Making Test Reports Suck Less!

@cindyacomic

Typical Test Reports

- Only give the status of the testing and often ignore the status of the project
- Are often filled with USELESS charts and metrics full of MIS-information
- Give the stakeholders almost NONE of the information they need
- Talk about the completeness of the test progress but not the COVERAGE
- Mention bugs but often miss the impact or importance to the business
- Talk about risks - if you are VERY VERY VERY lucky!!

Why we talk about Test Reporting

Most test reports are horrible. Historically, testers have done a poor job of reporting actionable information to decision makers or their team.

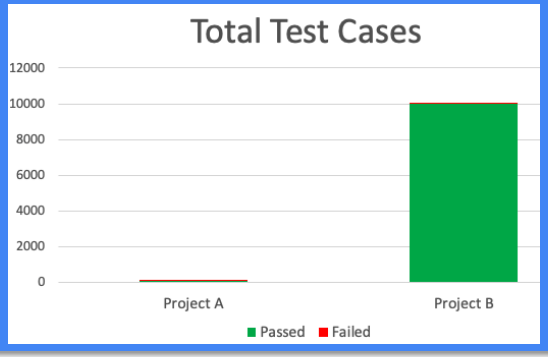
And … Many testers do not even report, but the organisation assumes that if the checks are all green, testing is done and the product is okay!

Let’s Compare Two Projects

Using Traditional Reporting Techniques

Which Project is in Better Shape?

They are similar in size, complexity, and importance to the company



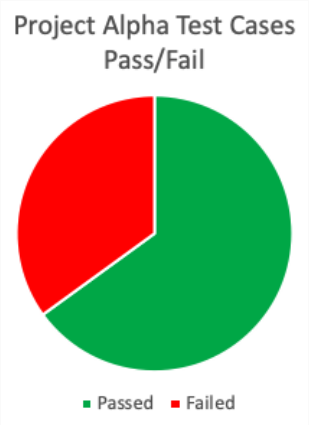
Project Alpha

Timing: End of Sprint 4 of 5 Sprints

Test cases written: 100
Test cases executed: 100%

Pass rate: 65%

Number of open critical bugs: 6



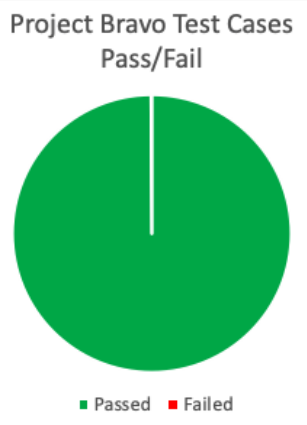
Project Bravo

Timing: End of Sprint 4 of 5 Sprints

Test cases written: 10,000
Test cases executed: 100%

Pass rate: 99.9%

Number of open critical bugs: 1



Hands on Exercise

- Test Release 1.0 of the triangle program

https://developsense.com/triangle/triangle_tt.html

- You have 5 minutes

Some Suggested Content for Test Reports

- A summary of the overall status of the project - using words NOT metrics
- Show test coverage using a Release Coverage Outline (RCO)
- Talk about risks - both new and old - and what mitigation is being done
- Highlight bugs that may impact the business (and explain why)
- Do not include meaningless counts of test cases but instead talk about EFFORT (expended so far and remaining *)

* Remaining test effort should (almost always) be the time remaining in the project **

