

Defining QM4A User Profiles & Flows



What are we going to talk about?

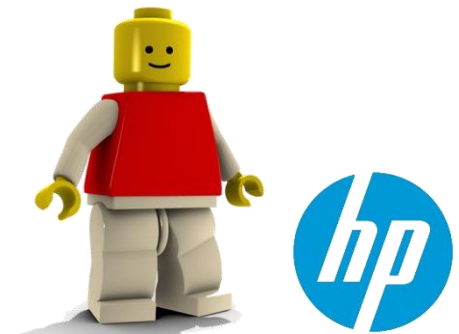
Into agile testing – QA in agile & challenges

The role and tasks of the QA manager

Flows

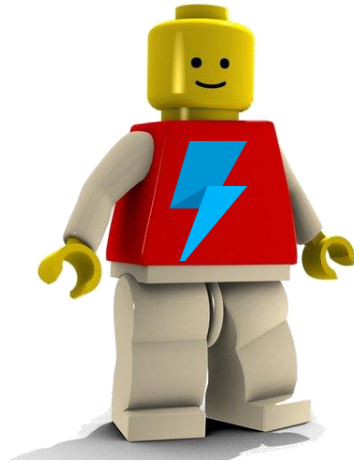
Concept

Q&A



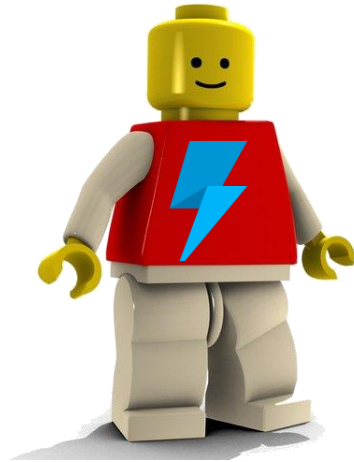
QA in Agile

- Getting potential shippable product every Build
- Part of the Delivery team
- Estimate the tasks together with the R&D
- Gaining full visibility on the build & product
- QA is a part of the definition of done



QA in Agile

- Overall responsibility on Quality of the product.
- Overall testing: regression tests, exploratory sessions, performance testing, usability testing and support of different environments.
- Smart testing - automate as much as possible
- Test health – QA is required to react to constant changes and broken tests



Challenges

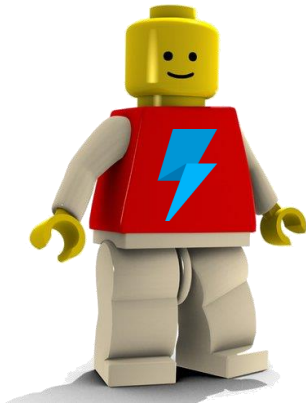
De-centralized Test Management

No tractability between Test & Requirements

Fragmented testing frameworks and tools

Cumbersome or missing tools

Manual testing for agile



More quality, less time

Constant change, user stories and code refactors

Measuring Quality

Defining Quality



QA manager



User profile

QA Manager



User Type

Role Description

User Traits

Quality management - Quality plan and execution

Quality standard compliance (Functional and non functional)

Automated testing development

Development field operations supporting user acceptance testing.

Release Management and alignment with production management.

Responsibility on “Test health”

BS in Computer Science or equivalent degree

1+ years of software testing experience

Experience building computers, swapping hardware, and installing Windows

Experience with test automation and QA tools

Knowledge of Java, C++, SQL, UNIX, RESTful web services



Responsibilities

QA manager

- Writes test plans which enforce the acceptance criteria of features
- Keeps all test plans and cases updated to changing requirements
- Continually integrates the code base with automated builds and functional-level regression tests
- Notifies when production is blocked due to errors in development
- Measuring Quality
- Defining Quality
- Improving Quality
- Enforces QA Best Practices
- Provides visibility into end-to-end product quality
- Owns QA Health status of releases/projects in SM dashboard
- Test fast and efficient



Main tasks

QA manager

<u>Task</u>	<u>Description</u>
Manage all product tests	Maintain? Create? Review? Disable a test?
Monitor the quality of tests	Check / Locate for problematic tests
Maintain the product's high quality status	Monitor the product's quality status 24/7
Monitor the builds status	Review if the build status reflects the product quality?
Manage test sets	Maintain? Create? Review? Define?
Manage tests on a specific build	The ability to set which tests will cover the specific build.
Monitor the product quality in the sprint	The ability to spot improvements comparing to the previous sprint.
Monitor the product quality in the Release	The ability to spot improvements comparing to the previous Release.
Monitor team's performance	Make sure the team's deliveries improves over time.
Monitor Release quality / Ready to production.	See that the quality criteria match release
Monitor Done requirements	Make sure the Done's were covered.



