

Being a tester after trying almost everything else!

João Proença

 @jrosaproenca



João Proença
Quality Owner

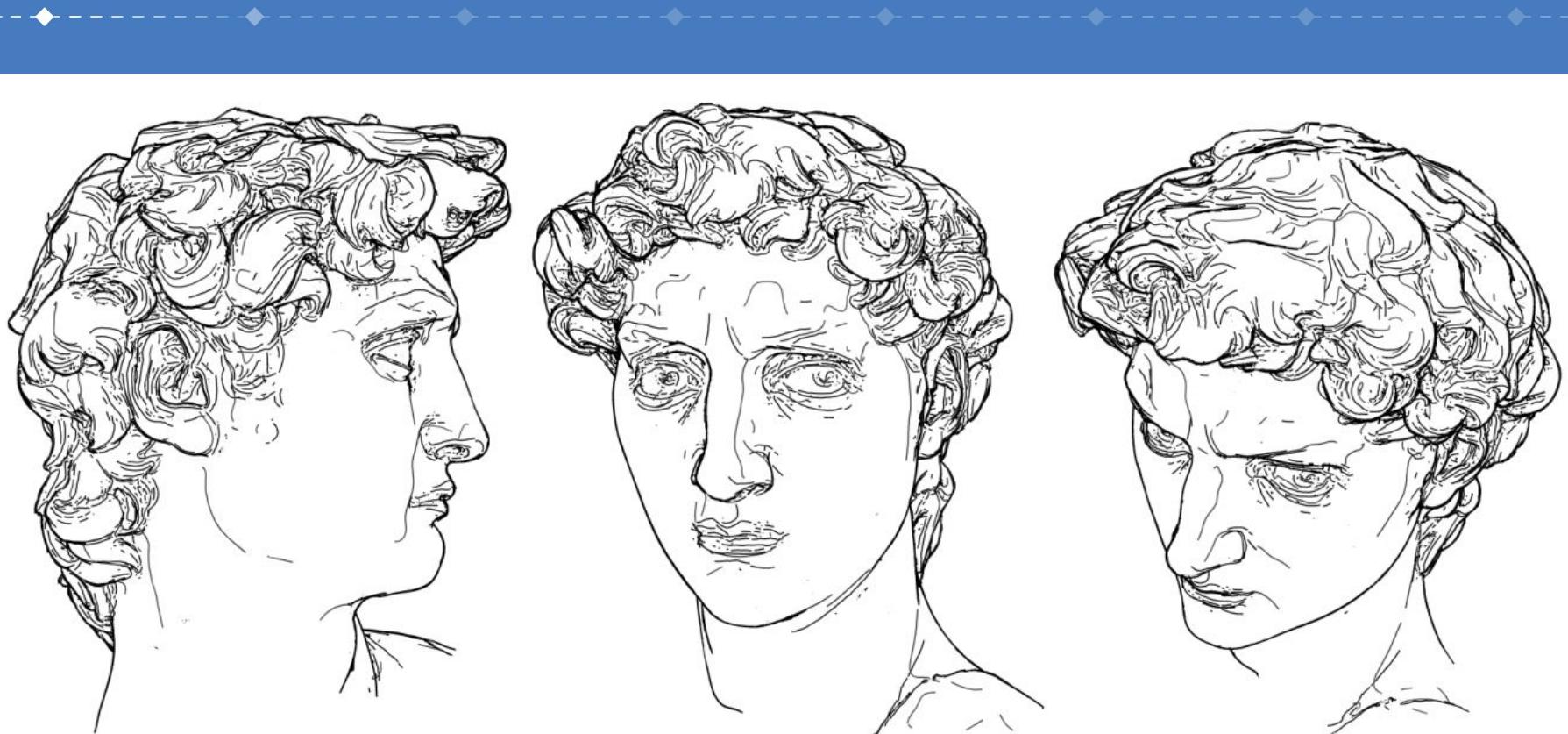


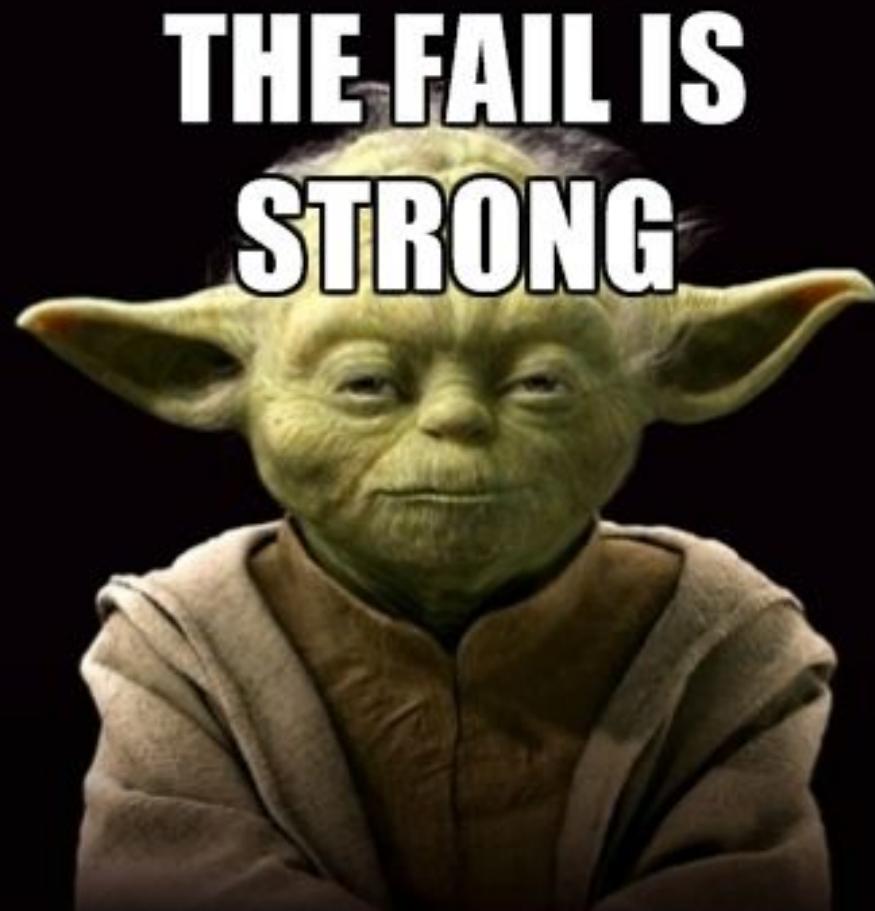
