

Date	20.8.2020
Type of interview	Single Interview (Online)
REF ID :	FH
Case ID	C3

First section : General Demographic Information

1. **What is (are) your current position(s)?**
QA manager
2. **How many years of work experience do you have in IT and software development industries?**
4 years
3. **How many years of work experience do you have in software testing, in specific?**
3 years
4. **What type of business is it ?**
Restaurant system
5. **What is your highest academic degree?**
Bachelor (Computer Engineer)
6. **What is the size of your company (number of employees)?**
75
7. **How many team members are working on a single project?**
14 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 ?

Our system is a Restaurant system with many modules and categories .System module can scheduling, reporting, accounting operations, Operation, historical record. System helps restaurants to organize, prepare recipes and cookies,and manage employees.

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

There are a huge number of clients, each team has a product owner who speaks with clients. Product owners who show their work to clients and explain ideas for the team. They show the goals of features, limitations and suggestions. Some clients ask for special features. QA teams approve features by asking clients if they care or not.

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

New ideas come from product owners who suggest features, discover ideas, buy new products.

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

Yes , testing is an important phase and products need approval from testing teams.

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

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

Before 2 years we used the waterfall, then these days we use an agile system.

Each sprint 2 weeks . Product owners discuss with team leaders and qa teams about all of the stories, then team leaders communicate with developers, then sprint begins to write a test case . scenario . code review and execute test cases.

We depend on story pointing, each team has velocity points. QA also makes a demo for the product owner .Furthermore, we used different platform such as web development and mobile app (IOS , Android)

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

- Manual tests .
- Black box .
- Smoke test
- Performance , load tests : some features .
- Automation

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

Test project, reporting bugs documentation test cases : Zephyr

Jenkins

Subtask-defects, open bugs, stories : jira

Record video : Snagit

Communication : Microsoft's Teams , Discord

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

Mobile (ios , android) : Appium

Web application : Cypress UI

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

We used many prevention techniques such as reducing Client defects, and discovering root causes . Each 3 month summarize defects .Also, we should increase regression, smoke tests and communication. Further, Developers should have good Experience and product owners should be clear .

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, students are weak, and sometimes novice testers who have 1 or 2 years experience are weak .

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

Yes , Training programs are : Automation course for 1-2 month and course for manual 2 week. This training is important and essential due to students who join company, do not have knowledge .

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

No course , universities should have courses about the software testing principle and Introduction to automation too.

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

Our recommendation is to learn more about testing technologies, automation tools, to discover what is projects inside companies, and learn how to write test cases and process, and know if companies care about testing phases.

There are many factors , challenges that affect testing teams such as : good salaries reduce and prevent testers from leaving their teams, More communication and arranging

more meetings. Increase english Language, and there are many challenges such as there is a lack of testing study and research, and less communication with other companies and no community.