

“Advancing the understanding of the science and practice of software testing according to context-driven principles.”



August 3 - 5, 2015  
Grand Rapids, MI, USA



# CAST

## “Moving Testing Forward”

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Mobile Schedule

# Welcome

## Conference Organizers

### Conference Chair

Peter Walen

### Program Chair

Matthew Heusser

### Program Committee

Huib Schoots

Justin Rohrman

Erik Davis

### Facilitation

Dee Ann Pizzica

### Registration

Dawn Haynes

Dee Ann Pizzica



### Keynotes by:

**Karen N Johnson**

**Ajay Balamurugadas**

## What makes CAST special?

### **CAST puts *CONFER* back into Conference:**

At least 1/3 of every session is reserved for facilitated discussion. We also provide additional space for late-breaking presentations and discussions that extend beyond the scheduled time. Conferring with testing practitioners and leaders is part of the program -- not just something that happens after hours.

### **CAST presentations are tied to a theme:**

This year's theme is "Moving Testing Forward."

### **CAST is free from thinly veiled sales pitches:**

CAST sessions are about experience, practice, and ideas -- not just products.

### **CAST contains new content:**

Most of the presentations and tutorials at CAST are first-run content. We've assembled a cast of practitioners and thought-leaders with interesting stories and provoking ideas.

### **CAST has unique tutorials:**

AST has lined up unique interactive tutorials -- led by a recognized thought leader in his or her area of expertise.

Our hope is that CAST helps you advance the understanding and practice of testing -- at your organization and around the globe. You'll have opportunities to share your ideas and learn from thought-leaders, trainers, authors, and peers. CAST is a participatory conference, please participate and enjoy.

## AST Board of Directors

### President

Michael Larsen

### Executive Vice-President

Keith Klain

### Vice-President of Education

Justin Rohrman

### Secretary

Markus Gärtner

### Treasurer

Alessandra Moreira

### Executives at Large

Peter Walen

Erik Davis

# Conference Logistics

## Conferring at CAST

It is our desire that CAST help foster advancement in software testing – both in your organization and throughout the industry.

At CAST we focus on the *confer* part of the word *conference*. Except for workshops, each pre-scheduled session consists of a presentation followed by facilitated discussion about that presentation.

Unless instructed otherwise, you may only ask *clarifying* questions while a speaker is presenting.

Once a speaker is done, it becomes *Open Season*, at which point the floor is opened for discussion.

You will find colored index cards in your welcome packet. These **K-Cards** are used to signal the facilitator. When you want to join the discussion or ask a question please hold up the appropriate card as indicated below.

Please ensure that the facilitator has seen your card and acknowledged it before lowering your card:

**Green:** The **New Stack/Thread** card signals that you have a question or comment unrelated to the current discussion thread.

**Yellow:** The **On Stack/Thread** card signals the facilitator that you have a question or comment that relates to the current thread of discussion.

**Red:** The **Burning Issue** card is to be used only when you are urgently compelled to interrupt a speaker. It can be a point-of-order, an argument, a problem with facility acoustics, or something you need to say quickly because you've been provoked in a meaningful way. If you misuse your red card, the facilitator can confiscate it for the remainder of the conference – so use it wisely.

## Meals

All meals shown on the schedule are included in your registration fee for that day's activities.

We try to provide sufficient food variety to satisfy most dietary needs. If, however, the food served doesn't meet your needs, please speak to the food service or conference staff and they will try to accommodate you.

## AST Elections and Annual Meeting

AST is a non-profit professional association dedicated to advancing the understanding of the science and practice of software testing according to context-driven principles.

AST is run by members who volunteer as a nominated, elected slate of officers. AST elections for the Board of Directors will be held on **Tuesday**. Non-members and Student members may *not* vote. Only Regular members who have been members for at least one month can participate in the voting process.

If you would like to become a voting member for next year's elections, please visit

[AssociationForSoftwareTesting.org/about](http://AssociationForSoftwareTesting.org/about)

The AST Annual Membership Meeting is where election results are announced **Wednesday**.

## Notice

Video recording, audio recording, or live broadcasting of track sessions, workshops, tutorials or keynotes without the expressed written permission of the Association for Software Testing is strictly prohibited.

# About AST



## AST's Mission and Purpose

The Association for Software Testing is dedicated to advancing the understanding of the science and practice of software testing according to context-driven principles.

The Association for Software Testing (AST) is a professional non-profit association that is dedicated to advancing software testing and strives to build a testing community that views the role of testing as skilled, relevant, and essential to the production of faster, better, and less expensive software products. We value a scientific approach to developing and evaluating techniques, processes, and tools. We believe that a self-aware, self-critical attitude is essential to understanding and assessing the impact of new ideas on the practice of testing.

## Our Objectives

Encourage, facilitate, and coordinate partnerships between testing practitioners, testing researchers, non-profits, and business leadership.

Publish content both online and in print containing leading-edge information on testing practice and theory.

Host an annual AST Conference to bring together developers, testers, and researchers in an exchange of testing practices, theories, and techniques.

Support the teaching of software testing by encouraging projects to develop and publish resources that assist classroom presentation, grading, and self-study.

## Who Are We?

We encourage and promote the use of the principles of context-driven testing to help choose testing objectives, techniques, and deliverables for each specific testing situation, recognizing that there are no best practices only good ones in each context.

We are willing to question commonly held beliefs and principles about software development so as to improve the craft of software testing. For example, could it actually be cheaper to fix a bug later in the project lifecycle? Can a test be useful and valid without a predetermined result?

## Why Join AST?

AST was founded with the intention to improve the state of software testing and the lives of testers by raising awareness through events, education, and community. Each member benefits from different aspects of their membership – below are some things you can benefit from as a member.

### Member Benefits Include:

Professional Affiliation	Code of Ethics
Industry Activism	Community of Professionals
Events	Training (BBST Testing courses)
Event and Program Discounts	Blog syndication



## Learn More about AST:

<http://www.AssociationForSoftwareTesting.org/about>



## Guiding Principles

### General

AST is focused on supporting the development of professionalism in software testing, among practitioners and academics, at all levels of experience and education.

AST views software testing as an empirical, technical investigation conducted to provide stakeholders with quality-related information.

AST views software testing as a cognitively complex activity that requires critical thinking, effective communication, and rapid self-directed learning.

AST believes willingness to work collaboratively through controversy is vital to the growth and education of the field and those in it.

AST fosters future generations of leadership in software testing through emphasis on personal growth in both ethical behavior and technical competence.

AST supports the credentialing of software testers to the extent that the credential is marketed and presented consistently with the levels of knowledge, skill and experience that the credential measures or reflects.

AST values all types of instruction in software testing, from all sources, to the extent that the instruction, instructional materials, and assessment are marketed honestly and promote the development of knowledge, skills, critical thinking, and respect for the diversity of well-informed views in the field.

### Governance

AST's leaders make decisions based on AST's ethics, AST's brand integrity, and value for AST members while being mindful of the potential for conflicts of interest for our members, volunteers, and staff.

AST strives toward making the organization self-sustaining through means other than strictly volunteerism.

AST finances its mission through products and services consistent with its nonprofit status, code of ethics, these seven guiding principles, and its high values of quality, relevance, and integrity.

## Training

The AST BBST series attempts to foster a deeper level of learning by giving students more opportunities to practice, discuss, and evaluate what they are learning.

Each AST BBST course includes video lectures, quizzes, homework, and a final exam. Every participant in the course reviews work submitted by other participants and provides feedback and suggests grades.