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In the beginning...



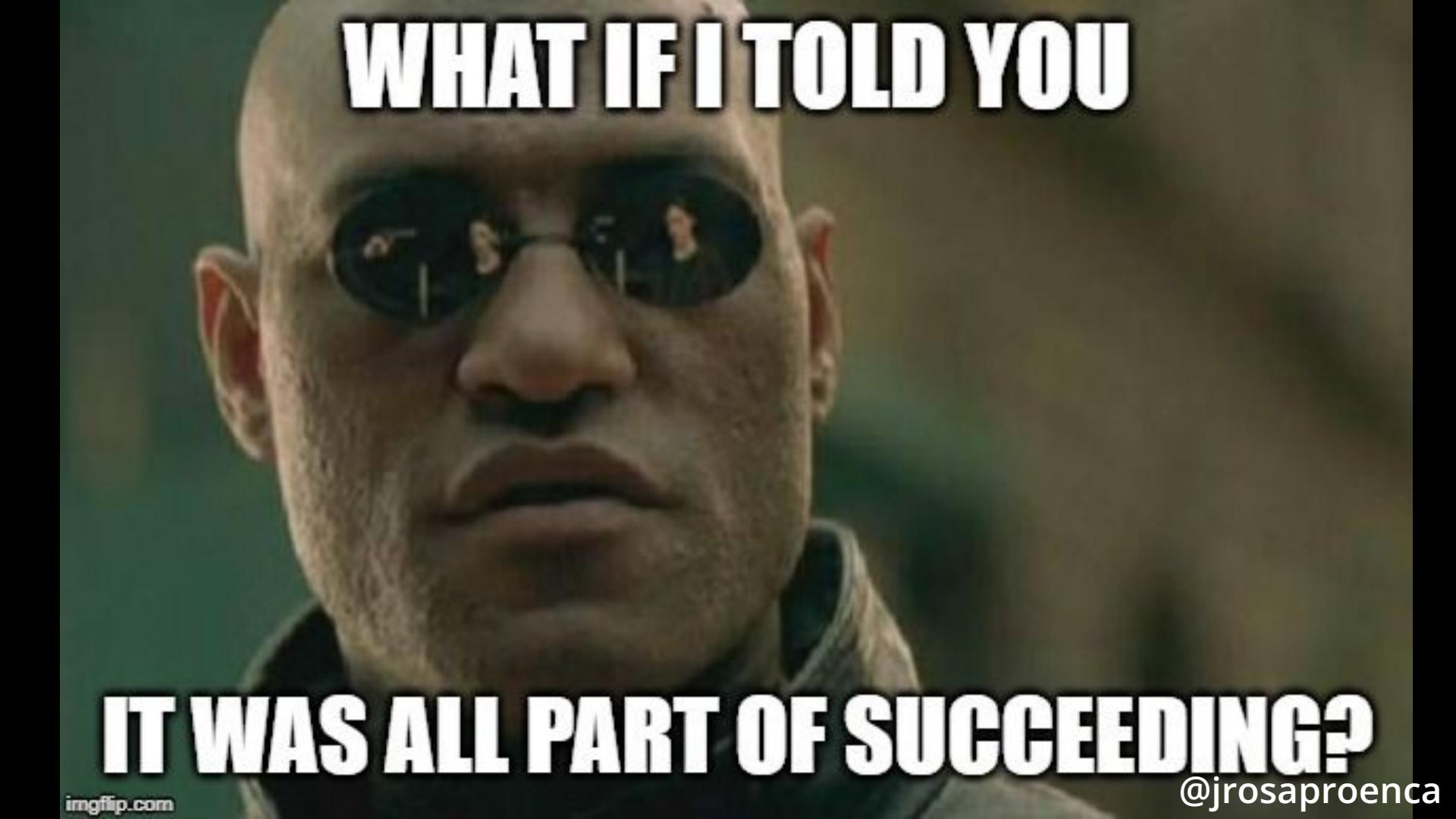
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**THE FAIL IS
STRONG**

