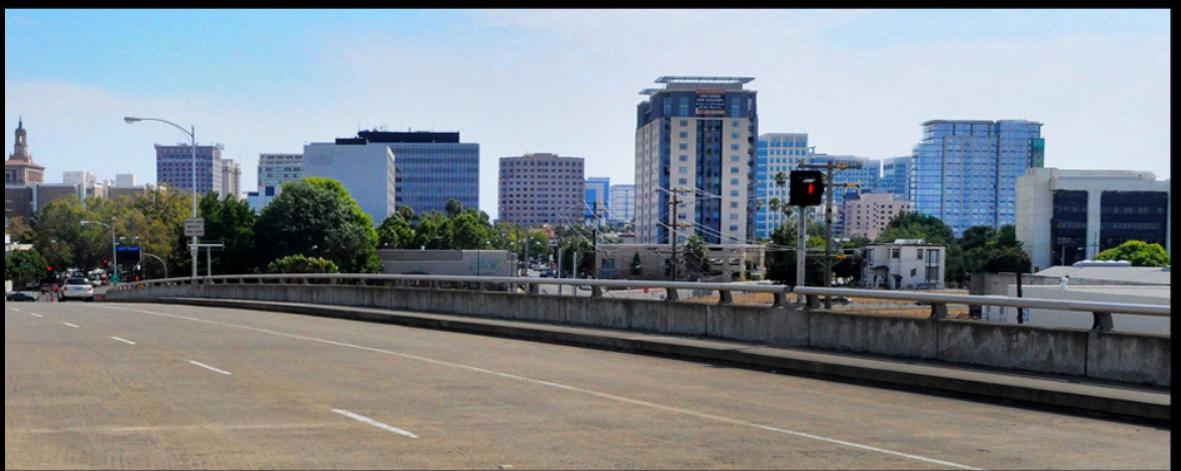


“Advancing the understanding of the science and practice of software testing according to context-driven principles.”



Association for Software Testing

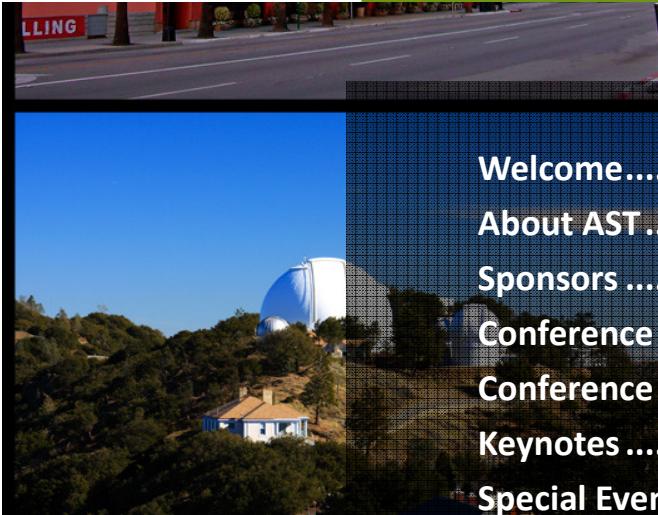


CAST 2012

"The Thinking Tester"

July 16 to 18, 2012

Holiday Inn San Jose Airport - San Jose, CA, USA



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Welcome

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Johan Jonasson

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Benjamin Yaroch

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CAST 2012

"The Thinking Tester"



July 16-18, 2012

Holiday Inn San Jose - Airport
San Jose, California, USA

Keynote Presentations by:

**Tripp Babbitt
Elisabeth Hendrickson**

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 ***The Thinking Tester***.

CAST is free from thinly veiled sales pitches:

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

CAST contains new content:

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

CAST has unique tutorials:

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

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

Conference Logistics

Conferring at CAST

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

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

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

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

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

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

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

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

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

NOTE: Space is available if a group would like to continue discussing a topic beyond the allotted time. Speak with someone at the registration desk for more information.

Meals

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

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

AST Elections and Annual Meeting

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

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

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

AssociationForSoftwareTesting.org/about

The AST Annual Membership Meeting is where election results are announced. This year that will be during lunch on Tuesday.

Slate of candidates:

associationforsoftwaretesting.org/about/board-of-directors/2012-2013-nominations-and-election/

AST Board Meeting

Join us Thursday for the AST Board Meeting which is open to all members. Meeting will start at 9:30 am. This meeting will be a business meeting, and on boarding for new board members.

See Post-Conference Schedule for Time and Location

About AST



AST's Mission and Purpose

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

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

Our Objectives

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

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

Why Join AST?

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

Member Benefits Include:

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



Learn More about AST:

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

Guiding Principles

General

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

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

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

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

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

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

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

Governance

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

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

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

Training

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.

Training

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 multiple courses:

Foundations

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

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

Bug Advocacy

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

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

Test Design

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

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

Gold Sponsors



Software Testing

LogiGear Corporation is a global leader in software testing products, services, training and consulting. With facilities in the US and Vietnam, LogiGear's solutions help companies test more, test better and test faster. LogiGear creates unique custom solutions for clients in many industries, from early stage start-ups to Fortune 500 companies.

www.logigear.com



SOASTA is the leader in cloud testing. Its web and mobile app test automation solution, the CloudTest Platform, enables developers, QA professionals and IT operations teams to test with unprecedented speed, scale and precision. The product set streamlines test creation, automates provisioning and execution and distills analytics to deliver actionable intelligence faster. SOASTA's customers include American Girl, Chegg, Gilt Groupe, Hallmark, Intuit, Microsoft and Netflix. SOASTA is headquartered in Mountain View, Calif.

www.soasta.com



Zephyr is a leading provider of on-demand, real-time enterprise test management solutions, offering innovative applications and unparalleled, metrics based visibility via real time dashboards into the quality and status of software projects. The feature rich solution addresses today's dynamic and global needs across a variety of industries including finance, healthcare, mobile, IT services, and enterprise software. Zephyr's global customers experience improved productivity, faster time to market and dramatic cost savings. For more information, please visit www.getzephyr.com.

Gold Sponsors



As an independent testing consultant or part of an in-house testing team, ISTQB software testing certification can maximize your options and your potential. Globalization is making the world smaller every day, and you'll be ready, thanks to the only software testing certification that was designed by more than 100 software testing experts from around the planet, and is recognized in nearly 50 countries.

What is the return on investment (ROI) of ISTQB Software Tester Certification? Various studies estimate the cost of a post-production software defect in the range of \$4,000 – \$5,000. If ISTQB [Software Tester Certification](#) can help a software tester to eliminate just one post-production defect in his or her career, the return on investment for an ISTQB exam could be as high as 2000%. With our new [Volume Purchase Program](#), that ROI could be even higher.

Learn more right now about the world's most-used software tester certification by contacting ASTQB, the U.S. board for ISTQB Software Tester Certification, at www.astqb.org or 813.319.0890.



Telerik's mission is to make software development easier and more enjoyable. Our tools for agile project management, collaboration, development and testing allow companies of all sizes to create richer, more stable and aesthetic software faster than ever before. Trusted by over 100,000 customers worldwide for our devotion to quality and customer care, Telerik helps technical and business professionals maximize their productivity and "deliver more than expected" every day.

As true craftsmen, we don't believe in compromises and our goal is to only release tools that we can be proud of.

www.telerik.com

Bronze Sponsors



PerfTestPlus, Inc. offers advising, consulting and training services as well as resources to bring software testing expertise and thought-leadership to organizations seeking to push their testing beyond “state-of-the-practice” to “state-of-the-art.” Our testing services are designed and delivered by name-brand consultants who subscribe to our integrity driven, value focused philosophy.

With PerfTestPlus there is no “bait and switch,” no account manager trying to make a commission, and no presumption that we will accept every project that comes our way. As a result, PerfTestPlus only accepts projects when we believe we can provide the service you need at the high degree of quality you deserve.

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excelon
DEVELOPMENT

Excelon Development is a boutique software delivery firm with a focus on quality. Excelon performs consulting, training, placement, and staff augmentation service, mostly for clients looking to improve team performance.

Read more about Excelon Development at www.xndev.com or follow our principal consultant, Matthew Heusser, on twitter at @mheusser.

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QUALITY
CONFERENCE
OCTOBER 10-12, 2011



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.pnpsc.org.