AST is currently offering the following multiple courses:

### Foundations

This first course (a prerequisite for all other courses in the series) is a basic introduction to black box testing. It presents basic terminology and considers:

- The mission of testing
- The oracle problem
- The measurement problem
- The impossibility of complete testing

### Bug Advocacy

Bug reports are not just neutral technical reports. They are persuasive documents. The key goal of the bug report author is to provide high-quality, well-written, information to help stakeholders make wise decisions about which bugs to fix when. Key aspects of the content of this course include:

- Defining key concepts (such as software error, quality, and the bug processing workflow)
- The scope of bug reporting (what to report as bugs, and what information to include)
- Bug reporting as persuasive writing
- Bug investigation to discover harsher failures and simpler replication conditions
- Excuses and reasons for not fixing bugs
- Making bugs reproducible
- Lessons from the psychology of decision-making: bug-handling as a multiple-decision process dominated by heuristics and biases
- Style and structure of well-written reports

### Test Design

Good testing requires application of many test techniques. Each technique is better at exposing some types of problems and weaker for others. Participants will look at a few techniques more closely than the rest but do not become skilled practitioners of any single technique.

- Gain familiarity with a variety of test techniques
- Learn structures for comparing objectives and strengths of different test techniques
- Use the Heuristic Test Strategy Model for test planning and design
- Use concept mapping tools for test planning

## Training

### AST Black Box Software Testing (AST-BBST) Online Education for Testing Practitioners

The Association for Software Testing is offering a series of online courses in software testing to our members.

Too many testing courses emphasize a superficial knowledge of basic ideas. This makes things easy for novices and reassures some practitioners that they understand the field. However, it's not deep enough to help students apply what they learn to their day-to-day work.

## Silver Sponsors



In 1991, we imagined a new and smarter way to simplify the way people work. We built our solutions from the ground up, shoulder to shoulder with our partners and customers, to give organizations around the world real control over their information, simplifying everyday tasks and giving them the freedom to pursue true innovation.

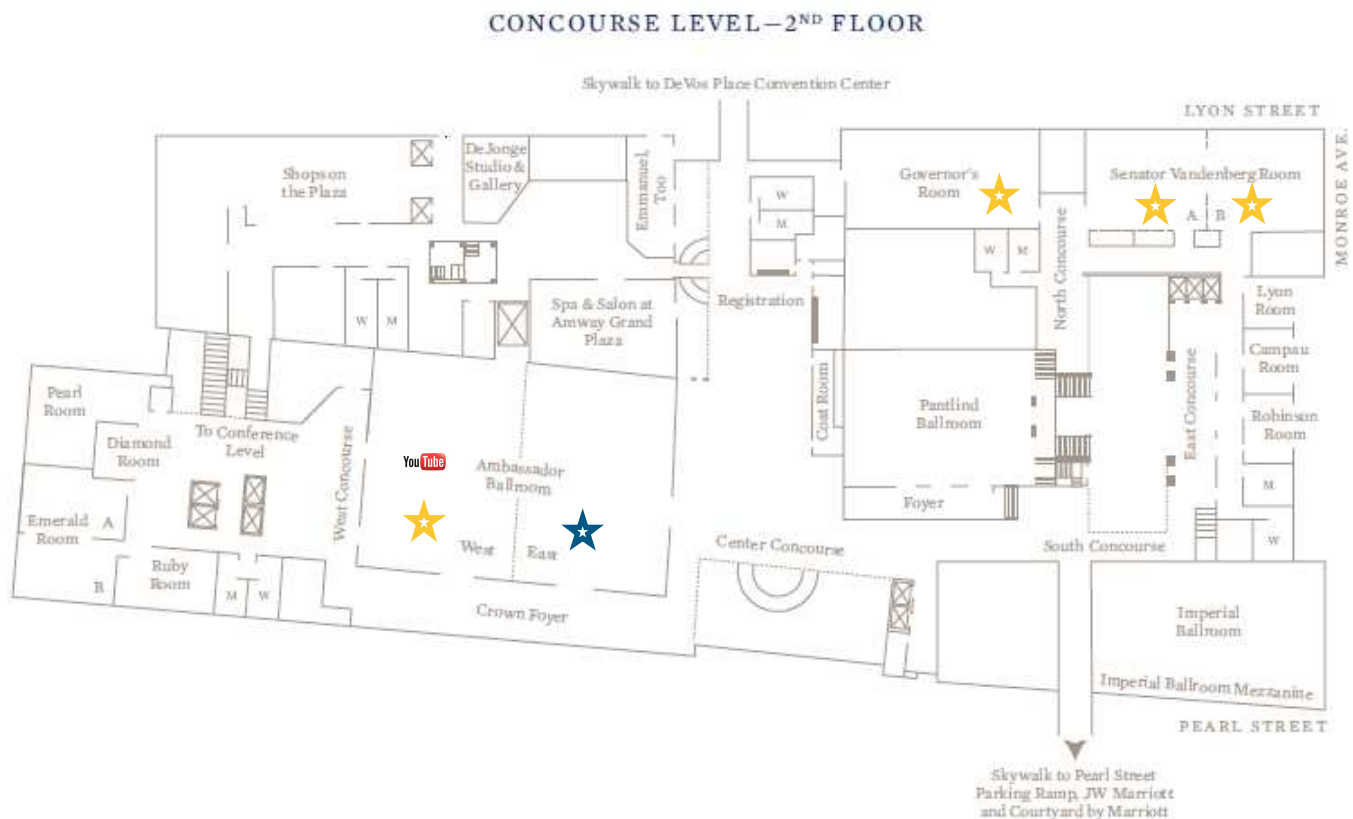
Today, we haven't just changed the way people work. We've changed their entire outlook on what's possible. We measure our success by that of our customers. It's what drives us. And we're not about to stop now.

Let us help you reach your full potential. Discover Hyland creator of OnBase.

[www.OnBase.com](http://www.OnBase.com)

## Map

### Conference Center



## Watch the Videos

Sessions with a YouTube logo will be available online a few weeks after the conference. Subscribe to our YouTube channel to receive updates when they are posted or follow us on twitter (@AST\_News).



# webCAST 2015

- Keynotes
- Sessions
- "CAST Live"








[www.Youtube.com/user/TheASTVideos](http://www.Youtube.com/user/TheASTVideos)



# Day 1 Schedule

Tuesday, August 4

8:00a - 9:00a	Breakfast—Registration Open [Ambassador East]			
9:00a - 9:25a	Welcome [Ambassador West]			
9:25a - 10:45a	Keynote: Karen N Johnson Moving Testing Forward [Ambassador West]			
10:45a - 11:05a	Morning Break [Foyer]			
11:05a - 12:20p	Ambassador West	Vandenberg A	Vandenberg B	Governors Room
	From Test Cases To Context-Driven: A Startup Story Gary Miller You 	Building A Culture Of Quality, A Real World Example Josh Meier	The Context Driven Tester In The Lean Startup Thomas Vaniotis	Learning To Lead: Making An Impact By Improving Yourself Carol Brands
12:20p - 1:30p	Lunch (Membership Meeting & Elections) [Ambassador East]			
1:30p - 2:45p	Ambassador West	Vandenberg A	Vandenberg B	Governors Room
	Testing Is Your Brand: Sell It! Kate Falanga You 	What's My Context? Fiona Charles	Black Box Accessibility Testing: A Heuristic Approach Albert Gareev	Should Testers Code? Henrik Andersson Jeffrey Morgan
3:30p - 4:15p	Visualizing Testability Maria Kedemo You 			Feedback And It's Importance In Delivering High Quality Software Ken De Souza
4:15p - 4:45p	Afternoon Break [Foyer]			
4:45p - 6:00p	Ambassador West	Vandenberg A	Vandenberg B	Governors Room
	Using Feedback To Reduce Truthiness Jeffrey Woodard You 	Bad Metric, Bad Joseph Ours	A Leap Towards Context Driven Testing Erik Brickarp	Growing Testers From The Ground Up Megan Studzenski
	Special Events			
	6:30p - 8:30p	6:30p - 7:30p	6:30p - 9:30p	7:00p - 8:30p
	Reception [Ambassador East]	CAST Live [Ambassador West] 	Testing Games [Ambassador East]	Lightning Talks [TBD]



