

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



# CAST 2011

## "Context-Driven Testing"

August 8 to 10, 2011

Lynnwood Convention Center - Seattle, WA, USA

### Contents

Welcome.....	2
About AST .....	4
Sponsors .....	6
Conference Schedule.....	8
Keynotes .....	10
Special Events .....	12
Day 1 Sessions.....	13
Day 2 Sessions.....	18
Post-Conference Schedule .....	24
Tutorials.....	25
Conference Center Map .....	29

# Welcome

## Conference Organizers

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## What makes CAST special?

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

At least 1/3rd 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 ***Context-Driven Testing***.

### **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 is preceded by unique tutorials:**

AST has lined up unique interactive tutorials -- each led by recognized thought leaders in their areas 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.

# 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*. 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 use your red card, the facilitator may confiscate it for the remainder of the conference – so use it wisely.

**NOTE:** Space is available in if a group would like to continue discussing a topic beyond the allotted time.

## 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 provided doesn't meet your needs, please speak to the food service staff and they will try to accommodate you.

## AST Elections and Annual Meeting

The 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.

The AST is run by members who volunteer as a nominated, elected slate of officers. The AST elections for the Board of Directors will be held during lunch on Monday, August 8th. Non-members and Associate members may *not* vote. Only full 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

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

The AST Annual Membership Meeting where election results will be announced during lunch on Tuesday, August 9th.

## AST Board Meeting

Join us Thursday for the AST Board Meeting which is open to all members. Join us in 2B starting at 9:30 am.



# 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 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 and testing researchers.

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 are a professional non-profit association that is dedicated to building a testing community that views the role of testing as skilled, relevant, and essential to the production of software products.

We also 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 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.

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.



## Learn More about AST:

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

## Member Benefits Include:

Professional Affiliation	Code of Ethics
Industry Activism	Community of Professionals
Events	Training (BBST Testing courses)
Discounts and Privileges	Blog syndication
Members Only discussion list and Forums	

## 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.



**Learn more about training:**

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

## Training

### Black Box Software Testing (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.

The 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 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 two 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

# Sponsors



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# Donors, and Media Sponsors



The Pacific Northwest Software Quality Conference (PNSQC) – Delivering Quality in Portland, Oregon, USA October 10-12. The mission of PNSQC is to enable knowledge exchange to produce higher quality software. Join industry leaders, presenters from the workplace, poster paper presenters, exhibitors and colleagues at PNSQC 2011. Registration is now open.

Learn more about PNSQC at [www.pnsc.org](http://www.pnsc.org).



**The Software Testing Club:** was founded in 2007 by Rosie Sherry after a clear need for a community for software testers with a \*quality approach\*. It started out as an experiment without high expectations. It is now a leading and thriving community for software testers.

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



**Socialtext** addresses the critical issues organizations face as their people and teams struggle to share knowledge, ideas and expertise. With Socialtext's enterprise social software platform, people and teams are synchronized, highly engaged and able to move fast. The Socialtext collaboration platform employs a broad set of social software technologies including micro blogging, social networking, filtered activity streams, widget-based dashboards, blogs and wikis. Socialtext offers both the convenience of SaaS and the security of an on-site appliance, for the fastest time to value. More than 6,500 businesses world-wide have accelerated their business performance with Socialtext, including Mayo Clinic, McGraw-Hill, OSIssoft, Symantec, The Washington Post, Egon Zehnder International, and Epitaph

# Day 1 Schedule

**Monday, August 8**

7:30a - 8:30a	Breakfast—Registration Open					
8:30a - 9:00a	Welcome [2E]					
9:00a - 10:30a	Keynote: Michael Bolton “If It’s Not Context-Driven, You Can’t Do It Here” [2E]					
10:30a - 10:45a	Morning Break					
Context-Driven		Tool-Assisted Testing	Skills & Heuristics			
1D		1E	1F	2B	2C	2D
10:45a - 12:00p	“agile” Test Teams (Even in a Non-agile World) Paul Holland	Trouble In the Mind: Troubleshooting Skill for Fortune and Glory Chris Blain	Paths for Self-Education in Software Testing Markus Gärtner	Emerging Topics	Breakout	WIFI Lounge
12:00a - 1:00p	Lunch (Membership Meeting & Elections) [2E]					
1:00p - 2:15p	*Now* What’s Your Plan? Henrik Andersson	Computer-Aided Exploratory Testing Harry Robinson	Weekend Testing: Skilled Software Testing Unleashed Ajay Balamurugadas	Emerging Topics	Breakout	
2:20p - 3:30p	What Do Auditors Expect From Testers: Audit Survival Heuristics Griffin Jones	Economics of Automation Matt Heusser	Telling a Compelling Testing Story Ben Kelly			
3:30p - 3:45p	Afternoon Break					
3:45p - 5:00p	Build a Deeper Com- munity of Practice: How to Organize a Peer Conference Paul Holland	Vendor Meets User: The Hexawise Test Design Tool and a Tester Who Tried to Use it in Real Life Justin Hunter	How to Coach Testers Using Skype Anne-Marie Charrett	Emerging Topics	Breakout	
5:00p - 7:00p	Evening Reception [2E]					
6:00p - 10:00p	Testing Competition [2E] Prizes provided by <a href="#">Satisfice Inc.</a>					



# Day 2 Schedule

**Tuesday, August 9**

7:30a - 8:30a	Breakfast—Registration Open							
8:30a - 9:00a	Welcome and Awards [2E]							
9:00a - 10:30a	Keynote: James Bach “New Cool Things” [2E]							
10:30a - 10:45a	Morning Break							
Context-Driven      Dilemmas      Skills & Heuristics								
1D		1E		1F		2B	2C	2D
10:45a - 12:00p	Developing a Professional Testing Culture Greg McNelly	Panel: Cost of Testing Matt Heusser	Introducing Session-Based Test Management in Your Project Carsten Feilberg	Emerging Topics	Breakout	WTA3D		
12:00p - 1:00p	Lunch (Election Results) [2E]							
1:00p - 2:10p	Going Against the Stream Alexandru Rotaru	Debate: Are Testing “Schools” a Good Idea? Doug Hoffman & James Bach	Game Films: A Technique for a Reflective Tester Grig Melnik	Emerging Topics	Breakout	WIFI Lounge		
2:20p - 3:30p	The BBST Experience Doug Hoffman, Selena Delesie, Michael Larsen, Mimi Mendenhall	When Should a Tester Test Less? Adam Yuret & Lanette Creamer	Crafting Our Own Models of Software Quality Henrik Emilsson	Lightning Talks				
3:30p - 3:50p	Afternoon Break							
3:50p - 5:00p	Working On a Virtual Team Karen N. Johnson	Tacking Barriers in a Multi-Customer Contract Acceptance Testing Maaret Pyhäjärvi	Understanding Gut Feelings in Testing Sajjadul Hakim	Lightning Talks	Breakout			
5:00p - 7:00p	Evening Reception [2E]							
6:00p - 8:00p	Tester Games [2D]							
8:00p - 9:00p	Tester Movie [2D]							
7:00p - 9:00p	EdSIG Meeting [1F]							

## “If It’s Not Context-Driven, You Can’t Do it Here”

The context-driven approach embraces several paradoxes:

- Could people working in some project reasonably decide that people aren’t the most important part of that project’s context?
- Are there contexts in which a context-driven approach is a bad idea?
- Can someone who is truly context-driven advocate for or impose context-driven thinking, or reject non-context-driven thinking? Might there actually be best practices?
- Can people– who always bring elements of themselves to a project– be truly context-driven?
- Doesn’t *everyone* adapt to context?

Members of the context-driven movement claim to argue strenuously in favor of considering all approaches, yet some of us are identified by others as rigid and dogmatic. Some suggest that our advocacy of context-driven approaches is like punk rock lyrics set to best practices music.

In this keynote, I’ll talk about some questions and paradoxes around context-driven thinking, and I’ll talk about valuable and problematic aspects of modeling testing around schools of thought.



