

CAST2016

"TESTING: SOFTWARE DEVELOPMENT CATALYST"

AUGUST 8 - 10, 2016

VANCOUVER, BC



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Welcome

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Keynotes by:

Nicholas Carr

Anne-Marie Charrett

Dr. Sallyann Freudenberg

What makes CAST special?

CAST puts CONFER back into Conference:

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

CAST presentations are tied to a theme:

This year's theme is "Testing: Software Development Catalyst."

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 misuse your red card, the facilitator can confiscate it for the remainder of the conference – so use it wisely.

Meals

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

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

AST Elections and Annual Meeting

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

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

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

AssociationForSoftwareTesting.org/about

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

Notice

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

About AST



**AST ASSOCIATION FOR
SOFTWARE TESTING**

AST's Mission and Purpose

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

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

Our Objectives

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

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

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

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

Who Are We?

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

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

Why Join AST?

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

Member Benefits Include:

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

Learn More about AST:

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

Guiding Principles

General

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

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

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

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

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

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

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

Governance

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

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

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

Training

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

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

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

Training

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

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

AST is currently offering the following 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

PQA

Platinum Sponsor

Testlauncher

Gold Sponsors

TestLodge

Day 1 Schedule

Tuesday, August 9

| | | | | |
|--------------------|--|--|--|---|
| 8:00a - 9:00a | Breakfast—Registration Open [Segal Centre 1400-1430]) | | | |
| 9:00a - 9:20a | Welcome [Fletcher Challenge Theatre (1900)] | | | |
| 9:20a - 10:40a | Keynote: Nicholas Carr ????? [Fletcher Challenge Theatre (1900)] | | | |
| 10:40a - 11:00a | Morning Break [Concourse] | | | |
| | Fletcher Challenge Theatre (1900) | Labatt Hall (1700) | Canfor Policy Room (1600) | Scotiabank Lecture Room (1315) |
| 11:00a - 12:00p | Babble & Dabble: Creating Bonds Across Disciplines Carol Brands Katrina Clokie | Embedded Testers Aren't Undercover Cops Sandor Boros | Quality From the Ground Up—Lessons Learned from Tearing the Walls Down Frank Charlton | Domain Supported Automation for Mobile App Testing Carlo Matulessy Simon 'Peter' Schrijver |
| 12:00p - 1:15p | CAST Live | Lunch (Membership Meeting & Elections) [Segal Centre (1400-1430)] | | |
| 1:15p - 2:15p | Keynote: Anne-Marie Charrett Test Management Revisited [Fletcher Challenge Theatre (1900)] | | | |
| 2:15p - 2:30p | Room Change | | | |
| 2:30p - 3:30p | Fletcher Challenge Theatre (1900) Teaching Testing to Non-Testers Kate Falanga | Labatt Hall (1700) Create the Change You Want Peter Bartlett | Canfor Policy Room (1600) Cooperating to Exercise Judgement and Skill: Requirements Julie Lebo | Scotiabank Lecture Room (1315) Testers Role in Agile Requirements Exploration Janet Gregory |
| 3:30p - 4:00p | Afternoon Break [Concourse] | | | |
| 4:00p - 5:00p | Fletcher Challenge Theatre (1900) How King Uses AI in Testing Alexander Andelkovic | Labatt Hall (1700) How I Used my 'Mindset Toolkit' to Develop a Tester's Mindset Vivien Ibironke Ibiyemi | Canfor Policy Room (1600) What Developers Have Taught Me About Testing Anne-Marie Charrett | Scotiabank Lecture Room (1315) Testers Role in Agile Requirements Exploration Janet Gregory |
| | Special Events | | | |
| | 7:30a - 8:30a | X:XXp - X:XXp | X:XXp - X:XXp | X:XXp - X:XXp |
| | Lean Coffee [Teck Gallery Lounge (1305)] | Committee Meetings [TBD] | ????? [TBD] | ????? [TBD] |

Day 2 Schedule

Wednesday, August 10

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|--------------------|---|--|---|---|
| 8:00a - 9:00a | Breakfast [Segal Centre (1400-1430)] | | | |
| 9:00a - 9:20a | Announcements [Fletcher Challenge Theatre (1900)] | | | |
| 9:20a - 10:40a | Keynote: Sallyann Freudenberg Neuro-Diversity and Software Development: Why the Tech Industry Needs All Kinds of Minds and How We Can Support Them [Fletcher Challenge Theatre (1900)] | | | |
| 10:40a - 11:00a | Morning Break [Concourse] | | | |
| 11:00a - 12:00p | Fletcher Challenge Theatre (1900) | Labatt Hall (1700) | Canfor Policy Room (1600) | Scotiabank Lecture Room (1315) |
| | Lessons Learned in Implementing Exploratory Testing Nancy Kelln YouTube | Shifting the Testing Role Pendulum Melissa Tondi | Alpha Testing as a Catalyst for Organizational Change Steven Woody | Can Testing Team's Play a Key Role in Bridging the Gaps Between Development, Operations, and Testing to Follow DevOps Culture? Sujay Honnamane |
| 12:00p - 1:15p | CAST Live YouTube | Lunch (Election Results) [Segal Centre (1400-1430)] | | |
| | Fletcher Challenge Theatre (1900) | Labatt Hall (1700) | Canfor Policy Room (1600) | Scotiabank Lecture Room (1315) |
| 1:15p - 2:15p | Why Companies Without Testers are the Best Places to be One Natalie Jean Bennett YouTube | 25 Years of Testing Through the Words of a Rockstar Keith McIntosh | How Do I Reach the Congregation When I'm Preaching to the Choir? Rob Bowyer Erik Davis | Is There a Risk? Ard Kramer |
| 2:15p - 2:30p | Room Change | | | |
| 2:30p - 3:30p | Fletcher Challenge Theatre (1900) | Labatt Hall (1700) | Canfor Policy Room (1600) | Scotiabank Lecture Room (1315) |
| | Against a Harmful Divide: Testing as the Lifeblood of Development Jesse Thomas Alford YouTube | Quality Intelligence — Transforming QA Using the Power of Big Data and Analytics Shamim Ahmed | It's Certainly Uncertain— Fostering Healthy Uncertainty on Software Projects Fiona Charles | Playing the Testing Game Andreas Cederholm (SE) Christopher Lebond |
| 3:30p - 3:50p | Afternoon Break [Concourse] | | | |
| 3:50p - 4:50p | Fletcher Challenge Theatre (1900) | Labatt Hall (1700) | Canfor Policy Room (1600) | Scotiabank Lecture Room (1315) |
| | When You're Evil: Building Credibility-Based Relationships with Developers Curtis Pettit YouTube | 17 Reasons Why Life for Testers is Better With Agile Mike Hrycyk | It's Certainly Uncertain— Fostering Healthy Uncertainty on Software Projects Fiona Charles | Playing the Testing Game Andreas Cederholm (SE) Christopher Lebond |
| 4:55p - 5:10p | Closing [Fletcher Challenge Theatre (1900)] | | | |
| | Special Events | | | |
| | X:XXp - X:XXp Testing Games [TBD] | X:XXp - X:XXp ????? [TBD] | X:XXp - X:XXp ????? [TBD] | X:XXp - X:XXp ????? [TBD] |

