CS-250

Journal Week 4

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***Directions***

*In this third journal assignment, you will think about your work as the product tester for the travel booking software and how you interpret the user stories to develop test cases. Consider the following questions to guide your journal assignment:*

* *What elements of the user stories were the most helpful in developing your initial test cases?*
* *How critical are communications between you and the Product Owner during the development of the test cases? How can the Product Owner be helpful during this phase?*
* *What was missing from the user stories that would have been helpful?*
* *How might you go about getting this additional information?*
* *Create a sample email that would effectively explain your needs and prompt a proper response. Be certain to identify the recipient of the communication and the specific information you expect to receive.*

*NOTE: Citations are not used here as these are my own ideas as my understanding has developed from the readings and personal experience inside an agile/scrum team dynamic and as a previous test engineer in industry. This is a self-reflection assignment, not a peer reviewed publication!*

Having worked as a test engineer in the past, developing test cases comes in many forms. For developing the initial test ideations, the end goal of what to see achieved is a key point in ensuring both the test case and the user story will yield the desired results. While mildly helpful, the priority tends to be a less useful information field in most instances. A test case could be deemed highest priority, but if the sprint is not working that user story, the priority is zero when compared to stories that are actually being worked.

What is more useful is exact example outputs of what the test is supposed to look for, when it comes to testing, especially in automations, are specific triggers that can be tested for. What is the picture size, what encoding is the picture supposed to be in, JPG, GIF, etc. What font size and color, what is the background colors, these are all easily metrics to check for as the information can easily be scraped from the web UI as presented to the user interface.

The transistions would ideally be presented in a UI flow chart, but often this is only done for products with a fixed user interface that won’t change, but ideally it would be well thought out. Without these specifics, it is much harder to create an automated workflow unless you use more scripted routines which can be much more prone to constant adjustments especially if the UI is monitor size dependent, or changes in the zoom factor need to be considered.

When these details are not available, the product owner plays an important role in being a key decision maker when such questions are presented, but these questions need to be raised early in the development cycle to allow both the tester and the developer to develop their respective products on the same set of behaviors and requirements. The tester often works ahead of the developer (otherwise its hard to have continous testing), so if the details are gathered in real-time it causes higher rework overhead for the testing department.

As the tester, its important to gather the requirements from the product owner after presenting an initial impression (quick chicken scratch) of the expected outputs to ensure the product owner is in agreement with how the data will be presented.

In a real-world scenario, I would ideally sit in person with the product owner and the developer so we can all have the same insights before work commences. If the product owner is not available in person, emails, team chats, and scrum masters can all be used to facilitate the conversations, but the more real-time the conversation is, the clearer the outputs will be.

Example email:

Attn Product Owner for SNHU Travel:

*Please note that we need your response to these inquiries* ***by end-of-business tomorrow*** *to prevent delays in development.*

In developing the test cases and implementing development plans for the upcoming top 5 destinations story that is being kicked off this sprint, I found that I did not have a clear understanding of the final implementation requirements and want to clarify to ensure we are presenting a product that aligns with the desired outputs.

Some important details that we would like clarified:

* Are there specific font requirements for the actual font used, fore color, back color. Do we need to implement ADA requirements?
* What are the size and format expectations of the images to be shared, are these dynamic based on screen size or are they fixed?
* Is there a visual organization desired? Do the options flow from top to bottom in a vertical slider, left to right on a horizontal slider, etc.
* Do we need to show the price range per option, or how is that determined when filtering by price?
* Are the options hyperlinked from the presentation, or how does the user access the bookings UI?
* Are there any UI transition maps available?

We have created a top down vertical slider as an example of what we are visualizing but would appreciate if you could review and markup as required and provide back a visual workflow example (basic boxes text, etc is fine, just represent the actual data and we can fill in the actual data from the database).

Also of note on the database details, please ensure that there are at least 5-8 basic destinations resaonably fleshed out available that we can use as controlls in our development work. These will become our implementation of the testing use case examples for ongoing regression testing as development proceeds.

Again, we appreciate your valuable inputs to help ensure we provide the best working version we can while meeting the critical deliverables and timelines.

---Tester