBMSurveyTest=isEnabled
.offsetHeight	809
.offsetWidth	787
.text	IBM Rational Software Home
.title	IBM Rational Software
.url	HRef(http://www.ibm.com/software/rational/)

**Functional Tester
Sees Properties**

▪ Automated Validation

- ▶ Functional Tester captures data and properties that can be invisible to users
- ▶ During script execution, current results are compared to stored baselines
- ▶ Discrepancies are flagged and reported to user in an HTML based test log



Recording Scripts

Validating Dynamic Data

CD Order Placed

Your order has been placed. For future reference, your order ID is 230 at ClassicsCD.com!

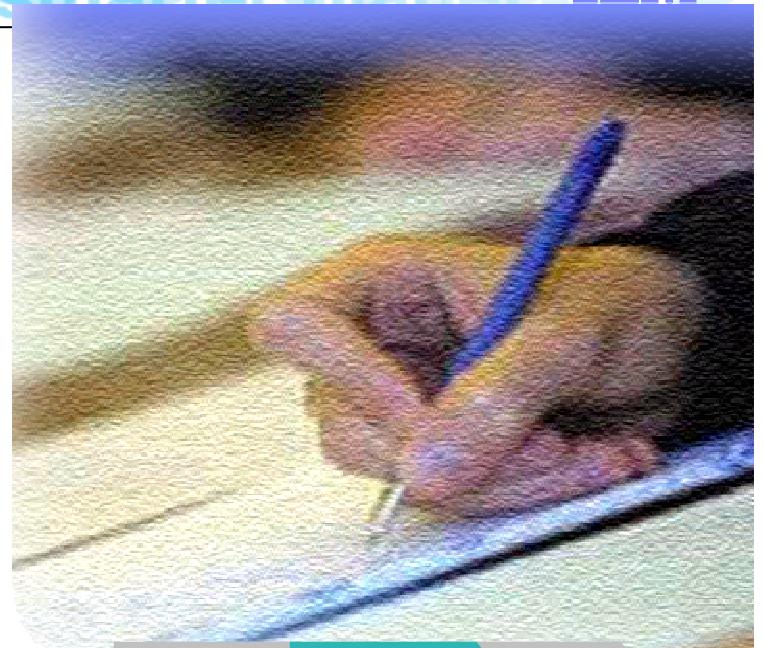
Order ID changes with each order placed

Test Passes when comparing pattern baseline to dynamic data

- ▶ Use pattern matching technique to verify dynamic data and create robust tests
- ▶ E.g. Instead of validating “Order ID 230”, validate “Order ID ####” or Order ID 2##, etc.
- ▶ This allows for a wide variety of acceptable responses as well as restrictions on acceptable responses when validating the application’s behavior

Effective Test Automation *Enhancing Scripts*

- Enhancing Scripts with basic coding extends their value and reach
 - ▶ VB.net or Java code is added to perform a variety of functions
 - ▶ Typical Modifications: Conditional branching, datapooling, refactoring, adding additional dynamic data patterns