Watch the Videos

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

Special Events

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Reception

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

TBA

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Testing Games

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

TBA

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Lightning Talks

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

Fletcher Challenge Theatre (1900)

Tues & Wed during lunch

CAST Live

This year, we've moved CAST Live to the lunch slot. **CAST Live** is a show broadcast live each day of the conference. CAST Live is hosted by **Benjamin Yaroch** and joining Ben again this year will be **Dee Ann Pizzica**. Each day Ben and Dee will talk about the days events, interview influential testers, and discuss all things testing.



Keynotes - Day 1

9:00a - 10:40a

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Nicholas Carr writes about technology and culture. He is the author of the acclaimed book *The Glass Cage: How Our Computers Are Changing Us*, which examines the personal and social consequences of our ever growing dependency on computers, robots, and apps. His previous work, *The Shallows: What the Internet Is Doing to Our Brains*, was a 2011 Pulitzer Prize finalist and a New York Times bestseller. His new book, *Utopia Is Creepy*, will be published in the summer of 2016.

Carr is also the author of two other influential books, *The Big Switch: Rewiring the World, from Edison to Google* (2008), which the Financial Times calls “the best read so far about the significance of the shift to cloud computing,” and *Does IT Matter?* (2004). His books have been translated into more than twenty-five languages.

Carr has written for *The Atlantic*, the *Wall Street Journal*, the *New York Times*, *Wired*, *Nature*, *MIT Technology Review*, and many other periodicals. His essays, including “Is Google Making Us Stupid?” and “The Great Forgetting,” have been collected in several anthologies, including *The Best American Science and Nature Writing*, *The Best Spiritual Writing*, and *The Best Technology Writing*. In 2015, he received the Neil Postman Award for Career Achievement in Public Intellectual Activity from the Media Ecology Association.

Carr is a former member of the *Encyclopedia Britannica*’s editorial board of advisors, was on the steering board of the World Economic Forum’s cloud computing project, and was a writer-in-residence at the University of California at Berkeley’s journalism school. He writes the popular blog *Rough Type*. Earlier in his career, he was executive editor of the *Harvard Business Review*. He holds a B.A. from Dartmouth College and an M.A., in English and American Literature and Language, from Harvard University.

In the early 1980s, Carr was a founding member of the universally unnoticed Connecticut punk band *The Adrenaline Boys*.

Keynotes - Day 1

1:15p - 2:15p

Test Management Revisited

Cross-functional teams with a tester embedded into a small agile team is a popular and on-trend approach to distributing the testing effort across software development. Ebay, Google, Microsoft are some of the more well-known names to have adopted this approach.



How does test management fit into this? Does it even have a place in organisations wanting flatter hierarchical models? Should all testers report to delivery leads?

At Tyro Payments, we've built a team from 5 to 23 testers in one year. The emphasis has been on training and coaching so each tester is the expert within their team able to continuously improve the testing process. However, as we grew, the approach had to be constantly revised. We experimented with many ideas, pivoted a few times and constantly evolved our ideas about what it meant to lead testing in a high growth organisation.

This keynote will describe that journey ending with some thoughts on test management and how it might fit (or not) into a future where the only certainty we have is that testing will look very different to what we do today.



Anne-Marie Charrett is a testing coach and trainer with a passion for helping testers discover their testing strengths and become the testers they aspire to be. Anne-Marie offers free IM Coaching to testers and developers on Skype (id charretts) and is working on a book with James Bach on coaching testers. An electronic engineer by trade, testing discovered Anne-Marie when she started conformance testing to ETSI standards. She was hooked and has been involved in software testing ever since. She runs her own company, Testing Times offering coaching and software testing services with an emphasis on Context Driven Testing.

Anne-Marie can be found on twitter @charrett and also blogs at <http://mavericktester.com>

Keynote - Day 2

9:00a - 10:40a

Neuro-Diversity and Software Development: Why the Tech Industry Needs All Kinds of Minds and How We Can Support Them

Even if you are unaware of it, it's likely that there is someone on your team (or has been in the past) with a non-typical neurology. It even seems there is a higher propensity towards autism and Asperger's in STEM careers. Turns out that is actually a good thing.



We will begin by looking at the research on diversity and success.

We will then consider what is known about the autistic / Asperger's mind with a particular view towards how that lend itself to developing software and how we might better support autists at work.

What about other forms of neurodiversity? We will look at depression, bipolar disorder and ADHD and consider why you might want such diversity on your team and how you can best support it.



Dr. Sallyann Freudenberg is an agile coach, consultant and trainer with a keen focus on psychology and collaboration.

She holds a PhD in the Psychology of Collaborative Software Development, performs ethnographic research, publishes and speaks about the ways that experienced agile teams interact, with a particular interest in distributed cognition and the psychology of pair programming. Sal discovered that far from being a solitary or even pair endeavor, programming is done as part of a rich ecosystem of people, tools, systems and other artifacts. She found that in these eco-systems people can learn by Legitimate Peripheral Participation. She de-bunked the odd pair-programming myth along the way.

Sal has worked as an agile coach in a wide range of organisations. She has assisted companies (from small start-ups to large, long-established traditional organisations) in transitioning to more nimble, customer-centric and human(e) ways of working.

Since parenting an autistic son, Sal has developed a keen interest in neuro-diversity, re-assessing her own traits and neurology and considering the prolific and extra-ordinary people with whom she has worked over her 25+ years in the tech industry. Given her own experiences and the current research on Autism and I.T., Sal is raising awareness of the benefits of having diversity in our organisations, and is helping the industry to begin to understand how to provide spaces and tools that nurture every kind of brain.

Most recently she is trying to map our different modes of problem solving into an over-arching “thinking model”.

Sal is a keen Lego enthusiast and co-creator (with Karl Scotland) of the Lego Flow Game, an interactive game to show the difference between phase-based, time-boxed and flow-based approaches to product development using Lego advent calendars.