# Day 2 Schedule

Wednesday, August 5

8:00a - 9:00a	Breakfast [Ambassador East]			
9:00a - 9:25a	Announcements [Ambassador West]			
9:25a - 10:45a	Keynote: Ajay Balamurugadas The Future of Testing Is Here [Ambassador West]			
10:45a - 11:05a	Morning Break [Foyer]			
11:05a - 12:20p	Ambassador West	Vandenberg A	Vandenberg B	Governors Room
	<div>The Art And Science Of Questioning</div> <div>Jessica Ingrassellino</div> <div>You </div>	<div>Reason And Argument For Testers</div> <div>Scott Allman</div> <div>Thomas Vaniotis</div>	<div>The World's First CDT Education</div> <div>Martin Nilsson</div>	<div>Experiences From Asking Outsource Partners To Shift To Context Driven Testing</div> <div>Phil McNeely</div> <div>Carl Shaulis</div>
12:20p - 1:30p	Lunch (Election Results) [Ambassador East]			
1:30p - 2:45p	Ambassador West	Vandenberg A	Vandenberg B	Governors Room
	<div>Fomenting Change</div> <div>Barbara Streiffert</div> <div>You </div>	<div>From Velcro to Velocity: A Hands On Tactile TDD Workshop</div> <div>Robert Sabourin</div>	<div>Visual Testing: It's Not What You Look At; It's What You See</div> <div>Mike Lyles</div>	<div>Beyond the UI: Becoming A More Technical Tester</div> <div>Erica Walker</div>
3:00p - 4:15p	<div>Why Should I Hire You</div> <div>Rob Bowyer</div> <div>You </div>		<div>Testing With A Zone Defense</div> <div>Pamela Gillaspie</div>	<div>Beyond The UI: Using Tools To Improve Testing</div> <div>Jeremy Traylor</div>
4:15p - 4:45p	Afternoon Break [Foyer]			
4:45p - 6:00p	Ambassador West	Vandenberg A	Vandenberg B	Governors Room
	<div>Taking Control Of Your Test Environment</div> <div>Ioana Serban</div> <div>You </div>	<div>Waterfall, Agile and Beyond: The Power of an Exploratory Tester</div> <div>Ajay Balamurugadas</div>	<div>Driving Adoption Of Chartered Exploratory Testing In An Agile Organization</div> <div>Jesse Alford</div>	<div>When Cultures Collide</div> <div>Raj Subramanian</div> <div>Carlene Wesemeyer</div>
6:15p - 6:30p	Closing [Ambassador West]			
Special Events				
7:00p - 9:30p		7:00p - 8:00p		
<div>Testing Games</div> <div>[Ambassador East]</div>		<div>CAST Live</div> <div>[Ambassador West]</div> <div></div>		

# Special Events

## Ambassador East

**Tues — 6:30p - 8:30p**

### Reception

Join us for a cocktail, light hors d'oeuvre, and socializing.

**Tues — 6:30p - 9:30p & Wed — 7:00p - 9:30p**

### Testing Games

Join us for game night. You will have the opportunity socialize with your peers, play testing games to sharpen your skills.

## TBA

**Tues — 7:00p - 8:30p**

### Lightning Talks

Have something to say, want to stand on your soapbox? Do a lightning talk! A lightning talk is five minutes or less, no slides, just you and the audience. All we need is your name, email address, and talk title.

## Ambassador West

**Tues — 6:30p - 7:30p & Wed — 7:00p - 8:00p**

### CAST Live

“CAST Live” is a show broadcast live each evening following the close of the conference. CAST Live is hosted by **Benjamin Yaroach** and joining Ben again this year will be **Dee Ann Pizzica**. Each night Ben and Dee will recap that day's events, interview influential testers, and discuss all things testing.



## FOUNDATIONS / BUG ADVOCACY / TEST DESIGN

**When was the last time you felt challenged in a training course?**



- Courses are tailored toward working professionals
- Courses are interactive, deadline driven, and engaging
- Each course is scheduled to last 4 weeks
- All coursework is completed online
- Format includes video lectures, quizzes, individual and group projects, and a final exam
- Focus on peer review and interaction

[www.associationforsoftwaretesting.org/training](http://www.associationforsoftwaretesting.org/training)

# Keynote - Day 1

9:25a - 10:45a

## Moving Testing Forward

What is our current knowledge base? What gaps in our knowledge do we want to address? Who and where can we look to for continued learning? Karen outlines a way forward which includes contemplating yourself, your coworkers, the leaders in your life and the wider professional community. She envisions a future that involves more than just technology changes, but also changes in the business world and the evolving global economy.

Karen looks at how business influences our careers, our opportunities and our future. After her ideas on how to think about how these ideas come together to move forward, Karen ends the session answering your questions, and ends with a proposal for how you can move testing forward.



**Karen N. Johnson** has worked as a software test consultant for several years. Recently she joined Orbitz Worldwide Inc. as Director of Mobile Quality. While focused on software testing and predominantly working with the testers throughout an organization, Karen helps teams and organizations improve quality overall. Her professional activities include speaking at conferences both in the US and internationally. Karen is a contributing author to the book, *Beautiful Testing* by O'Reilly publishers. She is the co-founder of the WREST workshop, the Workshop for Regulated Software Testing. She has published numerous articles; she blogs and tweets about her experiences. Find her on Twitter as [@karennjohnson](https://twitter.com/karennjohnson) (note the two n's) and her website: <http://www.karennicolejohnson.com>.

# Keynote - Day 2

9:25a - 10:45a

## The Future Of Testing Is Here

With technology changes being the only constant, it is challenging to predict what "moving forward" means for the industry in general, let alone you, the person attending this conference. A few ideas on the horizon include the future of centers of excellence, rise of more startups and test consultants. These will be closely challenged by industry practices such as crowd sourced testing approach, artificial intelligence and IBM's Watson. Some ponder on why software testing is not included in educational institutions and we might also consider the inter subjectivity revolution and the various modes of self-learning. Will we have an All-in-One standard and one big school of software testing? The debate about programmers learning testing and testers learning to code might keep us busy for few more years. With the increased emphasis on para-functional tests, will we see a different testing strategy going forward? Let us not forget the impact of social media on the product and organization's reputation and the ever changing customer expectations. These are the sorts of things Ajay Balamurugadas thinks about when he considers the term 'Moving Testing Forward'. Some of them seem to have



a definite answer, others are less clear. Ajay takes a look at the recent past and present to project at least one possible future (and likely many.), suggesting that we brainstorm on some of the authentic problems and revisit the unknown unknowns. Join Ajay, as he presents his perspective of the times ahead - His journey filled with rich stories and failures, and other experiences might just trigger a few ideas on how to take testing forward in your context.

**Ajay Balamurugadas** goes by the handle 'ajay184f' in the testing community and is always continuously re-inventing his testing methodology. He loves being involved with Weekend Testing, Test Maniac, ISST and STeP-IN Forum. His passions include conducting online and in-person workshops on exploratory testing, mobile testing and helping testers discover their potential. Ajay shares his testing activities and learning through his blog <http://EnjoyTesting.blogspot.com> and tweets under [@ajay184f](https://twitter.com/ajay184f)

# Day 1 Sessions

11:05a - 12:20p

## From Test Cases To Context-Driven: A Startup Story

The financial industry is notorious for its unwillingness to change. Change is often avoided unless absolutely necessary, and usually at the behest of company executives. This is the story of Gary's journey moving from test cases to context-driven testing in a start-up financial technology company and the invitation to change that never arrived.



He felt motivated to change the company's approach and moved from a test case culture to a testing program based on a heuristic test strategy model. This journey required planning, passion, a leap of faith, and applying other tester's advice and experiences. His team incorporated techniques and approaches learned in rapid software testing, learning many lessons through this experience.

Gary will show you how to plan your own journey towards context-driven testing and how to gain confidence in enacting that change. Additionally, he will show how to combine community advice with your own experience to catalyze improvements and forward momentum. He will also share tips on how to obtain support from people who matter, and how your passion for testing can help teams embrace change.



**Gary Miller**

Gary is the Director of Testing and Release at Boku Inc. in San Francisco, where he and his team have moved from a test case culture to context-driven testing. He has been in software testing for 12 years, starting out as a test pilot for an auto club startup, then making his way through e-commerce, dating/media portals, and most recently, mobile payments. When he isn't testing software, he spends time in the kitchen, relying on his former culinary training to make delicious homemade meals.

