

CASE STUDY: OBSERVED PROCESSES AND PRACTICES DURING THE PROJECT AND TEAM IMMERSION AT TwistHRM

**In Partial Fulfillment of the
QA Testing Bootcamp Training at TwistResources Inc.**

Submitted By:

Daniel McCoy M. Molina

QA Apprentice

Submitted to:

Ms. Portia Marie Canlas

Senior Manager - Development Operations

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Introduction

The purpose of this case study is to explore and analyze the observed processes and practices during the project and team immersion at TwistHRM. The project and team immersion period took place from November 9, 2022 to December 23, 2022 covering (2 1/2) two and a half Sprints and involved (3) three QA Apprentices and (5) five developers working on a Twist Resources internal projects specifically on TwistHRM. By examining the team's collaborative approach, thorough test planning process, and clear communication within the team, I aim to identify the key factors that contributed to the success of the project and to examine any processes that were lacking or incorrect in order to understand how they may have impacted the project's outcome. By gaining insights from encountered experiences and practices within this team, I hope to identify the opportunities for improvement of the team's processes and also in order to help the organization understand what has worked well and where they can make changes to improve their processes and to increase the likelihood of success and apply it in future and other projects.

Observed Process during the Project and Team Immersion

During the first sprint of the project and team immersion, I observed that the team demonstrated strong collaboration in the backlog refinement process. The Product Owner, Ms. Marivi Almazan, clearly communicated her vision for the project to us, and team members are not hesitant to share their own suggestions and opinions. The developers also showed a willingness to make changes based on feedback from the team. At the beginning of the sprint, we were all still getting used to the process and working together as a team. As a result, us QA's were not able to complete the task committed for the sprint as much as we would have liked. We were working slower than expected due to the adjustments we were making as a team. At the end of sprint 1, we held a sprint retrospective facilitated by our Scrum Master, Benjamin Basa, to review our progress and identify areas for improvement. This allowed us to identify any weaknesses and areas where we need to work on in order to be more productive and efficient in the next sprint.

As we moved into Sprint 2, the team had already adjusted to each other's working styles and processes for completing the tasks. The team followed a thorough process for breaking down stories in order to determine the realistic goal for this sprint. This sprint, the team was able to successfully finish all of the user stories that were committed, a significant improvement compared to the previous sprint. As part of the team, I have noticed that it is easy to get along with everyone on the team. It has not been difficult to adjust, since we are all new to the team and are working to adapt together. It has been a positive experience because we are all at the same stage of growth and are able to support each other.

As part of the process, the developers have their code reviewed by senior developer Julius Balue before it can be deployed for testing. On our end, senior QA Jennifer Maglaque reviews the test cases we have created to ensure that there are no incomplete steps or areas that need revision. This is done to ensure quality and consistency in our work.

Our Scrum Master and Product owner, in particular, was very hands-on and always willing to ask if we needed any help from. The team also followed best practices such as creating tickets in the Redmine system which our Product owner always reminds us to update the task so that the team will know the current progress.

The team adhered to the tooltwist process and Definition of Done by following all necessary procedures, such as having user stories accepted by the Product Owner in the sprint review, passing automation, performance, security, and unit testing, and ensuring there were no high severity bugs. The team also engaged in code review and other quality assurance measures. Additionally, the developers together with the infra team documented the run sheet, and prepared release artifacts before deployment to ensure a smooth release process. This kind of process helped us to maintain the quality and integrity of our work throughout the sprint. The team consistently performed Scrum activities such as the Daily Scrum every 9am, Sprint Review every end of the sprint, Sprint Planning, and Sprint Retrospective which I had the opportunity to facilitate. Overall, the team found the project process to be enjoyable and engaging, with the opportunity to see the progress and improvement of the project during each sprint. The team appeared to be working well together and following best practices in their Scrum and testing processes.

Identify not correct or lacking areas in the Team's Scrum Practices and Testing Practices

As part of the team, I identified several issues with the team's Scrum practices and testing practices. On the first day, the instructions for the QA team were vague, which made it difficult for us to know where to start and what to do as we were still adjusting to our new roles. However, the team was eventually guided in the correct Scrum practices.