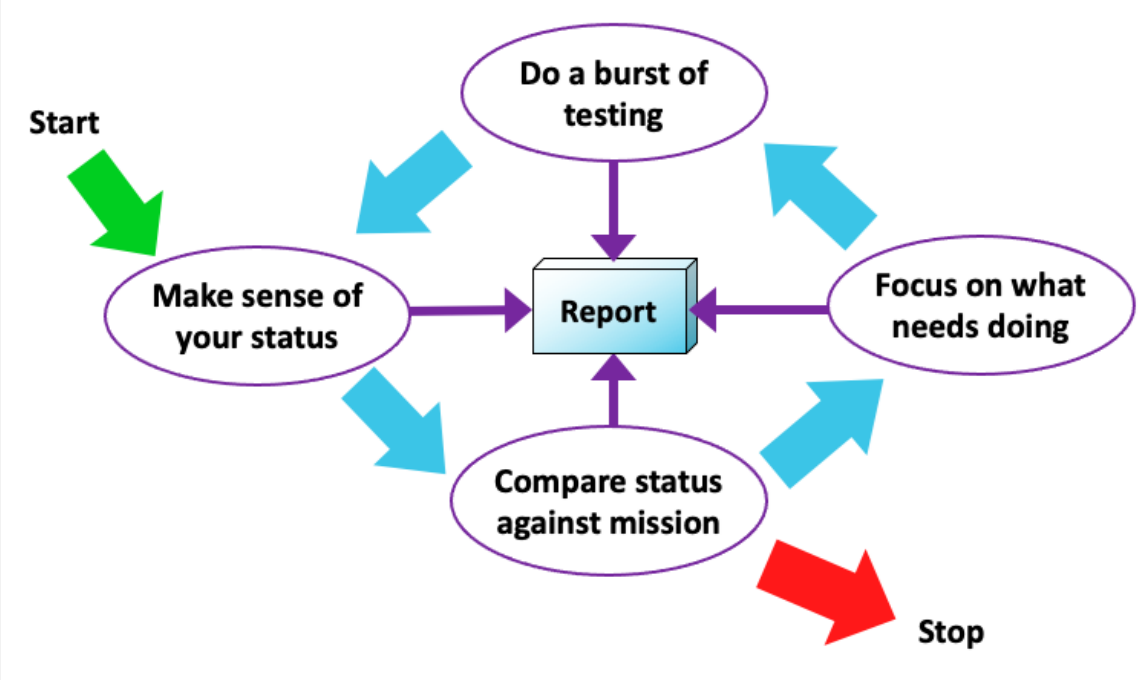
** But the coverage will vary based on how much actual time spent testing

To Report on Testing is to Tell a Story

Reporting ≠ writing a word document

Reporting is helping you, your team and others understand the status of the product AND the project.

You should be able to provide a test report at ANY time when asked.



Test Reporting

Make sense of the test process, test progress and results and rendering that into a compelling story for your stakeholders (which includes yourself)

Stop talking about testing (only), talk about the product, risks, and value

Constructing three stories:

Level 1: A story about the status of the PRODUCT…

…about how it failed, and how it might fail...
…in ways that matter to your various clients.

Level 2: A story about HOW YOU TESTED it…

…how you configured, operated and observed it…
…about what you haven't tested, yet…
…and won't test, at all…

Level 3: A story about the VALUE of the testing…

…what the risks and costs of testing are…
…what the remaining risks are…
…how testable (or not) the product is…
…things that make testing harder or slower…
…what you need and what you recommend…

Let’s make Test Report

Test Report – November 2022

The Famous Triangle

Executive Summary

- Summarize the most important information

May include:

- Status of the product | Key takeaways
- What is tested well or not tested at all
- Showstopping bugs
- Risks not addressed

Executive Summary

- The Famous Triangle web page is performing well in its intended purpose of being used in testing interviews to determine candidates ability to test and find bugs.
- There are a lot of superficial as well as deeper bugs that will enable the interviewer to differentiate the testing level of both junior and senior candidates.
- The web page was tested for 5 minutes and thus coverage was not very high but as the goal of the web page is to have bugs, we are likely in good shape.
- We a lot of what a tester might initially try to test the web page in the 5 minutes.
- We did not perform accessibility testing.

Test Strategy

- Outline the test approach

May include phrases like:

- Happy Path
- Deep dive of new features only
- Little to no E2E

Test Strategy/Approach

We approached the testing without guidance of the actual purpose of the web page.
In the short amount of time allocated the following was tested on the web page in Chrome on a Mac:

- We did crowd source testing for the 5 minutes
- Happy path for Scalene, Isosceles, Equilateral and Not a Triangle
- We entered negative values, special chars, text

We did not test:

- Accessibility
- Firefox, or Safari
- Windows, Linux
- Was not tested from an interviewer's perspective
- No Load or performance testing
- Documentation

Release Coverage Outlines

Is a mind map that shows the main components of the system - simplified to not overwhelm the stakeholders but still with some detail of the different testable components.

Colour coded to show the amount of testing that has been performed for each node in the mind map.

NOTE: It is VERY difficult to achieve the highest levels of coverage. That is OK. Leave them there as a message that there is always more testing that could be done.

Testing Coverage Legend

- The following page shows a high level summary of the test coverage achieved during Validation
- We have color coded the estimated amount of coverage that can be achieved for each element on the mind map

We have no good information about this area.