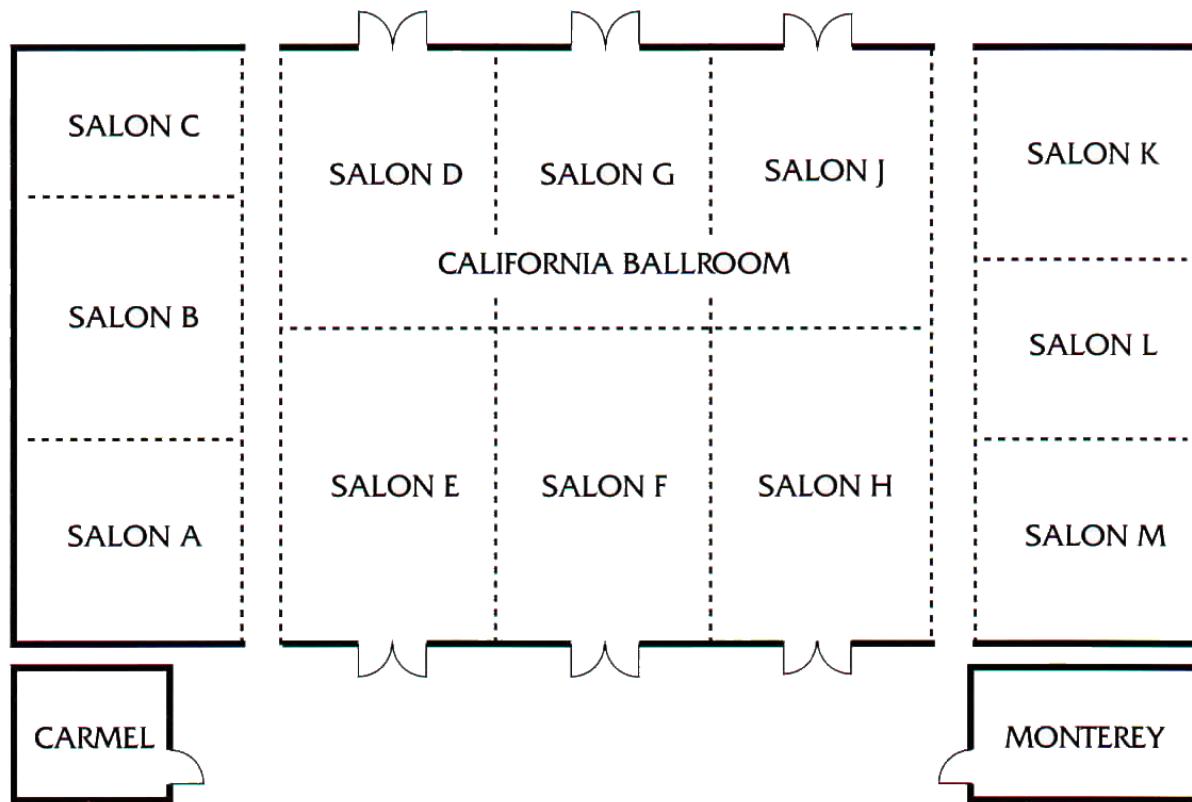


Socialtext addresses the critical issues organizations face as their people and teams struggle to share knowledge, ideas and expertise. With Socialtext's enterprise social software platform, people and teams are synchronized, highly engaged and able to move fast. The Socialtext collaboration platform 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, OSIsoft, Symantec, The Washington Post, Egon Zehnder International, and Epitaph Records.

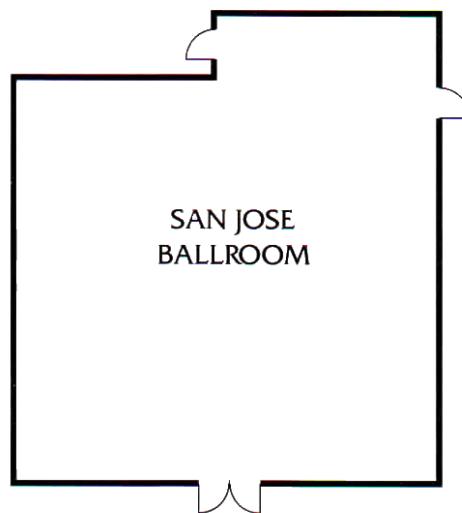
Learn more about Socialtext at www.socialtext.com.

Conference Center Map

MEZZANINE LEVEL



MAIN LOBBY LEVEL



Day 1 Schedule

Monday, July 16

7:30a - 8:30a	Breakfast—Registration Open					
8:30a - 9:00a	Welcome [California Ballroom]					
	Salon A	Salon B	Salon H	Salon J	Salon K	California Ballroom
9:05a - 10:20a	Lightsabers, Time Machines & Other Automation Heuristics Adam Goucher	Mobile Testing—To Boldly Go Jean Ann Harrison	The Testing Dead Ben Kelly	Interviewing for Success Paul Holland	Workshop: Brainstorming for Testers—Pt. 1 Karen Johnson	Emerging Topics [See Insert]
10:20a - 10:35a	Morning Break					
10:40a - 11:55a	Who Are Your Customers? Curtis Stuehrenberg	Embracing Continuous Deployment Andrew Prentice	Misleading Validations—Be Aware of Acceptance Criteria Anand Ramdeo	Helping Thinking Testers Think Geordie Keitt	Workshop: Brainstorming for Testers—Pt. 2 Karen Johnson	Emerging Topics [See Insert]
11:55a - 1:00p	Lunch (Membership Meeting & Elections) [San Jose Ballroom]					
1:00p - 2:15p	Keynote: Tripp Babbitt “Re-Thinking Management...Re-thinking IT” [California Ballroom]					
	Salon A	Salon B	Salon M	Salon L	Salon K	San Jose Ballroom
2:20p - 3:35p	Doctor Doctor, Give me the news Iain McCowatt	Workshop: Beyond Testing—Pt. 1 Markus Gärtner	Moneyball and the Science of Building Great Testing Teams Peter Varhol	Right vs Right: Ethical Issues for Software Testers Scott Allman	Workshop: Thinking Visually About Testing Problems—Pt. 1 Bill Matthews	Emerging Topics [See Insert]
3:35p - 3:50p	Afternoon Break					
3:50p - 5:05p	Changing the Context—How a Bank Changes their SDM Huib Schools	Workshop: Beyond Testing—Pt. 2 Markus Gärtner	Change the Way You Approach Change Tony Bruce	Foundation of Facilitation & Tester's Environment Ben Kelly & Chris Blain	Workshop: Thinking Visually About Testing Problems—Pt. 2 Bill Matthews	Emerging Topics [See Insert]
5:05p - 7:00p	Evening Reception [Patio]					
6:00p - 10:00p	Testing Competition [Salon M]					
7:00p - 10:00p	Testing Games & Test Lab [California Ballroom]				EdSig Meeting [See Pg. 14]	“CAST Live” [See Insert]

Day 2 Schedule

Tuesday, July 17

7:30a - 8:30a	Breakfast					
8:30a - 9:00a	Welcome [California Ballroom]					
	Salon A	Salon B	Salon H	Salon J	Salon K	California Ballroom
9:05a - 10:20a	Standards and Thinking Jon Hagar	Workshop: Thought-Provoking Leadership —Pt. 1 Anna Royzman	Workshop: Let's Get Testing —Pt. 1 Nancy Kelln	Validity and Software Metrics Nawwar Kabbani & Cem Kaner	Workshop: Giving a Tester Feedback Based on the Session Log — Pt. 1 Carsten Feilberg	Emerging Topics [See Insert]
10:20a - 10:35a	Morning Break					
10:40a - 11:55a	Testing Deliberately Wade Wachs	Workshop: Thought-Provoking Leadership —Pt. 2 Anna Royzman	Workshop: Let's Get Testing —Pt. 2 Nancy Kelln	You Are a Scientist Christin Wiedemann	Workshop: Giving a Tester Feedback Based on the Session Log — Pt. 2 Carsten Feilberg	Emerging Topics [See Insert]
11:55a - 1:00p	Lunch (Election Results) [San Jose Ballroom]					
1:00p - 2:15p	Keynote: Elisabeth Hendrickson "The Thinking Tester, Evolved" [California Ballroom]					
	Salon A	Salon B	Salon M	Salon L	Salon K	San Jose Ballroom
2:20p - 3:35p	Developers' Exploratory Testing—Raising the Bar Sigge Birgisson	Workshop: Exploring the Dynamics of Describing —Pt. 1 Henrik Andersson	Workshop: Turning Offshore Teams into Thinking Testers —Pt. 1 Gerie Owen	Exploratory Performance Mark Tomlinson	Workshop: Thinking About Testing as a Service —Pt. 1 Lynn McKee	Lightning Talks
3:35p - 3:50p	Afternoon Break					
3:50p - 5:05p	So Waterfalls Cannot Be Agile?? — Who Says? Bart Broekman	Workshop: Exploring the Dynamics of Describing —Pt. 2 Henrik Andersson	Workshop: Turning Offshore Teams into Thinking Testers —Pt. 2 Gerie Owen	Collaboration without chaos Griffin Jones	Workshop: Thinking About Testing as a Service —Pt. 2 Lynn McKee	Lightning Talks
7:00p - 10:00p	Test Lab & Testing Games [California Ballroom]					
	"CAST Live" [See Insert]					

Keynote - Day 1

1:00p - 2:15p

“Re-Thinking Management...Re-Thinking IT”

Pursuing an unquestioning belief in economy of scale, managers of service organizations have industrialized their operations. Front- and back-offices, glued together by IT systems are now the norm. But being normal is not the same as being right. Tripp Babbitt will explain that economy of scale is a myth and will show how industrialized service organizations carry high costs and deliver poor quality service. Tripp will reveal a series of counter-intuitive truths. For example cost is in flow, not activity, hence; “improvement” projects to reduce activity costs, an obsession of modern managers, can actually drive costs up. Building on the work of W. Edwards Deming (we invented management, we can re-invent it) Tripp has uncovered the work of John Seddon who pioneered the development of a “systems” approach for service organizations. The systems approach exposes the wrong-headed nature of conventional management. It explains why so many IT projects fail. It helps us understand why so many service organizations have failed to improve performance with “lean” and “six sigma” tools and why such programs often drive costs up. By contrast, the results achieved from a “systems approach” are astonishing – results that would never be considered achievable if put in a plan. Tripp will outline the counter-intuitive truths, describe the “systems approach” to organizational change and will argue for a different way to develop IT that costs less and delivers more. Prepare to be challenged, disturbed and inspired.