WITH THIS ONE

A close-up portrait of Agent Smith from The Matrix. He has a pale, bald head and is wearing dark sunglasses. His reflection in the lenses shows a scene from the movie where Neo is fighting him. He has a stern, unsmiling expression. The background is dark and out of focus.

WHAT IF I TOLD YOU

IT WAS ALL PART OF SUCCEEDING?

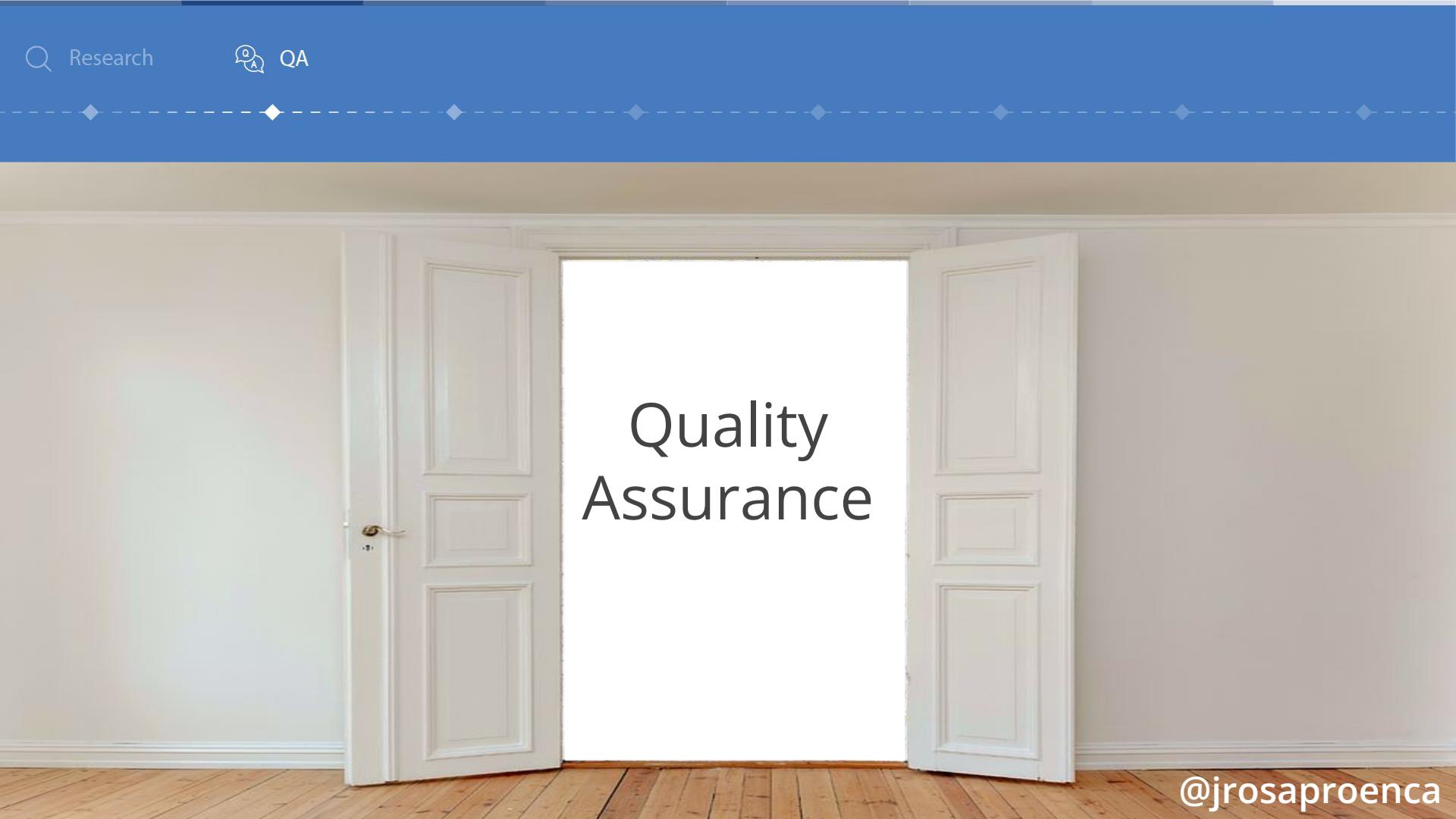


**FAIL
FAST
AND
CARRY
ON**

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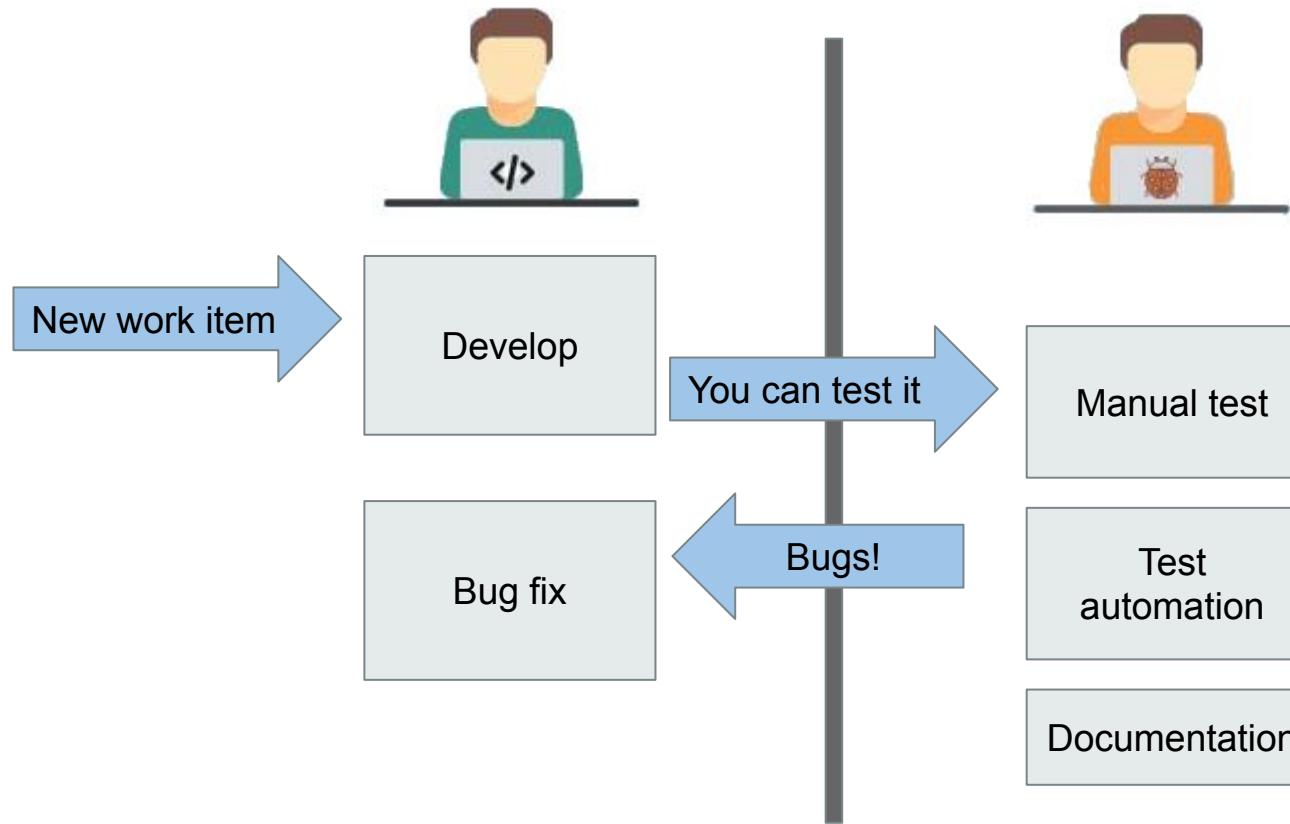
Fail Fast

Learning



Quality Assurance

Day-to-day being a Quality Assurance Engineer



Frustration

- Untested features out of dev
- Lack of testability for automation
- Heavy, slow, flaky E2E tests
- Quality mindset only for a few team members





"Well... making the code testable is not my job!"

A black and white photograph of a road stretching into the distance under a cloudy sky. A large, solid black rectangular overlay is centered over the middle of the road. Inside this overlay, the words "Disappointment Road" are written in a large, white, sans-serif font.