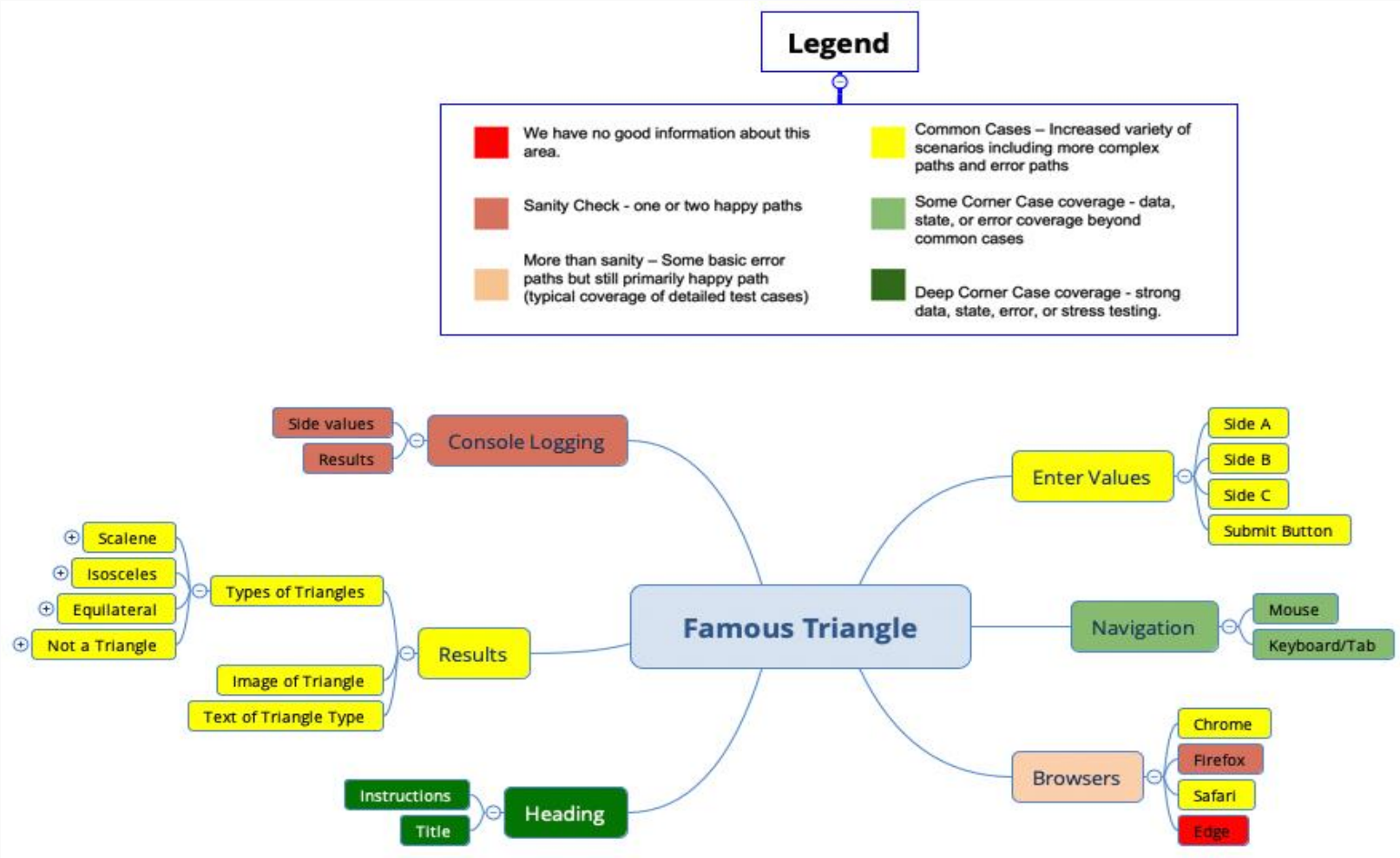
Sanity Check - one or two happy paths

More than sanity – Some basic error paths but still primarily happy path (typical coverage of detailed test cases)

Common Cases – Increased variety of scenarios including more complex paths and error paths

Some Corner Case coverage - data, state, or error coverage beyond common cases

Deep Corner Case coverage - strong data, state, error, or stress testing.