Tripp Babbitt first read about the work of W. Edwards Deming in The Reckoning by David Halberstam and would later become the President of the largest Deming User's Group in the world – IQPIC (The Indy Quality Productivity and Involvement Council). By chance, he read the work of John Seddon on an international flight to Budapest and soon realized that Professor Seddon had advanced the thinking laid down by the late Dr. Deming. Tripp Babbitt holds an MBA and a Lean Six Sigma Master Black Belt – he considers himself to be reformed from these certifications that promote wrong thinking as a result of years of unlearning and relearning a better way. He has written columns for many publications including Quality Digest and IQPC. He makes posts regularly to his blog The No Tool Zone – a blog that challenges conventional wisdom and thinking about the design and management of work. The principles behind the systems approach are counter-intuitive to the command-and-control mindset and, hence, are best learned by doing. Tripp and his colleagues at Vanguard have developed and refined the Vanguard Method: the means by which managers unlearn conventional management and learn (better) systems management. Change is much faster in service organizations than in manufacturing, for nothing is ‘made’. Profound results can be achieved rapidly if managers can change the way they think.

Keynote - Day 2

1:00p - 2:15p

“The Thinking Tester, Evolved”

Back in 2001 or so, there were some within the nascent Agile community who believed that direct collaboration between programmers and customers (or their proxies) would eventually obviate the need for professional testers. The context-driven testing community knew how unlikely that was. We are, after all, a community of critical thinkers. The argument that testers could be eliminated if programmers and stakeholders learned how to communicate directly just didn't hold water. Many of us proceeded to demonstrate the value testers bring to the table by joining test-infected Agile teams. And yet in 2011, we saw some people declare that testing is, in fact, dead. I'm happy to report that once again the reports of testing's demise seem to be greatly exaggerated. However, the role of testers, even thinking testers, has most definitely changed. Some of that change is coming from within our community. Other changes are driven by shifts in software development practices and improvements in tools. Organizations adopting Agile integrate testing throughout the lifecycle and often integrate testers into cross functional delivery teams. As a result, lines are blurring: the role of a tester is not as clear cut today as it was a decade ago when I was managing testing teams. In this talk, I examine the shifting role of testing and testers in software development organizations, and explore what it takes to succeed as a professional tester in today's climate.



Elisabeth Hendrickson has over 20 years software industry experience in a variety of roles. She has been working with Agile teams since 2004 and served on the board of the Agile Alliance from 2006 – 2007. She won the prestigious Gordon Pask Award in 2010, and is a co-organizer of the Agile Alliance's Functional Testing Tools program. Her company, Quality Tree Software, Inc. helps software development organizations deliver working solutions consistently and sustainably. Elisabeth also founded Agilistry Studio, a practice space for software development in Pleasanton, CA. Elisabeth splits her time between teaching, speaking, writing, and working on teams with test-infected programmers who value her obsession with testing. You can find her on Twitter as @testobsessed.

Special Events

Day 1—6:00p - 10:00p

Salon M

Testing Competition

Come one, come all to our testing competition. Again this year we have a real product to test and a developer to answer questions. Your job (in teams or solo) will be to produce the best bug list that you can.

Day 1— 7:30p

Monterey

Education Special Interest Group (EdSIG)

The Education Special Interest Group is where we meet and discuss ideas and projects that relate to testing education.

This year, our meeting theme is "Teaching the Next Generation". This has been prompted by our involvement with SummerQAMP and looking to develop testing education that answers the need of teaching and training interns between the ages of 16 and 24.

In addition, we are looking at ideas to expand our teaching opportunities within and beyond the BBST curriculum. Do you have ideas of what we could teach? Do you want to help develop new avenues? Bring your ideas and suggestions to the meeting. We'd love to see you there!

Day 1 & 2—7:00p - 10:00p

California Ballroom

Tester Games

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

Day 1 & 2—6:30p

California Ballroom

“CAST Live” Broadcast

“CAST Live” is a webcast hosted by **Benjamin Yaroch** and **Tim Coulter**. The show is streamed live each evening following the close of the conference at **6:30pm PDT / 9:30pm EDT**.

Day 1 Sessions

9:05a - 10:20a

Lightsabers, Time Machines & Other Automation Heuristics

Once you become familiar with automation you realize there are a number of patterns that frequently occur across projects. By recognizing the patterns and naming them, it is possible to catalog, discuss, and leverage them across a variety of projects. Not "Best Practices," these heuristics can help identify why automation roll-outs are unfolding in a certain way and can point to possible pitfalls along the road.

9:05a - 10:20a

Mobile Testing: To Boldly Go...

Testers ask how to test mobile device applications as they gravitate towards embedded testing. Hardware and firmware awareness is becoming necessary as mobile software becomes more complex. Testers are now required to design tests that incorporate hardware and firmware conditions which verify software behavior. Some areas to consider: How is the software behavior affected as a device heats up while charging? What effect does battery charge level have on wireless communications? What software controls CPU speed based on device temperature? Jean Ann will share real examples of thought processes for designing software tests on a mobile device. Learn how to formulate heuristic oracles which boldly go into a new world of software test design. Exercises in how to come up with test cases as well as a couple of ninja tricks will be included to help with efficiency in documenting these tests.

9:05a - 10:20a

The Testing Dead

I've worked in places where I'd get up in the morning and pray for the zombie apocalypse to have happened overnight just so I didn't have to go to work. I realized some time later that the apocalypse had already happened, and I'd been working with them – The Testing Dead. The testing dead are the slaves to process; the ones who stop and mill around aimlessly when there is no documentation to tell them how to act. Knowledge passes through them unmolested like bacon through a bar mitzvah. This presentation takes a light hearted look at what is actually a pretty serious problem in the field of testing – zombie testers, and what can be done about it.

Adam Goucher is in the midst of an identity crisis. He is a tester by trade, but spends his time building Selenium scripts and frameworks for people.

Tester? Programmer? Consultant? All of the above? He is also co-editor of 'Beautiful Testing'; a testing anthology of which 100% of revenue goes to Nothing But Nets to provide anti-Malaria nets to children in Africa.



Jean Ann Harrison has been in the Software Testing and Quality Assurance field for over 12 years including 4 years working within a Regulatory Environment. Her niche is system integration testing, specifically on mobile medical devices. Jean Ann has worked in multi-tiered system environments involving client/server, web application, and standalone software applications. Maintaining an active presence in the software testing community, Jean Ann has gained inspiration from many authors and practitioners. She continues to combine her practical experiences with interacting on software quality and testing forums, and attending training classes and conferences.



Ben Kelly is a software tester living and working in Tokyo, Japan. He has done stints in various industries including Internet statistics, insurance and most recently online language learning. When he's not agitating lively discussion on other people's blogs, he writes sporadically at testjutsu.com and is available on twitter @benjaminkelly.



Want Money?

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

Want to invite a speaker to your local user group? Interested in running a peer workshop? Want some promotional support or reimbursement for the cost of drinks and appetizers? We can help. [We are currently accepting applications.](#)

<http://www.associationforsoftwaretesting.org/resources/ast-grant-program/>

Day 1 Sessions

9:05a - 10:20a

Interviewing for Success: Field-Test Techniques to Identify Thinking Testers

Selecting the right hire to complement your test team is challenging and risky. A resume helps to filter skills and experience, but the interview is the real opportunity to assess critical thinking skills and fit. Unfortunately, too many interviews miss the mark with spot-check validation of resume content instead of assessing critical thinking and problem-solving abilities. This talk presents a suite of non-traditional field-tested interview questions that allow the interviewer insight into the thinking brain of potential testers. Assessing a candidate's approach to specific problems brings into focus his or her affinity to deal with a wide range of testing situations. Another benefit of this interviewing approach is the aggregate experiential data; the responses provide a taxonomy for how the applicant thinks ("digger", "analyzer", etc). The interviewer can then determine whether the applicant's "style" would complement that of the team and that style suits the job specific challenges.