She is also a Scrum Alliance Certified Scrum Trainer.

Sessions - Day 1

11:00a - 12:00p

Dabble and Babble: Creating Bonds Across Disciplines

As testers, we sit in the middle of the software development process surrounded by specialists with different strengths. Our environment provides many opportunities for us to promote our skills and seek to understand the skills of others. Yet many testers fail to foster the collaborative practices required for this exchange of knowledge.



Testing that is influenced by information from outside our discipline will be better than testing performed in isolation. Business analysts guide us towards what our customers want, developers help us to prioritize testing vulnerable areas of the application, and support provides a deeper understanding of the way customers really use our software.

Similarly, other specialists can benefit from the skills offered by testing. Business analysts learn to evaluate their own requirements from a test perspective, developers start to build testable software, and support improves the way that they document user-reported bugs.

Beyond simply sharing skills, testers benefit from being part of a software development team where testing is widely understood, where there is shared ownership of testing tasks, and where testing is valued. To cultivate this environment testers must promote collaboration so they can teach and be taught.

Katrina and Carol explain how to spread ideas between disciplines. They describe how using broadcast techniques like “lunch & learn” presentations, internal conferences, or learning pathways are useful to raise awareness. They also share their experiences with promoting active learning through hands-on activities like pairing, peer reviews, or huddles.



Carol Brands

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



Katrina Clokie

Katrina Clokie serves a team of about 30 testers as a Testing Coach at the Bank of New Zealand in Wellington. She is an active contributor to the international testing community as the editor of Testing Trapeze magazine, a mentor with Speak Easy, a co-founder of her local testing MeetUp WeTest Workshops, an international conference speaker, frequent blogger and tweeter.

Embedded Testers Aren't Undercover Cops

Life as an embedded tester is awesome.

It's the perfect position for a tester to influence the way software is produced instead of just waiting for whatever the great development machine pumps out at the end of each cycle. It's also challenging, frustrating and sometimes confusing, but if you do it right; it will kick you out of your comfort zone and make you question everything you learned so far about making better software.

Last year I was the first embedded tester at a company, surrounded by people who knew nothing about what I do as a tester, but as the team grew, so did the acceptance of our role. Developers, product owners and architects started to value and rely on the work we do and our input was incorporated into the software delivery process. Deciding how we wanted to do our jobs and standing by our decision opened the door for us to become valuable players in the development game and established a context in which testers stepped out of the scenery and into the story. Thinking back on my previous roles – both as an embedded and an independent tester – I realized that the principles are the same:

- Own the product. We have the same goal, so each of us has to take responsibility.
- Don't believe the hype. Agile or not; the solution that suits the project best is the one to go with, regardless of the latest trends.
- Watch the methods. Both in development and testing. No point criticizing the outcome of a process we know isn't right for the project.
- Roll with the punches. A project in a transitional phase cannot afford to get stuck with processes that don't work.

Much of what I'm going to talk about can be especially useful for testers working in independent teams. Simply realizing that you're not the only one concerned with quality can change your attitude and that change can catch on quicker than you think.



Sandor Boros

I am a software engineer and I opted for testing roles through most of my career. A decade of IT contracting gave me a lot of opportunities to gain insight into the various ways software is made and I am very happy I chose his path, because it prepared me for and lead me to joining House of Test in Switzerland.

From telco to finance through medical diagnostics and the travel industry all the way to my current project in cloud computing; each of them taught me something new and each of them failed or succeeded in different ways. Each of them thought of testing in different ways and I learned to adapt. I don't believe there is a single prevailing method for software testing and development; only skills and experience to help one pick a suitable solution for each problem.

Sessions - Day 1

11:00a - 12:00p

Quality From the Ground Up—Lessons Learned From Tearing the Walls Down

During this talk, I will describe the three stages of development of Sonos' iPad application and the lessons we learned at each stage. These learnings helped us forge an environment that supports the creation and delivery of high quality products. Over the course of five years, Sonos has continually evolved our software organization to foster a culture where we all own quality. I will walk the audience through the initial development of our iPad application as well as two overhauls of the UI, explain the lessons we learned, and share the methods that work well for us in building high quality applications.

- Moving from an org where testers, developers, designers, product managers and others worked in isolated silos to working as a fully integrated team from the start
- Investing in key technical debt early on to enable future accelerated growth
- Finding the right balance between prototyping and user testing in order to code great experiences with the least number of iterations
- Clearly defining a project's desired outcome (and how to measure it)



Frank Charlton

Frank Charlton likes to break things and think through problems in creative ways. He found his way into testing after a career in the music industry where (it turns out) he was building the same kinds of skills he utilizes to this day. He is a Software Test Lead for Sonos where he works primarily on their applications, and tries to ensure the Seattle office is blasting good music throughout the day. With a strong passion for UI, he works in a tight-knit team of developers, UX designers, product managers, and researchers to ensure that users are always given the best experience, without being weighed down by technology. Frank attempts to write at frankcharlton.me and tries to be funny sometimes on Twitter @frankcharlton. When not sitting in front of a computer he can be found singing karaoke, or tasting cocktails.

Domain Supported Automation for Mobile App Testing

As an automation team you have to work with various domains to get your automation up and running. Most the time it is difficult to get everybody aligned. Here you have to make smart decision which tools you are going to use. In this talk we will focus on the automation for a mobile app, the choices we made to get alignment with the business, testers, development and functional maintenance.

We made several choices how to set up our automation framework. The first choice was to use the Gherkin language (Given - When - Then) to create the automation scripts. The second choice was how to set up the automation environment, i.e. the tools and the coding language. For Android, we are using Espresso as the automation environment. For iOS, we are using UI Automator as the automation environment, the code language we use is Swift. By defining the tools we made a choice which coding languages we are going to use, Java (for Espresso) and Swift (for iOS). For the automation engineers, the assignment is to write the code to convert the Gherkin scripts into actionable items to drive the functionality on the App. In our talk, we will discuss how we set up this framework and how we work together with the various domains, especially with development. We will go deeper in the advantages and disadvantages of this approach.



Carlo Matulessy

Carlo is a software developer with a passion for Android Development. He is currently active as a Young Professional for Capgemini Netherlands. His latest assignment is to automate test scripts for the Android and iOS app with help of Appium, Selenium, Java and Cucumber (Gherkin).