Disappointment Road



Developer

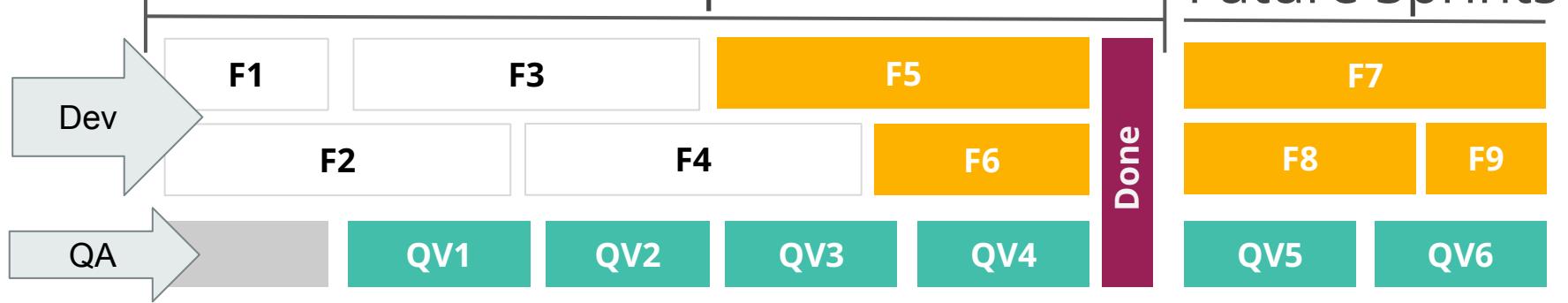
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Empathy

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Feature Sprint





- Slow feedback loop
- Testability discussions not happening
- Estimation fallacies

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Fail Fast

Empathy

Short Feedback
Loops

Quality
Mindset

Learning

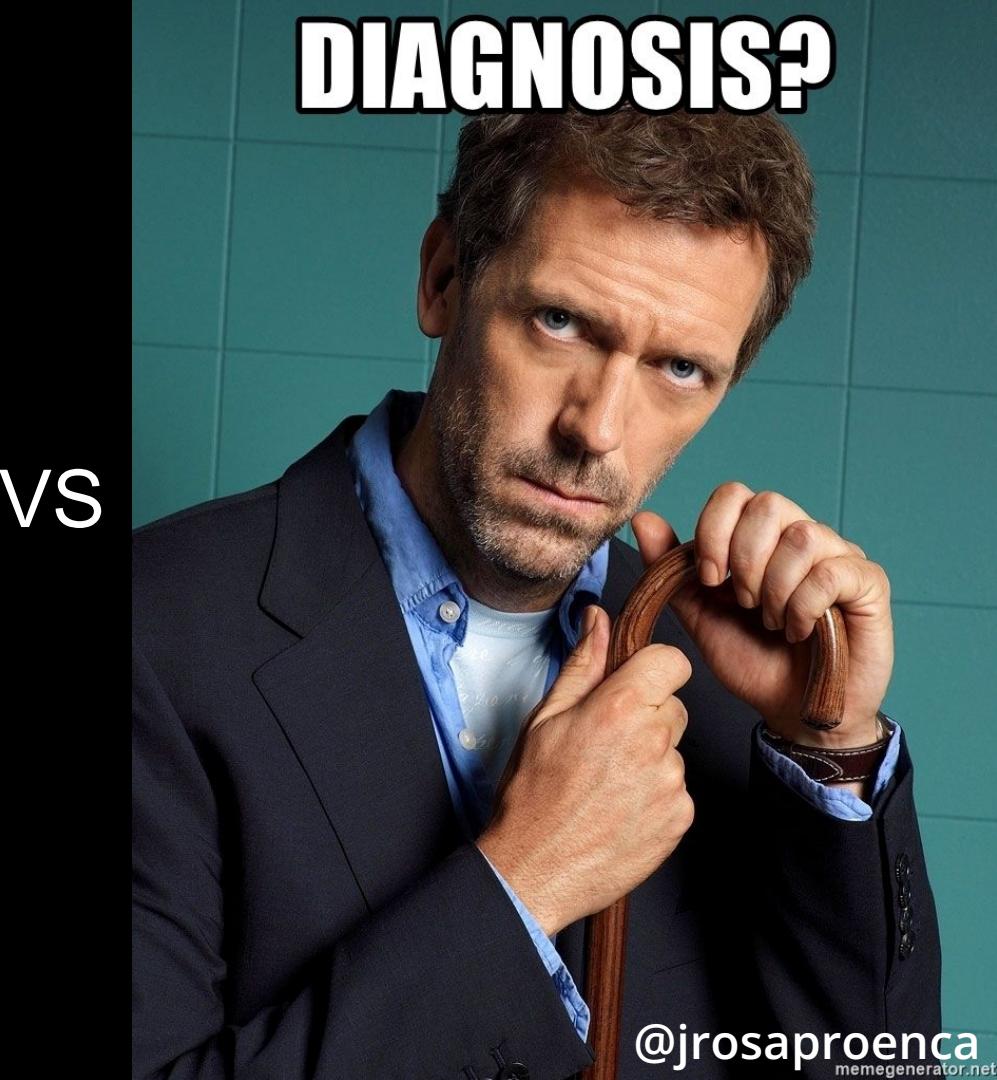
Customer Support Engineer





THE
ELITE

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DIAGNOSIS?