## Building A Culture Of Quality, A Real World Example

"Quality is everyone's responsibility." This statement is frequently used in the software industry when talking about the role of a tester, often times without an explanation of what it means or how to achieve it. If there is a description provided, the focus is often on the skills and task of the tester. Focusing on the tester seems almost ironic when the statement talks about making quality \*everyone's\* responsibility.

So how do we make quality everyone's responsibility? We build a culture of quality; all the tools, skills, and processes in the world won't help raise the quality bar without quality being part of the DNA of the company. How the heck do we do that?

Josh will give real world examples from Amazon and Salesforce that have helped build and evolve a quality culture from the ground up. He will also share painful examples that can become a reality if you don't build quality into your culture.



**Josh Meier**

Josh is a Quality Engineering Architect at Salesforce currently working on infrastructure engineering. He has been working with software for about 15 years. He originally started as a developer but was drawn towards quality. After making the switch he has been focused on helping people understand that quality isn't a job title but is an integral part of the software process.

## The Context Driven Tester In The Lean Startup

The Lean Startup movement focuses relentlessly on pushing value to customers quickly and reducing waste, in part through encouraging a culture of exploration and experimentation. As testers, we can apply our critical thinking and analysis skills, and our willingness to be creative and notice what no one else does to greatly improve product/market fit and generate revenue-producing information for our firms. In this talk, we will examine some of the main ideas of the Lean Startup movement (build-measure-learn, A/B testing, minimum viable product, and continuous innovation) in the light of the principles of context-driven testing. The current interest in Lean techniques in the enterprise indicates a massive demand for testing skills that may not be identified as such. We will map our experiences as testers to the Lean Startup ideas (and buzzwords) to assist in making the case for a crucial role for testers in the product marketing function.



**Thomas Vaniotis**

Thomas has over ten years of experience as a tester, developer, and product analyst. At NYC-based institutional brokerage Liquidnet, he is the product manager for internal and external customer tools that manage multiple complex trading applications. He is interested in data-driven business analysis, customer experience design, exploratory testing, and the theory of software creation. His undergraduate background in music and philosophy give him a unique perspective on the world of finance and technology, and he recently completed a MS in Management from the Simon Business School. He has previously spoken at CAST, STARCana, and STPCon and tweets @tvaniotis.



# Day 1 Sessions

11:05a - 12:20p

## Learning To Lead: Making An Impact By Improving Yourself

Sometimes we recognize a need for improvement in our test organization, but it can be difficult to accomplish when you are not in a formal leadership position. For me, the solution was to first commit to self-improvement. I read blogs, magazines, and Twitter, and joined groups like Weekend Testing, Miagi-Do, and Software Development 24/7. I learned techniques like pair/collaborative testing and evaluating risks to determine what to test. New projects and hallway discussions helped me introduce these techniques to my team. My relationships with the Customer Support team allowed me to introduce pair testing for training, replacing assigning scripts to new trainees. I improved coverage and reduced effort on a regression project by evaluating risk to determine which test cases to include. I started a team discussion on our existing test cases, and as a result, I've been asked to study how the team can write better test cases. By sharing self-improvement ideas and ways to build relationships inside and outside of the test team, attendees can learn to improve their test team's effectiveness.



**Carol Brands**

Carol Brands began her software career working as a technical support representative, where she developed an empathy and understanding for her users. After choosing to focus on testing, she moved to DNV GL Software and spent the next three years developing her testing skills and studying online. Carol became a student of Miagi-Do School of Testing, presented a poster paper at PNSQC, joined Software Delivery 24/7, and actively participates in Weekend Testing. After running the first official beta of the Lean Software Test method, Carol joined the Excelon Development Writing program in 2015.

1:30p - 2:45p

## Testing Is Your Brand: Sell It!

Do you feel misunderstood? Do you feel like what you do isn't respected by those you work with? Are you afraid for the future of testing at your company? You aren't alone. Those feelings are common in the testing community. Most people feel that there is nothing they can do to help the situation. This interactive talk will give individuals the tools they can practically use to become the solution they are looking for. We'll dive into how to own your own reputation, the importance of setting clear expectations, and how to talk to non-testers about testing. This may sound like marketing ... and that's because it is.



As the Director of Quality Assurance at a Digital Advertising Agency Kate Falanga has seen where marketing and testing can successfully merge. Testing is a brand and you represent that brand. Are you Walmart or Tiffany's? You decide. Here's how.



**Kate Falanga**

Kate (Director, Quality Assurance at Huge) has over 14 years of digital experience. At Huge she works with a full time team of quality assurance professionals as well as actively supports projects and project teams with testing mentorship. As part of her role she works alongside other leadership within the company on overall technical strategy. Outside of Huge, Kate co-created the New York City Testing meetup group whose goal is to serve the community by providing a place to learn, teach and to teach each others about testing (w/beer).

## Want Money?

### AST Grant Program

Association for  
Software  
Testing



The Association for Software Testing is piloting a Grant Program designed to advance testing at the local level. Under this program AST will reimburse local volunteers and groups who are doing good things for the software testing community that align with AST's context-driven mission.

Want to invite a speaker to your local user group? Interested in running a peer workshop? Want some promotional support or reimbursement for the cost of drinks and appetizers? We can help.

We are currently accepting applications.

[www.associationforsoftwaretesting.org/programs/ast-grant-program](http://www.associationforsoftwaretesting.org/programs/ast-grant-program)

# Day 1 Sessions

1:30p - 2:45p

## Should Testers Code?

Some people have suggested that the days of the human, thinking-only tester are numbered. Others believe that time writing code means time spent not testing, and that coding subtly changes the perspective of the tester away from the customer. We invited two leaders in the field, Henrik Andersson and Jeff "Cheesy" Morgan, to assume these opposing positions and lead a debate. Hear both perspectives, see what aligns with your context, and make your own informed decision to move your own part of test forward.



### Speakers

#### Jeffrey Morgan

Chief technology officer and a cofounder of LeanDog, Jeff "Cheezy" Morgan has been teaching classes and coaching teams on agile and lean techniques since early 2004. Most of his work has focused on the engineering practices used by developers and testers. For the past few years he has experienced great success and recognition for his work focused on helping teams adopt Acceptance Test Driven Development using Cucumber. He has authored several popular Ruby gems used by software testers and is the author of the book, Cucumber & Cheese—A Testers Workshop.



#### Henrik Andersson

Henrik is Co-founder and CEO of House of Test Consulting, a context driven testing consultancy based in Sweden, Denmark and China. Besides House of Test, Henrik also co-founded Let's Test, Europe's first annual conference on context driven testing. The conference has set a new bar for testing conferences around the world. 2013 was a busy year; Henrik founded the local user group ConTest in Malmö, Sweden, supported the Let's Test expansion to Australia and co-founded the International Society For Software Testing (ISST). ConTest is taking the concept of facilitated peer conferences to a broader local community and the ISST was founded with the mission to put back common sense back into testing by advocacy, development of testing skills and growing our community. Twitter: @henkeandersson

### Moderator



#### Erik Davis

Erik is currently responsible for directing the overall testing effort of a team of 180 testers. He also leads the teams responsible for internal training of all testers as well as the team delving into his company's first forays with Automation. He owns, reviews, and finds ways to improve the way testing is done including; bringing new ideas to the department, finding ways to engage testers in testing as a career, and building a stronger community for testers in the Northeastern Ohio region. Erik is a board member and Executive at Large of AST, a conference speaker, blogger, and participant in the online tester community. He founded the NOTICE meetup (<http://meetup.com/notice>) and is a board member and Programs Lead for NOSQAA (<http://nosqaa.org>).

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# Day 1 Workshops

1:30p - 4:15p

## What's My Context?

We talk about context and we identify ourselves as driven by context. But do we really understand what “context” means? Let’s get together and find out! In this interactive workshop, we’ll use group exercises to explore the idea of context and some practical means for helping to discover it:

- Its dimensions and attributes (as many as we can think of)
- Its manifestations
- Heuristics for discovering context elements of it that may be essential others that could be peripheral

A final debrief will give participants the opportunity to consolidate and share their insights and experiences.