**Michael Bolton** has been teaching software testing on five continents for ten years. He is the co-author (with senior author James Bach) of *Rapid Software Testing*, a course that presents a methodology and mindset for testing software expertly in uncertain conditions and under extreme time pressure. He has been Program Chair for the Toronto Association of System and Software Quality, Conference Chair (in 2008) for the Conference of the Association for Software Testing, and is a co-founder of the Toronto Workshops on Software Testing. He wrote a column in *Better Software Magazine* for four years, and sporadically produces his own newsletter. Michael lives in Toronto, Canada, with his wife and two children. He can be reached at [mb@developsense.com](mailto:mb@developsense.com), or through his website, <http://www.developsense.com>

## “New Cool Things”

This talk is about my perception of intriguing new ideas and developments in Context-Driven testing.



**James Bach** has been studying testing since May 21st, 1987. On that day, his first as a tester at Apple Computer, he asked “How do I know if my testing is any good?” He’s been looking for answers, and finding them, ever since. Author of *Secrets of a Buccaneer-Scholar*, a book about self-education, he co-pioneered exploratory testing, co-founded the Context-Driven School of Testing, co-founded the AST, co-wrote *Lessons Learned in Software Testing*, co-organized CAST, co-owns Satisfice, Inc., and he enjoys hot co-coa.

# Special Events

**Day 1—6:00p - 10:00p**

## Testing Competition

Come one, come all for a four hour testing competition. We have a developer. We have a real product. Your job (in teams or solo) will be to produce the best bug list that you can. You also get extra points for making test technique reports on video. Cash prizes will be provided by Satisfice.

**Day 2—10:45a - 2:10p**

## WT3D— Weekend Testers 3D

Weekend Testing is an opportunity to test with other enthusiastic testers from all over the world on a product or a concept. Usually the product and the charter/mission is kept under wraps until the session starts so that everyone starts from the same point.

Come join us on Tuesday, August 9th, 2011 at 10:45 AM as CAST participants interact with peers from across the globe to tackle a testing challenge. To join at CAST, come by the WIFI lounge. To join remotely, add "weekendtestersamericas" to your Skype ID list and email "[WTAmericas@gmail.com](mailto:WTAmericas@gmail.com)" to let us know you would like to participate.

**Day 2—6:00p - 9:00p**

## Tester Games and Movie Night

Join us for game and movie night. You will have the opportunity socialize with your peers, play testing games to sharpen your skills, and watch a movie that teaches valuable lessons about software testing.

**Day 2— 7:00p**

## Education Special Interest Group (EdSIG)

The Education Special Interest Groups (EdSIG) was created to conceive, support, and promote educational programs within AST. As an AST member you are invited to join the EdSIG and be a part of the present and future educational programs we offer. This year we will be discussing what is next for BBST. As always, come ready to share ideas about projects that interest you and be a part of the programs that are shaping the future of the testing community!

**Day 1 & 2—10:45a - 5:00p**

## “Emerging Topics”

This track features speakers and topics that need more time than a lightning talk, but less than a full session. Think of this track as a cross between a lightning talk and a typical track session.

Each talk is approximately 20 minutes in length, and allows at least 5 minutes for discussion. See the insert for a full track schedule with topics and times.



# Day 1 Sessions

10:45a - 12:00p

## “agile” Test Teams (Even in a Non-agile World)

Paul Holland has been managing his team in an agile way for the past several years. Over this time he has developed a methodology that can be used by test teams in both agile and non-agile environments. After his company moved to an agile methodology, he has been able to modify his techniques to continue to provide a high level of service while satisfying the needs of the new organization. He is going to share his methodologies, planning & tracking strategies, metrics and documentation techniques. During an evening session at STAR East in May 2011, Michael Bolton called Paul's strategies "brilliant" and stated that "you have to see how Paul is managing his team".

**Paul Holland** has 15 years' experience in testing telecommunications equipment and is currently the manager of a verification group at Alcatel-Lucent in Ottawa, Canada. He has an extensive background in test automation, DSL physical layer testing and performance testing. Paul has been involved in the context-driven testing community for the past 10 years'. He has been on the Association for Software Testing Board of Directors for the past three years and is currently the Treasurer of AST. Just over 2 years' ago Paul started to provide training in Performance Testing and Exploratory Testing. Paul has been the primary facilitator at the past four CAST conferences and has become one of the most sought-after facilitators of LAWST inspired peer conferences; acting as the facilitator at over 25 workshops.

10:45a - 12:00p

## Trouble in the Mind: Troubleshooting Skills for Fortune and Glory

Troubleshooting is something you've likely been pulled into from time to time, but might not have thought of it as a specific set of skills and techniques. I will discuss troubleshooting methodologies, books, and tools that have helped me learn to be a better troubleshooter. The emphasis will be on techniques that work in a wide variety of contexts.

**Chris Blain** has worked as a developer, support engineer, tester, and test manager for over 14 years in the software industry. He believes in the form of software development espoused by Gerald Weinberg, rather than the named processes so popular today which secretly draw from Fredrick Taylor and destroy the soul of the industry and those who work in it.

10:45a - 12:00p

## Paths for Self-Education In Software Testing

Software Testing is the most controversial profession in computer science. Given the lack of credible classroom training in software testing, successful software testers have to educate themselves, often in their spare time. Because it's crucial for software testers to know what they are doing, testers have recently evolved several paths to self-education. In this session, Markus Gärtner explains alternative paths to the knowledge a software tester needs. While traditional classroom training provides one way to teach a professional on software testing, several emerging techniques value collaborative learning approaches over certification, thereby forming communities of software testing professionals.

**Markus Gärtner** studied computer sciences until 2005. He published his diploma thesis on hand-gesture detection in 2007 as a book. In 2010 he joined it-agile GmbH, Hamburg, Germany, after having been a testing group leader for three years at Orga Systems GmbH. Markus is the co-founder of the European chapter in Weekend Testing, a black-belt instructor in the Miagi-Do school of Software Testing, contributes to the ATDD-Patterns writing community as well as the Software Craftsmanship movement. Markus regularly presents at Agile and testing conferences, as well as dedicating himself to writing about testing, foremost in an Agile context.

1:00p - 2:15p

## \*Now\* What's Your Plan?

In this talk, I will speak about how context impacts your test plan, and why that matters. This will be an interactive session where we will look at a specific application and consider how to test it. During the discussion, new aspects of context will be revealed that could cause us to reconsider the plan. Maybe some "Best Practices" will not seem that "best" when considered in context.

*We will end this session with a brainstorm on context variables to consider when test planning.*

**Henrik Andersson** is consultant and founder of House of Test, consultancy and outsourcing based in Sweden and China. He helps companies increase their efficiency and reconstructing their testing. He provides leadership and consulting for managers and leads. He tests, coaches, consults, speaks, writes, manages and thinks about software testing and problem solving. Henrik has worked in a broad range of fields such as medtech, defense, financial, pension, commercial web apps, logistics, SAP, search engines and telecom. This has given him a deep understanding of the way differences of context influences testing.

# Day 1 Sessions

1:00p - 2:15p

## Computer-Aided Exploratory Testing

Exploratory testing emphasizes creativity and thinking, but is often limited by how fast humans can think and type. Automated scripts provide speed and accuracy, but are often used only as regression tests. Computer-aided exploratory testing blends human judgment and computer horsepower to create testing that is thorough, robust, and flexible. This new approach brings new possibilities and new challenges, and requires us to re-think how we do our job as software testers. This session covers the basics of computer-aided exploratory testing and several examples of how we use it to test Bing.

**Harry Robinson** is a Principal Software Design Engineer in Test (SDET) for Microsoft's Bing team, with over twenty years of software development and testing experience at AT&T Bell Labs, Hewlett-Packard, Microsoft, and Google, as well as time spent in the startup trenches. He currently works with Bing teams on developing effective test strategies across the product. While at Bell Labs, Harry pioneered a test generation system that won the 1995 AT&T Award for Outstanding Achievement in the Area of Quality. At Microsoft, he championed the model-based test technology which won the Microsoft Best Practice Award in 2001. He holds two patents for software test automation methods. He speaks and writes frequently on software testing and automation issues.