VS

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memegenerator.net



Symptom?



Problem?



Bug?



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The barriers we set ourselves...



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Pick up the phone and call them!

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A close-up photograph of a woman's face and hands. She is smiling broadly, showing her teeth, and holding a white smartphone to her ear with both hands. Her hair is dark and pulled back. She is wearing a white shirt with thin vertical stripes. The background is blurred, suggesting an outdoor setting with greenery.

Surprise!

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CONTEXT



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 Research

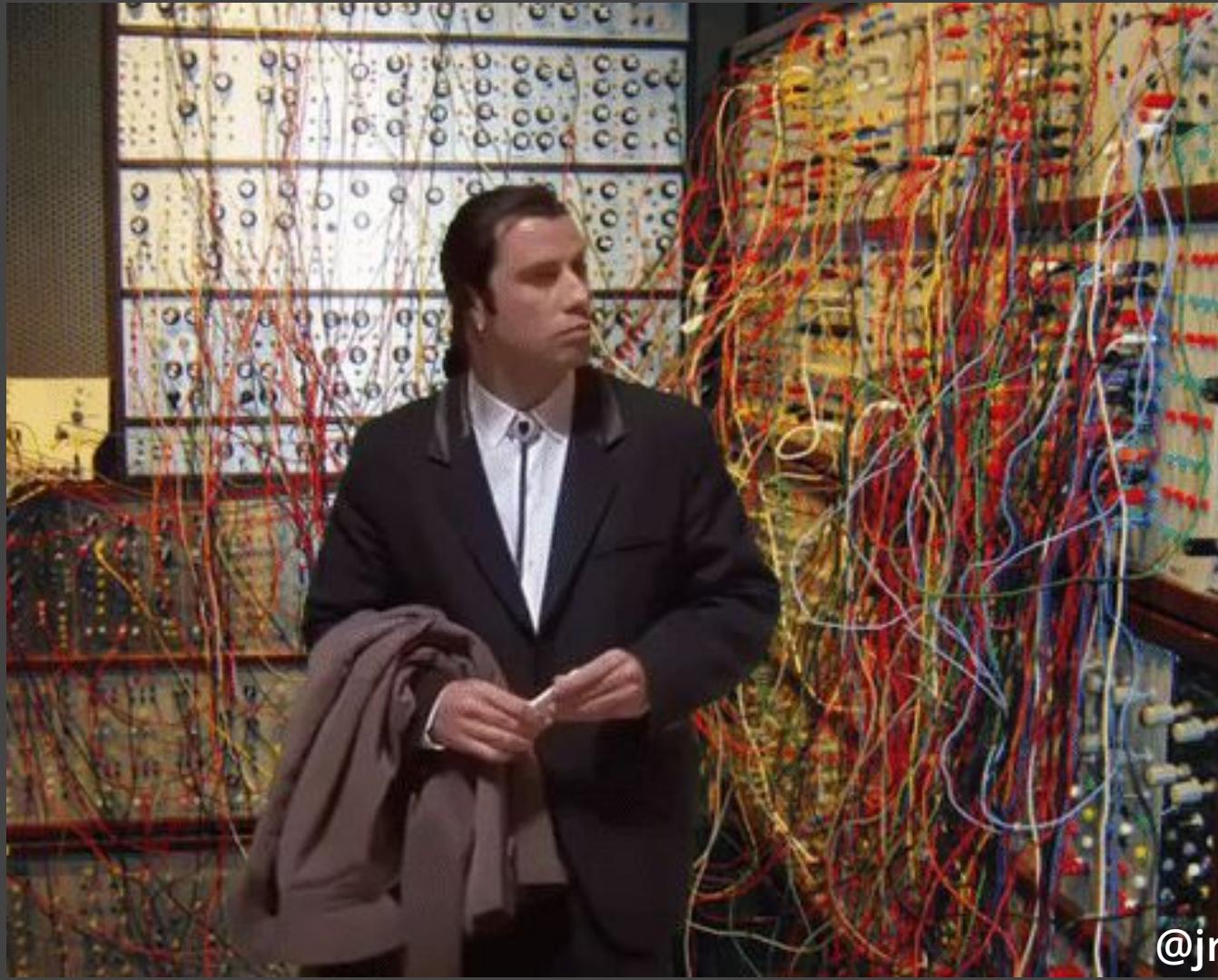
 QA

 Dev

 Support

 Ops

Cloud Operations



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Infrastructure Health



A black and white photograph of a woman with long, dark, wavy hair. She is looking upwards and to the right with a thoughtful expression. Her right hand is raised to her chin, with her index finger pointing towards her lips.