Simon 'Peter' Schrijver

Simon 'Peter' Schrijver is a very experienced all-round tester, who has worked since 1997 as tester, test coordinator and test manager. He has several years of experience using SBTM as a test approach. Since 2005, Simon works as an independent consultant. He visits annually at least two conferences and two training sessions to keep his knowledge up to date and where necessary, broaden/deepen his knowledge. Simon is also an active member of TestNet and (co-founder) of the Dutch Exploratory Workshop on Testing. In these communities of enthusiastic testers he is active with peers and discuss with them on the testing profession to keep up to date and improve them selves. Simon's twitter handle is @simonsaysnomore. He also shares his weekdays selection of five blogs to the community at fiveblogs.wordpress.com. He sometimes writes a blog on simonsaysnomore.wordpress.com.

Sessions - Day 1

2:30p - 3:30p

Teaching Testing to Non-Testers



As more companies move toward iterative and team based software development practices, testing is sometimes done by various members of the team. How do you reduce the risk associated with this practice? In addition, how do you provide a level of understanding into the depths of testing for other software development disciplines? In order to answer these questions for my organization I developed a workshop that was given to small cross discipline groups on a monthly basis. In this interactive session I'll review what was taught in the workshop, what worked, what didn't, and how the idea could be implemented in your organization.



Kate Falanga

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

Create the Change You Want

Want to learn new skills without changing jobs? Many people in our industry don't last more than two or three years in the same job because they get bored and feel they aren't learning any more. It doesn't have to be this way! When you change jobs there is a lot of upfront effort of searching for the right job and then learning about your new context before any opportunities to learn new things arise. It is therefore more desirable if you can skip all that and learn new skills where you are now.

In this presentation I share personal tips and tricks with practical examples to grow your skills and experiences without needing to change jobs. I discuss how your existing status and long term relationships can provide you with opportunities to initiate change. I encourage you to become a coach or mentor as a means to improve your teaching skills and be challenged to critically analyse the way you work. I demonstrate how to review your processes to see if there is something you are currently doing that you could be doing better or differently.



Peter Bartlett

I'm a senior technical QA Engineer at Campaign Monitor, where I've worked for over 6 years. I've experienced a company growing from 10 people to over 150 people. I've had 3 different managers and experimented with a number of different methodologies and technologies. I've faced a wide range of experiences and challenges as a result. I love to solve problems and improve my own testing skills as well as helping those I work with. I believe in learning from the experience of others, but not doing so blindly, instead trying things out for myself as there are few cases where one size fits all. I am excited by entering the public testing sphere for the first time as I share my thoughts and experiences via blogs, twitter and conferences.

Cooperating to Exercise Judgement and Skill: Requirements

Requirement engineering is an important part of the software development lifecycle. Gathering the right information so we can build the right system is critical for a project's success. Regardless of how this information takes form, whether it comes in formal requirement specifications, user stories, or even just general ideas in a spreadsheet, -this first step is the key to reducing bugs in our software and building better quality products. It has been estimated that almost 50% of bugs are the result of poorly written requirements.

How can we avoid bad requirements and reduce the number of bugs in our products? We can have testers involved early in the requirements process and ensure that requirements are written to be complete, consistent, and testable. Although there are lots of methods that will help remove bugs from requirements, I believe a human factor (and ideally a tester) is needed to really understand what the stakeholders are trying to communicate. Testers bring a different perspective and dynamic skill set that can be very valuable in requirement gathering. Testers can become active participants in the requirement process, and should advocate for well written and testable requirements. This session will explore why testers should be involved in the requirement process, how they can contribute, and the impact on quality this can have on a project.



Julie Lebo

Julie Lebo is a software engineer with over six years of test engineering experience. Her software testing experience started as a student where she developed her interest and appreciation for finding bugs and solving problems. After graduation, she continued on as a software developer and quickly became the lead test engineer for a software development group at Northrop Grumman. Julie now leads a small test team for a complex software project, where she has grown the software test program from the ground up.

Julie has attended several conferences and continues to deepen her understanding and interest in software testing. Testing has become a passion and she aims to continue to expand her education and knowledge in this field. She hopes to share her love of this field and educate others on the importance and value of software testing.

Workshop - Day 1

2:30p - 5:00p

Tester's Role in Agile Requirements Exploration

Roles are blurred in agile projects, but it is not always clear where testers can help. Testers want to be involved early and by incorporating the testing mindset, we improve customer exploration of product needs. At the same time, agile test planning and delivery benefits from involvement in agile requirements analysis. Janet Gregory will lead this experiential workshop, in which participants examine a subset of agile analysis models in tandem with specifying acceptance criteria to verify and validate requirements. Participants experience how incorporating the tester mindset and using test techniques during requirements exploration accelerates test planning and specification, enhances product quality, and uncovers missing, conflicting, erroneous and unnecessary requirements. Learn how requirements exploration promotes early test specification and increases requirements and product quality.



Janet Gregory

An agile testing coach and practitioner, Janet Gregory (@janetgregoryca) is the co-author of Agile Testing: A Practical Guide for Testers and Agile Teams, More Agile Testing: Learning Journeys for the Whole Team, and a contributor to 97 Things Every Programmer Should Know. Janet specializes in showing agile teams how testers can add value in areas beyond critiquing the product for example, guiding development with business-facing tests. For the past ten years, Janet has been working with teams to transition to agile development, and teaches agile testing courses and tutorials worldwide. Janet contributes articles to publications such as Better Software, Software Test & Performance Magazine and Agile Journal, and enjoys sharing her experiences at conferences and user group meetings around the world. For more about Janet's work, visit www.janetgregory.ca

Sessions - Day 1

4:00p - 5:00p

How King Uses AI in Testing

Find out how AI techniques is used to test Candy Crush Saga games. Candy Crush Saga is one of the biggest mobile games today and there's a huge demand for new levels on top of already existing 1000+ levels. With frequent releases of new levels the challenge to regression test all levels to make sure all levels are ok is increasingly getting harder for each release. Alexander will describe how King tackles this testing task with help of AI together with existing test frameworks and share valuable takeaways, after presentation you will have a better understanding how AI can help you with testing that's getting to difficult to master with traditional testing techniques.



- AI in test
- test bots
- regression testing



Alexander Andelkovic

Passionate agile tester with focus on AI bot testing.

Sessions - Day 1

4:00p - 5:00p

How I Used My 'Mindset Toolkit' to Develop a Tester's Mindset

Quite a lot of testers miss out on the required mindset for testing. Sometimes it seems that quality consciousness is missing. Little wonder why some testers only find obvious bugs and why quality is far-fetched from the device under test (DUT) despite the presence of testers on the project.