1:00p - 2:15p

## Weekend Testing: Skilled Software Testing Unleashed

This is the story of Weekend Testing (WT), an innovative idea which is bringing passionate testers together to practice their skills. It's a journey of how a practice of self-learning graduated into passion to serve software community. WT is BY the testers, FOR the testers, TO the testers. WT is about sharing passion to improve testing skills and contribute to software community.

- Testers are free to TEST their ideas in WT sessions; the TESTER is the TEST MANAGER.
- Development of testing skills [Questioning, Bug Hunting, Observation, Recognizing and Clearing traps, Bug Investigation, Note taking, Collaboration, Rapid learning, Time management etc] is given prime importance.
- WT is FREE of cost and is conducted on every weekend across multiple chapters across the globe.

**Ajay Balamurugadas** is a software tester passionate to learn to test any software. He has been awarded scholarship from Software Testing Club and is a brown-belt student of Miagi-Do School run by Matt Heusser. He is co-founder of "Weekend Testing." Ajay shares his testing activities and learning through his blog <http://EnjoyTesting.blogspot.com> and tweets under @ajay184f

2:20p - 3:30p

## What Do Auditors Expect from Testers: Audit Survival Heuristics of an FDA-Regulated Exploratory Testing Team

In FDA regulated industries, compliance audits are fact-finding exercises used to determine the degree of compliance to rules and regulations. Executive management considers these audits high stakes events. Exploratory Testing (ET) has clearly emerged as a test approach in these industries. An audit is often the impact point where ET and auditor worlds have collided. During an audit, there are many opportunities for mutual misunderstanding. These misunderstanding can trigger episodes of incongruent behavior. Incongruent audits are not successful audits for anyone involved. This presentation describes and applies an example of one team's set of audit survival heuristics, (called "chocolate mousse"). These heuristics can be used by an ET team to both: prepare for an audit; or to maintain their composure and effectiveness during a stressful audit. Also highlighted are some of the common misconceptions and traps about ET in a regulated industry. We'll conclude with some of the positive opportunities that can occur for the ET team during these audits.

**Griffin Jones** is currently the Director of Quality and Regulatory Compliance, and the former Senior Software Quality Lead for iCardiac Technologies. iCardiac provides core lab services to the pharmaceutical industry for molecules in clinical development. These highly automated services assess the risk of sudden cardiac death caused by an elevated cardiac QT interval. Griffin specified the company's initial software exploratory testing strategy. He is currently responsible for all matters relating to quality assurance and regulatory compliance for an FDA, ICH, GCP regulatory compliant Quality System, including presenting the verification and validation (testing) results to external auditors.

# Day 1 Sessions

2:20p - 3:30p

## Economics of Automated Test Evaluation

While it might not be possible to automate sapient testing, it certainly is possible to have the computer go do some things in the corner and come back with a thumbs-up or a set of errors. Some key context-driven questions would be along the lines of “What should those things be? What is the opportunity cost of developing automation? How can we measure the value?” These are questions we don’t address enough in the world of software testing. Building upon the economic model from (T1), this talk will look at a very specific kind of test automation – “traditional” -prescribed GUI automation – and provide some tools to analyze the value of that work. Matt will talk about maintenance cost, false errors, what those tests actually describe, tell a few common failure stories, along with a few, well-grounded, reality-based long term success stories and comparisons to other forms of automation, such as model-driven and high-volume automated methods.

**Matt Heusser** was most recently a member of the technical staff at SocialText, which he joined in 2008 after a decade or so developing, testing and/or managing software projects. Along the way Matt has had to the opportunity to do some interesting things, including serving as the lead organizer of the Great Lakes Software Excellence Conference (now in its fifth year), organizing the workshop on technical debt, and teaching information systems at night at Calvin College. Matt is probably best known for his writing, including the blog “Creative Chaos” ([xndev.blogspot.com](http://xndev.blogspot.com)), and role as a contributing editor in Software Test & Quality Assurance Magazine. Matt is also serving as lead editor for the “Cost Of Testing Book,” with an expected publication date of August, 2011;. You can find Matt on twitter at mheusser.

2:20p - 3:30p

## Telling a Compelling Testing Story

As a tester, your role is not to “find all the bugs,” but to reveal information in a way that informs and benefits your clients. A key to that is to understand your audience. But your audience is likely a lot of different people all at the same time: project managers, programmers, C-level management, Analysts, Salespeople, Subject Matter Experts and so on. How do you know who needs to know what and what format suits them? How do you find out what they need to know if they themselves don’t have a clear idea of what that is? How do you use your (probably very limited) time to make sure the most important questions are answered? This presentation will provide strategies to take the data that your testing gives you and turn it into compelling information that your audience can digest and take action on.

**Ben Kelly** works for Cerego Japan, in Shibuya, Tokyo and holds the title ‘software test wizard’, which is handy only because he can pull out Gandalf’s ‘a wizard is never late or early’ line as needed. He has been testing for 8 years with stints in Internet measurement and insurance industries. When he is not agitating lively debate in the comments of other people’s blogs, He sporadically blogs about his own testing experience at testjutsu.com. Outside of the testing arena, he is a practitioner of kendo (Japanese swordsmanship) and has represented Australia on several occasions at the world kendo championships. He is available on twitter as @benjaminkelly.

3:45p - 5:00p

## Build a Deeper Community of Practice: How to Organize a Peer Conference

One of the innovations of the Context-Driven School is the “peer conference.” Introduced to us by Cem Kaner in 1997, it galvanized a small community of testers in Silicon Valley, and led directly to the concept of context-driven testing. A peer conference is different from an exhibition-style conference. In a peer conference, every attendee is an active participant and most often also a speaker. Everyone helps guide the direction of the meeting with their own ideas, questions, and energy. It’s a round table. It’s a facilitated discussion forum where experiences are shared, rather than best practices. In fact, CAST has many elements of a peer conference. This presentation tells you how you can organize and run your own small peer conferences, so that you can supercharge your own local testing community.

**Paul Holland** has 15 years experience in testing telecommunications equipment and is currently the manager of a verification group at Alcatel-Lucent in Ottawa, Canada. He has an extensive background in test automation, DSL physical layer testing and performance testing. Paul has been involved in the context-driven testing community for the past 10 years. He has been on the Association for Software Testing Board of Directors for the past three years and is currently the Treasurer of AST. Just over 2 years ago Paul started to provide training in Performance Testing and Exploratory Testing. Paul has been the primary facilitator at the past four CAST conferences and has become one of the most sought after facilitators of LAWST inspired peer conferences; acting as the facilitator at over 25 workshops.

# Day 1 Sessions

3:45p - 5:00p

## Vendor Meets User: The Hexawise Test Tool and a Tester who tried to use it in real life

Dr. William G. Hunter helped manufacturers create small numbers of prototypes that were each carefully designed to reveal as much actionable information as possible. He did this using Design of Experiments methods that he taught as a professor of Applied Statistics. Five years ago, while working at Accenture, Hunter's son Justin began to apply some of these Design of Experiments-based methods to the software testing field. After seeing promising results from 17 pilot projects he helped manage at Accenture, Justin created Hexawise, a software test design tool that generates tests using Design of Experiments-based methods. Justin will introduce the tool. But this is not the typical vendor talk. Tester Lanette Creamer recently used Hexawise for the first time on a real project. She will share her experiences, covering both where it helped and where she experienced limitations of the tool and the test design technique.

**Justin Hunter**, Founder and CEO of Hexawise, is a test design specialist who has enjoyed teaching testers on six continents how to improve the efficiency and effectiveness of their test case selection approaches. The improbably circuitous career path that led him into the software testing field included working as a securities lawyer based in London and launching Asia's first internet-based stock brokerage firm. The Hexawise test design tool is a web-based tool that is available for free to teams of 5 or fewer testers, as well as to non-profit organizations.

