

Date	16.8.2020
Type of interview	Focus Group (Online)
REF ID :	AT1
Case ID	C1

First section : General Demographic information

1. **What is (are) your current position(s)?**
Senior QA Team Leader
2. **How many years of work experience do you have in IT and software development industries?**
11 year
3. **How many years of work experience do you have in software testing, in specific?**
11 years
4. **What type of business is it ?**
Networking, Data validation, HR system, Data analysis .
5. **What is your highest academic degree?**
Bachelor (Computer engineer)
6. **What is the size of your company (number of employees)?**
330
7. **How many team members are working on a single project?**
5 members

Second section: General Demographic information

8. **What is (are) your current position(s)?**
Senior QA Team Leader
9. **How many years of work experience do you have in IT and software development industries?**
12 years
10. **How many years of work experience do you have in software testing, in specific?**
10 years
11. **What type of business is it ?**
Semiconductor, Cisco network, Chat platform, CRM, Communication .
12. **What is your highest academic degree?**
Bachelor (Computer engineer)
13. **What is the size of your company (number of employees)?**
330

14. How many team members are working on a single project?

3 members

Third section : General Demographic Information

15. What is (are) your current position(s)?

QA Manual Testing Engineer .

16. How many years of work experience do you have in IT and software development industries?

2.5 year

17. How many years of work experience do you have in software testing, in specific?

2.5 year

18. What type of business is it ?

Networking app .

19. What is your highest academic degree?

Bachelor (Computer engineer)

20. What is the size of your company (number of employees)?

330

21. How many team members are working on a single project?

4 members

RQ1: To what extent do testing approaches influence the success rates of outsourced projects?

1. What is the nature of outsourced software projects in this company ?

Company projects are: Hotel prices application, Communication app and Network projects which manage and control networking and servers.

2. What are the testing requirements/expectations by the customer/ client ?

Testing requirements come from clients, from marketing and QA teams such as Jenkins, server and data. In general, Requirements need three weeks development, 2 week testing. Further, testing needs approval before launch and 90% from the test plan should be covered .

3. Is there any standard/formal testing requirements asked by the customer ?

Yes we depend on good User experience, security , performance , sanity testing and network condition tests . Sometimes customers need advice from QA teams . Documentation and reporting are so important.

4. Can poor/inadequate testing processes jeopardize project success ?

Yes , there are many factors depend on success of projects such team not qualified, critical bug after production and bad time allocation . Moreover , Testing Processes are weak if management is bad , no control, poor testing, customer bugs , test plans are weak, missing cases.

RQ2: What are the currently applied testing methods and how effective they are?

1. What are the processes in the software testing phase ?

We used agile methodology in our projects agile methodology. Our projects consist of many features come , select components and flow , positive and negative test cases . Projects have many sprints and for each sprint we select features. Sprint requirement from project manager , new feature scale , limitation . All of the teams join Demo which is presented by the development team. Then we select a test plan and make it and discuss it with all QA team members . In the time of cycle we make execution then report all of the results and make analysis . We used different platforms such as Desktop , web , mobile applications.

2. What are the methods that are applied in the Software testing phase in your teams ?

- Automation Testing
- load testing

- Code review for Automation
- Unit testing for automation framework
- Blackbox testing
- Regression Testing

3. Which test frameworks/tools do you use in your company ? (explain)

- Tracking bugs : Jira
- Test Case managements: TestRail , Hp-Alm
- Communication : Slack , MS-teams

4. Which test automated frameworks/tools do you use in your company? (explain)

- Selenium Java
- Appium automation mobile
- Manual testing , automation for mobile applications
- Automation 40%.

5. What are the prevention techniques you use to enhance team quality ?

There are many prevention techniques such as: increase Communication inside the team, with other team members and clients. Increase code and tests review.

Reduce missing cases and requirements should be clear. Time is an important factor

Personality is so important and development skills. Process should be clear between modules and this will lead to increased quality of projects. Increase integration between modules.

RQ3: To what extent do graduates of local universities possess the required knowledge in software testing techniques?

1. Do the Students Who come from university have good skill or knowledge of software testing ? (explain)

No, these days universities begin to enter testing courses and fresh students need training before any interview or joining any testing team. Students in general have zero experience, no background of software testing or testing methodology or approaches. one good characteristic about testing is self learning so anyone can work.

2. Does your organization have a training program ? Are there any challenges for providing software testing training ?

Training program has good material for any novice testers and students.

Training gives for manual testing and test Concepts 10 days and automation, UI testing and API testing one month . This training gives the opportunity to make them junior and ready to join .

3. Are there any special courses in university software testers should take ?

There is a course for validation and verification which talks about the basics of testing. It is an elective course for engineering.

4. Do you have any recommendations for the future testers?

We advise to have at least good knowledge in manual testing, mentality of testing and why I make testing. ISTQB foundation level is important to understand. English language is an important factor. Moreover, at least have good experience about any programming language to make them ready for automation training. it's not easy without programming experience, object oriented and data structure programming skills. Further, students think QA is not more important . Communication skills are so important for good QA. These days , QA teams should think about continuous integration and continuous delivery CI/CD and DevOps.