Legend
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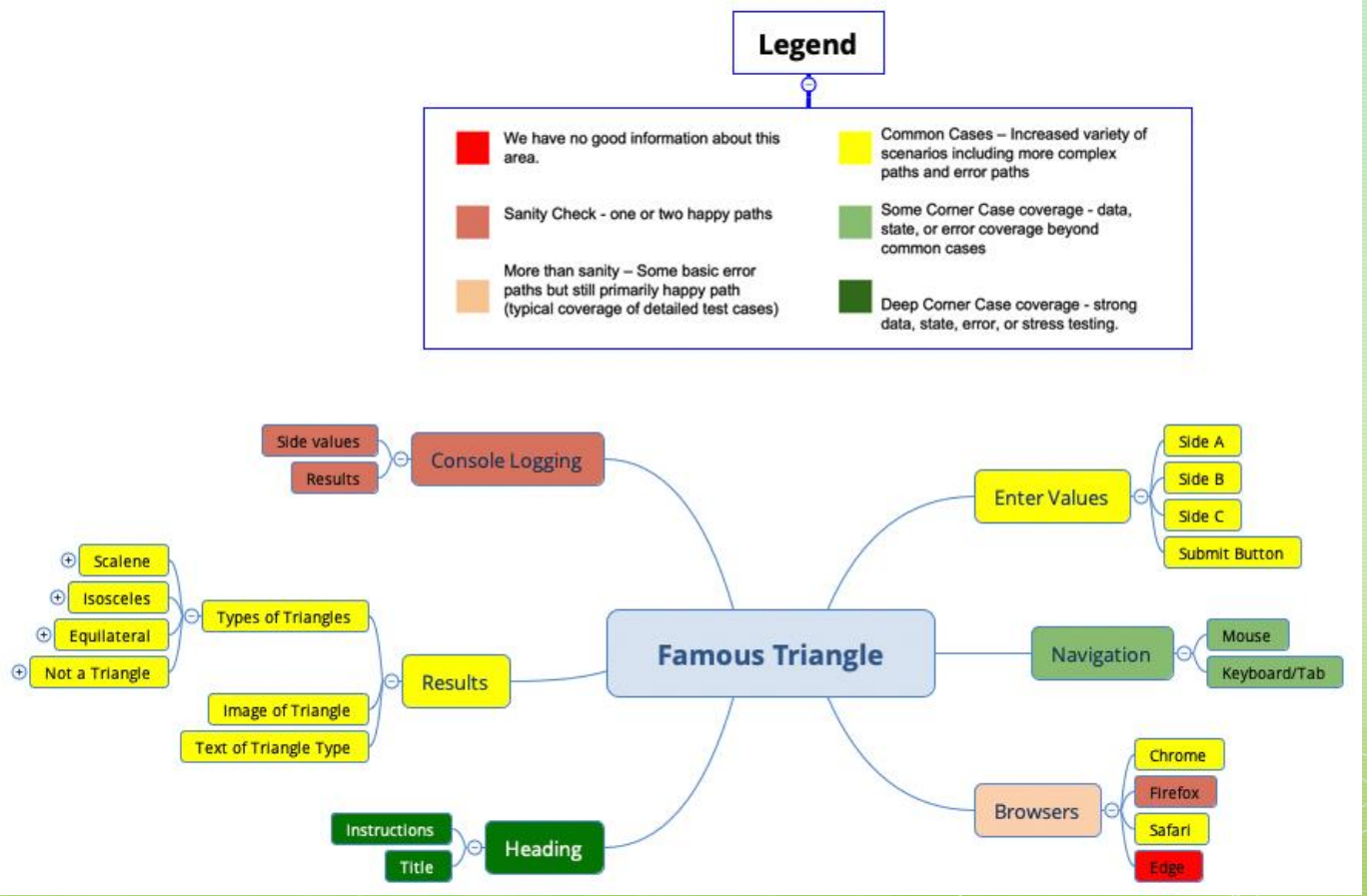
Common Cases – Increased variety of scenarios including more complex paths and error paths
Some Corner Case coverage - data, state, or error coverage beyond common cases
Deep Corner Case coverage - strong data, state, error, or stress testing.
Famous Triangle
Console Logging
Side values
Results
Enter Values
Side A
Side B
Side C
Submit Button
Navigation
Mouse
Keyboard/Tab
Results
Types of Triangles
Scalene
Isosceles
Equilateral
Not a Triangle
Image of Triangle
Text of Triangle Type
Browsers
Chrome
Firefox
Safari
Edge
Heading
Instructions
Title

Release Coverage Outline



Let’s talk about Risks

“Are there problems that threaten or may threaten the on-time, successful completion of the product?”

(both known and potential)

Talking about risks...

- What should your stakeholders be happy about?
- What could your stakeholders be worried about?

So talk about:

- What risks did you mitigate?
- What risks are still there?