**Lanette Creamer**: After 10 years at Adobe, including working as a Quality Lead testing across the Creative Suites, Lanette is now a Senior Consultant with Sogeti. She is currently working as a Test Lead at Starbucks. Lanette has been evangelizing test collaboration and promoting advancement in human test ideas for the past 5 years. With a deep passion for collaboration as a way to increase test coverage, she believes it is a powerful solution when facing complex technical challenges. Lanette has presented at PNSQC, Better Software/Agile Development Practices, Writing About Testing, and STPCon in 2010. She'll be participating at CAST 2011 in her home city of Seattle. She actively participates in the testing community and has written two technical papers and a published article on testing in ST&P Mag January 2010 (now ST&QA magazine).

3:45p - 5:00p

## How to Coach Testers Using Skype

Nothing beats learning how to test than actually performing testing exercises and challenges. IM coaching uses this principle with Instant Messaging as the medium. Guided by experienced coach, a tester is able to immerse themselves in a testing exercise. Discover what IM Coaching is all about in the real-time, fast paced session and learn how it can help you and your organization learn more about testing. Watch as simultaneous online coaching sessions take place side by side. Have online coaching strategies explained as the coaching sessions take place. Each coaching session will consist of an exercise or puzzle which a tester will work through. The coaching sessions will be performed by Anne-Marie Charrett. As they take place, James Bach will narrate the sessions identifying patterns in the sessions. These and other patterns will be made available for all attendees to take home.

**Anne-Marie Charrett** is a professional software test consultant and runs her own company Testing Times. An electronic engineer by trade, software testing chose her, when in 1990 she started conformance testing against European standards. She was hooked and has been testing since then. She assists in the online BBST training courses run by the Association for Software Testers as well as a provider of Exploratory Testing workshops. She provides free IM coaching sessions on Skype (charretts). Anne-Marie also writes on her blog Maverick Tester (<http://mavericktester.com>). She runs a twitter account @dailytestingtip where she provides daily testing tips to the software community. Current projects she's working on include an e-book "If were a test case I would..." for the Chandru Fund and contributing the chapter "the cost of starting up a test team" for the Cost of Testing.



# "CAST Live"

Streaming *Live* Aug 8 & 9th at 6:30pm PDT

"CAST Live" is a webcast hosted by Benjamin Yaroch and Tim Coulter. The program is streamed live each night following the close of the conference at 6:30pm PDT / 9:30pm EDT.

Each night Ben and Tim will recap that days events, interview influential testers, and discuss all things testing.

We will be broadcasting live on UStream.tv both evenings. Feel free to join us in room 2B for the live broadcast.

Can't attend the broadcast in person? You can catch the show later on blip.tv.

**UStream:** <http://ustream.com/channel/CASTLive>

**blip.tv archive:** <http://blip.tv/association-for-software-testing>



You're On



# Day 2 Sessions

10:45a - 12:00p

## Developing a Professional Testing Culture

Culture happens. If you work with other testers, voila! You do so in a testing culture. But are you aware of it? Has it been shaped consciously? You may consider yourself a professional tester, but how is that attitude shared by your coworkers? How is it supported by your organization? And if you don't like your answers to these questions, how would you change things? This is the story of our testing culture at Progressive Insurance, a testing culture comprised of hundreds of testers, a testing culture that is being shaped by the work of professional testers, by their sense of community, and by the support of their organization. In this talk, I will describe some of the key struggles, events, decisions and people who have shaped our testing culture. What are our attitudes about testing, and how do they influence our work? How did we come to have these attitudes, and what were they before? Why did they change? How well are they supported? I will address these topics, and more, including the corresponding perspectives of several other participants in our culture. The presentation and conference paper were produced with Sun's Open Office - a free, popular alternative to Microsoft Office products.

**Greg McNelly:** Computer programming has been a passion of Greg's since 1982, and his profession since 1993. His programs have helped people insure automobiles, predict laboratory test results, precision-align machinery, process payrolls and practice math facts. In 2003, Greg became fascinated with test automation as a type of programming; and, shortly thereafter, its limitations led him to a tremendous respect and passion for the cognitive challenges of testing. Now he works with project teams seeking to leverage testing as an effective component of their overall software development process. Currently, he is an in-house software development consultant at Progressive Insurance, in Mayfield Village, Ohio. This is also where he lives with his wife and two daughters.

10:45a - 12:00p

## Panel: How to Decrease the Cost of Testing

The constant pressure to do more with less, shrink the timing cycles, increase efficiency and decrease cost in testing can be a total drag. After all, if we want to reduce cost, we could just not test at all, and see what happens. But if it weren't said as a vapid cliché – if there was some actual meat on the idea, maybe we could see some benefit. This panel discussion brings together experts in the field, the contributors to the "Reducing The Cost of Testing" book, to discuss how we can respond to the challenge of reduced cost with integrity and success. You'll go home with more than ideas to reduce cost; you'll have a balanced view of the real cost of those tradeoffs, and you'll have tools to discuss with senior management in a reasoned, articulate way.

**Matt Heusser** was previously a member of the technical staff at SocialText, which he joined in 2008 after a decade or so developing, testing and/or managing software projects. Along the way Matt has had to the opportunity to do some interesting things, including serving as the lead organizer of the Great Lakes Software Excellence Conference (now in its fifth year), organizing the workshop on technical debt, and teaching information systems at night at Calvin College. Matt is probably best known for his writing, including the blog "Creative Chaos" ([xndev.blogspot.com](http://xndev.blogspot.com)), and role as a contributing editor in Software Test & Quality Assurance Magazine. Matt is also serving as lead editor for the "Cost Of Testing Book," with an expected publication date of August, 2011;. You can Matt on twitter at mheusser.

10:45a - 12:00p

## Introducing Session-Based Test Management in Your Project

Session-based test management is a systematic way of controlling and accounting for softly structured processes such as ET. If you wonder how it works, or why it's becoming popular, this is the session for you. In this talk, I present the basic elements of SBTM. But we will also take a good long look at all the things that threatens the process. Stakeholders expectations, time constraints, and just 'letting go' because 'we know all this stuff' can have a devastating effect. To make SBTM work now, also in the longer run, requires constant adaptation. In this talk I will draw on my own as well as others' experiences and hopefully spark a lively discussion on this subject, that can help us all survive and succeed with SBTM.

**Carsten Feilberg** has been testing or managing testing for more than a decade working on various projects covering the fields of insurance, pensions, public administration, retail and other back office systems as well as a couple of websites. With more than 17 years as a consultant in IT his experience ranges from one-person do-it-all projects to being delivery and test manager on a 70+ system migration project involving almost 100 persons. He is also a well known blogger and presenter on conferences and a strong advocate for context-driven testing.

# Day 2 Sessions

1:00p - 2:15p

## Going Against the Stream

This is the story of my software testing company's challenges over the past 3 years, of the testing experiences I've had and the changes I've made when it comes to my overall approach to software testing. Working with both clients and potential employees that know all about "best practices" in software testing and offering offshore testing services when most of our potential customers think that our only advantage is our price might have been sometimes frustrating, but it has also been enlightening. This is the story of my company's struggle to resist the temptation to cut corners 'just this once' and the lessons I've learned from this experience.

**Alexandru Rotaru** discovered testing six years ago after graduating from university, and realized that he actually loved it. Three years later he co-founded Altom, a software testing lab in Romania, and started to be more and more interested in how to get better at testing and how to pass on his enthusiasm to others. He thinks he still has a lot to learn, and that he has made an important step when he became an AST member two years ago.

1:00p - 2:15p

## Debate: Are Testing "Schools" a Good Idea?

James Bach and Doug Hoffman are well known [infamous] for passionately (but civilly) discussing opposing viewpoints about software testing. One of the topics of disagreement between them is the use and labeling of the "Schools of Software Testing." Their differences are not a question of whether or not there are distinct and sometimes conflicting approaches and philosophies, but rather it is a question of whether applying the selected names to different schools or associating specific people with schools is a good thing. Doug and James will present their views and discuss why they hold such different opinions.

