

Date	16.8.2020
Type of interview	Single Interview (Online)
REF ID :	AT3
Case ID	C1

First section : General Demographic Information

1. **What is (are) your current position(s)?**
QA team lead
2. **How many years of work experience do you have in IT and software development industries?**
10.5 years
3. **How many years of work experience do you have in software testing, in specific?**
5.5 years
4. **What type of business is it ?**
Network , Low level testing , Packet transfer, Software management solution for network
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?**
4 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 ?

Company systems are: Network management system which is used for controlling, monitoring network packets, servers. Systems have server side, UI, configuration for network .

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

Requirements come from the customer through the product manager .

Our team created a test plan , test steps . approve a good area of features .

Without Qa approval of release , release cant go .

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

Requirements come from the customer . Not directly with customers .

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

Of course , without QA approval releases cant go ,

Without good testing and understanding the requirements correctly , there will be problems, and testing should cover all areas .

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 especially, daily meeting scrum. Also, we divide features into owners and we write reports weekly. Time depends on feature size .

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

- Full testing cycle .
- Manual
- Automation
- Rest api
- ul testing
- Server side testing
- User flow testing .
- Black box testing .
- Code review for automation testing .

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

- Bug tracking : Redmine
- Test Plan execute create : Hp Alm

- 365 reporting
- PowerPI
- Communication : slack ,MS lync ,MS teams .

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

- Gerit jenkins
- Selenium java GUI
- TestAssure rest api testing
- CLI command . their own framework
- Runner

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

We used many prevention techniques such as testing circulation and distributing features between teams . Also, Make enhancement for automation and focus on it. Increase developer experience and make unit testing .

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. They have misunderstandings about Testing principles and testing level is less than development

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

There are training programs which cover testing, problem of testing, testing goals . ISTQB exams are so important . time factors are so important ex. Our programs need 1 month training .

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

No, there are no courses. Students should take a package of courses about Software testing.

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

Our recommendations are to understand features and requirements so well, more communication with other team members. Good management for the test plans and defects. Testing phase is so important, especially manual and automation testing together and this can be shown as the number of testing teams are increasing in Palestinian Companies.