### Fiona Charles

Fiona teaches organizations to manage their software testing risk, and IT practitioners project skills "beyond process" - hands-on practical skills essential to thrive and excel on any kind of software project. An expert test consultant and manager, she has been in the thick of the action through 30+ years of challenging projects across the business spectrum on both sides of the Atlantic. Throughout her career, Fiona has advocated, designed, implemented and taught pragmatic and humane practices to deliver software worth having. Fiona's articles and blog posts appear frequently, and she conducts experiential workshops at international conferences, and in-house for clients. Contact Fiona via her website [www.quality-intelligence.com](http://www.quality-intelligence.com), and follow @FionaCCharles on twitter.

## Black Box Accessibility Testing: A Heuristic Approach

In United States and parts of Canada, Accessibility is the hot topic because of the laws (Section 508, AODA) and compliance deadlines that are coming up. Businesses are struggling in attempts to meet the compliance requirements both "in the letter and in the spirit". It is indeed tricky, especially for the Web Accessibility.

Often, software developers find themselves unfamiliar with the requirements model, given by Web Content Accessibility Guidelines (WCAG). Product owners find holistic accessibility concept conflicting with feature-driven delivery approach. Testers are getting lost, too - there are no clear expected results they are used to verify.

In the workshop, authors provide practical and effective heuristic methods of accessibility testing regardless of availability of detailed requirements. In agile team, testers will also be able to contribute to accessible design and development.

Presentation includes overview of the following:

- Special needs that require accessibility
- Assistive technologies
- Accessibility of Web Elements

Accessibility Testing techniques include coverage of the following:

- Accessible Scanning
- Accessible Reading
- Accessible Navigation and Operation



### Albert Gareev

Albert is a software testing craftsman and practice lead; Toronto based consultant and contractor. With over 20 years of diverse industry experience, Albert has performed testing for challenging projects; successfully implemented complex and large-scale automation. He is a "full stack" technical lead - he combines strategic and tactical vision, efficient team work setting, continual growth of skills and mindset of his team, and own hands-on testing contribution. Albert is also a facilitator for the Americas chapter of Weekend Testing, and founder / organizer of Toronto Testing Meetup. Visit his blog at <http://automation-beyond.com> and follow @AGareev on Twitter.

# Day 1 Sessions

3:00p - 4:15p

## Visualizing Testability

The simplest way Maria Kedemo knows of describing testability is “How easy it is to test a specific product”. Low testability would be anything that slows you down or makes it harder to test. Frustrated testers might be a symptom of such. A high degree of testability helps not only testers, but everyone involved in the development of the product. Through out her career as a test manager she has seen her fellow testers suffer daily from things affecting their testing negatively. Flaky test environments, buggy code, exclusion from relevant information, difficulties in creating test data and lack of knowledge in a specific domain were only a few of the problems. The suffering was not the testers’ alone. It affected the project, the development teams and the organization. So Maria decided to make “Visualizing Testability” the mission for year 2014, thus moving testability forward to a common awareness and ownership.



Maria will share:

- Why she thinks testability is important.
- The problems lack of testability caused.
- How techniques used to visualise testability helped her team.
- How helping non-testing peers understand testability helped her team.



**Maria Kedemo**

Maria recently started a new career at House of Test teaching software testing at a vocational program. She has been working within software development for over 15 years in many different roles and industries. What she appreciates the most in each and every assignment she's had is the learning opportunities. She loves sharing her experiences and helping others to improve. Occasionally she shares her thoughts on <https://mkedemo.wordpress.com/>

## Feedback And Its Importance In Delivering High Quality Software

Broadly, feedback comes in three forms: appreciation, coaching and evaluation. Often the receiver wants to hear one type of feedback, while the giver actually means something else. In your testing career, you will need to understand how to give and receive feedback, from bug reports to discussing quality with executives. Ken will share his experiences of the feedback process during various points in his software development career. Areas where this type of information will help you: - Coaching: giving and receiving comments during test case and session-based reviews. - Evaluation: developing relationships with various levels of management where criticism is encouraged and used to move the organization forward. - Appreciation: helping to preserve the value of the software you are testing. Think bug reports. Attendees will take away: - How to give and receive feedback, by identifying the various triggers - Ways of practicing it in a safe environment.



**Ken De Souza**

Ken has been in software development for over 15 years, starting as a developer bent on automatically checking everything he built. Currently he is specializing in exploratory testing, with a passion for delivering high quality software at a rapid pace. He occasionally retweets at @kgdesouz and sometimes blogs at [blog.tkee.org](http://blog.tkee.org).

4:45p - 6:00p

## Using Feedback To Reduce Truthiness

“My team is great! They all love what they’re doing and we work together as a really cohesive unit.” Are you a testing manager that would use similar words to describe your team? What evidence or facts do you base your description upon? If your answer includes references to your intuition or “gut,” then you are practicing truthiness - stating what you wish or believe to be true, rather than the facts. As a leader, facts and reality should far outweigh truthiness. Feedback is an essential and powerful tool to use to determine what is real – for you as well as your team. Join Jeffrey as he shares his thoughts on seeking, giving, and receiving feedback. Topics to be included:



- Truthiness in the context of testing and leadership?
- Developing the feedback habit
- Heuristics to use to improve the feedback you give and receive
- Creating a culture of feedback can strengthen a team abstract



**Jeffrey Woodard**

Jeff is a Senior Manager in Quality Engineering at Salesforce in Indianapolis, Indiana. He has been performing software testing in a variety of roles in a variety of industries for over 20 years. In his current role at Salesforce, he leads a team of testers focused on data, messaging, and security. If you ask his team, much of his time is spent testing their patience.



# Day 1 Sessions

4:45p - 6:00p

## Bad Metric, Bad

Metrics have always been used in corporate sectors, primarily as a way to gain insight into what is an otherwise invisible world. Not only that, "standards bodies", such as CMMi, require metrics to achieve a certain maturity level. These two factors tend to drive organizations to blindly adopt a set of metrics as a way of satisfying some process transparency requirement. Rarely do any organizations apply any statistical or scientific thought behind the measures and metrics they establish and interpret. In this talk, we'll look at some common testing metrics and discuss why they fail to represent what most people believe they do. We'll discuss the real purpose of measures, issues with measure and metric programs, how to leverage measure and metrics effectively, and finally specific measure and metric pitfalls organizations encounter.



### Joseph Ours

As Centric Consulting's National Software Quality Assurance and Testing Service Offering Lead, Joseph has nearly two decades of career experience in Information Technology and Certified Project Management consulting. He believes in finding ways to harmoniously work with all core IT competencies, and as such works as a developer, tester, business analyst, and program manager. His strategic thought process and ability to translate vision into action has resulted in many large successful initiatives. Joseph's expertise has also led to numerous national speaking engagements. He earned an MBA, and two bachelor's degrees: in Electronic Engineering Technology, and in Technical Management. He is also PMP certified by the Project Management Institute. Joseph lives in Columbus, Ohio, and has six adult children. He is an early adopter and active technology enthusiast. When not busy with family events, he chairs the Columbus Advisory Council for Per Scholas, a national non-profit organization based in New York, which aims to break the cycle of poverty by providing technology education, access, training and job placement services for people in under-served communities. He also chairs QA or the Highway, a regional non-profit professional development conference to facilitate community growth in the QA and Testing community.

## A Leap Towards Context Driven Testing

Early 2012, at a multinational telecom company, Erik Brickarp joined a new team. The orders were clear: "the team's output must stay the same as everyone else's." Output meant, among many things, big document templates and loads of test cases. In the end the team had for its context, a lightweight and open test process where various flavors of exploratory testing were a common approach. But it took quite an adventure to get there.