**Douglas Hoffman** is a management consultant and trainer in strategies and tactics for software quality assurance with over 30 years experience. The President of the Association for Software Testing (AST) and a Fellow of the ASQ (American Society for Quality), he holds degrees including MBA, MSEE, and BACS. He is certified by ASQ as a Software Quality Engineer and as a Manager of Quality/Organizational Excellence. Douglas is a founding member, past Chair, and current Treasurer of SSQA (Silicon Valley Software Quality Association), past Chair of the Silicon Valley Section of ASQ, a founding member for AST, Invited Speaker Chair for PNSQC, and a member of ACM and IEEE. He has spoken at dozens of conferences and has been Program Chair for several international conferences on software quality. He has also been an active participant in the Los Altos Workshops on Software Testing (LAWST) and dozens of the offshoot workshops.

**James Bach** has been studying testing since May 21st, 1987. On that day, his first as a tester at Apple Computer, he asked "How do I know if my testing is any good?" He's been looking for answers, and finding them, ever since. Author of *Secrets of a Buccaneer-Scholar*, a book about self-education, he co-pioneered exploratory testing, co-founded the Context-Driven School of Testing, co-founded the AST, co-wrote *Lessons Learned in Software Testing*, co-organized CAST, co-owns Satisfice, Inc., and he enjoys hot co-coa.

1:00p - 2:15p

## Game Films: A Technique for a Reflective Tester

What can be gained from examining your own practice or someone else's practice? A lot! I've experimented with using recordings of test sessions to help both aspiring and professional testers examine and rethink their actions, their techniques, their creative process... and most importantly, to learn! It turned out this practice, known as "game films," has been successfully used by sport coaches, who spend hours and hours watching, dissecting, and analyzing games (both of their own teams and competitors) to polish their tactics and to draw specific game plans based on those analyses. Musicians also listen to and analyze their own performances and of others. In this talk, I'll present my experiments with students and practitioners and share some lessons learnt about reflection-on-testing (while watching/analyzing a game film) as well as reflection-in-testing (while thinking out loud during testing).

**Grig Melnik** is a thinker and enthusiastic learner. Currently, leading software development teams at Microsoft and shipping software. Previously, educating future software professionals at several universities in Canada and conducting software engineering research.

# Day 2 Sessions

2:20p - 3:30p

## The BBST Experience

Four panelists who have been through the BBST series of courses will briefly present their experience and no holds barred opinions about the classes and how they might be improved. The bulk of the discussion will be fielding questions and gathering experience and opinions from the delegates in attendance.



**Douglas Hoffman** is a management consultant and trainer in strategies and tactics for software quality assurance with over 30 years experience. The President of the Association for Software Testing (AST) and a Fellow of the ASQ (American Society for Quality), he holds degrees including MBA, MSEE, and BACS. He is certified by ASQ as a Software Quality Engineer and as a Manager of Quality/Organizational Excellence. Douglas is a founding member, past Chair, and current Treasurer of SSQA (Silicon Valley Software Quality Association), past Chair of the Silicon Valley Section of ASQ, a founding member for AST, Invited Speaker Chair for PNSQC, and a member of ACM and IEEE. He has spoken at dozens of conferences and has been Program Chair for several international conferences on software quality. He has also been an active participant in the Los Altos Workshops on Software Testing (LAWST) and dozens of the offshoot workshops.

**Selena Delesie** is a consulting software tester and agile coach who runs her own company, Delesie Solutions. Selena has been managing and coaching on software, testing, and agile practices for a range of leading-edge technologies for about a decade. She facilitates the evolution of good teams and organizations into great ones using individualized and team-based coaching and interactive training experiences. Selena is an active speaker, participant, and leader in numerous industry-related associations and conferences. Links to Selena's published works, blog, and contact information can be found at [DelesieSolutions.com](http://DelesieSolutions.com).

**Michael Larsen** is a "Lone Tester" with [SideReel.com](http://SideReel.com) in San Francisco, CA. He is a brown belt in the Miagi-do School of Software, an instructor with the Association for Software Testing, facilitator for Weekend Testing Americas and the producer of Software Test Professionals "This Week in Software Testing" podcast. He can be found on Twitter at @mkltesthead and blogs at <http://mkl-testhead.blogspot.com>.

**Mimi Mendenhall** has been in the IT industry for over 24 years, working primarily for the Internal Revenue Service on the US Tax Processing System. She began her career as one of the initial and primary developers for the "then" state of the art Electronic Filing System. 11 years later, she left government service to become a "beltway bandit" and entered the realm of testing as a Northrop Grumman contractor for their IRS client.

Mimi became involved with the Association for Software Testing through Doug Hoffman. Mimi hired Doug to help develop and frame testing strategies for the IRS in their latest attempt to modernize the tax processing system. Little did she know what she was getting herself into!

In her spare time, she volunteers as the Association for Software Testing's BBST Course Coordinator.



# Day 2 Sessions

2:20p - 3:30p

## When Should a Tester Test Less?

Ostensibly the goal of this testing is to provide test coverage of a software product to uncover and document bugs. What if a stakeholder doesn't want you to report bugs? What if they want you to test less? Let's discuss scenarios where the tester is explicitly asked to ignore most bugs, not because the product is so polished that the only probable defects are minor, but because the opposite is true. There are so many problems that to document them all and act on them would have a crippling effect on the project. What would you do in this scenario? Come join Lanette Creamer and Adam Yuret as they discuss how these type of dilemmas face them in their current, and past projects. Share your experiences, ideas and insights into these dilemmas as they host a spirited discussion on the potential hazards of filing bugs.

**Adam Yuret:** After 8 years at WebTrends testing an enterprise level SaaS data warehousing product which included building and maintaining a large scale testing environment, Adam currently works as an "army of one" tester for VolunteerMatch. VolunteerMatch is a national nonprofit organization dedicated to strengthening communities by making it easier for good people and good causes to connect. Adam is a relative newcomer to the context driven community and is currently working to build a testing process for a project that is transitioning to an agile/scrum methodology.

**Lanette Creamer:** After 10 years at Adobe, including working as a Quality Lead testing across the Creative Suites, Lanette is now a Senior Consultant with Sogeti. She is currently working as a Test Lead at Starbucks. Lanette has been evangelizing test collaboration and promoting advancement in human test ideas for the past 5 years. With a deep passion for collaboration as a way to increase test coverage, she believes it is a powerful solution when facing complex technical challenges. Lanette has presented at PNSQC, Better Software/Agile Development Practices, Writing About Testing, and STPCon in 2010. She'll be participating at CAST 2011 in her home city of Seattle. She actively participates in the testing community and has written two technical papers and a published article on testing in ST&P Mag January 2010 (now ST&QA magazine).

2:20p - 3:30p

## Crafting Our Own Models of Software Testing

In late 2010, [thetesteye.com](http://thetesteye.com) published a poster called Software Quality Characteristics which was the result of trying to invent the best model of quality characteristics. When we started this, there was only one realistic and thorough model available – Bach's CRUSSPIC STMPL – but we didn't think that this model was perfect for us. Instead we attacked this model and started to question it in order to come up with a model that we thought were more true and valid for us and in our context. In this talk I will describe what we did during this interesting journey; a journey perhaps more important than the result itself.

**Henrik Emilsson,** Test Manager at Qamcom Research & Technology, started his testing career in 2000 and have been working as test lead, tester and team leader in a wide variety of business applications and business areas. He is one of the founders of [www.thetesteye.com](http://www.thetesteye.com) which has become one of the greatest Swedish blogs on software testing; and he is chairman and co-founder of SAST Värmland, a local chapter of Swedish Association for Software Testing. Henrik has been a speaker at EuroSTAR (2005), SAST Q15 (2010), and several other smaller conferences, and was one of two EuroSTAR TestLab Apprentices in Copenhagen 2010. In 2011 he will manage the EuroSTAR TestLab together with a colleague. Henrik is also part time adjunct professor at Karlstad University for the course "Testdesign av programvara" (Software Test Design) which he also have co-created.

3:45p - 5:00p

## Working On a Virtual Team

Working on a virtual team often means adjusting to time zone differences and cultural differences. There are other challenges in working on a virtual team as well – such as creating a working environment and building a working rapport with people who you have possibly never met. How can you work transparently with people you cannot see? How do you lead a team when time differences are so large that you never work during the same hours? What happens when your team uses an Agile development process and you're not collocated? How do you arrange Sprint planning sessions when your team is in different time zones? Webcams, Skype sessions, instant messenger and web conferencing are some of the tools used to communicate to team members in different locations but those are technical tools. This session focuses on skills to develop when you're working on a virtual team.

