**Speaker 3**

**Kieran Cummins**

Kieran works at **Altify** as Quality Manager with six years of experience in Electronic Manufacturing

Altify is a cloud based solution which help Sales organisations to sell smarter and better. It is a indigenous Irish software company.

The sales methodology is to deploy a product to SalesForce and they in turn provide customer info through a platform.

**How did I get in here?**

1994 Diploma in Mechanical Engineering

1995 Production Engineering

1996-1998 Worked in Manufacturing Engineer at Dovatron

1998-2002 Production/Application Engineer at 3Com.

2002 Applied Computing

2001 Worked in Tech Crash and was made redundant

2004 BSC in Computer Science

2004-2009 Senior Software Engineer (Java, XML, XLST) at Open Jaw

2009-2012 Quality Manager at Open Jaw

2012- Present Quality Manager at ALTIFY

Kieran started explaining first what ALTIFY does, which is to provide sales methodology in software sellers. Mentioning 15 years of experience with 6 of those years as developer and the other 9 years as Quality Manager. Giving us a little explanation as well about selling systems, saying that having a product, wrapping it up in a bag and simply trying to sell won’t work. There is a process, and when there is a lot of money involved and a lot of people involved these sort of services can be vital.

So they deploy to SalesForce, which is an application and also a platform. It is a customer relationship management (CRM). Basically what they do is provide you a platform where you store all of your customer information, so you can put all your accounts, opportunities, leads, etc. into one central location that is accessible to everyone in your company. Sales people can forget what they have done in the past or not get on top of everything, depending on how big the company you work for is. And that’s where SalesForce fits well.

Kieran also mentioned that when he is looking for people to work with or hire, basically he isn’t looking for a genius that may be pissed off with the job in a couple of weeks, but looking for people keen to learn and more passionate about new challenges, even if the candidate doesn’t have much experience. The beginning might be hard because of the lack of experience but once you are keen to learn it will all pay off in time.

**Testing**

Kieran has a lot of testing involved on his role at ALTIFY, he find defects trough inspecting, having to prevent defects as well, check if it meets the requirements, and test quality into the process, which is a quality assurance. There is two ways of testing the traditional approach or the modern approach which implements Agile. Traditional approach for a tester is that they work by measuring quality, validate requirements, they quality assure. Comparing a situation where if you work on a manufacturing company and you get the final product to test isn’t as complex when you are testing software. Usually when testing a software the tester isn’t involved in the process of development, so the tester doesn’t know anything about it and it can be difficult.

The Agile approach, or the modern approach, is more about having more of confidence in your team rather than working on a system where you have your manager telling you what to do. If the job is more fulfilling you are more likely to do it better, so testing isn’t only the responsibility of the tester, but of the entire team.

Integration is the key, you don’t want a team where this guy does this, that guy does that and so on, you want a team where everyone is involved, everyone has responsibilities and where communication is extremely important, along with feedback.

Feedback is very important on every part of your testing, getting feedback from your unit testing, from your deployment testing and from the entire cycle so if you can do this every week you can only avoid damage doing this. In the modern world things change so quickly so it’s easy to lose track. So you have to have an Agile module to keep on top of things and that’s the way that software development is going.

Someone told him that amazon put stuff on production every 5 minutes and that doesn’t sound possible, right? But they have a buffer functionality that will push their stuff into production continuously, or like continuous integration, which is to keep pushing small functionalities or changes that many people won’t notice and if you get it wrong you always can come back.

Many managers don’t feel confortable with an Agile system because they feel the need to tell people what to do and when to do it. In an Agile system everybody is a bit more equal, working as team, so the Agile system has still not been applied in all companies.

If your system is too complex is hard to test in a sandbox or in a sort of testing environment, it needs the real world in order to verify that is something that works. So there are many different ways of testing, and many steps of a testing process, we will talk about two different techniques:

**Black Box-** Unconcerned about internal structure of code, test data is derived from requirements, provide input and observe output. Ex: Boundary-values analysis or equivalence partitioning.

**White Box-** Check internal code, test data derived by examining code logic. Ex: Statement coverage, Decision coverage, condition coverage.

Testings are managed in a very formal way and the traditional approach will look for:

* - Test planning & Control
* - Test analysis & Design
* - Test implementation & Execution
* - Evaluate exit criteria & Reporting

**Session Based Testing**

An exploratory test approach, developed in 2000 by Jonathan and James Bach. Aims to provide rapid defect memory, creative on the fly test design and management control (not ad hoc).

Elements of a session based testing is a goal or agenda for a test session to add or change anytime a list of ideas.

Created from a specification test plan or by examining results from previous sessions. It is uninterrupted period of time spent (Time Box 1-2 hours). The testers can explore new issues at this time.

A session report records what happens during the test session commonly recorded in the charter. Kieran also showed us a little video of a bot or script running and checking for bugs or errors in SalesForce. The bot simulates a user creating opportunities, etc. Exploring every part of the platform, and it will print a report in the end.

**Questions & Answers**

Q: Is there any resources that you could recommend for a beginner to look at?

A: Absolutely there is a thing called Ministry of Testing (MoT) great source of testing content also meet ups are great for it.

Q: What kind of documentation would you use when logging in that you detected bugs?

A: What we do is we start a documentation like a story, which is a feature so in Agile you describe what you feature you want to do, or which part of the feature. So you take a collection of stories and check if that is broken enough, if all details given is enough and they estimate. So you can bring that in sprints and they can estimate how many sprints or effort is necessary. So the kind of documentation you want to see is an epic and story. Epic is many stories together.

Q: Why would you log and document a bug and not deal with the issue straight away?

A: A bug should not be logged at all, a tester should report the issue to a developer straight away and solve it. Sometimes logging or report a bug can take much more time than fixing the bug itself.

Q: What is a “Sanity Testing”?

A: A Sanity Test is basically a quick pre merge test on obvious features of a project.