### Erik Brickarp

Erik is a consultant working for House of Test, Sweden. He's currently responsible for a 1½ years software testing education but his commitment to the context-driven community goes way beyond his work. In his spare time he's an enthusiastic student of testing, mentors other testers, blogs, is active in his local test community and in other ways shares his knowledge about testing. All in all, a passionate test thinker and practitioner. Blogs at <http://erik.brickarp.se>

## Growing Testers From The Ground Up

Megan was a former tester. Now, she trains testers. She is responsible for her QA department's three-year-old New Employee Orientation program. Her job? She runs a week-long curriculum that immerses new employees into her company's software, and then, introduces them to basic testing concepts. The successes? New employees are more prepared to contribute right away, according to management. All employees now have a common base of knowledge upon which they are expected to be able to build. The challenges? Many new employees have no experience testing. The class size might be one employee, or ten. If an employee falls behind early in the week, catching up can be difficult. The plans? Expand the program. Offer classes and workshops for new employees over a six-month span. Create classes in performance testing, working with databases, and a pair testing workshop. Use tester games to help teach testing fundamentals. The fledgling program helps create better-equipped testers. Let Megan share how. What you can expect from this session:

- Ideas on how to educate brand-new testers
- Stories of what worked and what didn't
- An outline of their program
- How her team keeps department leadership "in the loop"



### Megan Studzenski

Megan is a Quality Assurance Education Trainer, which is an official way of saying she teaches people to be better testers. She is responsible for teaching introductory testing skills to new employees, as well as devising testing workshops and experiences for more skilled testers. Megan spent two years as a technical writer before transitioning to testing, and from there her love of public speaking led her into her current training role. Her pet project is advancing the cause of exploratory testing in a work environment driven primarily by bug reports. She occasionally tweets about testing, baseball, and Star Wars at @tinytestertalks.

# Day 2 Sessions

11:05a - 12:20p

## The Art And Science Of Questioning

As skilled testers, asking good questions about the object under test is of the utmost importance. However, asking just any random questions will not do. How do we, as testers, decide what questions to ask? Social science, specifically the practices used in qualitative research, can provide testers with methods to ask more revealing questions, enhancing our testing process and providing our stakeholders with better information to make decisions about the product.



Attendees of this talk will learn about specific questioning techniques, such as becoming more mindful of harmful assumptions, embracing doubt, and examining themselves and their non-testing experiences as generative to their own testing process.



**Jessica Ingrassellino**

Jess is a Software Engineer in Test at Rent The Runway. She has worked at several startups in lead positions performing exploratory manual testing as well as creating automated frameworks to aid her testing process. She delivers tech talks in NYC about her testing experiences. Prior to her career in testing, Jessica was a music teacher for ten years, and served as an educational consultant and curriculum writer. Jessica is active in the Python Education community, having co-chaired the Pycon Education Summit for the past two years. She is also working on Teach Code, a non-profit devoted to helping underserved communities get the resources they need to implement code classes as a part of the regular school day. When not working, Jessica enjoys playing violin and viola, as well as designing clothes and reading philosophy. She lives with her supportive husband Nicholas and three cats in NYC.

## Reason And Argument For Testers

A key part of a tester's skill is the ability to convince others that the information they are presenting is true. This skill can be enhanced by the tools of analytical philosophy, which make up a framework for rigorously converting everyday rhetorical conversation into formal arguments that can be analyzed and discussed rationally. In this talk, we will present basic argument analysis: distinguishing between validity and soundness, identifying the type of reasoning used in an argument, and signs of common fallacies. We will also demonstrate that disputes are often a result of hidden or misidentified disagreements and how to use rational argument as a method of improved discourse. Finally, we will present some ideas in epistemology: belief, justification, and knowledge. The topics covered will be illustrated with examples from real-world experiences that Thomas & Scott have encountered in the software testing community and in their professional experience.



**Thomas Vaniotis**

Thomas has over ten years of experience as a tester, developer, and product analyst. At NYC-based institutional brokerage Liquidnet, he is the product manager for internal and external customer tools that manage multiple complex trading applications. He is interested in data-driven business analysis, customer experience design, exploratory testing, and the theory of software creation. His undergraduate background in music and philosophy give him a unique perspective on the world of finance and technology, and he recently completed a MS in Management from the Simon Business School. He has previously spoken at CAST, STARCanada, and STPCon and tweets @tvaniotis.



**Scott Allman**

Scott is an independent software consultant specializing in software integration and testing. He has taught all the BBST classes, regularly presents at SQuAD (Software Quality Assurance of Denver) and has taught software engineering as an adjunct professor at the University of Colorado, Boulder. He has a BA and an MA in Philosophy where he wrote his thesis on epistemology and software testing. Since the 1960's he has been writing software as well reasoning and arguing about it.

## The World's First CDT Education

This track session is about the world's first Context Driven Test-education that runs over one and a half year is currently ongoing with two classes in Sweden and this presentation is about the thoughts behind and the challenges creating such an education. It is also about the results we could see from our students and the value they could provide from day one.

There are government sponsored professional educations that focus on specific needs of the industry and this year the Software Testing-education has been remade after a CDT-model. When structuring the education one thing was clear: One and a half year is really not that much time for covering even the most common test contexts so we had to limit ourselves and focus on the core of testing, giving a solid foundation for the students to develop their skills on.



**Martin Nilsson**

Martin is a consultant at the firm House of Test. He started out his testing career working when applying by mistake for a position to test mobile platforms. He refers to this mistake as the best one he has made in his professional life because working with testing has suited his temperament perfectly; he loves technology and he loves working with people. He has been through multiple different test assignments, from API testing on hardware level to test coordinator of a hundred testers but lately he has been teaching and developing the world's first professional test education spanning one and a half year that is fully based on a CDT approach. At the moment he is on parental leave and develops his hobby to take photographs by snapping pics of his small kids when they are exploring and testing the world.

# Day 2 Sessions

11:05a - 12:20p

## Experiences From Asking Outsource Partners To Shift To Context Driven Testing

A continuing trend in software development is the move to outsourced developers and in our case specifically, testers. Usually this is done for cost measures and has little to do with the effectiveness or quality of the testers employed. Many of these test organizations have a set strategy they use for testing. Their testing paradigm attempts to account for the lack of timely communication and physical proximity by utilizing a "more is better" philosophy with little thought put into testing in a risk-based or context driven approach.

Phil and Carl will share a journey on how HomeAway attempted to move three outsource partners from traditional testing paradigm to the Context-Driven School of software testing.

This talk will present actions taken to educate these partners, the challenges that were presented, the tooling that was leveraged, and the final outcomes.

How many outsource partners do you think were successful in making this transition?



**Phil McNeely**

Phil is currently a QA Manager for HomeAway.com in Austin, TX. His start in testing came over 17 years ago in a game startup run by a close friend. While the game failed to post enough sales to keep it viable, it did open the door to the world of testing and ignite a passion for finding defects. With stints at Hewlett-Packard, Winternals Software, Hire.com and various other startups, Phil has continued to learn and adapt to the changing world of testing. His latest focus is in mentoring and educating testers on ways to improve their testing using modern tools and techniques. Visit his blog at <http://adventuresintesting.com> and follow @AdvInTesting on Twitter.



**Carl Shaulis**

Carl is the Senior QA Engineer at homeAway.com. Prior to 2000, Carl was a chemist managing an air laboratory in Austin, Texas. In 2000 a close friend encouraged Carl to enter the dot-com boom and apply his analytical skills as a tester for Excite@Home. Carl's passion for performance testing, test automation, and continuously improving agile testing practices has driven his opportunity to work with start-ups as well as large-scale organizations.

1:30p - 2:45p

## Fomenting Change

Many companies are risk averse, especially when the risk is to human life and/or involve significant financial impact. The Jet Propulsion Laboratory (JPL) builds, launches and operates spacecraft that flyby, orbit and roam planets, moons and asteroids in our Solar System. Loss of a mission and the scientific knowledge that can be obtained by the mission is the highest concern, and engineers focus their talents on obtaining high science return by ensuring spacecraft safety. In addition, because spacecraft are unique and can cost billions of dollars to build and operate, the loss of a spacecraft is very costly. The development and operations environments for missions are process heavy and risk averse, yet change is necessary to reduce costs and improve the quality of software used for the missions. It is difficult to marry change and risk aversion. An approach for changing software, software testing and processes include:

1. understanding the application and use cases
2. brainstorming ideas with yourself and/or with others
3. performing changes incrementally
4. obtaining approval or asking for forgiveness instead of permission
5. implementing the changes

This presentation will describe changes in the software testing at JPL (including pictures and videos) as well as describing the processes that leads to those changes.