Functional Tester Highlights

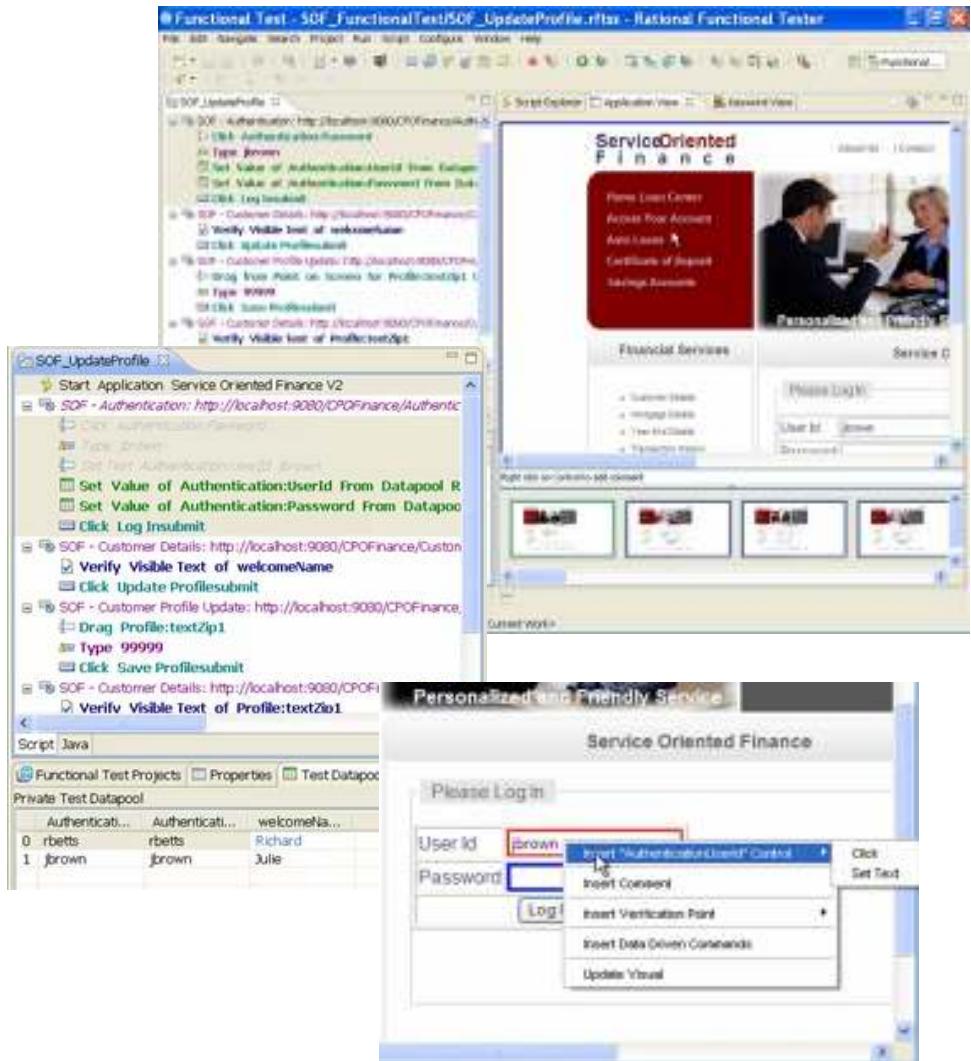
- Pure Java and VB.Net provides flexibility
- Professional debugger
- Central object map to minimize rework
- RTC-ready for version control
- Dynamic data validations without coding



Enhancing Scripts

Storyboard testing simplification

- Enable novice and professional testers alike to easily understand and communicate test flows
- Natural language script view
- Storyboard test visualization
 - ▶ Application snapshots are captured and displayed as thumbnails
 - ▶ Insert verification points
 - ▶ Maintain test datapools