9:05a - 10:20a / 10:40a - 11:55a

Workshop: Brainstorming for Testers

Join this interactive workshop on brainstorming for testers. Learn exercises you can use for situations when you are the sole tester or otherwise working alone as well as exercises to use when you are working in a team. This session particularly focuses on brainstorming to overcome these types of challenges:

1. How do you clear your mind when you are overloaded? Stressed? Learn ways to decompress and regain your focus.
2. How do I find inspiration when none of my work seems interesting? Thinking testers realize when they are in a rut and need to shake things up. Where do you find new ideas when you are stuck?
3. How do I host a tester's brainstorming session? Brainstorming session sound fun but being creative and being willing to share ideas takes an atmosphere of trust. How do you build an environment that enables trust and brainstorming?

10:40a - 11:55a

Who are your customers? - Contextualizing testing with personae

In his book "The Practice of Management", Peter Drucker stated, "There is only one valid definition of a business purpose: to create a customer." This is as true for your business as it is for any other, but who are your customers? Do you know? Are you designing your products for an abstract job title or an idealized marketing demographic to which you have no relation or context? Since your customers are people, wouldn't it be better to treat them as such and design your products for actual people? Join me as we explore one technique for modeling your customers as real people through something called building out personae. Personae model specific customers as fleshed out human beings which, if performed correctly, can enhance and frame your work like nothing else I've encountered. We'll have a short introduction and then jump right into practicing this powerful technique, so bring your thorniest user problems.

Paul Holland is an independent teacher focused on advancing the profession of software testing. He currently teaches Rapid Software Testing for James Bach at Satisfice. Paul has also facilitated many software testing peer workshops hosted by many different companies including Microsoft and Google.



Previously Paul was also on the Board of Directors for the Association for Software Testing for 3 years and was on their Executive Committee for 2 years.

Karen N. Johnson is a software test consultant. She is frequent speaker at conferences. Karen is a contributing author to the book, Beautiful Testing by O'Reilly publishers. She has published numerous articles and blogs about her experiences with software testing. She is the co-founder of the WREST workshop; more information on WREST can be found at: <http://www.wrestworkshop.com/Home.html>



Visit her website at: <http://www.karennjohnson.com>

Curtis Stuehrenberg is a classically trained baritone and unsuccessful stage actor who stumbled into software testing when a friend pulled him, kicking and screaming, onto a project at Microsoft that would one day become Secure Business Server. The team wisely shunted him into the build and test lab where they assumed he would do the least harm. They were fortunately mistaken. Soon he was stalking the halls, causing fear and anger in developers and architects alike for having the effrontery to break "his" builds. Thirteen years later, he has mellowed somewhat and enjoys a challenging, rewarding, and at times successful career helping companies and teams walk the fine wire between craftsmanship and value. In what passes for his free time, he writes a little, leads the odd discussion, and argues passionately about



Day 1 Sessions

10:40a - 11:55a

Embracing Continuous Deployment

Continuous deployment, the practice of releasing features and fixes as soon as they are ready (as opposed to batching into releases), disrupts many traditional and Agile testing practices. At the same time continuous deployment's mix of software as a service, DevOps, split & multivariate testing, real time analytics, multiple release channels, dark features, rapid customer validation and flexible timeframes (to name but a few here) offers considerable opportunities to improve and innovate on how software is tested. This presentation will outline the challenges faced, the costs and mistakes incurred and the benefits and successes realized by Atlassian, developers of software development tools, after moving from a quarterly release cycle to continuous deployment from the QA teams perspective.



Since **Andrew Prentice** joined Atlassian, makers of collaboration and software development tools such as JIRA & Confluence, four years ago as their first QA manager, Andrew has created the Atlassian QA team from scratch and implemented and improved testing practices across the company, including creating Bonfire, a session based testing tool that is now sold commercially. Prior to Atlassian, Andrew spent ten years working in testing and project management roles at large IT services and telecommunication companies in Australia and the United Kingdom.

10:40a - 11:55a

Misleading Validations: Be Aware of Acceptance Criteria

Millions of test cases executed thousands of times mean nothing when a catastrophic defect surfaces and threatens value of the product. In software testing, what is not tested is more important than what has been tested. However, with continuous adoption of agile and automation – focus has shifted to what has been tested. In this paper, I will explore how validations we seek are affected by fallacies and biases and why green is not good enough. This paper will also explore limitations of automation to highlight that testing is much more than meeting acceptance criteria and why test automation or meeting acceptance criteria should not become goal. This paper is based on an excellent book by Nassim Nicholas Taleb – “The Black Swan” and relates limitations of validation to software testing. This paper will highlight that green on acceptance tests gives us important information – but risk probably exists beyond acceptance criteria.



Anand Ramdeo is principal test consultant and founder of Atlantis Software. He has been working in software development and testing for around 12 years. He has played various roles such as individual contributor, manager, facilitator, trainer and consultant in many waterfall, iterative, transition-to-agile and agile projects. Anand is a fan of open source test automation tools such as Selenium-WebDriver. He hosts workshops and provides training on test automation tools in London. He considers himself an exploratory tester and has used many tools in various languages & platforms to understand their limitations and use them wisely. Anand is a keen learner and continues to learn the craft of software testing by reading books, going to various testing conferences and informal meet-ups and by participating in Weekend and Weeknight testing events. He (And his wife Komal Joshi) loves to share their knowledge and experience on their blog www.TestingGeek.com and on twitter @testinggeek

10:40a - 11:55a

Helping Thinking Testers Think

You know it when you see it, right? That spark of intelligence in a tester's eye, the flash of big-picture thinking in an incisive question or critical find. Why can't they think like that all the time? A key challenge for any manager is to engage your team at their highest cognitive level: to fan the flames of your test team's brains. Elliott Jaques' models of the relationship between cognitive processing and work performance provide a useful framework for thinking about how to max out your team's intellectual horsepower. We will go over the four logical patterns of thinking and how they manifest and recur, how the levels of thought affect your tester's experience of context, and what you can do to set their context so their thinking – and yours – is as valuable as possible.



Geordie Keitt has been testing software full-time since 1995. He heard James Bach's keynote speech at the ASQ conference in New Orleans in 2000 and responded viscerally to James' call for best efforts, not best practices. He apprenticed under James and Jon Bach in 2001. He was one of the first testers to implement Context-Driven Testing and Session-Based Test Management in the federal government sector, testing spectrum auction software at the Federal Communications Commission in 2003-2004. For several years he has tested Critical Chain project management software for the good folks at ProChain Solutions, Inc.

Day 1 Sessions

2:20p - 3:35p

Doctor Doctor, Give Me The News

When medical professionals determine treatments, they must weigh a variety of factors such as symptoms, history, allergies etc. But how do they know what factors are relevant? Whether treatment X will kill or cure their patients? As context driven testers, we frequently face the same problem: that of deciding whether a practice will help or harm our projects. Such decisions deserve careful consideration. In medicine, this is addressed through the use of indications and contraindications: heuristics that describe contexts within which a treatment is advisable or not. Through example and discussion, this session will explore the relevance of such an approach to the context-driven selection of testing practices:

- Might active discussion about indications and contraindications improve our understanding of the contexts under which a practice is a good idea?
- Would such a framework help testers to think through their selection decisions?
- Or might it serve to dangerously limit their thinking?

2:20p - 3:35p / 3:50p - 5:05p

Workshop: Beyond Testing

Software Testers and Test Managers largely benefit from skills way beyond testing skills alone. Soft skills for working in a team are necessary. Participants will have the opportunity to learn about, practice and observe three different soft skills that will help them in their day-to-day work. Systems thinking engages the tester in a holistic viewpoint; team building and empathy help testers and managers to overcome their patterns of behavior; communication and transactional analysis help each of us communicate more clearly.

In this workshop participants will learn about these three pillars for better collaboration by applying them. They will exchange their thoughts and war stories, when they applied systems thinking in the past, which difficult communications they faced, and how they can deal with it. The participants will work in groups together, and exchange their experiences with each other. Markus will introduce the concepts, and guide the participants to learn from each other.

Iain McCowitt did his first testing in 1996, when – because he was available – he was volunteered to manage UAT for a call center management system. For some reason, testing didn't stick the first time around. Someone must have been trying to tell him something though: a couple of years later he got a sideways move into a system testing role. This time, he got "the bug". Iain currently works with CGI in Atlantic Canada: by day as a program test manager in the banking industry, and by night blogging at exploringuncertainty.com.



Markus Gartner works as an Agile tester, trainer, coach and consultant with it-agile GmbH, Hamburg, Germany. Markus founded the German Agile Testing and Exploratory workshop in 2011, is one of the founders of the European chapter in Weekend Testing, a black-belt instructor in the Miagi-Do school of Software Testing, contributes to the Agile Alliance FTT-Patterns writing community as well as the Software Craftsmanship movement. Markus regularly presents at Agile and testing conferences all over the globe, as well as dedicating himself to writing about testing, foremost in an Agile context.