**Barbara Streiffert**

Barbara is a Senior Systems and Software Engineer at Jet Propulsion Laboratory (JPL) specializing in the development of software approaches for use in ground data systems for spacecraft missions. She has worked in all aspects of systems and software development for commercial, military and aerospace projects. She is currently the Test Engineer for the Multi-Mission Software that supports over 19 applications including spacecraft simulators that are used for verifying, analyzing, translating, packaging, and integrating the commands sent to JPL spacecraft. She has over 20 years of experience in software development and test at JPL.



# Day 2 Sessions

1:30p - 2:45p

## Visual Testing: It's Not What You Look At; It's What You See

How many mundane tasks do we do in a day that, if we think about them, we don't actually remember anything about doing them? Our mind was in a different place and we were functioning on autopilot. Sometimes our eyes are so familiar with the things we see every day, our brains do not recognize when something has been taken or moved to a new location.

The TV show “Brain Games” is based on the premise where the audience is asked to pay attention and focus on what is happening. Focusing on a specific area or activity prohibits the audience from seeing things that are going on around them. This “inattention blindness” causes key details to be missed. Our brain is the most complex tool we have in our possession. However, with a highly complex tool comes the need to ensure that it is used appropriately and to its full potential.

In testing, such focused concentration leading to “inattention blindness” can impact the product being delivered. We must find a way to constantly challenge our visual images and prohibit our brain from accepting that there are no changes which could impact the quality of the product. It is critical to be aware of the entire surroundings of the testing activity and to be able to recognize and call out changes that may be easily overlooked without an attention to detail.

In this session, Mike Lyles will challenge participants to “think outside the box”. There will be specific exercises to show how that the human mind sometimes overlooks details when they seem visually insignificant or unrelated. We will examine how testers can become better prepared for such oversights and discuss strategies that can be used immediately in your organizations. The key to eliminating the risk of oversight and missed problems is learning how to identify the areas where we may have originally ignored a focused effort.

### Key Takeaways:

- An understanding that no matter how good we believe we are as testers, we have to realize that there is the possibility of being so familiar with a product that our eyes do not notice changes that sneak in.
- Tips to recognizing patterns and potential gaps that many visual testing activities may miss.
- Techniques that can be used in becoming a better visual tester.



### Mike Lyles

Mike is a Quality Engineering Program Manager with over 22+ years in IT: development, PMO, and Software Testing. His experience spans functional testing, test environments, software configuration management, test data management, performance testing, test automation, service virtualization, building testing organizations, defining processes and methodologies, and standing up measurement programs. Mike is an international keynote speaker at multiple conferences, and is regularly published in testing publications and trade magazines. Mike's passion to help others improve and grow in the field of testing, leadership, and management is his key motivation. You can learn more about Mike at <http://www.linkedin.com/in/mikewlyles> and [www.MikeWLyles.com](http://www.MikeWLyles.com).

## Beyond The UI: Becoming A More Technical Tester

Exploring the User Interface (UI) gives us a solid view of how software is functioning from the perspective of our users. But if this is our only view, how do we really know what's going on under the hood? Each of us has the ability to become a stronger, more well-rounded tester, and the journey begins with admitting that there's something more to learn. Some testers are apprehensive about becoming more technical because they do not know how to learn the skills, or because they lack confidence in their own ability to do so.

During this talk we will explore how to encourage ourselves and others to ask better questions, how to seek help from others, and how to learn about common tools used in testing. This session will give the encouragement to help testers as they take their next steps toward moving beyond the UI.



### Erica Walker

Erica is a Senior Software Quality Engineer at Salesforce, and has been working in tech for seven years. She managed a project team for a learning management system, then managed a testing and support team, and is now testing full time. Erica is also the co-leader for Girl Develop It Indianapolis, and is focused on bringing more women into tech by offering an encouraging learning environment. She believes that communication and connecting with others is key to growth—each of us has knowledge to offer.



# Day 2 Workshop

1:30p - 4:15p

## From Velcro to Velocity: A Hands On Tactile TDD Workshop

You hear a fair amount about TDD and testing these days. Really, Test Driven Development is a development/programming approach in which unit tests are constructed prior to coding. Each increment tested is a new aspect of the software being developed. Developers create just enough of a unit test to fail and they write just enough code to pass the failing unit tests. Tests can be repeated to quickly catch unexpected changes.

Explore the strengths and weaknesses of this approach. Try it out with Rob using an *IDE* of black felt, laminated index cards and, of course, tons of velcro.

During this fun and highly interactive workshop you will create an application with TDD even if you have never programmed before. Rob lets you compare your results with answers from the teacher edition. He will also lead a group affinity analysis of TDD vs test after unit testing approaches. You may gain ideas in how testers can benefit from their development teams doing TDD.



### Robert Sabourin

Robert Sabourin has more than thirty years of management experience, leading teams of software development professionals. A well-respected member of the software engineering community, Robert has managed, trained, mentored and coached thousands of top professionals in the field. He frequently speaks at conferences and writes on software engineering, SQA, testing, management, and internationalization. The author of *I am a Bug!*, the popular software testing children's book, Robert is an adjunct professor of Software Engineering at McGill University. Robert is the principle consultant (& president/janitor) of AmiBug.Com, Inc.

## Day 2 Sessions

3:00p - 4:15p

### Why Should I Hire You

As a test manager, coach and mentor, Rob has been involved in the careers of numerous testers. As a lifelong learner he tried to capture and absorb as much information about career development as he can. Over time, he has cultivated a wealth of practical advice on managing and developing a career in software testing. In this session he will share much of what he has learned over the years. So whether you're just starting out in software testing, looking to transition your career or just want to add to your tool kit, this session will have something for you.



### Rob Bowyer

Rob has been helping people and teams test software in a rapid and cognitive manner for over a decade. As a coach and leader, Rob focuses on mentorship and enabling testers to succeed. With a strong foundation in the context driven school of testing Rob has had experience in a wide variety of domains – including healthcare, mobile, education and municipal. In his own back yard, Rob maintains a stewardship role in his local software quality association (Kitchener/Waterloo Software Quality Assurance or KWSQA). Rob initiated a regional testing conference – which has been running successfully for 8 years. When not focusing on one-on-one mentorship with local testers, Rob runs an event called The KWSQA Testing Games – where testers get together to test the software of a local tech start-up in a social environment. In his current role, Rob not only leads a team of testers, he assists his organization in its Agile transition. Rob has been on both sides of the interviewing table as a candidate and as a hiring manager.

### Testing With A Zone Defense

At one time or another, every tester hears the dreaded question, “Why didn’t you guys catch these bugs?” We all have some standard responses (and they are most likely true), but what can we learn about our testing when we look beyond the easy answers? Pamela Gillaspie proposes that the key to improving your testing is determining the areas where bugs are slipping past your defenses. When you group the bugs into “zones”, you can devise a strategy to cover these zones more effectively.

Join Pamela as she shares her experience as defensive coordinator, addressing the developers’ playbook (What kinds of recurring problems do we see?), trick plays (The user is doing what?), and penalties (That wasn’t in the requirements!)



### Pamela Gillaspie

Pamela is a Founding Mother and Managing Test Engineer at TestPlant, maker of the eggPlant range of test-automation tools. At TestPlant, Pamela does functional testing of load-testing tools, integration-testing of mobile-testing tools, and a little bit of everything in between. Above all, she appreciates the opportunity to help shape the tools of her trade. Pamela is a co-organizer of the Boulder QA Meetup Group, and an active member of the Software Quality Association of Denver. She would love to hear from fellow testers on Twitter @PamelaGillaspie.