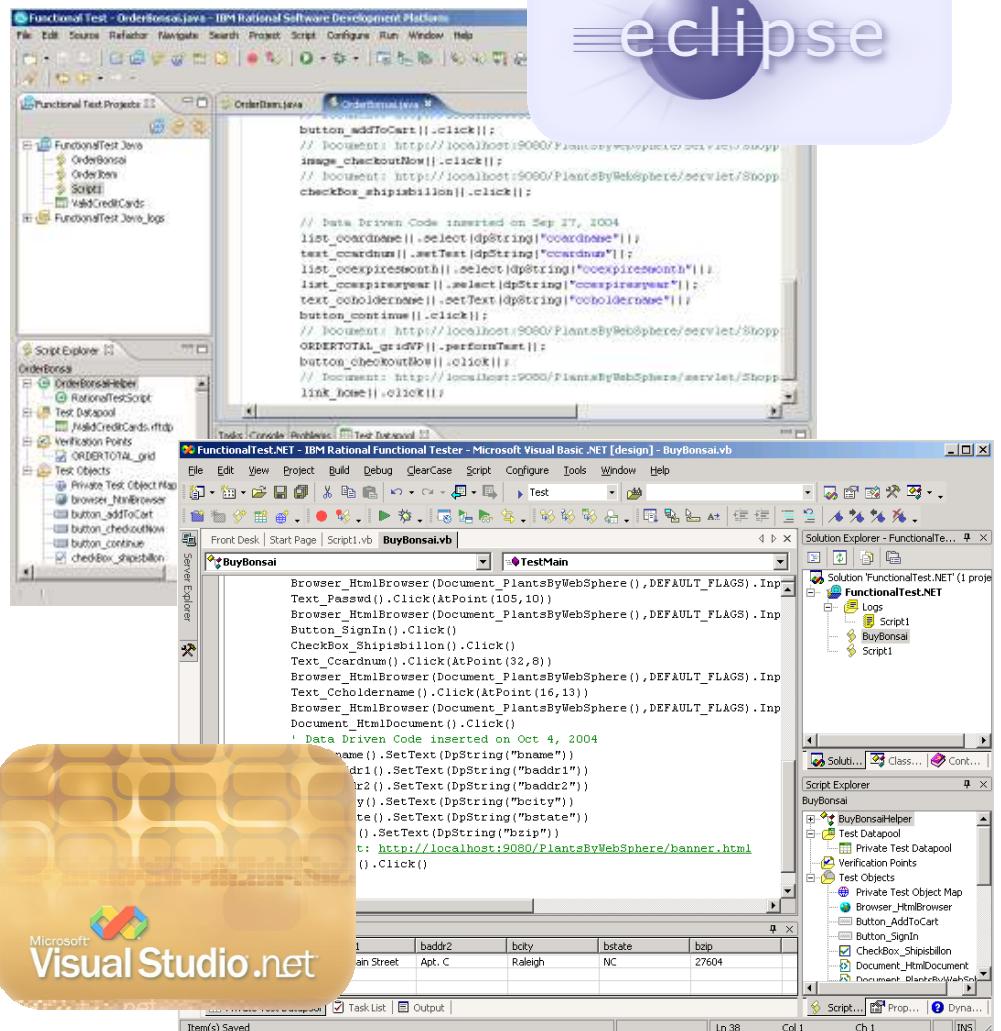


Enhancing Scripts

Powerful, Professional Debugger

- Functional Tester offers two development environments
 - ▶ Eclipse based IBM Software Development Platform
 - ▶ Visual Studio .net

- Both environments offering powerful debugging features
 - ▶ Code assist editors
 - ▶ Step debugging
 - ▶ Variable watches
 - ▶ More...