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

Day 1 Sessions

2:20p - 3:35p

Moneyball and the Science of Building Great Testing Teams

Moneyball is about baseball. But it's also about breaking down accepted preconceptions and finding new ways to look at individual skills and how they mesh as a team. Sometimes the characteristics that we believe the team needs aren't all that important in assessing and improving quality. Moneyball is also about people deceiving themselves, believing something to be true because they think they experienced it. Some of the team's accepted practices may have less of an impact on quality than we would like. This presentation examines how to use data to tell the right story about our state of quality and our success in shipping high quality applications. It examines whether our preconceptions are supported by facts, and identifies characteristics for building a high-performance testing team. It applies the Moneyball approach to testing and quality to give teams a new way to evaluate capabilities and software to deliver the highest quality possible.

Peter Varhol is a well-known writer and speaker on software and technology topics, having authored dozens of articles and spoken at a number of industry conferences and webcasts. He has advanced degrees in computer science, applied mathematics, and psychology, and is currently solutions evangelist at Seapine Software. His past roles include technology journalist, software product manager, software developer and tester, and university professor.



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Day 1 Sessions

2:20p - 3:35p

Right vs. Right: Ethical Issues for Software Testers

Of course you know Right from Wrong. You would never think of faking a test report. But, what about Right vs. Right? We will look at a host of ethical issues facing software testers and develop a simple framework to help us when our moral compass is all atwitter. Testers are by their very nature decision makers. They must decide among alternatives and do so often without realizing either their options or the process by which they make their choices. Even though testers make choices, often they cannot formulate the principles guiding the choices, nor are they prepared to defend them. Our ethical dilemmas arise because we are trusted to create and communicate truthful information. But all too often we find ourselves uneasy. Is the problem technical, political, legal or ethical? We will work through common ethical issues that arise in software testing.

Scott Allman's daily work as a QA/Test manager inspires his writings and presentations about software testing. A software developer since the late 1960's his career spans universities, startups, aerospace, consulting, and big corporations working on four continents. He has a BA and an MA degree in philosophy. He is a long time member of SQuAD, Software Quality Assurance of Denver, Colorado, USA.



2:20p - 3:35p / 3:50p - 5:05p

Workshop: Thinking Visually About Testing Problems

In my experience, testers frequently use diagrams but seldom create their own to explore, analyze and explain the testing they are doing – despite needing to solve problems that lend themselves well to this type of approach. This participatory workshop will introduce the idea of *Thinking Visually* and the use of images to enable us to investigate and think critically about problems and also to improve our communication about their solutions. We'll do this through a series of practical exercises designed to explore different problem domains and how we might represent them. I will also present some of the pictures I have used to tackle issues such as:

- Explaining a test strategy
- Selecting test cases in a complex data domain
- Explaining the link between testing and risk mitigation

No artistic talent required – if you can draw boxes, arrows and stick figures you can use this approach!

Bill Matthews has been involved in testing for over 17 years working in various fields covering banking, transport, government and scientific systems. In 1998 he became a freelance test consultant and founded Target Testing. Bill now spends much of his time managing and delivering testing projects for clients, coaching their staff and encouraging companies to rethink how they approach testing. He has recently started blogging at www.rethink-testing.co.uk



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	Incidental	Reactionary	Deliberate	Proactive	World-Class
In Sprint	X	▼	▼	▼	
Testing		▼	X	▼	
Tuning	X	▼	▼	▼	
Production	▼	X	▼	▼	
Overall	X	▼	▼	▼	

Day 1 Sessions

3:50p - 5:05p

Changing the Context: How a bank changes their software development methodology

This is a story about testing at Rabobank International. It is an experience report on working in an environment that changes to agile and where testers are trying to implement context-driven testing. One year ago all testers took the Rapid Software Testing class. This kicked off change within the whole group of testers. This presentation shares our experience on the struggle of implementing agile testing and working with things we learned from Rapid Software Testing. It will zoom in on things like using mind maps, test plans based on heuristics, dashboards, exploratory testing, etc. This talk describes what worked for us and what didn't and how we made it work. The domain has several completely different business lines: large transactional systems to web based systems. This talk tries to find the common factor in the changes in the different teams: what were the context factors that made stuff work (and not).

Huib Schoots has 15 years experience in IT and software testing. After studying Business Informatics he became a developer. Soon he discovered that development was not his cup of tea and software testing is fun. Huib has experience in various roles such as tester, test coordinator, test manager, trainer, coach, but also in project management. He is currently team manager testing at Rabobank International. He tries to share his passion for testing with others through coaching, training and giving presentations on different test subjects. Huib sees himself as a context-driven tester. He is curious, passionate and has (unsuccessfully) attempted to read everything published on software testing ever written. He is a board member of TestNet, the association of testers in the Netherlands. He is a member of DEWT (Dutch Exploratory Workshop on Testing), student at the Miagi-Do School of Software Testing and maintains a blog on magnifiant.com



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Day 1 Sessions

3:50p - 5:05p

Change the Way You Approach Change

We all have things we want to change, whether it's at work or personally and change is hard, in some cases seemingly impossible. This will be a chance for people to get together and discuss change. Looking at the psychology behind change. Focusing on case studies, research and personal experiences. Looking at using the framework of 'Direct the rider, motivate the elephant, and shape the path' we'll discuss its general use which we've all experienced and most likely not realized, and look at how we can utilize it in our own lives. Breaking down the framework we'll look at aspects such as :

- Finding the bright spots.
- Shrinking the change.
- Tweaking the environment.

We'll also look at why some people object to good ideas and learn to recognize how we might be able to overcome their objections.

What do you want to change? Let's get started.

3:50p - 5:05p

Foundations of Facilitation & Tester Environment

Software testing would be so much simpler if it were only about testing software.

The reality is that your work environment, and the interactions you have with people in that environment, are just as important as the software you're testing. The session will present a mix of theory and actual work experience showing how that theory played out. The goal is to have you leave with some practical tools you can apply, some references to go and read, and a great deal of questions to help push the conversation and the state of the practice forward.

Tony Bruce is a professional, experienced and constantly learning and teaching tester. He is based in London and has worked in industries ranging from media to finance in various kinds and sizes of teams. He believes the testing community is a very friendly and encouraging one and wants to do anything he can to help keep building the community. He has an accent which is 1 part Aussie, 1 part English and 1 part American.



Ben Kelly is a software tester living and working in Tokyo, Japan. He has done stints in various industries including Internet statistics, insurance and most recently online language learning. When he's not agitating lively discussion on other people's blogs, he writes sporadically at testjutsu.com and is available on twitter @benjaminkelly.



Chris Blain has fifteen years of experience working in software development and is currently working as a consultant on a big data project. He has broad experience on projects ranging from developer tools, test and measurement equipment, systems software, telecommunications, and security software. He is a past board member of the Pacific Northwest Software Quality Conference. You can follow Chris on Twitter as @chris_blain.



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Day 2 Sessions

9:05a - 10:20a

Standards and Thinking: Do Standards Make Rules to be Broken or Should You Ignore Them?

ISO/IEEE29119 Software Testing Standard is now under development and will become a world industry standard for software testing. It covers test concepts, process, documentation and techniques. I find myself in a position of doing something that some will see at odds with the context driven test community. In the company I work for standards are a fact of regulated and international business life. So I have a like-hate relationship with things like standards. This presentation in a debate format will examine that dichotomy, considering :

- ISO/IEEE29119 from the basis of making progress as a profession providing definitions and ideals which must be subjected to “scientific process”.
- Standards are “rear looking” and not state of the art, but context-based ideals should be presented in them.
- Even in the presence of standards, a thinking tester is needed.
- Standards need to be “tolerable” and ethical.

Jon Hagar is a systems-software engineer and tester consultant supporting software product integrity, verification, and validation with a specialization in embedded/mobile software systems. Jon has worked in software engineering, particularly testing, for over thirty years. Embedded projects he has supported include: control system (avionics and auto), spacecraft, mobile-smart devices, and ground systems (IT) as well as working attack testing of the new smart phones (class/book in work). He has managed and built embedded test lab with test automation. He teaches classes at the professional and college level. Jon publishes regularly with over 50 presentations and parts of 3 books in software testing, verification, validation, Agile, product integrity and assessment, system engineering, and quality assurance. Jon is lead editor/author on ISO 29119 software testing standard, model based test standard, and IEEE 1012 V&V plans.



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¹¹ Capers Jones, "A Short History Of The Cost Per Defect Metric", Randall Rice, "The Value of ISTQB Certification"

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Day 2 Sessions

9:05a - 10:20a / 10:40a - 11:55a

Workshop: Thought-Provoking Leadership

You can't tell others what to think, but there are ways to engage people in activities and practices where they will discover it for themselves. In this interactive workshop, we will explore hands-on techniques and exercises that put people into situations where they want to ask questions and become motivated to develop better understanding of the context. I will go over principles on how to translate the workshop experience to your own situation, and will discuss my "lessons learned": overcoming challenges with this approach, what works and what doesn't, your role (you don't have to be a manager!), where and how to find opportunities, and how to prepare yourself for success. This session is not about leading a horse to water; thirsty horses will find their way to water. This session will teach you how to make them want to drink.