**Karen N. Johnson** is an independent software test consultant. She is frequent speaker at conferences. Karen is a contributing author to the book, Beautiful Testing released by O'Reilly publishers. She has published numerous articles and blogs about her experiences with software testing. You can visit her website at: <http://www.karennjohnson.com>

She is the co-founder of the WREST workshop, more information on WREST can be found at: <http://www.wrestworkshop.com/Home.html> Karen is a hosted software testing expert on Tech Target's website, [searchsoftwarequality.com](http://searchsoftwarequality.com). For more information about Karen, visit <http://www.karennjohnson.com>

# Day 2 Sessions

3:45p - 5:00p

## Tacking Barriers in Multi-Customer Contract Acceptance Testing

Exploratory testing is an effective and efficient way to organize testing working in collaboration with the developers. However, the pension insurance sector is known for long waterfall-like projects, where a customer procures the changes to the system from a contractor with fixed-price contracts. The customer's contract-acceptance testing happens in a limited timeframe at the end of the project with scripted test cases. In this presentation, I go through a project from the insurance pension sector in Finland, where we made an effort to change multi-customer contract acceptance testing from pre-scripted test cases created from specifications to data-oriented exploratory testing. Within the project we faced several objections and lost many battles of doing things our way. Keeping the goals of sector collaboration and good testing in mind, we sought compromises and learned valuable lessons for improving our testing.

**Maaret Pyhäjärvi** works as test manager at Ilmarinen Mutual Pension Insurance in Finland, contributing to testing in customer-contractor settings in contract-driven development. She's been with testing since 1994 in various roles: tester, test manager, test consultant, test researcher and teacher of software testing both at university and commercially. Maaret is a frequent speaker in Finnish testing seminars. She is currently the chair of Finnish Association for Software Testing (FAST).

3:45p - 5:00p

## Understanding Gut Feelings in Testing

Although most testers do not want to admit it, many times we do not find critical problems because of careful planning, or because we were intentionally looking for it, but rather due to luck. My study is basically on how I can try to make it more likely that luck favors me. One unlikely source for this is our gut feelings during testing or debrief sessions. I have quite a number of interesting stories to tell and would like to talk about when it might be a good idea to listen to your instincts. Of course I would also like to touch on how certain biases can make us rely on the wrong gut feelings. This is actually something I am recently working on and I hope to have this ready before the conference. I will probably be blogging and tweeting about it until then to get feedback to improve my talk. what doesn't work

**Sajjadul Hakim** is the Director of Software Testing at Therap (BD) Ltd. He is an insightful tester and influential testing coach. He is leading the Context-Driven Testing movement in Bangladesh. He is the founder and coordinator of SQABD, a voluntary nonprofit organization that is very well known in the software industry of Bangladesh. His blog is considered one of the very first writings on exploratory essays from the Indian Subcontinent. He has over 10 years experience in various roles in programming and testing, at leading multinational companies in Bangladesh.



### **Get Coached by James Bach, Michael Bolton, or Anne-Marie Charrett**

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

Learn how James uses instant messaging to improve your testing skills.

<http://www.associationforsoftwaretesting.org/about/membership/skype-coaching/>

# Online Education for Testing Practitioners

**Our BBST Courses** are tailored for working Professionals. Our courses are interactive, deadline driven, and engaging. Each course lasts 4 weeks and all coursework is completed online.

Each course contains video lectures, quizzes, individual and group projects, and a final exam. There is a heavy emphasis on peer review and interaction throughout the course. These classes are entirely online and you will be working along-side other test professionals from around the world. This offers you exposure to a broad range of perspectives and experiences.

**BBST** challenges you to think critically, not just memorize and repeat definitions and ideas. Instead of studying for a multiple choice test - you will be critically thinking about ideas that can then be applied to your work.



**Challenge** yourself by continuing your professional development with AST. By enrolling in the *Foundations* course you are beginning training that will influence how you approach countless aspects of your career in testing. This first course is a basic introduction to black box testing.

Key concepts covered in this course are:

- ◆ Determine the mission of testing
- ◆ Understand the oracle problem
- ◆ Deal with the measurement problem
- ◆ Approach the impossibility of complete testing and what it means to your projects

Foundations will introduce you to our format, the quality of our class content, and the high expectations we have for our students.

Foundations is a prerequisite for all other courses offered in the BBST series.



**Sharpen** your bug reporting skills with the *Bug Advocacy* course. 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 concepts covered in this course are:

- ◆ Define concepts (such as software error, quality, and the bug processing workflow)
- ◆ Understand scope of bug reporting
- ◆ See bug reporting as persuasive writing
- ◆ Learn investigation skills to discover harsher failures and simpler replication conditions
- ◆ Navigate reasons for not fixing bugs
- ◆ Make your bugs reproducible
- ◆ Learn lessons from the psychology of decision-making to better understand heuristics and biases
- ◆ Improve the style and structure of your bug reports

Learn more:

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

# Post-Conference Schedule

## Tutorials

**Wednesday, August 10**

7:30a  
- 8:30a

**Breakfast**

**Half-Day**

**Full-Day**

8:30a  
- 10:00a

**Testing Mobile Apps  
& Mobile Websites**  
Karen N. Johnson  
[2B]

**Test  
Management Clinic**  
Selena Delesie  
[2C]

**Just-In-Time Test-  
ing**  
Robert Sabourin  
[1E]

**Test Framing: Con-  
structing Tests and  
Telling a  
Testing Story**  
Michael Bolton  
[1D]

**Context-Driven  
Testing  
Leadership**  
James Bach  
[2E]

10:00a  
- 10:20a

**Morning Break**

10:20a  
- 12:00p

**Testing Mobile Apps  
& Mobile Websites**  
Karen N. Johnson  
[2B]

**Test  
Management Clinic**  
Selena Delesie  
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**Just-In-Time Test-  
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**Test Framing: Con-  
structing Tests and  
Telling a  
Testing Story**  
Michael Bolton  
[1D]

**Context-Driven  
Testing  
Leadership**  
James Bach  
[2E]

12:00p  
- 1:00p

**Lunch**

1:00p  
- 3:00p

**Performance Analy-  
sis and Capacity  
Planning**  
Goranka Bjedov  
[2B]

**Career  
Management for  
Software  
Testers**  
Anne-Marie  
Charrett  
[2C]

**Just-In-Time Test-  
ing**  
Robert Sabourin  
[1E]

**Test Framing: Con-  
structing Tests and  
Telling a  
Testing Story**  
Michael Bolton  
[1D]

**Context-Driven  
Testing  
Leadership**  
James Bach  
[2E]

3:00p  
- 3:20p

**Afternoon Break**

3:20p  
- 5:00p

**Performance Analy-  
sis and Capacity  
Planning**  
Goranka Bjedov  
[2B]

**Career  
Management for  
Software  
Testers**  
Anne-Marie  
Charrett  
[2C]

**Just-In-Time Test-  
ing**  
Robert Sabourin  
[1E]

**Test Framing: Con-  
structing Tests and  
Telling a  
Testing Story**  
Michael Bolton  
[1D]

**Context-Driven  
Testing  
Leadership**  
James Bach  
[2E]

## Board of Directors Meeting

**Thursday, August 11**

9:30a  
- 5:00p

**AST Board Meeting**  
(Open to all Members)  
[2B]



# Half-Day Tutorials

## Morning

### Testing Mobile Apps & Mobile Websites

Are you testing a mobile app or a website on a mobile device? This tutorial looks at both contexts and investigates what to test. This tutorial welcomes discussion of functional, design and security testing on mobile environments. This session also addresses how to build a mobile testing strategy.