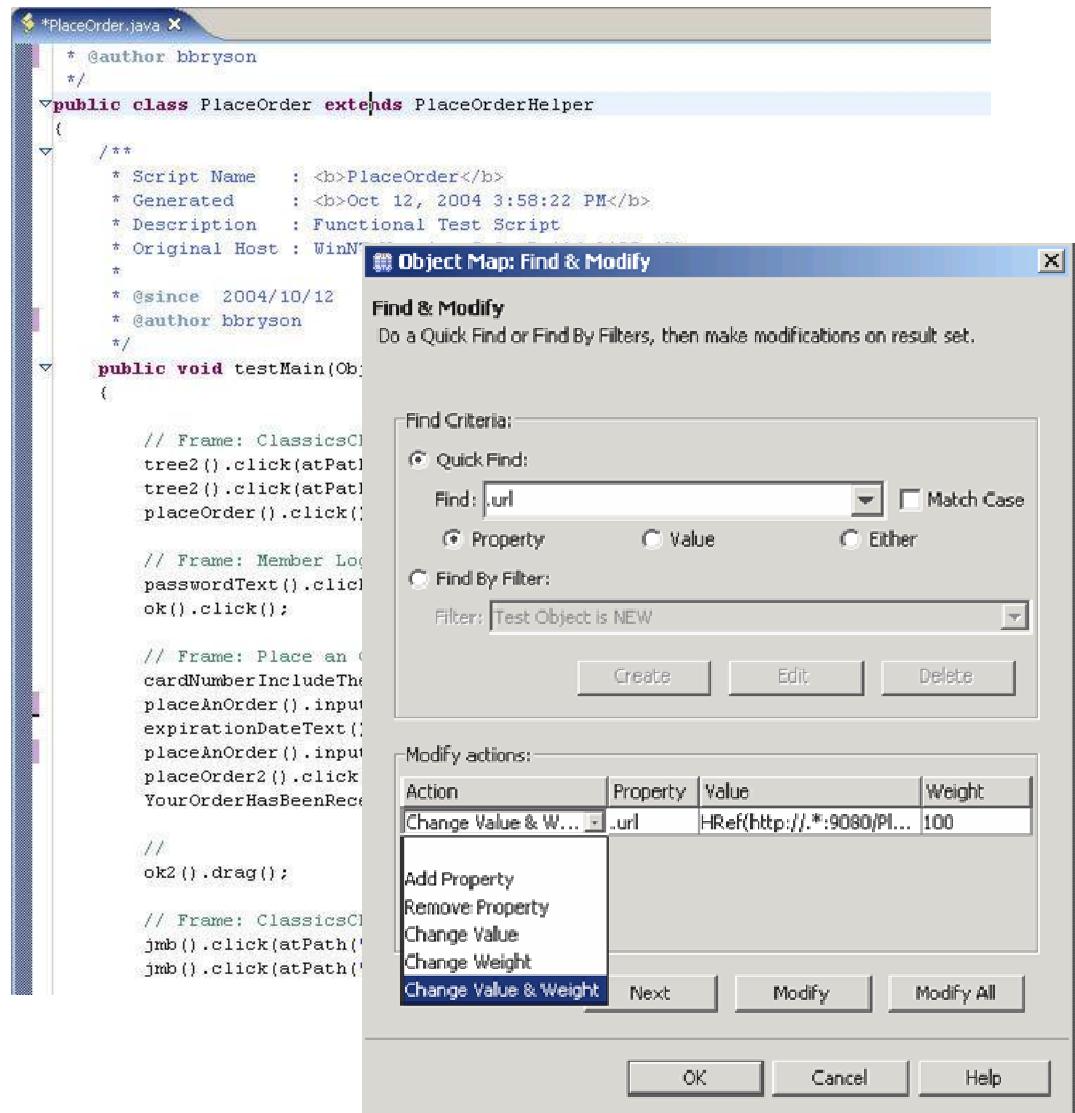


Enhancing Scripts

Object map editing flexibility

- Script Maintenance can outpace script development as the volume of tests grows

- Functional Tester includes an Object Map update tool which enables batch updates to a centralized object map
 - ▶ Reduces time spent fixing individual scripts
 - ▶ Frees up more time for script development