Flow types

QA manager tasks

Application Health Assessment

•Defining Quality

Configure product tree

Define Sprint/Release quality goals

Apply best practices

Define build break criteria

•Measuring Quality

Measure the product's current quality status

Measure the product's quality in the Sprint

Measure the product's quality in the Release

Test Health Assessment

Monitor the quality of tests

Check / Locate for problematic tests

Check the proportion between test types (Unit vs. integration vs. UI).

Compare test converge with production data

Operations

Identifying and resolving problems;

Manage build breakers

Keep up to date on overall activities of the teams

Identify issues early and take constructive corrective actions

Agile Test planning & optimization

Define and manage test policies

Smart testing - Automation

Agile Manual testing

Smart manual testing

Manage and plan exploratory sessions

Main flows

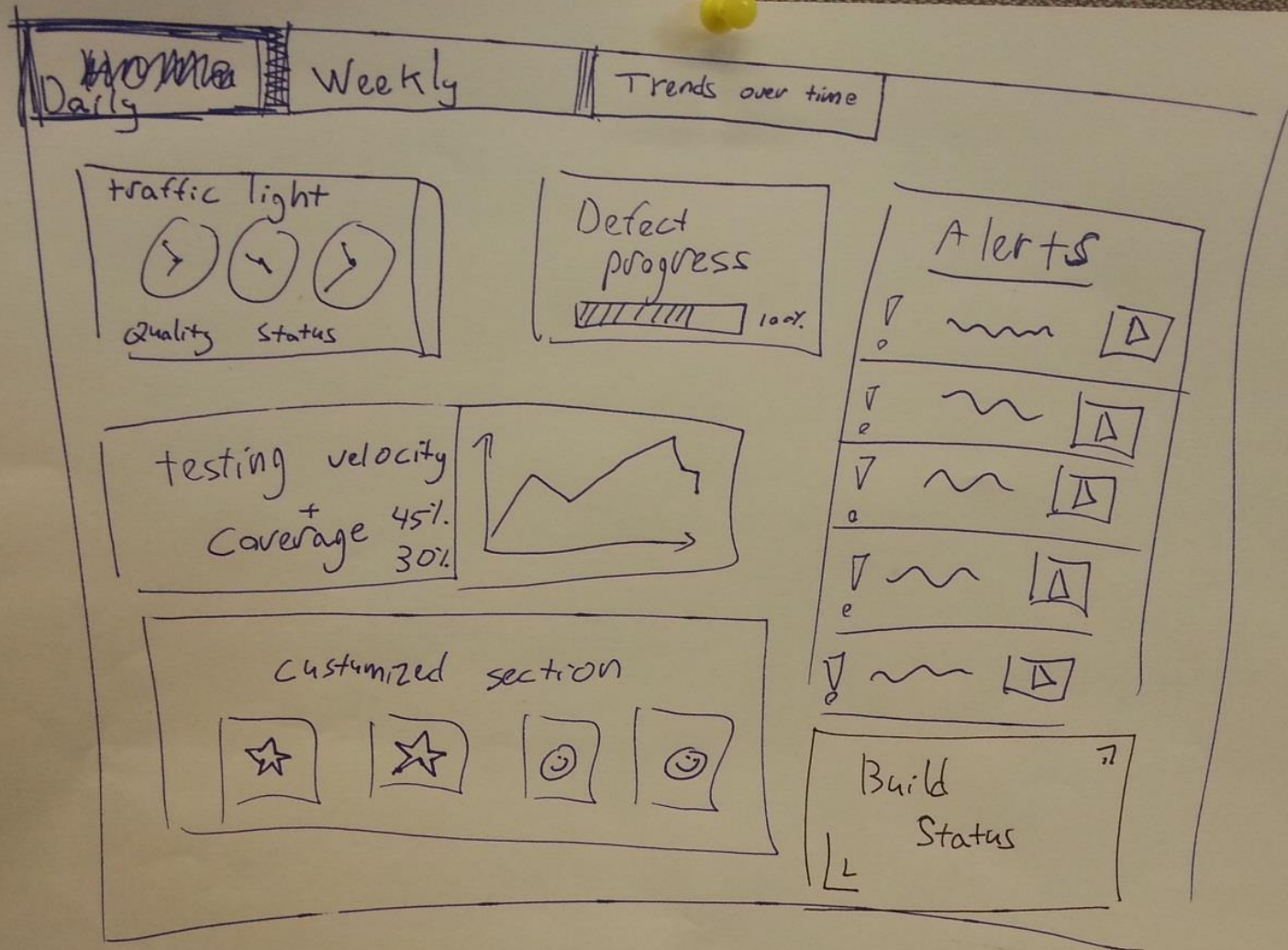
QA manager

•As a QA manager I would like to get a daily overview, so I can understand the current Quality status and my team's progress.

Daily routine dashboard:

- Quality traffic light (Quality status + current build status) KPI'S
- Testing velocity + coverage
- Defects Progress
- Alert area (urgent issues that were detected and need my attention)
- Followed entities/metrics section (A metric/entity that I want to follow up).