In this presentation I hope to present to you a set of tools that has helped me during my personal journey as a tester. These tools have helped me grow in my reasoning about the challenges I'm faced with on my daily task. My way of reasoning evolved into a set of tools that I refer to as "Mindset Tools". While I reflected on my daily task and how to keep growing, I discovered that different task, required different lenses viewed at different angles with different mindsets hence to effectively test I need to tweak my mindset for different task. To achieve this, I need to keep my mindset flexible when I test. To keep my mindset flexible and help me look at things from different angles, I try to put a label on the mindset approaches that I find useful and I call it "Mindset Toolkit"

I will talk about how my "Mindset Toolkit" has helped me grow from a tester that finds obvious bugs to a tester that finds important bugs. I will give examples of different mindset tools and how I have used them to become a better tester.

A few of these Mindset Tools are: User Mindset Tool, "Already Tested" Mindset Tool, Confidence Mindset Tool, Trust Mindset Tool, Courage Mindset Tool, Communicator Mindset Tool, Lazy Tester's Mindset Tool, Analytical Mindset Tool, Bug Finder Mindset Tool, Curiosity Mindset Tool, "Bug Conviction" Mindset Tool, "Business" Mindset Tool, "Dog Style" Mindset Tool, "Cat Style Mindset Tool."



Vivien Ibironke Ibiyemi

My name is Vivien. Some folks call me by my native name: Ronke but I also like to describe myself as a terrific tester! I have coined this from my terrific love for testing and the aggressiveness with which I approach my test task. However I take the definition of terrific that is defined as "awesome" in description of my personality as a tester and that part of being terrifying (fear and awe) towards bugs and anything that degrades the quality of the product. I have a background in Electrical Electronics Engineering. My experience as a tester has been in the mobile industry (Ericsson Mobile Platform) and Medical technology (BaxterHealth Care, Gambio AB). I have also studied MBA and MSc. in Electrical Engineering. The blend of MBA with testing profession empowers me with the possibility to leverage my testing skills with some level of business mindedness. I'm quite excited about testing and for me, testing has been more than a profession, it's been a way of life!

What Developers Have Taught Me About Testing

What happens when you are brought into an organisation to build and teach testing only to find out you are the one needing the lesson?

This is a true story about how a tester with thirty years experience got taught the lesson of listening to your stakeholders by a group of developers.

The exercise was not only a lesson in learning to listen properly but it's helped me understand the importance of trust. In testing we talk a lot about reputation and credibility giving you a seat at the stakeholders table but without building trust we can lose that position very quickly.

What exactly is trust for testers? How can we go about building it?



Anne-Marie Charrett

Anne-Marie Charrett is a testing coach and trainer with a passion for helping testers discover their testing strengths and become the testers they aspire to be. Anne-Marie offers free IM Coaching to testers and developers on Skype (id charretts) and is working on a book with James Bach on coaching testers. An electronic engineer by trade, testing discovered Anne-Marie when she started conformance testing to ETSI standards. She was hooked and has been involved in software testing ever since. She runs her own company, Testing Times offering coaching and software testing services with an emphasis on Context Driven Testing.

Anne-Marie can be found on twitter @charrett and also blogs at <http://mavericktester.com>

Sessions - Day 2

11:00p - 12:00p

Lessons Learned in Implementing Exploratory Testing

Many organizations are not ready to accept the differences between exploratory testing and more traditional testing methods. As testers who have an exploratory approach to testing it can be challenging to gain acceptance and buy-in from leadership. As an exploratory tester, Nancy Kelln has implemented exploratory testing concepts at various organizations over the past six years. Her experience spans implementing these concepts as a tester, a test lead, and also as a manager. She also has experience in selling exploratory testing to testing teams, management, leadership and senior leadership across numerous IT organizations. During these implementations she has experienced many successful and failed attempts. Thru stories from the trenches we will examine the lessons learned at each of the organizations and share with attendees what worked and what didn't. As well as how to recover when things go awry. If you are working with exploratory testing or have taken the Rapid Software Testing course and are wondering how to implement, this session will give you some valuable insight in to how to proceed.



Nancy Kelln

Test Manager at FGL Sports Ltd. with over 16 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 exploratory and traditional testing teams. She has coached test teams in various environments and facilitated numerous local and international workshops and presentations. From small scale to multi-million dollar projects; Nancy has played many roles within testing including Project Test Manager, Test Manager, Test Lead and Tester. 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 on Twitter @nkeln.

Shifting the Testing Role Pendulum

10+ years ago, many of us started our careers in testing on a move from an internal role - from the business side or similar. It was common for people who were users of the product to be hired to jump start their technical career. Now, we have seen an influx of tester positions that require coding experience or a Computer Science degree. In this session, Melissa will discuss the changing landscape of the role of testers, the challenges with hiring developers with no previous testing experience and a plan to "shift the pendulum" back to be able to blend technical acumen with a user advocacy role.



Melissa Tondi

Melissa Tondi has spent most of her career working within testing teams, concentrating on functional, performance, security, and mobile testing techniques. She is the founder of Denver Mobile and Quality, board member for Software Quality Association of Denver, and head of SQE at ShopatHome.com, where she assists teams to continuously improve the process of quality software—from design to delivery. In her software test and quality engineering careers, Melissa has focused on organizing testing teams around three major tenets—efficiency, innovation, and culture. Previously Melissa held positions with a mobile-focused startup, a world-leading education company, and in the health care, finance, and software-as-a-service industries. Performance, security, and mobile testing techniques. She is the founder of Denver Mobile and Quality, board member for Software Quality Association of Denver, and head of SQE at ShopatHome.com, where she assists teams to continuously improve the process of quality software—from design to delivery. In her software test and quality engineering careers, Melissa has focused on organizing testing teams around three major tenets—efficiency, innovation, and culture. Previously Melissa held positions with a mobile-focused startup, a world-leading education company, and in the health care, finance, and software-as-a-service industries.

Alpha Testing as a Catalyst for Organizational Change

Alpha Testing is typically defined as preliminary software field testing performed in order to find bugs that were not found previously through lab tests.

This definition understates the value of alpha testing, as my experience is that alpha testing can be successfully used very early in the software development cycle to quickly find the bugs that really matter: those with high impact to the customer.

My experience also shows that alpha testing can be used to find not just software functional issues, but hardware issues and issues in customer documentation and training as well.

Finally, my experience is that alpha testing can be used as a catalyst to build product knowledge throughout an organization, leading to the biggest benefit of all: a more successful product launch.



Steven Woody

Experienced in software resiliency and longevity testing. I enjoy working with software developers to improve software robustness and reliability, creating products with exceptional quality.