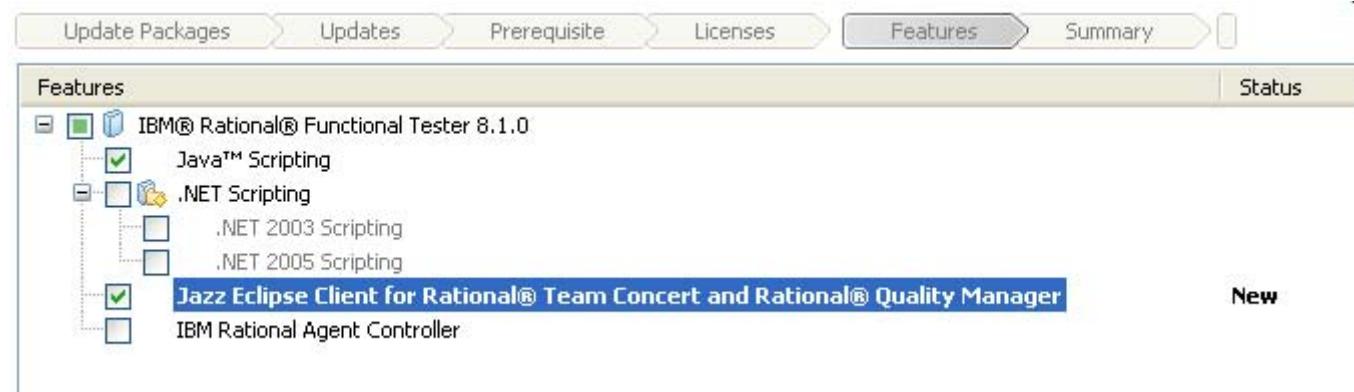


The screenshot shows a Java code editor window for a file named *PlaceOrder.java. The code defines a class PlaceOrder that extends PlaceOrderHelper. The class contains several comments and a main method. Overlaid on the editor is a 'Object Map: Find & Modify' dialog box. The dialog has two main sections: 'Find & Modify' and 'Modify actions'. In the 'Find & Modify' section, the 'Quick Find' tab is selected with 'Find: .url' in the input field. There are three radio button options: 'Property' (selected), 'Value', and 'Either'. A 'Filter:' dropdown menu is set to 'Test Object is NEW'. Below these are 'Create', 'Edit', and 'Delete' buttons. In the 'Modify actions' section, there is a table with columns 'Action', 'Property', 'Value', and 'Weight'. One row is visible: 'Change Value & Weight' for property '.url' with value 'HRef(http://.*:9080/Pl...' and weight '100'. Below the table are buttons for 'Add Property', 'Remove Property', 'Change Value', 'Change Weight', 'Change Value & Weight', 'Next', 'Modify', and 'Modify All'. At the bottom of the dialog are 'OK', 'Cancel', and 'Help' buttons.

Enhancing Scripts

Jazz Team Collaboration

- Rational Team Concert enabled
 - ▶ Assets maybe managed within Jazz SCM
 - ▶ RFT user can use standard source control features available in RTC – Install RFT and RTC in same package group
 - ▶ RTC 2.0 as an optional feature in RFT



Effective Test Automation

Executing Tests

- Scripts are executed, discrepancies are noted
 - ▶ Scripts are executed and test logs created
 - ▶ Test logs are highlight differences between actual and expected results
- Key considerations when executing scripts
 - ▶ Reliable playback with ScriptAssure
 - ▶ Remote and local playback on various platforms



Functional Tester Highlights

- Central object map with ScriptAssure object weighting
- Flexible results reporting
- Dynamic data validations without coding

Reduce Test Script Maintenance

Reliable Playback with Script Assure



Version 1.0

Account # / Log In ID	Password
<input type="text"/>	<input type="password"/>
<input type="button" value="Log In"/>	
Click here to save your start page! <input type="checkbox"/>	

Tester Sees

Version 2.0

Customer Log On	
User Name:	<input type="text"/>
Password:	<input type="password"/>
<input type="button" value="Log On"/>	

Tool Sees

Property	Value
.class	Html.INPUT
.classIndex	0
.id	button1
.name	userLogin
.type	submit
.value	Log In

Property	Value
.class	Html.INPUT
.classIndex	0
.id	button1
.name	userLogin
.type	submit
.value	Log On

