



BECOME A REPORTING WIZARD*

HARNESSING THE POWER
OF THE REPORTING PYRAMID

*Wands not included

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AGENDA

- Talk about **types** of test reports
- **Profile** the people who read reports
- Learn about what is **needed** in a report

CREATING TEST REPORTS IS...



- Time consuming
- Boring
- Complicated
- A **necessary** evil

WHY DO WE CREATE REPORTS?

- To inform decision making
- To build trust in quality
- To raise awareness of issues
- Accountability and traceability
- Regulatory compliance

WHAT DO WE REPORT?

- Issues / bugs
- Test results
- How much testing work is left to do
- Confidence in the quality of the product

WHO DO WE REPORT TO?

- Our team
- Managers / team leads
- Stakeholders

What level of detail should each report have?

LEVEL OF **DETAIL** NEEDED



REPORTS SHOULD BE

ACCURATE

COMPLETE

COST EFFECTIVE

UNDERSTANDABLE

RELEVANT

ACCESSIBLE

TIMELY

EASY TO USE



Ever **struggled** to figure out **what to report**?

Treat the **people** you're reporting to as **customers**.
You're already used to **profiling** customer needs.

ISSUE REPORT

Customer Profile: **Developers**

- ❖ Needs to know how to recreate the issue
- ❖ Needs to know how serious the issue is
- ❖ Might not fix this issue until much later



ISSUE REPORT

Purpose of this report:

- ❖ To detail a known issue and give the developer the best chance of fixing it
- ❖ To allow decisions to be made regarding risk



ISSUE REPORT CONTENTS

- ❖ How to recreate the issue
- ❖ As much detail as possible
- ❖ Environment details
- ❖ Data used
- ❖ Screenshots / video recordings

TEST SUMMARY REPORT

Customer Profile: Team Leaders

- ❖ Care about when they can **release**
- ❖ Need to know how many issues are found / fixed
- ❖ **Risk** focused



TEST SUMMARY REPORT

Purpose of this report:

- ❖ Report on testing progress
- ❖ Explains **stability** of product
- ❖ Identifies **risks**
- ❖ Helps prioritise fixes



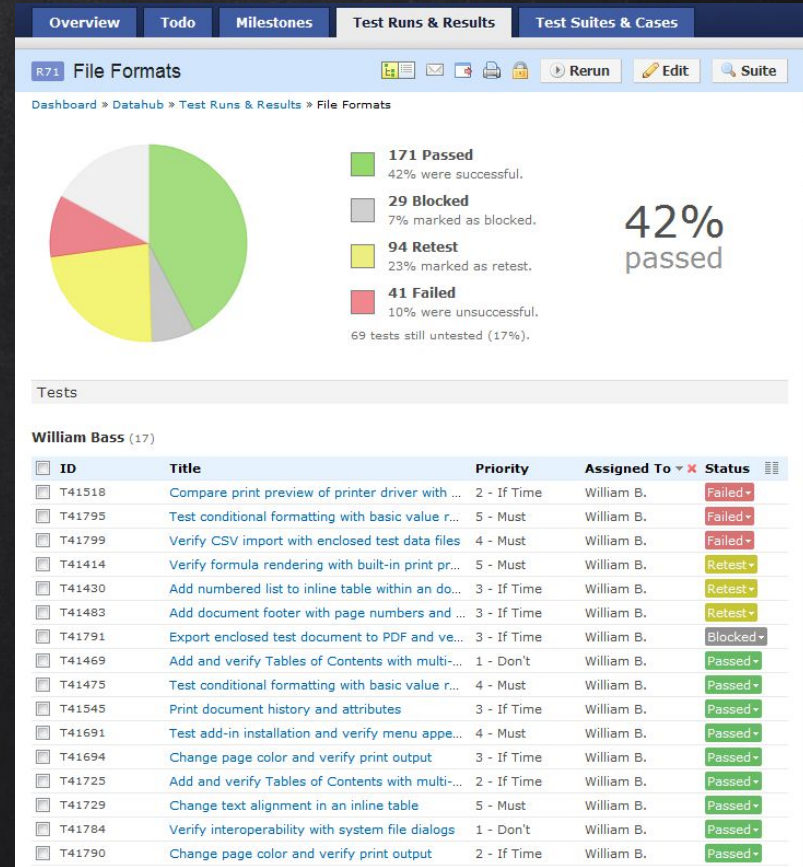
TEST SUMMARY REPORT CONTENTS

- ❖ Test summary (purpose of testing)
- ❖ Testing **scope**
- ❖ Test metrics (passed vs failed)
- ❖ **Learnings** to help guide future testing / development
- ❖ Exit criteria

Example report (TestRail):

This can be used in conjunction with a **confluence page** which provides a further summary

Also check out:
Report Portal



STAKEHOLDERS REPORT

Customer Profile: Stakeholder

- ❖ Busy people
- ❖ Care about projects success
- ❖ Don't care about fine details
- ❖ Would prefer someone else took action to remedy issues



STAKEHOLDERS REPORT

Purpose of the report:

- ❖ To show the product is being developed well
- ❖ To allow **blocking** issues to be escalated
- ❖ To build **confidence**




STAKEHOLDERS REPORT CONTENTS

- ❖ Scope of testing
- ❖ RAG (Red / Amber / Green) status reporting
- ❖ Who's looking into amber and red items
- ❖ Any blockers or escalations needed

Example **stakeholder** report:

Sprint 14 **Test Summary**: 10/11/2023

Issue	Responsibility	Date Found
NT101 - File upload crashing when server load reaches 75%	Dave Jenkins	08/10/2023 
NT126 - Admin screen able to be accessed by changing url	Paul Jira	09/11/2023
Performance test showed that site loading times slowed 50% when over 80% of peak load	Jay Meter	08/11/2023

Blockers: DevOps are away at a conference for 1 week

Escalations: None

Example stakeholder report:

Sprint 14 Test Summary: 10/11/2023

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DO WE ALWAYS NEED THIS REPORT?

Controversially **NO** – It's only needed while building stakeholder **confidence** in the **quality** of the product and development processes

SUMMARY

- ❖ **Profile** the person needing the report and give them only the info they need
- ❖ Create a **template** and **standardise** reports between teams. Use tools wherever possible
- ❖ Only create higher level reports **if** they are **needed**



ANY QUESTIONS?

THANKS FOR ATTENDING

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