Sessions - Day 2

11:00a - 12:00p

Can Testing Teams Play a Key Role in Bridging the Gaps Between Development, Operations and Testing to Follow a DevOps Culture?

IT organizations are adopting DevOps practices to enable frequent software releases to production to achieve faster time to market & improve the overall customer experience. But adopting DevOps practices requires a cultural shift in terms of people, process & technology transformation across development, testing & operations teams. Many organizations experience significant challenges to enable DevOps adoption, particularly implementing DevOps in legacy shops has been far more difficult. There exists a mindset that DevOps is about throwing away everything you have built so far & starting from the scratch. Improving communications and collaborations between IT teams and other key organizational units is a challenging endeavor. The need to maintain existing organizational structures for regulatory and audit compliance while focusing on eliminating siloed behavior can lead to mistakes and systems outages in legacy organizations.

Developers, testers & operations engineers usually have different roles, different responsibilities, different job descriptions, and different management in the traditional IT organizations. They all work as distinct entities. Can testing team's play a key role in such situations & enable DevOps adoption? The presentation will take a look at that questions and provide practical answers.

Also, the approach to scale the traditional automation testing infrastructure, test environments, and test data management requires a culture shift using new tools and techniques and most importantly collaboration with Dev and Ops teams. In this session, Sujay will discuss a DevOps strategy for testing teams where he will share examples of tools, techniques and practical solutions he and his teams successfully implemented for one their large clients.



Sujay Honnamane

Sujay is an accomplished IT leader and testing portfolio director at Cognizant. A thought leader in global delivery and establishing testing organizations, Sujay brings along expertise in the fields of test consulting, test automation and DevOps strategy. Sujay is a avid reader, blogger and an international speaker, he has strong orientation towards leadership, teamwork and innovation.

1:15p - 2:15p

Why Companies Without Testers are the Best Place to be One



Many software development companies claim they don't have testers. They claim that practices like TDD, Continuous Integration, Continuous Deployment, and production monitoring eliminate the need for separate testing groups and phases. While this attitude is concentrated in startups and Silicon Valley companies, knowledge of these techniques is spreading, and "platform as a service" technologies, containerization, and increasingly mature CI frameworks are making it easier for enterprises to bring these practices to their internal software development projects.

This might sound like a threat to the livelihood of skilled testers. Some of the appeal of these practices to large enterprises is definitely in the opportunity to get rid of low-value "quality assurance" departments.

However, these are often exactly the places where skilled explorers should want to work. When you solve the boring, tedious problems that take up much of many testers' time, "exploration" becomes a high status skillset with applications across the software development process.

I'll share how the tools and practices that Pivotal uses (without a formal test phase) work, and how they make it and companies like it a great place to be an explorer. I'll describe how the role of "engineer with a subspecialty in exploration" has evolved as we've learned more about the weaknesses of our existing feedback systems, and how a more formal approach to exploration fits into our practices. I'll also talk about how to use testing skills to get a job at a company that "doesn't have testers," and about how to implement these practices at your own company, while highlighting some common pitfalls.



Natalie Jean Bennett

Natalie J. Bennett is a software engineer with a specialty in exploration Pivotal, working on the open source cloud platform Cloud Foundry. She got into software testing by accident, and spent several years as a tester at different companies while she learned to explore and build software. Now she pairs with other engineers at Pivotal to write code, maintain continuous integration pipelines, and explore potential problems. She also teaches Pivots across Cloud Foundry how to become better engineers by being better explorers.

Sessions - Day 2

1:15p - 2:15p

25 Years of Testing Through the Words of a Rockstar

A fun presentation with music and lyrics to relate my experience in testing over the last 25 years and perhaps a glimpse into the future. From punch cards to windows to mobile devices, there have been a lot of changes in how we test but yet many of the challenges are human issues and they remain the same in every environment. The talk will give insight into the thinking at PQA and where we are trying to take our testing company.



Keith McIntosh

I am the founder and co-CEO of PQA Testing as well as the founder and CEO of PLATO, a company that will be led and staffed by Aboriginal testers across Canada. I began my career as a tester at CARIS in 1990, spent a couple of years as a consultant, and founded PQA in 1997. I've built automation scripts with screen coordinates, lived through Y2K, led test teams in healthcare and finance and GIS, and built a company of 100 of the best testers in Canada.

How do I Reach the Congregation When I'm Preaching to the Choir?

Professional development is important – everyone attending this conference knows that. What about those that aren't attending conferences, reading books or following testing thought leaders online? Erik and Rob have had a variety of experiences working with those that are absolutely energized about their career and those that sometimes seem to only just want a job and nothing more. Over the past few months they have been exploring this topic in their own communities as well as through sessions at conferences.

There were a couple of questions they were curious about:

- How do we reach more testers
- How do we "sell" professional development
- Should we "sell" professional development

In this session they will reflect on some of their own experiences and successes. As well, report on some of the findings they have come across over the past few months. And hopefully, gather more insights from the attendees at this session.

Attendee takeaways include:

- Reflection on promoting professional development
 - Learn how others approach promoting professional development
 - Discover ways to reach the testers who do their job but are not engaged in the community or do not show an interest in professional development
- Hopefully we will have provided attendees enough information as to draw their own conclusions as to whether professional development needs to be promoted



Rob Bowyer

Rob has been helping people and teams test software in a rapid and cognitive manner for over a decade. As a coach and leader, Rob focuses on mentorship and enabling testers to succeed. With a strong foundation in the context driven school of testing Rob has had experience in a wide variety of domains – including healthcare, mobile, education and municipal.

In his own back yard, Rob maintains a stewardship role in his local software quality association (Kitchener/Waterloo Software Quality Assurance or KWSQA). Rob initiated a regional testing conference – which has been running successfully for 8 years. When not focusing on one-on-one mentorship with local testers, Rob runs an event called The KWSQA Testing Games – where testers get together to test the software of a local tech start-up in a social environment.

In his current role, Rob not only leads a team of testers, he assists his organization in its Agile transition. Rob has been on both sides of the interviewing table as a candidate and as a hiring manager.



Erik Davis

Erik has over 16 years of experience in and around software testing. He's been everything from a junior tester to a manager of managers. Currently, Erik is focused on expanding automation within the Test team at work. He also leads the team that delivers all internal test education to his company's 200+ testers. Erik has been a member of AST since 2012 and is currently a Director and Executive at Large. He has been a conference speaker since 2013, and continue to find ways to engage my local community. Most recently, Erik helped co-found the NEOST (North Eastern Ohio Software Testers) meetup.

Sessions - Day 2

1:15p - 2:15p

Is There a Risk?