Anna Royzman is a context-driven scholar, professional tester for over 10 years and a thought leader. Anna is always on a quest for quality. Her passion is in discovering new techniques and creating environments that allow people to be most effective at what they do. Anna made her speaking debut at CAST 2011, Emerging Topics track.



9:05a - 10:20a / 10:40a - 11:55a

Workshop: Enough Talk Already—Let's Get Testing!

Software testing conferences tend to talk a lot about testing, but do you ever wonder "Where is the testing?" This session will explore how testers test and allow participants to experience hands on, exploratory testing with an embedded software product. (No computer, laptop or iPad required!) As we test this product we will explore:

- What testing should be? And what it shouldn't
- How do testers perform value add, amazing software testing
- How to adapt your software testing approach to an exploratory testing mindset

Attendees can expect to experience:

- Discussion about the testing process and what great testing looks like
- Hands on testing of a product – no computer required!
- Excitement and passion for the software testing craft.

Nancy Kelln is an independent consultant with 13 years of diverse IT experience, Nancy enjoys working with teams that are implementing or enhancing their testing practices and provides adaptive testing approaches to both Agile and traditional testing teams. She has coached test teams in various environments and facilitated numerous local and international workshops and presentations. A co-founder of POST, Nancy is an active member of the Calgary Software Quality Discussion Group, Association for Software Testing, and the Software Test Professionals organization. Nancy and her family live in Airdrie, Alberta, Canada. Connect with Nancy online at unimaginedtesting.ca or on Twitter @nkelln.



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Day 2 Sessions

9:05a - 10:20a

Validity & Software Metrics

This talk is largely tutorial in nature, focused on the validity of software-related metrics. We will treat software metrics as human performance measures, ask what makes a measure valid, and answer it with an inventory of many types of validity (construct validity, predictive validity, internal validity, face validity, etc.) We are carrying concepts over from a social science literature and will explicitly apply them to software metrics (something that we haven't seen explicitly done before). The goal of this talk is to make these concepts more understandable to the software quality community, in order to increase the frequency with which they are discussed and applied.

We will also spend a little time on some other metrics-related topics: It is easy to say that measures that are invalid are too dangerous to use and therefore we should not use software metrics. But rejecting the idea of software-related measurement is like rejecting the idea of software test automation. The rejection is so impractical that it damages (and should damage) the credibility of the rejecter. People will rely on metrics whether they are valid or not. Executives will demand concise summary information about cost, timeliness, staff productivity, product value (etc.) and managers will give it to them. So what can we do to help those managers give better summaries to the executives? Improving the validity of our measures is a slow process. While we work on that, we have the old-standby tools for the interim: balanced scorecards, scored inventories of tasks or attributes, error bars, etc. These are hardly perfect, but they have some value.

9:05a - 10:20a / 10:40a - 11:55a

Workshop: Giving a Tester Feedback Based on the Session Log

Learn to give feedback to your testers, praising them for their good testing, structure, thinking and helping them learn from mistakes, see opportunities they missed and let their skillset grow. Exploratory testers – especially new ones – need guidance in what and how much to put in their session logs. This exercise is designed to provide you – in fact all attendees – with a learning opportunity, by running through the drill of digesting a few session logs, then in a group discuss what feedback to give and how, and finally stage a role play, trying it out for real: giving feedback to a real human being. This conference is a perfect laboratory for such an exercise; a safe room where we can learn from our mistakes – and triumphs – and as an extra bonus we get to discuss it in a facilitated way afterwards.

10:40a - 11:55a

Testing Deliberately

Henry David Thoreau penned, "The mass of men lead lives of quiet desperation." Desperate testers can be seen doing very peculiar tasks such as seeking certifications, creating mountains of testing documentation, or performing mindless checking. Thoreau continues, "I went to the woods because I wished to live deliberately... I wanted to live deep and suck out all the marrow of life." As we test deliberately, we too can 'suck the marrow' from our testing to provide as much value as possible to our employers, while finding an escape from the quiet desperation many testers face. Join Wade as he shares a story of a desperate testing team that was able to start testing deliberately through the use of two key principles: Expectation Management and Test Coaching.

Nawwar Kabbani is a Ph.D. student in Computer Science at Florida Institute of Technology.

Nawwar's research interests include testing financial models and financial software, SOA testing, security testing, software metrics, and test automation. He is a Fulbright scholar. He holds an M.Sc. degree in software engineering from Florida Tech, a Master in Informatics from Institut National des Sciences Appliquées (INSA) de Lyon, France, and a B.Eng. in software engineering from the University of Aleppo, Syria.



Cem Kaner is a Professor of Software Engineering at the Florida Institute of Technology. He is the senior author of books on software testing and software consumer protection. His current interests are in software engineering education, theory and practice of measurement, high-volume test automation, and research methods in quantitative finance.



Carsten Feilberg has been testing and 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 18 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 PSL graduate, blogger and presenter on conferences and a strong advocate for context-driven testing. He is living and working in Denmark as a consultant at House of Test.



Wade Wachs has been officially labeled as a tester since 2009 when he transitioned from 6 years in various support roles. Over the last few years Wade has helped two different testing teams implement exploratory testing with great success. Wade is also active on Twitter and writes on his blog when he gets the time.



Day 2 Sessions

10:40a - 11:55a

You Are a Scientist—Embracing the scientific method in software testing

A software tester is nothing less than a scientific researcher, using all his/her intelligence, imagination and creativity to gain empirical information about the software under test. In this talk, I will give a brief historical overview of the birth and use of the scientific method, drawing parallels to the evolution of testing, and try to show that good software testing adheres to the principles of the scientific method. I will also talk about how truly understanding and embracing the scientific method will make us better and more credible testers. The talk will focus on the philosophy of science, and how I think it can – and should – inspire a corresponding philosophy of test. I will discuss empirical falsifiability and the differences between science and non-science, and how it translates to testing. I will also talk about how peer review is used in science and how it can add value to testing.

Changing careers after eleven years as an astroparticle physicist, **Christin Wiedemann** brings her logical and analytical problem-solving skills into the world of testing. Four years down the road, she is still eager to learn and to find new ways to test more efficiently. In her roles as tester, test lead, trainer and speaker, Christin uses her scientific background and pedagogic abilities to continually develop her own skills and those of others. Christin is constantly trying new approaches and is keen to share her experiences. In October 2011 Christin relocated from Stockholm, Sweden, to Vancouver, Canada, where she works for Professional Quality Assurance Ltd. (PQA).



2:20p - 3:35p

Developers Exploratory Testing—Raising the Bar

In our company, it is a common practice to perform Developers Exploratory Testing (DET) sessions. The cool thing is that this way of performing higher level testing has actually become accepted by our developers, and [they really enjoy it](#). In my current work of [developing our organization wide practices for quality](#), I have made a deep dive into how DET is carried out on a regular basis. What I have seen is that DET is accepted and acknowledged as a valuable practice, but it is not really carried out to its full potential. There are many details and aspects of it to work on, especially regarding reporting and follow-up. This talk will gather my learnings from coaching many of our different development teams in their DET sessions. I will describe the basics of DET briefly and then dig deeper into certain aspects where more or less coaching is needed. I will talk about the involvement of the whole team testing together, giving a lot of value back to the project—like findings revealing the need for discussions in certain areas. I will also talk about the gained common understanding of current quality status amongst not only the development team but also stakeholders when closely involved in the test sessions.

Sigge Birgisson is a software testing consultant at Jayway. He is a dedicated tester with very strong feelings for the Agile values and principles, always having the user in mind when carefully testing a product without wasting resources on unnecessary things. Sigge also believes in effective communication as one of the strongest tools in the tester's toolbox, used in all aspects of testing the product at hand. Sigge has been involved in many different types of projects, but mostly within the Agile setting, with close cooperation with developers as a key to success. As a speaker, Sigge has held several presentations and facilitated workshops internally at Jayway as well as presentations on software testing for students at the university. He also attended SWET2 and SWET3. Trying to keep up with new testing practices, Sigge is an active blogger and follows many discussions on software testing and Agile practices on twitter.



2:20p - 3:35p / 3:50p - 5:05p

Workshop: Exploring the Dynamics of Describing

Some say that a picture says more than a thousand words but does it take a thousand words to describe a picture? Testers use descriptions as input such as requirements, design documentation, user stories, code. We also describe our findings and observations to our stakeholders like bugs, status of a system, strategies and tactics.

This workshop explores the dynamics of describing and receiving description. We start with a simulation that we later build a discussion around. You will be divided into smaller teams. One team consists of two groups. One group receives an assignment that they describe in writing for the other group to carry out. From the outcome you have the possibility to iterate and improve. The following debrief will focus on interactions between groups, constraints with the written word, different ways we express and interpret what we read.

This session will have a 50/50 ratio between exercise and debrief.

