

ACTIVITY: Participate in product testing

DESCRIPTION

What it involves (What is it?)

- Collaborating with the development team to clearly define the expected behavior and performance of new features or bug fixes.
- Developing detailed test cases that cover various scenarios, including positive and negative testing.
- Acting as a proxy for the user, validating that the software meets user needs and expectations.
- Clearly documenting bugs, usability issues, and other defects in a bug tracking system.
- Working closely with the development team to resolve bugs and ensure that fixes meet acceptance criteria.

Benefits of Implementing it (What is it for?)

- Identifying and fixing bugs early in the development cycle leads to a higher-quality product.
- Identifying and addressing usability issues ensures that the product is user-friendly.
- Early detection and resolution of bugs reduces the need for costly rework.
- Collaboration between the product manager and developers during testing fosters better communication and teamwork.
- Helps ensure that what is released is what was asked for.

ISPM framework: Development (Quality Management)

SKILLS NEEDED

- **Analytical Thinking:** You need to analyze test results, identify patterns, and determine the root cause of bugs. This skill helps you understand the impact of defects and prioritize fixes.
- **Problem-Solving:** Testing often reveals unexpected issues and edge cases. This skill helps you find creative solutions to replicate bugs and identify potential workarounds.
- **Communication:** You need to clearly document bugs, provide detailed steps to reproduce, and communicate test results to developers and other stakeholders. This skill ensures that defects are understood and addressed effectively.
- **Collaboration:** Testing is a collaborative effort involving developers, testers, and other team members. You need to work effectively with these teams to ensure that bugs are resolved and the product meets quality standards.
- **Patience:** Testing can be time-consuming and repetitive. Patience is essential for thoroughly testing all aspects of the product and ensuring that no defects are missed.
- **Empathy (User-Centric Perspective):** You need to understand how users will interact with the product and anticipate potential usability issues. This skill helps you identify defects that could impact the user experience.
- **Adaptability:** Testing processes and priorities can change rapidly based on project needs and feedback. You need to be able to adapt to these changes and adjust your testing approach accordingly.
- **Objectivity:** Why: It is important to be able to test the product objectively, without personal bias, to ensure that the product is tested to the required standard.

TO LEARN MORE

H-B. Kittlaus, Software Product Management. The ISPM Compliant Study Guide and Handbook, Berlin, Springer, 2nd. ed, 2022.