Do you know the meaning of your organization, system, product? Can you deliver the important risks right away? How can you communicate about the (process and product) risks your dealing with?



Ard Kramer

As a Qualisopher I am someone "who loves truth and wisdom and at the same time is decisive to improve man and his environment". This means that I am curious about the world around me and that my leading question is 'Why?'

2:30p - 3:30p

Against a Harmful Divide: Testing as the Lifeblood of Development



Testing is not optional in software development. Development without testing is impossible. While the existence of "QA" departments and the future of the role of the dedicated tester might be up for debate, the importance of careful model-building, empirical investigation, effective issue reporting and advocacy, and other skills endemic to skilled testers are not.

Every developer who says they "don't know how to test" nonetheless uses testing skills as a first recourse when something doesn't work. This being software development, "something doesn't work" _a lot,_ and so, developers test, _a lot._ This is true even in the absence of practices that formalize the role of testing in the act of programming, such as TDD and BDD.

So why do they think they can't test effectively? Why do _we_ think that? What can we do about it? What have we been doing to perpetuate a world where developers can shrug off the responsibility for being good at such an important part of their jobs?

This talk will cover the importance of testing skills and practices to our friends in Product, Design and Engineering roles, and contemplate how seeing testing as separate - be it as a separate org, a separate team, a separate role or even just a separate person, lengthens or even opens feedback loops, retards growth of testing skills, and invites problems into the development process. It will also discuss a growing awareness across these disciplines of the importance of traditionally testing-related skills and practices, and how testers can work to eliminate this divide, or make it less harmful.

If testing is a key catalyst of development, can anyone afford for it to belong to testers alone?



Jesse Thomas Alford

I help people. I do this by learning things. This is an expansive mandate, and I love pursuing it.

Sessions - Day 2

2:30p - 3:30p

Quality Intelligence — Transforming QA using the Power of Big Data and Analytics

Quality Intelligence (QI) is a novel, innovative approach to Quality Assurance in an age of digital transformation. In QI, we develop quality Systems of Intelligence that harness the power of big data, analytics, AI (inference engines) and process automation that help generate predictive insights about the quality of IT systems. QI benefits include optimization of testing by identifying and focusing on predicted failure modes and unearthing defect potential before they occur.

In this presentation I describe how Quality Intelligence works, and how it has been leveraged to support predictive QA solutions across the application life-cycle. These include:

- Identification of critical product requirements and defects based on social analytics
- Test optimization based on code analytics
- Identification of critical business transactions based on usage analytics
- Prediction of defects and test schedules based on past test history analytics



Shamim Ahmed

Shamim is a thought leader in Application Life-cycle Management (ALM), and has more than 15 years of experience in large-scale application design and development, software product development and R&D, application quality assurance and testing, organizational quality management, IT consulting, and practice management.

He is currently the lead for Digital Assurance, QA product and platforms, and other emerging quality engineering and testing solutions at Cognizant Technologies. A key transformative solution he is driving in this role is “Quality Intelligence” – smarter QA by leveraging the power of big data analytics, autonomics and cognitive sciences.

Prior to this, Shamim was CTO for applications solutions in HP Software where he has lead the development of enterprise solutions such as Mobility, DevOps and scaled agility. He also lead HP Services' ALM consulting and application testing business.

Shamim has previously held technical and management positions at Schlumberger Corp, where he lead the development of several software products.

Shamim holds three US patents, has been awarded the “Innovator of the year” award at HP, authored several technical publications and has a passion for customer delight.

His industry experience has been in the areas of Telecom, Oil and Gas, Automotive, Financial Services and e-Commerce.

Shamim holds graduate degrees in Computer Science from the Massachusetts Institute of Technology, Cambridge, and a Bachelor of Technology from Indian Institute of Technology, Kharagpur.

Workshops - Day 2

2:30p - 4:45p

It's Certainly Uncertain - Fostering Healthy Uncertainty on Software Projects

Fear of uncertainty is natural and human. Few of us would be happy not knowing when we or our loved ones could eat again, or whether bombs might drop on us tonight.

Yet some people joyously embrace particular uncertain situations, seeing opportunities to exercise and hone their skills. Others detest all uncertainty and seek to deny it or will it away.

Many managers discourage behaviour that exposes uncertainty. They don't want to hear about risks, and they don't like people asking too many questions. In their minds, exploration promotes uncertainty because it's unpredictable and uncontrollable. They prefer absolutes:

- Immovable delivery dates and fixed costs
- Mandated "best practices" and controlled processes that (they believe) produce predictable results
- Hard numbers that purport to tell them exactly what's going on

Good testers know that uncertainty is inescapable in software development (as in life), and it is better to embrace it on our projects than to run away from it. There are no best practices, and the only responsible answer is usually, "It depends." It's our job to expose uncertainty, and to help reduce it when possible.

But testers are not immune to human feelings. We also can fall into denial and too-easy answers.

In this interactive workshop, we'll do group exercises and debriefs to tackle the questions:

- How can we grow our own tolerance for uncertainty and learn to embrace it?
- How can we promote a healthy attitude to uncertainty on our software projects?



Fiona Charles

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

Playing the Testing Game

Is life a game to you? Do you work with test or with testers? Do you want to get a deeper understanding of the testers role and interactions in the project? If so, come and join our workshop to play the "game of test" followed by discussions targeted towards knowledge and experience sharing between the members of the group.

The workshop centers around playing a board game where the player takes on the role of a tester within a fictive company. While playing the game there will be many similarities to real life which cause the player to consider their actions and reasonings. In order to dive deeper into these thoughts we will facilitate discussions around what it actually means to be a tester and the challenges we face. Participants will share and learn from each other in a fun setting.



Andreas Cederholm (SE)

Andreas Cederholm is a member of the context-driven community and work as a consultant with House of Test. He is passionate about testing and have worked with it for more than 7 years. Time not spent on reading/writing/talking about test is spent on his other joy in life which is Crossfit.



Christopher Lebond

Christopher Lebond is a Software Architect who has spent most of his career focusing on Quality. Originally from England, Christopher's career began in contracted web development. After moving to Sweden in the mid 2000's, Christopher started working for Qlik Technologies in the Quality Assurance department focusing on testing, methodologies and improvements. After many years of formal and informal leadership positions, always with Quality as a focus, Christopher is now working with requirements and development of the system which supports the release and quality work of Qlik's product portfolio.

