

Changing the **Context**

CAST 2012

**How a bank changes their software
development methodology**

@huibschoots
@huibschoots





- Context
- Challenges
- Change
- Next steps
- Lessons Learned

Context Rabobank

One of the world's
most sustainable
banks

Founded in the
Netherlands 110
years ago

Major Dutch
Cooperative
Bank

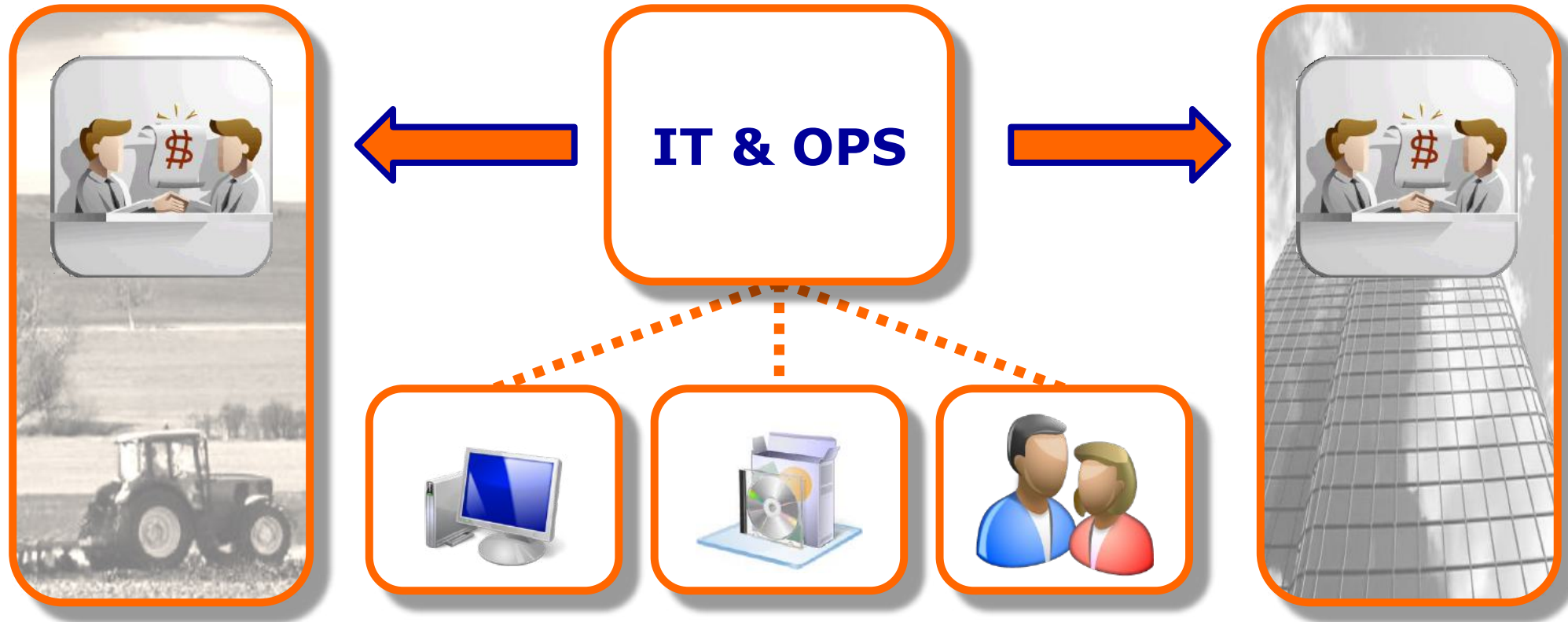
59,700 empl. (FTE)
10 million customers
44 countries

29th biggest &
8th safest bank in
the world
(according to gfmag.com)

