

GOOD ENOUGH SOFTWARE

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... BUT YOU'RE NOT EVEN A QA!

DEFINING "GOOD
ENOUGH"

HOW FIT IS THE SOFTWARE
FOR ITS PURPOSE?

WHAT EVEN IS ITS PURPOSE?

WHAT HAPPENS IF IT GOES
BANG?

QUESTIONS WE
SHOULD BE ABLE TO
ANSWER FOR
OURSELVES

ARE WE SOLVING OUR
CUSTOMERS' PROBLEMS?

HOW WELL IS OUR SOFTWARE
PERFORMING IN
PRODUCTION?

DO WE HAVE AN ACCEPTABLE
ERROR RATE?

WHAT EVEN IS OUR ERROR
RATE?

IS OUR SOFTWARE FAST
ENOUGH?

WE'VE FOUND A BUG! NOW
WHAT?

HOW FAST CAN WE GET
FROM IDEA TO VALUE?

HOW DO WE HONOUR OUR
BROADER SOCIAL AND
ETHICAL RESPONSIBILITIES

MEASURES OF SOFTWARE QUALITY

HOW MIGHT WE QUANTIFY EACH OF THE FOLLOWING?

ALIGNMENT TO CUSTOMER
NEEDS AND GOALS

SUPPORTED TRANSACTION
VOLUME

FAILURE RATE

MEAN TIME TO DETECTION
OF A FAILURE

MEAN TIME TO
REMEDIATION OF A FAILURE

INFRASTRUCTURE COST TO
OPERATE

COST, TIME AND RISK TO
ADD FUNCTIONALITY

ADAPTABILITY TO CHANGE

AMENABILITY TO SCALING OF DEVELOPMENT TEAMS

AN INCONVENIENT
TRUTH

SOFTWARE QUALITY IS NOT
ABOUT TESTING!

AUTOMATED TESTS ARE A
MEANS TO AN END.

SO... WHAT END, AND HOW
DO AUTOMATED TESTS HELP
AND HINDER?

WHERE COULD WE
BETTER FOCUS OUR
EFFORTS?

RELEASE ENGINEERING

PRODUCTION
MONITORING, ALERTING
AND INSTRUMENTATION

CODE QUALITY AND DESIGN

CUSTOMER INSIGHTS

SECURITY

FAULT TOLERANCE, DISASTER
RECOVERY AND BUSINESS
CONTINUITY

RED TEAM

IF YOU TAKE JUST
ONE THING AWAY
FROM THIS TALK...

YOUR ROLE IS NOT TO JUST WRITE TESTS.

YOUR ROLE IS NOT TO WRITE TESTS.

YOUR ROLE IS SO, SO MUCH
MORE THAN THAT.

THANK YOU