Sessions - Day 2

3:45p - 4:45p

When You're Evil: Building Credibility-Based Relationships with Developers

Developers are in the best position to provide us with the detailed technical assessment of risk for directing and scoping testing. Our relationship with the development team is crucial to removing threats to the software's value. Yet the very nature of examining someone's work to find flaws can set up an unhealthy, adversarial relationship. With the addition of prickly personalities and competing priorities, the relationship itself can be a threat.



Couching feedback in terms the technical team cares about while credibly representing the business goals sometimes requires, a careful examination of motivations, subtle manipulation, and gaming the system. Some of these you are doing already, perhaps without realizing it. With a careful and conscious application, you can be a little evil... and much more effective.

Over the years, Curtis has learned techniques for overcoming relationship obstacles and getting the developers to think of him as a valuable team member. Curtis will share these techniques with examples and stories of how he has used them over his career.



Curtis Pettit

Curtis graduated from Florida Institute of Technology (FIT) with a Bachelor's of Science degree in Software Engineering. During his studies at FIT, he focused on software testing while working at the Center for Software Testing Education and Research. He spent eight years as an SDET at Microsoft, where he lead a transition from scripted manual test cases to session-based test management. Currently he works as a Senior Software Test Engineer for HUGE, a digital advertising agency, testing websites and mobile apps for a variety of brands.

17 Reasons Why Life for Testers is Better With Agile

Some days it appears as if the entire software world is deciding to "go agile", usually without tester input. To those uninvolved in the decision agile becomes simply a moniker for change and as a result of this testers often view the approaching transition with trepidation, if not abject horror.

In this session, Mike Hrycyk will explore 17 reasons why agile makes a tester's project, success factors, even life, better. From the pragmatic to the humorous, Mike will familiarize and humanize agile, relating it to what we already know and are comfortable with to help demonstrate that the change agile brings is really just a refocusing on what we already know works.

Some of the reasons include: Test involvement in early requirements discussions isn't by chance anymore it's a necessity; with two week sprints, Test can't receive builds more than 10 days late; and of course – agile meeting toys.



Mike Hrycyk

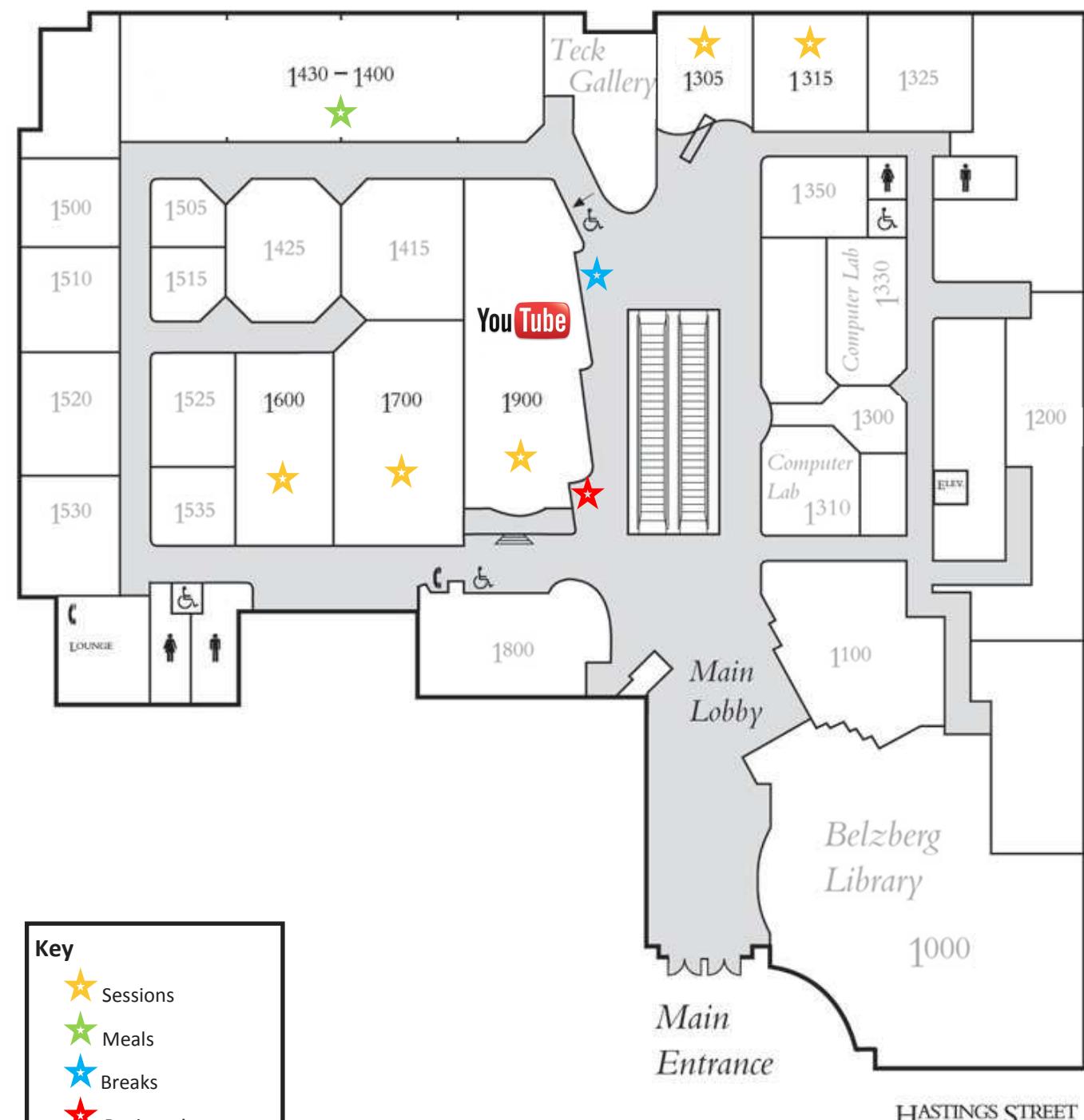
Mike Hrycyk has been trapped in the world of quality since he first did user acceptance testing 18 years ago. He has survived all of the different levels and a wide spectrum of technologies and environments to become the quality dynamo that he is today. Mike believes in creating a culture of quality throughout software production and tries hard to create teams that hold this ideal and advocate it to the rest of their workmates. Mike is currently the Director of Quality for PQA Testing, but has previously worked in social media management, parking, manufacturing, web photo retail, music delivery kiosks and at a railroad. Intermittently, he blogs about quality at www.qaisdoes.com.

Map

CORDOVA STREET

SEYMOUR STREET

RICHARDS STREET



Key

- ★ Sessions
- ★ Meals
- ★ Breaks
- ★ Registration

YouTube CASTlive/webCAST

CONCOURSE