# Day 2 Sessions

3:00p - 4:15p

## Beyond The UI: Using Tools To Improve Testing

As testers we have a wide range of tools that can help us gain a deeper understanding of the application being tested, and better understand the source of observed failures. When we observe defects in the UI, we may be uncertain whether the failure is a result of an errant request or an issue with processing by the middle tier. If the API is available for testing before the UI, we can lose valuable time by waiting for front-end code. In this session we will focus on using browser consoles, testing APIs, and validating results in a database.

Each section will be divided into a brief description, examples of application, and common tools and practices. Many tools are available at low or no cost within the browser, and these tools will help us provide more details to developers and management as we document issues.



### Jeremy Traylor

Jeremy has been testing software for a decade, and strives to expand his skill set with each passing year. He moved to ExactTarget (now Salesforce Marketing Cloud) in the summer of 2010, and found an experience much different than prior software testing jobs. Where before the focus had been on creating appropriate documentation and getting all the right business unit sign-offs, here he found he was encouraged to go beyond testing at a high level in the UI and improve DB and API testing skills. He now hopes to share some encouragement with CAST attendees to dive deeper into their testing using available tools.

4:45p - 6:00p

## Taking Control Of Your Test Environment



Most of us have had to deal with red builds blocking our testing or have been told to test on flaky environments where half the issues you find would 'never happen in production'. As a tester, I used to think this wasn't my problem.

What happens though when a thinking tester decides this is her problem and wants to be part of the solution?

This talk exposes some of the possible causes why builds stay red or an environment is "flaky".

For instance:

1. There are bugs in your build.
2. You are dependent on a third-party system that is not functioning correctly.
3. Your deployment may have gone awry, something may be missing.
4. Your environment is not set up in a consistent way.

We'll look at some approaches that target each of these causes and show testers how they can acquire the skills necessary to take control of their test environment.

In case of bugs in existing functionality, you need to ask yourself: Are you running automated checks against the build? If yes, either you don't have the right checks in place, are ignoring failed checks, or, even worse, the issue is intermittent. Testers that seek out a deep technical understanding of their product can be capable of chasing an issue down the whole technology stack without relying on a developer.

Stubbing out a third-party service can counteract uncertainty about the functionality of your own product. To deal with the real issue though, a tester can communicate directly with the third-party team, providing information to and from both sides.

Testers can get involved with the automation of both the deployment and environment setup, which are traditionally Operations roles. This is also often the realm of "magic scripts" that are not considered part of the deliverables and are not properly tested. A tester's input can be very valuable here.



### Ioana Serban

Ioana started working as a Software Engineer in Test in 2011. With a strong leaning towards the more technical side of testing, she's interested in learning all aspects of the craft and is a big fan of challenging assumptions of what a tester is or isn't "supposed" to do. Ioana previously worked for Adobe and is currently working for eBay as an embedded tester in an agile team. She Blogs at <https://medium.com/@ioanasaysgo>

# Day 2 Sessions

4:45p - 6:00p

## Waterfall, Agile and Beyond: The Power of an Exploratory Tester

This talk is about how testers skilled in exploratory testing can help any software project, no matter which development methodology is followed in the project. Do you face a situation where the customers are expecting more in less time? Is your project stuck and teams are playing the blame game? Are customers finding important bugs before your test teams report? Are your testers struggling to cope up with the changes in testing models being used? Do you agree that though the models have evolved, the problems seem to reappear.

If you answered yes to above, meet Ajay Balamurugadas, a student of context-driven school of testing who answers these five important questions about 'The Power of an Exploratory Tester'.

1. What is Exploratory Testing and how is an exploratory tester more powerful?
2. Who can do exploratory testing?
3. Why exploratory testing is suited for most kinds of projects?
4. When exploratory testing should be performed?
5. Where do tools fit in exploratory testing?



**Ajay Balamurugadas**

Ajay Balamurugadas, goes by the handle 'ajay184f' in the testing community and is always continuously re-inventing his testing methodology. He loves being involved with Weekend Testing, Test Maniac, ISST and STeP-IN Forum. His passions include conducting online and in-person workshops on exploratory testing, mobile testing and helping testers discover their potential. Ajay shares his testing activities and learning through his blog <http://EnjoyTesting.blogspot.com> and tweets under @ajay184f

## Driving Adoption Of Chartered Exploratory Testing In An Agile Organization

Pivotal is adding the practice of explicit, directed exploratory testing to our work on Cloud Foundry. We have dedicated explorers who rotate through development teams. We use charters to organize exploratory efforts; PMs prioritize them in backlogs along with chores, bugs and features using Pivotal Tracker. Programmers pair with explorers on execution of charters, and explorers with programmers on feature delivery. We're developing charter writing and execution as skills throughout our development staff. This experience report will discuss the adoption and integration of exploratory testing in the Cloud Foundry project at Pivotal. It will focus on challenges we've encountered and practices we've found effective in the context of Pivotal Labs' opinionated and refined agile process, which is rooted in Extreme Programming. We'll discuss how exploratory testing's been used to inform stakeholders, how they've recognized the business value of the practice, and techniques to make exploratory work something distinct from checks programmers write in TDD.



**Jesse Alford**

Jesse is an Exploratory Tester (no really, that's the job title, slightly embarrassing though it may be - he would rather be called an "Orbital Drop Shock Tester" but no one will go for that and it's nonsense anyways) for Pivotal in San Francisco. His principle goal is to help people, and he principally does this by learning things. In the last two years he's spent his time introducing deliberate exploratory testing as a development activity and guiding a half-dozen agile product teams in the effective use of chartered exploration on the open-source platform-as-a-service Cloud Foundry project.

## SKYPE COACHING

Get Coached by James Bach, Michael Bolton, Anne-Marie Charrett, or Huib Schoots



Want to improve your craft and skills? James Bach, Michael Bolton, Anne-Marie Charrett, and Huib Shoots are offering individual coaching sessions via Skype.

[AssociationForSoftwareTesting.org/programs/skype-coaching/](http://AssociationForSoftwareTesting.org/programs/skype-coaching/)

# Day 2 Sessions

4:45p - 6:00p

## When Cultures Collide

What do these books have in common – “When Cultures Collide”, “Understanding Cultural Differences”, “Beyond Culture”? Yes, it involves people from different cultures trying to interact with each other and sustain in this diverse corporate environment which we now call – Our Workplace. This session is based on our real life experiences interacting, observing and working with people from different cultures, backgrounds, race, and religion in a corporate environment.

As testers, we had to understand and study how different verbal, oral and behavioral patterns are interpreted in different ways by different people. In this session, we try to highlight these different communication patterns with examples. We will show how understanding and recognizing these patterns can help testers to sustain and collaborate with others. As the saying goes, “Solutions are often simple but getting to it is complicated”. Come join us as we share our research and experiences, and discuss how software testers can become more effective communicators.



### **Raj Subramanian**

Raj, a former developer for a payroll processing company, decided to move into testing to focus on his passion. Raj currently works as a mobile test lead for a travel booking company. He actively contributes to the testing community by speaking at conferences, writing articles, blogging, and being directly involved in various testing-related activities. Raj serves on the board of a Cleveland conference group and is the co-organizer of a testers' meet-up group. He currently resides in Chicago and can be reached at [raj@rajsubra.com](mailto:raj@rajsubra.com). His website is [www.rajsubra.com](http://www.rajsubra.com)



### **Carlene Wesemeyer**

Carlene is a Senior Tech Technician at Hyland, Creator of OnBase. She focuses on manual testing with an end-user perspective. Carlene has lived abroad as student, and later an au pair, in Berlin and Stuttgart Germany, respectively. She has had many cross-cultural experiences, both personally and professionally, and enjoys learning about new cultures. She has previously presented at STPCon, and at many public speaking competitions in her collegiate years. She is a recent transplant to Chicago, Illinois from Cleveland, Ohio. She can be reached at [carlene@rajsubra.com](mailto:carlene@rajsubra.com)



## Thank You For Attending!