Henrik Andersson is founder of House of Test, a context driven testing consultancy and outsourcing based in Sweden, Denmark and China. He provides leadership and management consulting in the fields of Testing and Agile development. He tests, coaches, consults, speaks, writes, manages and thinks about software testing and problem solving. Henrik presented at the past three CASTs. He is a PSL graduate and AYE attendee.

Twitter: @henkeandersson



Day 2 Sessions

2:20p - 3:35p / 3:50p - 5:05p

Workshop: Turning Offshore Teams into Thinking Testers

Are you experiencing difficulty and frustration managing offshore project teams? Are project tasks taking longer to complete and results not as expected because your teams are executing without “thinking”? The unique aspects of offshore teams such as multiple time zones, unclear expectations and language and cultural differences add to the challenge of creating a cohesive, “thinking” team. Developing “thinking” offshore teams involves creating an environment where testers feel empowered to go above and beyond the plan, question freely and try different ways of testing without fear of failure. This workshop provides the tools for creating a “thinking” environment throughout the project. I’ll share experiences in managing offshore test teams and explore ways of providing explicit direction and making expectations clear while promoting a “thinking” environment. Learn how to choose most effective means of communication based on the situation, how to motivate team members and develop an innovative, flexible “thinking” team.

As a Quality Assurance Consultant, **Gerie Owen** specializes in developing and managing offshore test teams. She has implemented the offshore model, developed, trained and mentored new teams from their inception. Gerie manages large, complex projects involving multiple applications, coordinates test teams across multiple time zones and delivers high quality projects on time and within budget. Gerie’s most successful project team wrote, automated and executed over 80,000 test cases for two suites of web applications, allowing only one defect to escape into production. With over 25 years of experience, she enjoys training and mentoring new Quality Assurance leads. Gerie has held quality assurance roles at Metlife, Inc. and The Computer Merchant, Ltd. and recently joined NSTAR Inc.



An advertisement for TestArchitect. The logo, which consists of a stylized orange and yellow triangle icon followed by the word "TestArchitect" in blue with a trademark symbol, is positioned at the top left. Below the logo, two young boys are shown racing a shopping cart on a paved surface. The boy pushing the cart wears an orange helmet and goggles, while the boy inside wears a blue helmet with white stars and goggles. Both boys are dressed in dark long-sleeved shirts and jeans. The background is a bright, open landscape under a clear sky.

Day 2 Sessions

2:20p - 3:35p

Exploratory Performance: Peeling an onion or a dog chasing its tail?

When it comes to working in a performance team, the real-time collaboration and dynamic adaptation of the testing objectives and test activities are a fact of life. This results in the blurring of titles between performance tester and performance engineer; a very natural outcome of these successful methods for conducting effective performance work. This lecture will cover the parallels between the interdisciplinary thinking required for Exploratory and Context-driven Testing and correlating these dominant approaches to activities in Performance Testing. We will review enhancements to performance testing techniques and methods as learned from the state-of-the-art Exploratory testing ideology and practice. The lecture will explore the barriers to driving Performance Testing into agile software development and design activities using the practices of Exploratory test techniques. Lecture includes audience participation, humorous jokes and free take-home exercises.

Mark Tomlinson's career began in 1992 with a comprehensive two-year test for a life-critical transportation system, a project which captured his aptitude for software testing and test automation. That first test project sought to prevent trains from running into each other — and Mark has metaphorically been preventing “train wrecks” for his customers for the past 20 years. For the majority of Mark’s career he has worked for companies in a strategic role and used the leading products for performance testing, profiling and measurement. He worked for 6 years at Microsoft as a performance consultant and engineer in the Microsoft Services Labs, in the Enterprise Engineering Center, and in the SQL Server labs. His efforts focused on the performance of next-generation Microsoft products as part of a customer’s mission-critical operations. In 2008, as the LoadRunner Product Manager at Hewlett Packard, Mark delivered leading innovations for performance testing and engineering.



2:20p - 3:35p / 3:50p - 5:05p

Workshop: Thinking About Testing as a Service

Have you ever been frustrated with how the role of testing is viewed by your project team? Do you struggle to understand the project team’s expectations of your testing? Do you find yourself feeling that your testing could provide greater value to the project? Tackling these differences often begins with thinking about the service you would like your testing to provide in contrast with the expectations of your stakeholders. How can you bridge that gap and align perspectives? This workshop will:

- Discuss how to explore the needs and expectations of your stakeholders;
- Review common misconceptions on the value of testing and on why stakeholders are stuck believing those expectations;
- Share ideas on how to assess context and determine the services your testing will provide;
- Examine influencing project team perspectives and expectations through advocacy and relationship management.

Lynn McKee is an independent consultant with 17 years experience in the software industry and a passion for helping organizations, teams and individuals deliver valuable software. Lynn is an advocate of the software quality management practices espoused by Jerry Weinberg and provides consulting on software management, leadership and testing. Lynn is active within the software testing community by speaking at conferences, writing articles, contributing to blogs and forums. She is also a co-founder of the Weekend Testers Americas and the Calgary Perspectives on Software Testing Workshop. You can reach Lynn online at www.qualityperspectives.ca.



3:50p - 5:05p

So ‘waterfalls’ can’t be ‘agile’? Who says?

I thought you had to choose: Either follow a strict linear development process with procedures, standards and the lot – rigid, but controlled – OR... follow an agile iterative process – lean and creative, but unpredictable and less in control. I found out I was wrong. The presentation tells the story of my experiences in a large government organization that decided to implement a huge Improvement Programme. The programme started with defining procedures and standards. But in the end I spent most of my time and effort in doing almost the opposite, trying to make people “Forget about the rules and standards for now” and basically preaching the Agile Manifesto. The organization needed a controlled linear method. And the method needed an agile and critical thinking attitude to make it work. Controlled linear OR agile iterative?? For me that is not an ‘exclusive or’, it is YES to both.

Bart Broekman has been a software test practitioner for 25 years, fulfilling test assignments ranging from test automation to managing large test projects. Since 2008 he has been an independent test consultant. He is co-author of books on test automation, testing embedded software and the test method TMap-Next®. Bart is a regular speaker at international conferences. In The Netherlands new standards, methods and techniques are rapidly and frequently ‘invented’. However the concrete and useful application of these is still a problem for many organizations. Bart is especially appreciated for his ability to explain complex test concepts and to implement them in practical situations. His personal motto is “Software Testing in Practice”.



Day 2 Sessions

3:50p - 5:05p

Collaboration Without Chaos

Some software testing over-values the efficient mechanical execution of tasks and fidelity to the collective wisdom embodied in organizational processes. “Procedural Over-Specification” works – to a point. But is there a more effective model that leverages the knowledge and creativity of the people doing the task, yet exerts reliable control in a different way? Yes, “collaboration without chaos” *is possible and worth the effort to attempt*. Griffin shares and dissects his team’s testing control model – showing the prescriptive and discretionary parts; and how “orient” is its beating-heart. Explore some archetypes of control and the values that they are oriented on. Through a group exercise practice the creation of a collaborative test. Learn from his experience of how to apply and effectively explain this testing control model to management, customers, or regulators. Leave with a more sophisticated model of collaborative control that can make your testing more valuable.

The owner of Congruent Compliance, **Griffin Jones** provides consulting services on context-driven software testing and regulatory compliance to companies in regulated industries. Recently he was the director of quality and regulatory compliance at iCardiac Technologies which provides core lab services for the pharmaceutical industry to evaluate the therapeutic efficacy or safety of their potential new drugs. Griffin was responsible for all matters relating to quality and regulatory compliance for an FDA regulatory compliant quality system, including frequently presenting the verification and validation (testing) results to external regulatory auditors. Griffin was previously a product quality lead for eighteen years at Eastman Kodak. He can be reached at griffin.jones@congruentcompliance.com.