How do I know it's
healthy?

Observability!

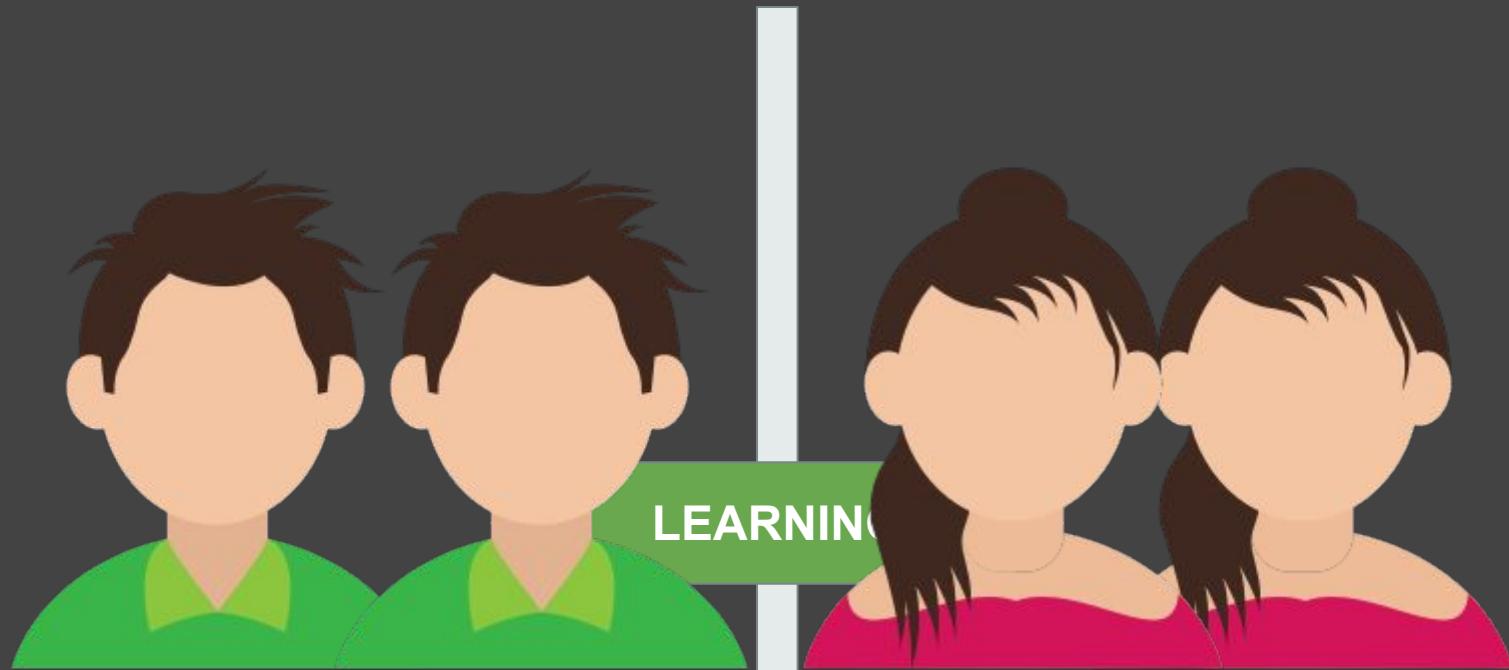
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Cloud Infrastructure

Product

Product



Dev

DevOps

Ops

Fail Fast

Empathy

Short Feedback Loops

Quality Mindset

Go Deeper

No Barriers

Context, Context, Context

Infrastructure Is Product

Is It Healthy?

DevOps



Music

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A screenshot of a Spotify artist profile for "Marty Was Right". The profile page features a large image of a person's face in profile. At the top, there is a search bar with the text "Marty was Right", a user icon for "Joao Rosa Proenca", and standard window controls. On the left, a sidebar shows navigation links like Home, Library, and Artist. The main content area has tabs for ARTIST (selected), PLAY, FOLLOWING, and three dots. Below these are sections for OVERVIEW, ABOUT, and CONCERTS. The OVERVIEW section includes a "Popular" chart with five entries:

Rank	Song	Listeners
1	The Unsuspecting Neighbour	< 1,000
2	August Rush	< 1,000
3	January Cool	< 1,000
4	Past Tense	< 1,000
5	Equation	< 1,000

On the right side of the profile, it says "MONTHLY LISTENERS 14".