Risks

Risk Level	Risk	Impact	Mitigation
Low	The website might not be able to handle an entire class using it at the same time	Medium	The class may need to pair up
Low	The web page was not well tested due to time constraints	Low	The purpose of the web site is to have bugs. We may not know some of the bugs before it is used.

Let’s talk about Problems

Bugs, Questions and Concerns

- A list of open important bugs in the product and their impact to the project/business
- A list of any concerns from the test team
- Are they any questions from the test team that still need answering?
- Consider these categories and list appropriate bugs within:

New and Fixed Previously Found and Fixed

New and Not Fixed Previously Found and Not Fixed

Assumptions & Questions

- The Famous Triangle web page is expected to be used in tester interviews, classes on software testing and in testing workshops
- As long as bugs do not cause the site to crash or prevent others from accessing it then they shall be deemed acceptable
- What is the max number of concurrent users expected to be supported?
- We did not consider testers or users that have accessibility issues
- The candidates may not know about triangle but would need to be able to ask and informed about the types of triangles supported

Bugs/Issues

- The triangle type of scalene is displayed with a variety of invalid entries (letters, nothing, special chars) instead of displaying an error
- Doesn’t clear the results when new data is entered.
- Tab order behaves differently in different browsers. In Safari the Submit button never gets highlighted while in Chrome and Firefox it does
- The type of triangle is written in a font that is small and difficult to read. The "Equilateral" looks like it has 2 "l"s in it.
- Type of triangle is displayed on-screen in unmarkable text (cannot highlight & copy) – makes automation very difficult
- Product draws a (red) triangle in addition to the words "not a triangle"

Bugs/Issues

- Product accepts negative numbers, causing very strangely drawn error triangles - the highest value is placed on the bottom (the least negative number) and then the triangle is drawn with absolute values making the bottom-line length the smallest value.
- Outline around triangle is inconsistently rendered - uneven thickness of lines
- Color mappings on-screen are not described elsewhere

Cindy’s Test Report

Quick & Easy over Slack

🚀 **Product X | Feature X | Release X - 2022.05.17 - QA Release Report**

QA has completed release testing in staging. Results [link]

Features Shipping: Usage User | UI Improvements | Block Page Categories | SSO Post MVP

Features Shipping DARKLY: Data Export | Billing Add On | Click through Agreement | API Updates

Risks:

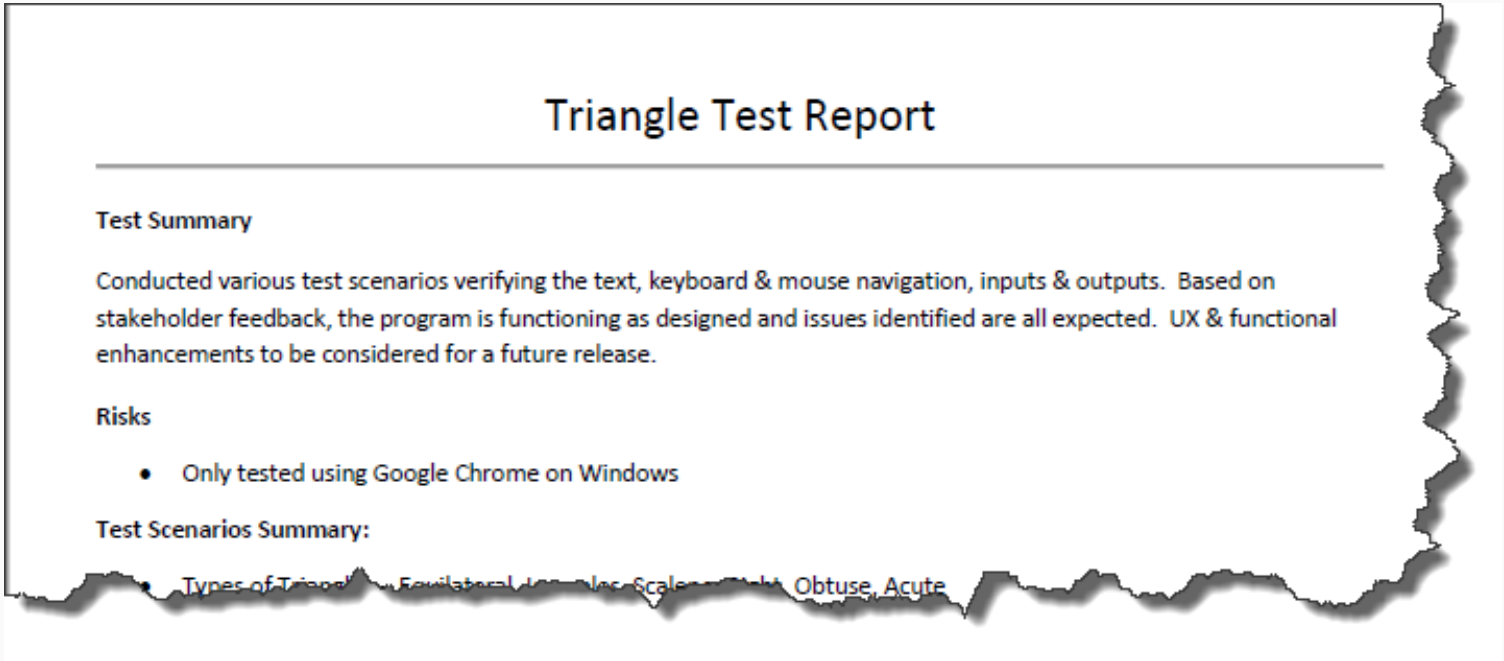
- 1st release since release hardening pause [March 22nd]. Deploy includes ~ 106 jiras & ~ 300 files
- New automated deploy process to be used for this release.
- API Updates were rolled back from the release until the DMT is ready to consume the changes.
- Data & Environment in staging impacted regression testing of Walmart, AppAware & password resets