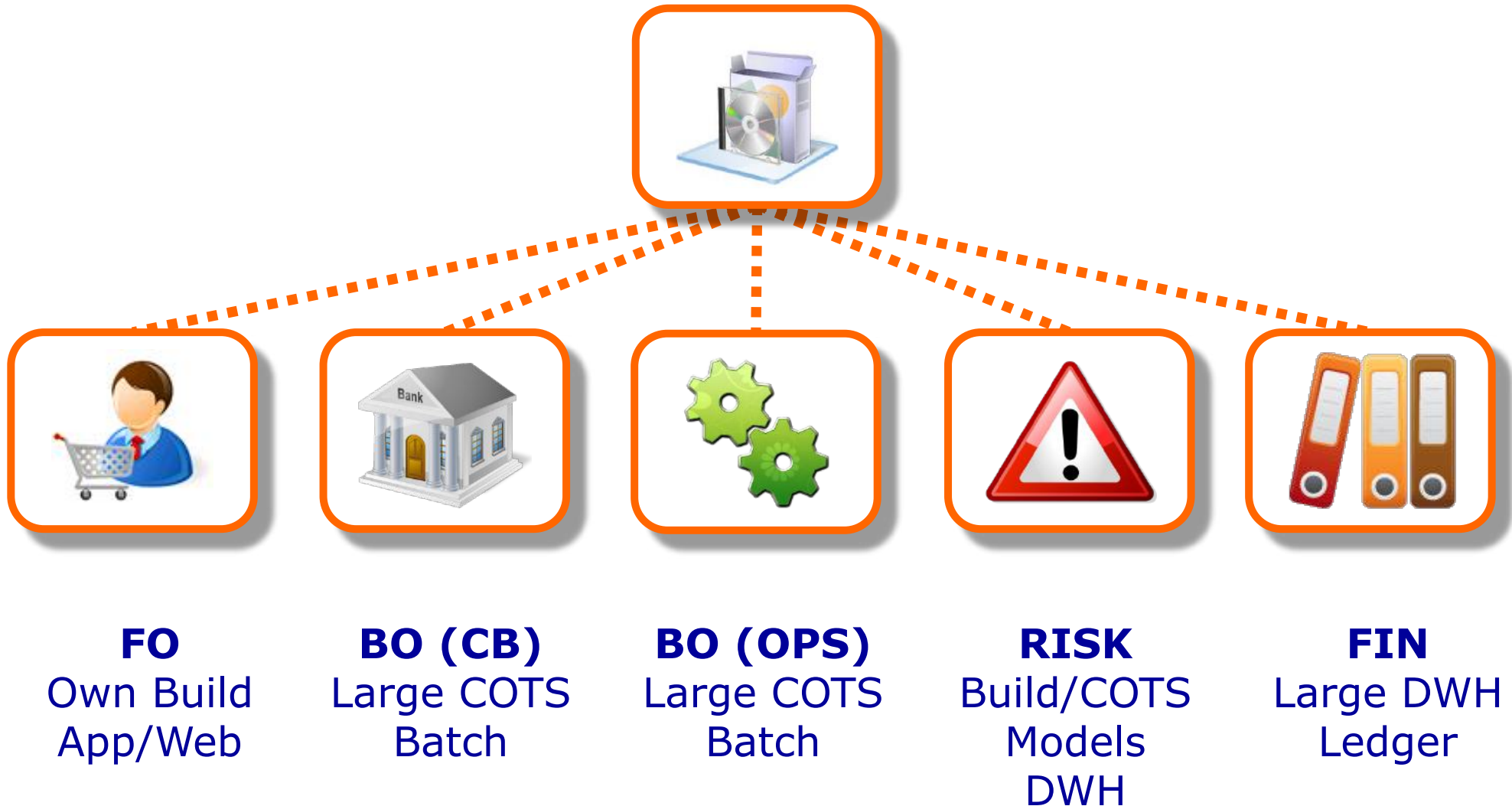
Awarded high
rating by all
rating agencies

Roots in agriculture
practicing
cooperative banking
principles

Context Rabobank International



Context Info. Systems & Development





Challenges



Challenges

- **Testing = operating**
- **Implementation of agile**
- **Process & req. driven**
- **Copy - paste templates**
- **Bad documentation**
- **No buzz or passion**

So, what
happened?





The band
=The
Context-Driven Testing
community
(Obviously)



**DO YOU SEE
THE LIGHT?**



**What
light?**

**YES! YES! JESUS H.
TAP-DANCING
CHRIST... I HAVE
SEEN THE LIGHT!**



**HAVE YOU SEEEEN
THE LIGHT?**

Change



**Change
Ahead**



The “change”

- RST
- Heuristics
- Passion
- Thinking
- Skills over knowledge

Agile as a lubricant





Agile as a lubricant

- **First OpenUp, later more “agile”**
- **Different way**
- **Shorter time box**
- **Collaboration**
- **Low Tech Dashboard**



**Being passionate is
contagious**





Passion = contagious

- **Testing Dojo**
- **Intervision**
- **Different conferences**
- **Conference speakers**

A dramatic photograph of a large, curling ocean wave. The wave is a deep blue color, with white foam visible at the crest and base. The sky is a clear, bright blue. The text "2nd Wave" is overlaid on the right side of the image.

2nd Wave



2nd Wave

- **Concurrent testing**
- **Exploratory testing**
- **Mind Maps**
- **Work groups**

A scenic landscape featuring a two-lane asphalt road with a yellow dashed center line and white edge lines. The road curves gently through rolling green hills. In the distance, a line of dark evergreen trees marks the horizon under a bright blue sky filled with large, fluffy white clouds. The text "The road ahead" is superimposed in the center of the image.

The road ahead



The road ahead

- **SBTM**
- **Test automation**
- **Coaching**
- **Practise**
- **Evaluate / retrospect**
- **Collaboration**

**What made
it work?**





What made it work?

- **Step by step**
- **Being passionate**
- **Adapt to context**
- **Community**
- **Persistence**
- **Questioning**

**What didn't
work?**





What didn't work?

- Only training
- One time only
- Project pressure
- Big chunks
- Not willing to change

**What gave
the change
a big boost?**

Two hints!





Saint Michael



Or “just” Michael?



Saint Michael



and agile of course

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