Spotify®

MUSIC

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Personas

Context

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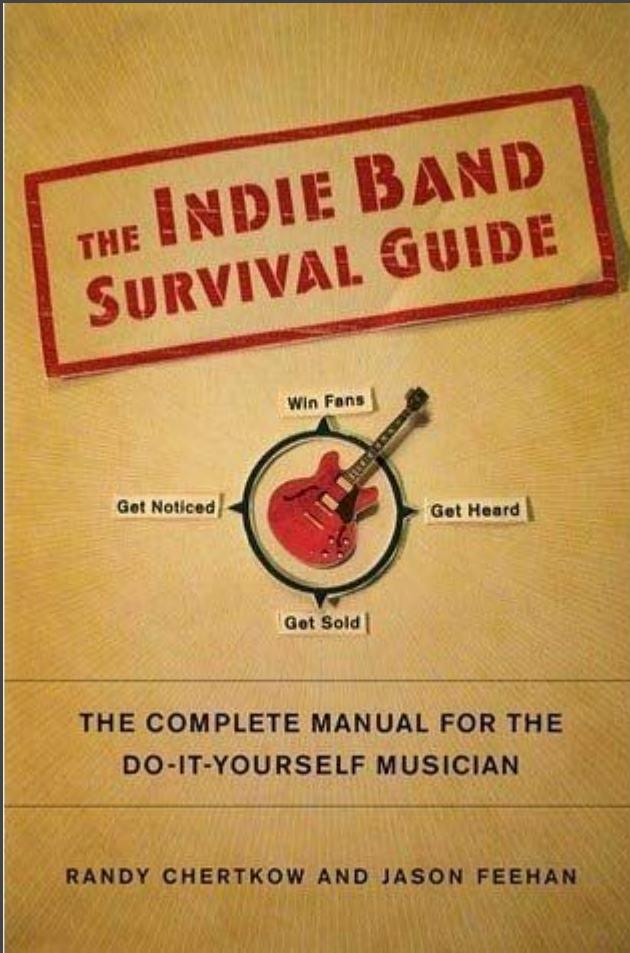
Reaching Out!

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I Just Asked!



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Fail Fast

Empathy

Short Feedback Loops

Quality Mindset

Go Deeper

No Barriers

Context, Context, Context

Infrastructure Is Product

Is It Healthy?

DevOps

Reach Out

Just Ask



... next step?

Marketing

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A black and white photograph of a man sitting on a low wall or ledge by a beach. He is facing away from the camera, looking towards a distant city skyline across a body of water. The sky is hazy and overcast. In the foreground, there are some small plants growing out of the wall.

Product

Me

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A photograph of several female athletes in athletic gear, including a green tank top and black shorts, crouching in starting blocks on a red running track with white lane markings. A male coach in a white hoodie and dark pants stands on the left, gesturing towards the track. Another person is partially visible in the bottom left corner.

Competitor Analysis

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A photograph of a woman with long dark hair, seen from behind, wearing a brown knee-length coat and a small beige shoulder bag. She is walking away from a wooden building with a dark brown door, which has a small framed picture on it. To her left is a white table covered with a white cloth. The background is filled with dense green foliage. The overall atmosphere is warm and slightly hazy.

...marketing
not for me.

Fail Fast

Empathy

Short Feedback Loops

Quality Mindset

Go Deeper

No Barriers

Context, Context, Context

Infrastructure Is Product

Is It Healthy?

DevOps

Reach Out

Just Ask

Expectations

Competitor Analysis



Quality

Whole-team approach

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The Quality Owner

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A blurry background image of a soccer player in a white jersey running on a field. A coach in a red jacket is visible on the left side.

The Quality Owner

- Coach Teams
- Test Strategies / Testability
- Drive Quality Analysis
- Enable Risk-Mitigation Activities
- Educate Teams on DevOps & CI/CD
- Observability Champions

Fail Fast

Empathy

Short Feedback Loops

Quality Mindset

Go Deeper

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Context, Context, Context

Infrastructure Is Product

Is It Healthy?

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Reach Out

Just Ask

Expectations

Competitor Analysis



- Build Quality In / Whole-team responsibility (Development)
- Quality is Value to Customer - Context! (Support, Operations, Music)
- Don't be the one putting obstacles in front of you (Support)
- Observability at all Stages (Operations)
- Reachout / Embrace the Community (Support, Music, Marketing)



Maaret Pyhäjärvi

@maaretp

Following



For y'all who think the testing we've been thinking of as testing isn't testing, the new word for it is **#toad** = Testing, Observability and DevOps which are all things testing++.
:D

5:04 PM - 24 Jun 2019

9 Retweets 15 Likes



1

9

15



Questions?

João Proença - Quality Owner at OutSystems R&D

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