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Post-Conference Schedule

Tutorials

Wednesday, July 18

7:30a - 8:30a	Breakfast				
	Salon A	Salon B	Salon M	Salon J	Salon H
8:30a - 10:00a	Testing Mobile Apps & Websites Karen N. Johnson	The (Thinking) Tester in the User Story Workshop Elisabeth Hendrickson	Managing and Integrating Exploratory Testing James Lyndsay	The First Hit is Free: Using Automation to Drive a Modern Development Process Adam Goucher	Critical Thinking for Testers Michael Bolton
10:00a - 10:20a	Morning Break				
10:20a - 12:00p	Testing Mobile Apps & Websites Karen N. Johnson	The (Thinking) Tester in the User Story Workshop Elisabeth Hendrickson	Managing and Integrating Exploratory Testing James Lyndsay	The First Hit is Free: Using Automation to Drive a Modern Development Process Adam Goucher	Critical Thinking for Testers Michael Bolton
12:00p - 1:00p	Lunch				
1:00p - 3:00p	Testing Mobile Apps & Websites Karen N. Johnson	The (Thinking) Tester in the User Story Workshop Elisabeth Hendrickson	Managing and Integrating Exploratory Testing James Lyndsay	The First Hit is Free: Using Automation to Drive a Modern Development Process Adam Goucher	Critical Thinking for Testers Michael Bolton
3:00p - 3:20p	Afternoon Break				
3:20p - 5:00p	Testing Mobile Apps & Websites Karen N. Johnson	The (Thinking) Tester in the User Story Workshop Elisabeth Hendrickson	Managing and Integrating Exploratory Testing James Lyndsay	The First Hit is Free: Using Automation to Drive a Modern Development Process Adam Goucher	Critical Thinking for Testers Michael Bolton

Board of Directors Meeting

Thursday, July 19

9:30a - 3:00p	AST Board Meeting (Open to all Members) [Carmel]
30	CAST 2012: The Thinking Tester

Full-Day Tutorials

Full Day

Managing and Integrating Exploratory Testing

There are many ways to manage exploration, some fruitful, others harmful. Some even apply to exploratory testing. This one-day experiential workshop directly addresses the question of how to manage exploratory testing well, and how to integrate it with existing test strategies. We will identify and interact with a diverse collection of approaches, using simulation, games, discussion and our imaginations. Along the way, we will talk about how to get the best out of time spent exploring, how to incorporate tools, how to grow skills, work with audit, and how to measure your progress. This is your chance to exchange ET management approaches and perhaps to play with the ways you've always wanted to try. You'll come away with a bunch of real life examples, and a broader understanding of the strategies and application of exploratory testing.

James Lyndsay is an independent Test Strategist, based in London. He has set up and delivered working test strategies in business ranging from retail to telecommunications, from agile teams and rapidly-evolving start-ups to large-scale enterprise including multinationals and critical national infrastructure. James has used, taught and championed hands-on exploratory testing wherever it made sense.



A frequent speaker and occasional teacher, James has won three 'best paper' awards at international conferences. He pioneered the recurring interactive 'TestLab' conference track with Bart Knaack, and is the instigator and facilitator of LEWT (the London Exploratory Workshop in Testing).

Full Day

The (Thinking) Tester in the User Story Workshop

A user story is simply a placeholder for a conversation. The user story workshop is where that conversation happens. In these workshops, the team, including programmers, testers, and the product owner, elaborate the user story. They work together to reach a shared understanding of the scope of the story and to define "Done" in concrete terms using examples. They then distill the examples into tests (checks) that drive the development effort. Testers (more specifically, thinking testers) have a wealth of insight into where things tend to go wrong. By participating in user story workshops, testers have the opportunity to use their testing super powers to prevent problems, not just detect them. In this tutorial you will experience a user story workshop and practice distilling examples into acceptance tests. You'll discover how you can apply your testing skills at the very beginning of the cycle, before requirements are even defined. And you'll learn a set of heuristics you can use to ensure the effectiveness of your user story workshops and the resulting acceptance tests.

Elisabeth Hendrickson has over 20 years software industry experience in a variety of roles. She has been working with Agile teams since 2004 and served on the board of the Agile Alliance from 2006 – 2007. She won the prestigious Gordon Pask Award in 2010, and is a co-organizer of the Agile Alliance's Functional Testing Tools program. Her company, Quality Tree Software, Inc. helps software development organizations deliver working solutions consistently and sustainably. Elisabeth also founded Agilistry Studio, a practice space for software development in Pleasanton, CA. Elisabeth splits her time between teaching, speaking, writing, and working on teams with test-infected programmers who value her obsession with testing. You can find her on Twitter as @testobsessed.



Full Day

Testing Mobile Apps & Websites

Thinking testers ask questions. Testers ask about the product, the technical environment and they ask questions about the users. In testing on the mobile environment, testers ask questions about phone models, network carriers, operating system versions, native browsers and applications as well as asking questions about emulators and automated tools. The reality is that the mobile environment adds a different context to testing as well as the user audience has access to a dazzling array of phones and devices. A typical user session on a mobile device might not be at all similar to a user session on a desktop computer. How does a thinking tester adjust for testing in the mobile environment? This tutorial explores those questions, provides an open forum for discussion, and offers hands-on exercises.

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. She is the co-founder of the WREST workshop; more information on WREST can be found at:



<http://www.wrestworkshop.com/Home.html>

You can visit her website at: <http://www.karennjohnson.com>

Full-Day Tutorials

Full Day

The First Hit is Free: Using Automation to Drive a Modern Development Process

Testers and those in other Quality-related fields are often rebuffed in their attempts at process change, as they can seem like change for the sake of change. Even with the rise in awareness of things like Continuous Delivery, DevOps and the Lean Startup, moving an entrenched process to these often gets tied up in politics. There are entire books on understanding human and organizational behaviors in order to affect change. This tutorial is about how to use [functional] automation to move your processes towards one similar to Continuous Delivery. It ends up that the tricks and techniques to make this successful are the same as those necessary in the organization at large, so we prove them here and move them out closer and closer to production. Not only will we participants learn about the ‘big picture’ of Continuous Delivery, but we will move a change (or multiple changes!) through a Deployment Pipeline.

Please bring a laptop.

Full Day

Critical Thinking for Testers

- Every test must have an expected, predicted result.
- Effective testing requires complete, clear, consistent, and unambiguous specifications.
- Bugs found earlier cost less to fix than bugs found later.
- Testers are the quality gatekeepers for a product.
- Repeated tests are fundamentally more valuable.
- You can't manage what you can't measure.
- Testing at boundary values is the best way to find bugs.
- Test documentation is needed to deflect legal liability.
- The more bugs testers find before release, the better the testing effort.
- Exploratory testing is unstructured testing, and is therefore unreliable.
- Adopting best practices will guarantee that we do a good job of testing.

If you're a tester or a test manager, you've probably heard statements like these touted as universal, unquestionable truths about testing. At best, these bits of mythology and folklore are heuristics—fallible methods for solving a problem or making a decision. At worst, they're potentially dangerous simplifications or outright fallacies that can threaten a tester's credibility, a product's value, or an organization's business.

In this workshop, we'll question the myths of software testing; examine common cognitive biases, and the critical thinking tools that can help to manage them; learn modeling and general systems approaches to manage complexity and observational challenges; and work through exercises that model difficult testing problems—and suggest approaches to solving them.

Participants are encouraged to bring a Windows-based laptop computer to the workshop.

Adam Goucher is in the midst of an identity crisis. He is a tester by trade, but spends his time building Selenium scripts and frameworks for people.

Tester? Programmer? Consultant? All of the above? He is also co-editor of 'Beautiful Testing'; a testing anthology of which 100% of revenue goes to Nothing But Nets to provide anti-Malaria nets to children in Africa.



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, or through his Web site.



<http://www.developsense.com>



Thank You For Attending!

"Emerging Topics" Schedule

California Ballroom

Time (PDT)	Monday, July 16	Tuesday, July 17
9:10a–9:30a	"Observational Proficiency: How Sharpening Your everyday Awareness Makes You a Better Tester" -Illari Henrik Aegerter	What I learned at "Test Coach Camp" (Lightning Talk, but on Topic)
9:35a–9:55a	"Computers are Causal—Let's Rename them Causers" -Scott Allman	
10:00a–10:20a	"Big Visible Testing" -Claire Moss	
Break		
10:45a–11:05a	"What we testers "know" by accident: An introduction to the Gettier Problem" -Thomas Vaniotis	How to Advance the Practice (Lightning Talk, but on Topic)
11:10a–11:30a	"How to Make'em Read Books" -Illari Henrik Aegerter	
11:35a–11:55a	"A Transpection Session Between Thinking Testers" -Chris Blain & Ben Kelly	
Lunch & Keynote		
2:25p–2:45p	"Pair Testing in Sessions" -Liz Marley, Steve Sandvik, Kristina Sontag	Lightning Talks (Sign up at Registration Desk)
2:50p–3:10p	"CrossTest White Box Testing Framework" -Paul Linares	
3:15p–3:35p	"Talking about Testing in a Friendly Environment" -Tony Bruce	
Break		
3:55p–4:15p	"Enforced Randomization—Increasing the value of automation" -Anand Ramdeo	Lightning Talks
4:20p–4:40p	"Get the Balance Right: ATDD, GUI Automation and Exploratory Testing" -Michael Larsen	
4:45p–5:05p	TBD	

What is "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.

How were talks selected?

- Submissions were made to a wiki which included a title and summary.
- The community voted and commented on each proposal.
- Final selections were made by the track organizers based on proposal content, community feedback, and the time available.

UStream:
ustream.com/channel/CASTLive

Twitter: #CAST2012

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"CAST Live"

July 16 & 17th at 6:30pm PDT

California Ballroom

Chat: [ustream.com/channel/
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"CAST Live" is a webcast hosted by **Benjamin Yaroch** and **Tim Coulter**. The show is streamed live each evening 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.

Join us live broadcast or watch online.

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

July 16th

Tripp Babbitt
Michael Larsen
Christin Wiedemann
Adam Goucher

July 17th

Elisabeth Hendrickson
Nancy Kelln
Matt Heusser
Scott Barber



You're On