Another issue was that our Scrum Master did not require the creation of tickets in the defect management system, which is not a good practice as it can lead to lost or forgotten defects. The daily standup meetings were also not consistently held, with some team members being absent or late without notice, and there was no designated Scrum Master to lead the meetings. The team also skipped the daily standup (DS) for two days, which was replaced by backlog refinement and sprint planning. This lack of structure and attendance made it difficult for the team to stay on track and communicate effectively.

During the first sprint, our team encountered difficulties in completing the Definition of Done for some tasks. This was due to a lack of clear expectations and guidelines, which made it difficult for us to understand what was required of us and when a task was considered complete. As a result, some tasks were put on hold while we waited for approval or clarification. This is considered as one of our impediments to our progress and makes it challenging to accurately track our progress and meet our deadlines. In order to improve our efficiency and effectiveness, it is important that we establish clear expectations and guidelines, as well as ensure timely communication and approval of tasks.

Additionally, during the first sprint our automation codes were not being reviewed due to the incompatibility of machines wherein our senior QA was using a MacOS, and some developers were not filling out the web test case management to update the status of unit testing. This lack of review and tracking made it difficult for the team to ensure that their code was of high quality and that all necessary testing was being completed.

Lastly, during the first sprint we encountered problems with our defect management process, as we did not document defects in the defect list management system. Instead, we addressed issues directly with the developers, which made it difficult to track and address issues effectively. We did not have a comprehensive record of the defects that were identified and resolved, which made it challenging to identify and address issues. Overall, it is clear that the team has identified several areas where our Scrum practices and testing practices need improvement in order to work effectively as a team and achieve our goals. To improve our efficiency and effectiveness, it is important that we establish clear expectations and guidelines, improve our defect management process, enhance our communication and collaboration, and increase transparency. By addressing these issues and implementing these improvements, we can work more effectively as a team and improve our overall testing practices.

Identify good practices applied in the project and team

As a team, we have demonstrated several good practices in our project and within our team immersion. One of these practices is our strict attendance to a daily standup at 9am, with all team members participating in the daily scrum. During the first meeting, the team discusses to us the overview of the project, and in the present daily standups, we discuss our tasks and updates to the team so that we stay on track with our progress. These practices have allowed us to effectively communicate and collaborate, which has been essential in achieving our project goals.

In addition to our daily standup meetings, we also prioritize effective communication with our Product Owner and within the team. This enables us to effectively complete tickets during the sprint and stay on track with our work. As a team, we work on the documentation of the test results and proceed to hold a Go or No Go Meeting which I facilitated and invited the senior QA and senior manager to obtain their approval for the test methods we plan to execute in the next sprint. This helps to ensure that all necessary testing is completed and that we are aligned in our efforts and working towards a common goal.

Effective communication and collaboration are essential for the success of any team, and we have made an effort to prioritize these practices in our work. By regularly sharing updates and seeking input and guidance from our Product owner, we have been able to stay on track and achieve our sprint goals. We recognize the importance of clear and timely communication in ensuring that everyone is aware of their responsibilities and can contribute effectively to the team. We will continue to prioritize these practices as we move forward with our project.

Furthermore, we follow the sprint review process, discussing our accomplishments and progress. This helps us to reflect on our progress and identify areas for improvement. Additionally, we participate in the sprint retrospective, in which we reflect on what went well and what could be improved in the next sprint. This helps us to continuously improve our processes and work more efficiently as a team. Overall, these good practices have been instrumental in our success and will continue to be important as we move forward with our project.

Conclusion

In conclusion, the team at TwistHRM demonstrated good practices and identified several areas for improvement in the Scrum and testing processes during the project and team immersion period. Some of the good practices observed included strong collaboration in the Scrum activities, a well-defined process for breaking down and completing user stories, and effective communication with the Product Owner and within the team. These practices were beneficial in the success of the team and will continue to be important as we carry over this kind of process in future projects. However, the team also identified areas for improvement, such as the need for clearer instructions and guidance for new team members, and enhanced communication and collaboration. By addressing these issues and implementing these improvements, the team can continue to work effectively and efficiently to achieve project goals. Overall, the team demonstrated a strong commitment to continuous improvement and the willingness to adapt to the processes in order to achieve success.