Known Issues [no showstoppers]:

- [UX] User Usage for new customers shows 0 users.
- User usage data not flowing to Segment

It is QA | Business recommendation that the risks and known issues are acceptable and this release is ready for deploy. 🚀

A bit more “formal”



Triangle Test Report

Test Summary

Conducted various test scenarios verifying the text, keyboard & mouse navigation, inputs & outputs. Based on stakeholder feedback, the program is functioning as designed and issues identified are all expected. UX & functional enhancements to be considered for a future release.

Risks

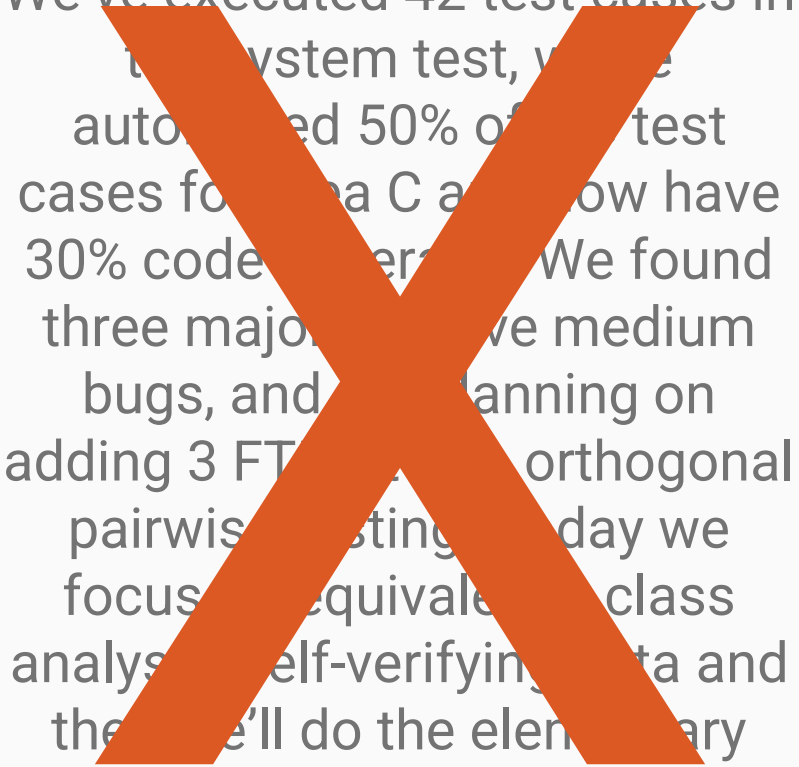
- Only tested using Google Chrome on Windows

Test Scenarios Summary:

- Types of Triangles: Equilateral, Isosceles, Scalene, Right, Obtuse, Acute

Full Test Report

Summary



Do not talk like this...

Remember…..

Nobody cares about the testing you did…

Unless you tell them WHY it is important to know!

Thank you!

Comments?

Feedback?

Stories?

Questions?

Contact us

@PaulHolland_TWN

paul@testingthoughts.com

www.testingthoughts.com

+ 1 407 666 0441

@cindyacomic

clawlessx4@gmail.com

+1 941 725 9325