- Understand the mobile environment – An overview of the market: manufacturers, models, carriers, operating systems and browsers as well as the Apple app store and the Android market.
- Mobile & Functional Testing – What is functional testing on a mobile environment? A discussion and review of core functionality found with many sites and applications such as: login, search, locate and buy.
- Mobile & User Interface Testing – User interface testing, it's not just adjusting to smaller screen sizes but testing for navigation, links, lists, and sitemaps.
- Mobile & Security, Device and App Settings – Websites: secure pages and site certificates. Apps: access and permissions.
- Mobile Testing Challenges – Reporting and replicating defects including how to capture screen shots for defect reporting.
- Building a Mobile Testing Strategy – How to choose which devices to test, get your team access to devices and plan what to test and how to test.

**Students should bring a laptop computer and/or a mobile device to participate in hands-on testing. It is recommended that you have Admin access to your laptop.**

**Karen N. Johnson** is an independent software test consultant. She is frequent speaker at conferences. Karen is a contributing author to the book, *Beautiful Testing* released by O'Reilly publishers. She has published numerous articles and blogs about her experiences with software testing. You can visit her website at: <http://www.karennjohnson.com>

She is the co-founder of the WREST workshop, more information on WREST can be found at: <http://www.wrestworkshop.com/Home.html> Karen is a hosted software testing expert on Tech Target's website, [searchsoftwarequality.com](http://www.techtarget.com/searchsoftwarequality). For more information about Karen, visit <http://www.karennjohnson.com>

## Morning

### Test Management Clinic

As a leader or manager in a testing organization, you know that there are many (seemingly) impossible challenges. Some include:

- Where to find additional testers for a critical release when you have half the time you estimated for.
- How to handle poor stakeholder relationships so everyone can be productive and fully contribute towards a successful release.
- When to be directive with employees versus when to take a coaching approach.

In this interactive tutorial, Selena will guide an examination of participants' real-life challenges and approaches for uncovering solutions for the unique situations you face. While there is no one right solution that will always work, there are appropriate solutions for your specific situations. Attend this tutorial to discover how the key to solving your challenges is in the uniqueness of your project, your environment, the people involved, and yourself. Learn how to recognize these context-specific situational identifiers to help you uncover and apply appropriate solutions for your specific challenges, and help you grow as a leader in your organization.

**Selena Delesie** is a consulting software tester and agile coach who runs her own company, Delesie Solutions. Selena has been managing and coaching on software, testing, and agile practices for a range of leading-edge technologies for about a decade. She facilitates the evolution of good teams and organizations into great ones using individualized and team-based coaching and interactive training experiences. Selena is an active speaker, participant, and leader in numerous industry-related associations and conferences. Links to Selena's published works, blog, and contact information can be found at [DelesieSolutions.com](http://DelesieSolutions.com).

# Half-Day Tutorials

## Afternoon

### Performance Analysis and Capacity Planning: What Do You Need?

As the software world continues to shift to cloud based solutions, testing professionals are expected to provide answers on the new questions:

“How quickly will the system respond?” “How many machines (servers, load balancers, switches, etc.) do we need?” “What happens when a machine (or a rack, cluster, data-center) fails?” “What is the performance cost of a new feature?”

Questions such as these have long been labeled, in the software engineering field, as “important,” “difficult,” and “expensive.”

This session will introduce these problems and give examples for services most people are familiar with. Contrary to the above described beliefs, performance testing and capacity planning are no more or less difficult than other types of testing. While they both require some specialized tools, the most important factor is the person doing the analysis. Regardless of tool vendors’ claims, it is the qualities and skills that person brings to the table that make the difference.

I have spent five and a half years doing performance testing at Google, and have been capacity planning engineer at Facebook for the last year. Over that time, I have trained new engineers in performance testing, and have worked with software developers teaching them basic skills needed to keep their services healthy. Yes, there is some math and statistics involved, but the most important skills are actually a lot more basic than that, and the ones I have recognized in most experienced testers. So come to this discussion, bring your examples, and be prepared to analyze, critique and learn together with the rest of the field.

**Goranka Bjedov** works as a Capacity Planning Engineer at Facebook. Her main interests include performance, capacity and reliability analysis, testing and planning. Prior to joining Facebook, she spent five years doing performance testing for Google. Her career also includes a senior engineer and manager positions at Network Appliance and AT&T Labs, respectively. Before joining the industry, she was an Associate Professor in the Purdue University Schools of Engineering. A speaker at numerous testing and performance conferences, Goranka has authored many papers, presentations and two textbooks.

## Afternoon

### Career Management for Software Testers

Have you asked yourself any of the following questions?

"What career options are available to me as a software tester, in 5 years, in 20 years?" "What career path is best suited for me?" "What skills do I need to get there?"

If you have, then this tutorial on “Career Management in Software Testing” is perfect for you.

Software Testing Career Management is a practical training session which will enable testers to strategically assess their skills, knowledge and career experience and develop individual career plans for the future. It includes interviews from expert testers, test managers and test consultants to gain insight in to necessary skills and insight into these career choices.

The session focuses on empowering participants to take ownership for their own career destiny, though possible career options and personal development analysis, exploring values and motivating rationale, identifying future goals and career aspirations.

This session is suitable for testers who want to review their career to date and take charge of their future career.

**Anne-Marie Charrett** is a professional software test consultant and runs her own company Testing Times. An electronic engineer by trade, software testing chose her, when in 1990 she started conformance testing against European standards. She was hooked and has been testing since then. She assists in the online BBST training courses run by the Association for Software Testers as well as a provider of Exploratory Testing workshops. She provides free IM coaching sessions on Skype (charretts). Anne-Marie also writes on her blog Maverick Tester (<http://mavericktester.com>). She runs a twitter account @dailytestingtip where she provides daily testing tips to the software community. Current projects she’s working on include an e- book “If were a test case I would...” for the Chandru Fund and contributing the chapter “The Cost of Starting Up a Test Team” for the Cost of Testing.

# Full-Day Tutorials

## Full Day

### Just-In-Time Testing

Turbulent development projects experience almost daily requirements changes, user interface modifications, and the continual integration of new functions, features, and technologies. Keep your testing efforts on track while reacting to changing priorities, technologies, and user needs. This interactive workshop offers a unique set of tools to help you cope with—and perhaps even flourish in—what may seem to be a totally chaotic environment. Practice dynamic test planning, test idea development and test triage. Get Ready for Almost Anything They Can Throw at You. Learn to identify, organize, and prioritize your testing “ideas.” Adapt the testing focus as priorities change. Decide on purpose—what not to test not just because the clock ran out! Just-In-Time Testing (JIT) approaches are successfully applied to many types of software projects—commercial off-the-shelf applications, agile and iterative development environments, mission-critical business systems, and just about any Web application. Real examples demonstrate how JIT testing either replaces or complements more traditional approaches. Examples are drawn from insurance, banking, telecommunications, medical, and other industries. The tutorial is packed with interactive exercises in which students work together in small groups to apply JIT testing concepts. This tutorial is appropriate for anyone who works in fast-paced development environments, including test engineers, test managers, developers, QA engineers, and all software managers.

Just-In-Time Testing received the EUROSTAR BEST TUTORIAL award in 2010.

**Robert Sabourin** has more than 28 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.

## Full Day

### Context-Driven Testing Leadership

The CAST conference features many of the best respected leaders of the Context-Driven testing movement. This is an open community, but to become respected in it, there are certain values and behaviors you must embody and exhibit. Context-Driven leaders are pluralists, humanists, and liberally self-educated. We are working on a great project: the building of a sophisticated and respectable testing profession. Many other schools of thinking compete with the Context-Driven School. To succeed in our mission, we must not be complacent. We must critique ourselves and understand the appeal of the other schools. There is no certification in “Context-Driven Methodology.” You become recognized and rewarded the time-honored way: through your works and words. In this tutorial, I will explain the main elements of context-driven thought, non-context-driven thought, and help you practice thinking in a context-driven way, so that you will be best able to contribute to the future of the craft.

