Date	18.8.2020
Type of interview	Single Interview (Online)
REF ID :	PR
Case ID	C2

First section : General Demographic Information

1. **What is (are) your current position(s)?**

   QA Team Leader

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

   10 years

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

   10 years

4. **What type of business is it ?**

   Semiconductor , Chips software

5. **What is your highest academic degree?**

   Master (Computing) , Bachelor (Electrical engineer)

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

   120

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

   7 member

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 ?**
   Software helps to create chips and semiconductors, also to validate, improve, analyze results and monitor .

2. **What are the testing requirements/expectations by the customer/ client ?**
   Requirements come from clients like Toshiba, HP and application engineers and with customers directly sometimes. At least 40% of software cycles for QA teams due to testing is important .

3. **Is there any standard/formal testing requirements asked by the customer ?**
   Procedure and plan from the testing team, and the company decides the testing standard company .

4. **Can poor/inadequate testing processes jeopardize project success ?**
   Of course , less testing is low quality and releases will not be launched without approval Developer experience and requirements should be clear .

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

1. **What are the processes in the software testing phase ?**
   Team doesnt used agile methodology but cumulative phases
   Scenario is application engineers bring requirements and write test plans for test cases. then test Cases execution . After that if there are any defects teams should fix it .

2. **What are the methods that are applied in the Software testing phase in your teams ?**
   ● Black box testing
   ● Performance testing
   ● Load testing
   ● Manual testing
   ● Regression testing
   ● Automation testing
   ● Code review for Automation
   ● Some cases use play and records method

3. **Which test frameworks/tools do you use in your company ? (explain)**
   ● Bug tracking , opening , reporting , following : Jira
   ● Test matrix , name of cases : Google sheets
   ● Communication : Skype , RingCentral

4. **Which test automated frameworks/tools do you use in your company? (explain)**
   - SoapUi : Api testing
   - Testcomplete : automation
   - Backend : Java framework
   - UI : selenium
   - Web desktop , no mobile application
   - All of the browsers .
   - Manual 70% ----- automation 30%

5. **What are the prevention techniques you use to enhance team quality ?**
   There are many prevention techniques such as reducing critical bugs and missing cases. Test Plan should be clear and with full details . Further, Testing phases are so important and development is not good without testing . Also, automation testing needs time and hard work (time , effort) . Good management will lead to success such as care about employees and prevent them from leaving .

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 have zero experience, they are very weak .

2. **Does your organization have a training program ? Are there any challenges for providing software testing training ?**
   Training program about software testing, manual and automation testing for 2 month.

3. **Are there any special courses in university software testers should take ?**
   No , there is just one course called validation and verification .
   There should be courses for software testing and courses for the basics of automation testing.

4. **Do you have any recommendations for the future testers?**
   My recommendation for New testers to increase their english language skills, engineering skills, automations skills. Convince new students that testing is so important the same with developments , Increase communication between teams .