Match!
Verification Point Passes



Executing Scripts

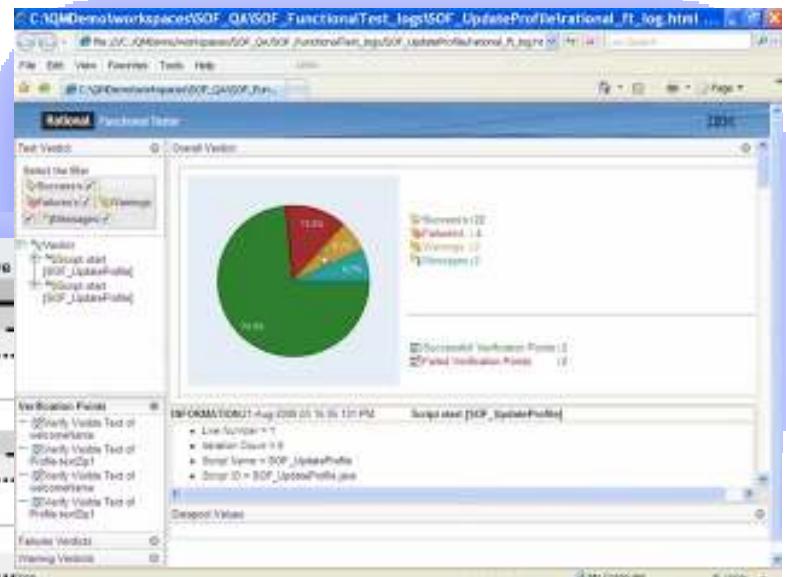
Reporting fits your organization's needs

- Following execution results can be viewed and stored in many ways:
 - ▶ Viewed and stored in an XML or HTML format
 - ▶ Centralized in Rational Quality Manager
 - ▶ Adobe® PDF 7 and 8 documents

Rational Quality Manager

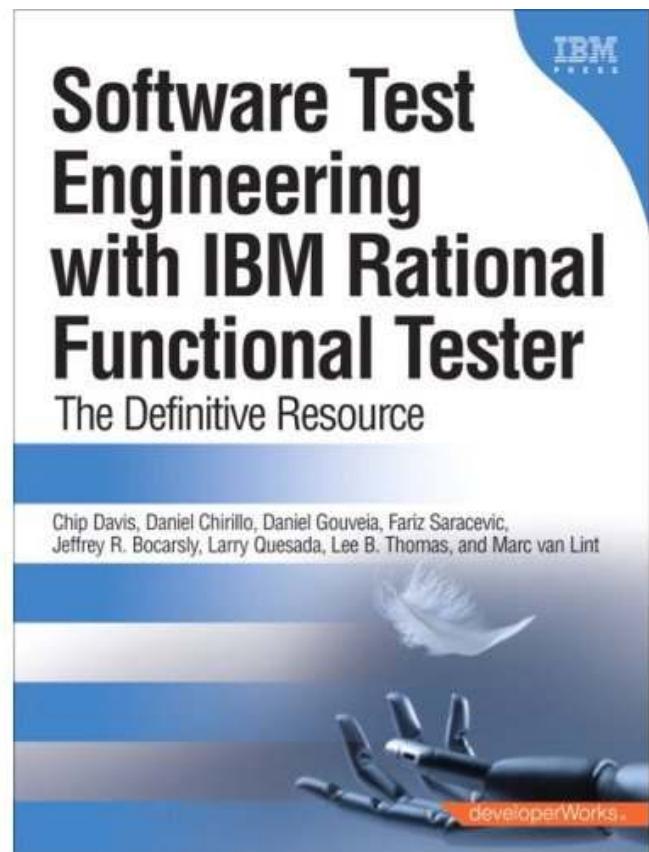
Test Iteration	Tester	Configuration	Test case	EWI ID	Weight	Points Passed	Points Failed	Points Blocked	Points Inconclusive
M0					320	160	0	0	0
	ADMIN	SAMPLE_AMDx86_WinXP IE	Accessibility Web UI Test 3	1	95	95	0	0	0
				2	95	95	0	0	0
	donald	SAMPLE_Intelx86_WinXP_Firefox	Performance Web Services Test 2	3	65	0	0	0	0
				4	45	0	0	0	0
		SAMPLE_x86_Linux_Firefox	Accessibility Web UI Test 4	5	20	0	0	0	0
	larry	SAMPLE_Intelx86_WinXP_Firefox	Functionality Security Test 8	6	65	65	0	0	0
				7	65	65	0	0	0

Functional Tester XML



Supporting resources

- IBM Internet – Technotes
- DeveloperWorks – Forum
- Publication – Software Test Engineering with IBM Rational Functional Tester



DEMO

What You'll See:

- Rational Functional Tester



Break