**James Bach** has been studying testing since May 21st, 1987. On that day, his first as a tester at Apple Computer, he asked “How do I know if my testing is any good?” He’s been looking for answers, and finding them, ever since. Author of *Secrets of a Buccaneer-Scholar*, a book about self-education, he co-pioneered exploratory testing, co-founded the Context-Driven School of Testing, co-founded the AST, co-wrote *Lessons Learned in Software Testing*, co-organized CAST, co-owns Satisfice, Inc., and he enjoys hot co-coa.

### Test Framing: Constructing Tests and Telling the Testing Story

Test framing is the set of logical connections that structure and inform the test. To test is to compose, edit, narrate, and justify two stories. One is a story about the product—what it does, how it does it, how it works, and how it might not work—in ways that matter to your clients. The other is a story about your testing—how you came to know and understand the product story. The testing story comprises several crucial elements—how you designed your tests, how you configured, operated, observed and evaluated the product, what you haven’t tested yet or won’t test at all, why what you did was good enough, and what you haven’t done isn’t so important. Of course, the story must be a true account of the testing work. To build the tests and the story expertly requires a skill that we call test framing. Over several years of training and consulting, I have observed that many testers need help in one or more aspects of test framing—designing tests, evaluating the results, telling the testing story, or making the connection between the testing mission and the test performed, in an unbroken chain of narration, logic, and justification of cost versus value.

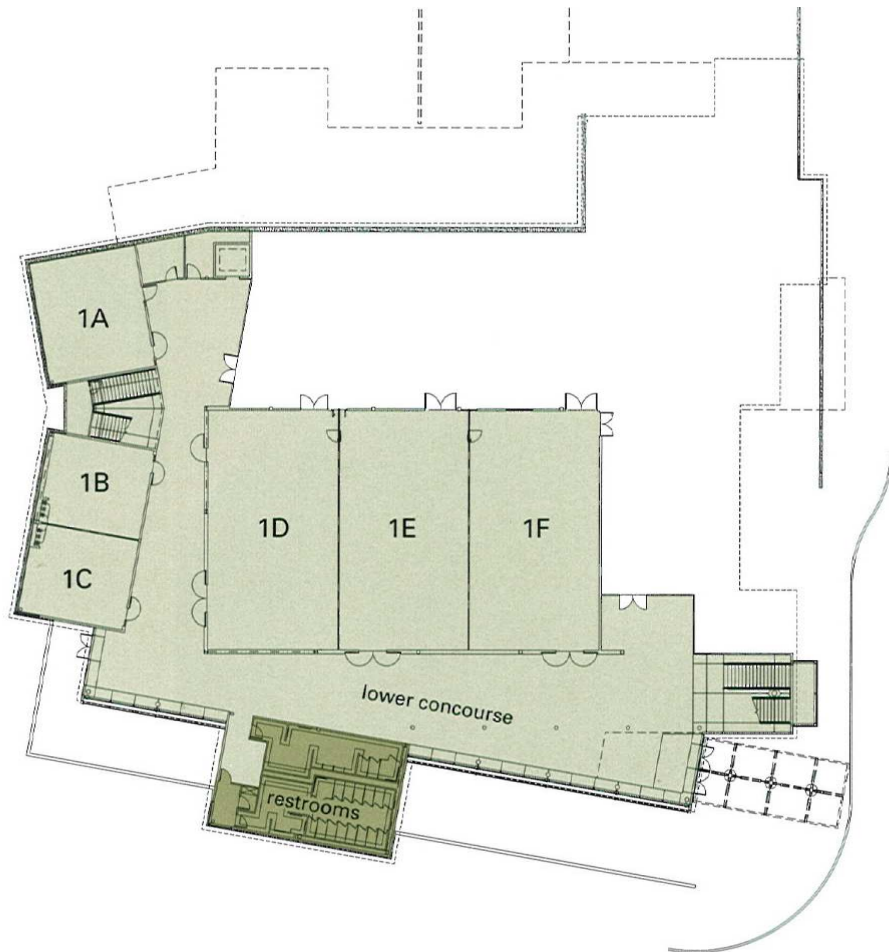
In this workshop, written in collaboration with James Bach, I present a structure for test framing. Using at least one testing exercise (and likely several) followed by a debrief, I explain what test framing is. I identify the elements of test framing: a client; a product; a test agency (a tester or a test group, or a tool that extends them); a motivating question related to some risk; a design; a test procedure and; most importantly, a logical line of reasoning that connects them. Throughout, I emphasize test framing’s role in fulfilling the testing mission; its importance in explaining testing to our clients; its power as a coaching framework; and its potential to help in preventing several testing pathologies.

- For testers, learn to construct and describe the chain of logic that informs and focuses your test.
- Learn how the skills of test framing can allow you to relate your testing story coherently.

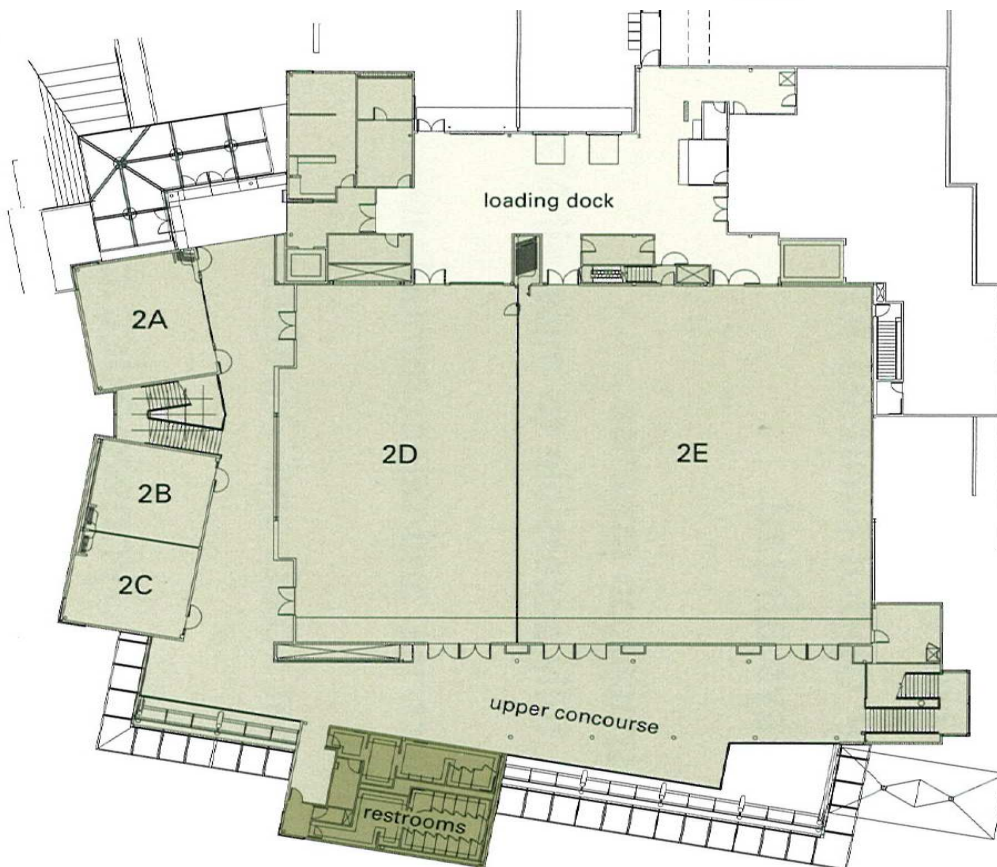
**Michael Bolton** has been teaching software testing on five continents for ten years. He is the co-author (with senior author James Bach) of *Rapid Software Testing*, a course that presents a methodology and mindset for testing software expertly in uncertain conditions and under extreme time pressure. He has been Program Chair for the Toronto Association of System and Software Quality, Conference Chair (in 2008) for the Conference of the Association for Software Testing, and is a co-founder of the Toronto Workshops on Software Testing. He wrote a column in *Better Software Magazine* for four years, and sporadically produces his own newsletter. Michael lives in Toronto, Canada, with his wife and two children. He can be reached at [mb@developsense.com](mailto:mb@developsense.com), or through his Web site, <http://www.developsense.com>

# Conference Center Map

**First Floor**



**Second Floor**







Thank You For Attending!