QA
Manager



Main flows

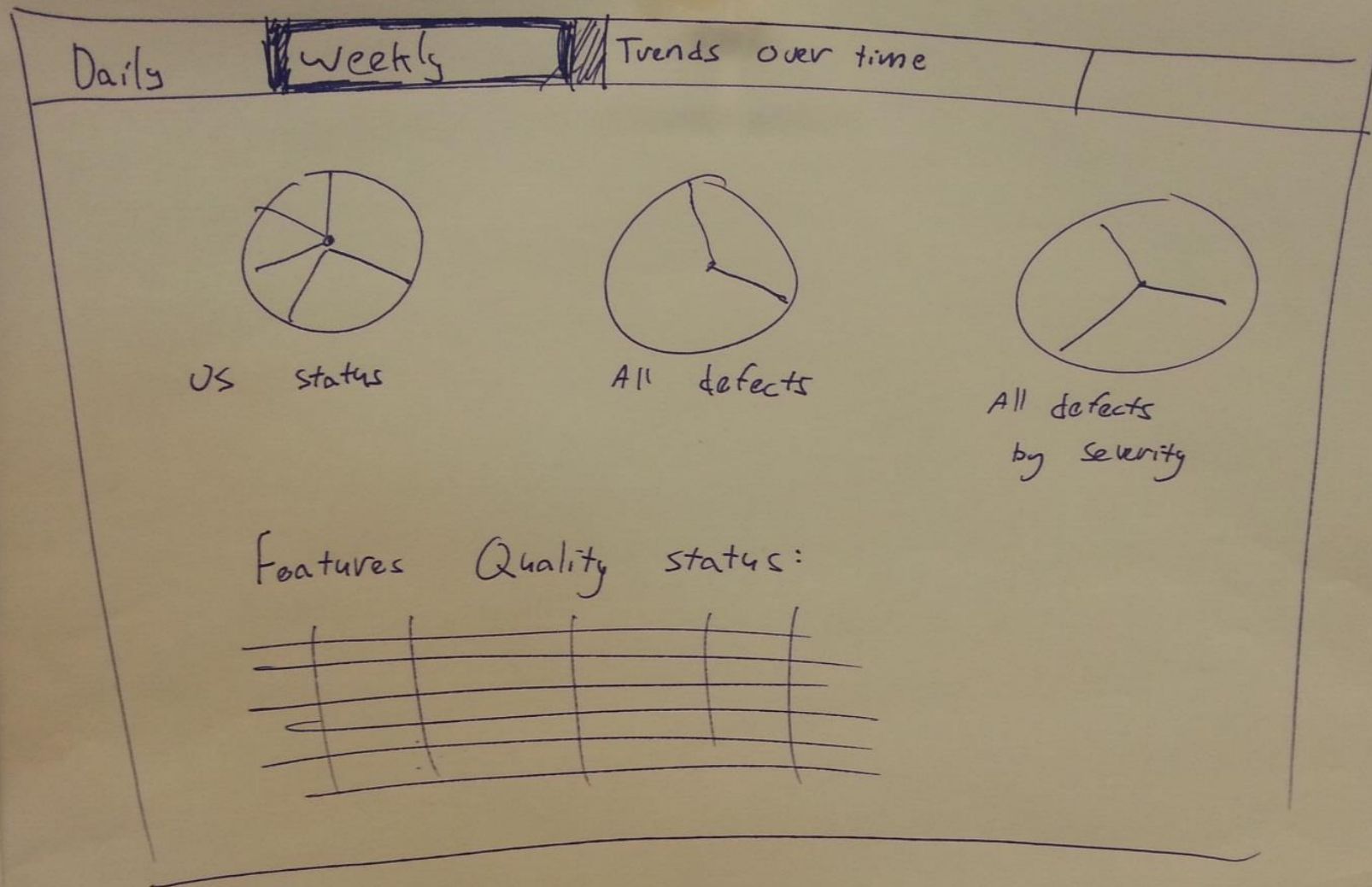
QA manager

- **As a QA manager I would like to measure the product's sprint quality state, so I can provide my PMO and R&D manager the sprint status report.**

Sprint routine dashboard:

- US status — New, In testing, In progress, Done
- Defects (new / Done) + Defects Severity — New, Done, Medium, Critical, High...
- Test that were added/modified during the sprint





A

QA
Manager



Main flows

QA manager

- **As a QA manager I would like to measure quality trends from previous sprints, so I can look for improvements/ dis improvements.**

Release dashboard:

- **Tests insights overview** – Problematic tests, traceability
- **(Missing) Defect insights overview** – how quickly is the team resolving and closing bugs? Bug trend rate, active bugs by priority, bug progress (active, resolved, closed)
- **Release/sprint overview** – test creation velocity and quality are aligned? Are we executing the relevant tests for the features? Are we properly investing in tests which cover the features?
- **(?)Product tree overview** – How many defects and failing test we have on different areas of the product over time? Which areas are covered properly?

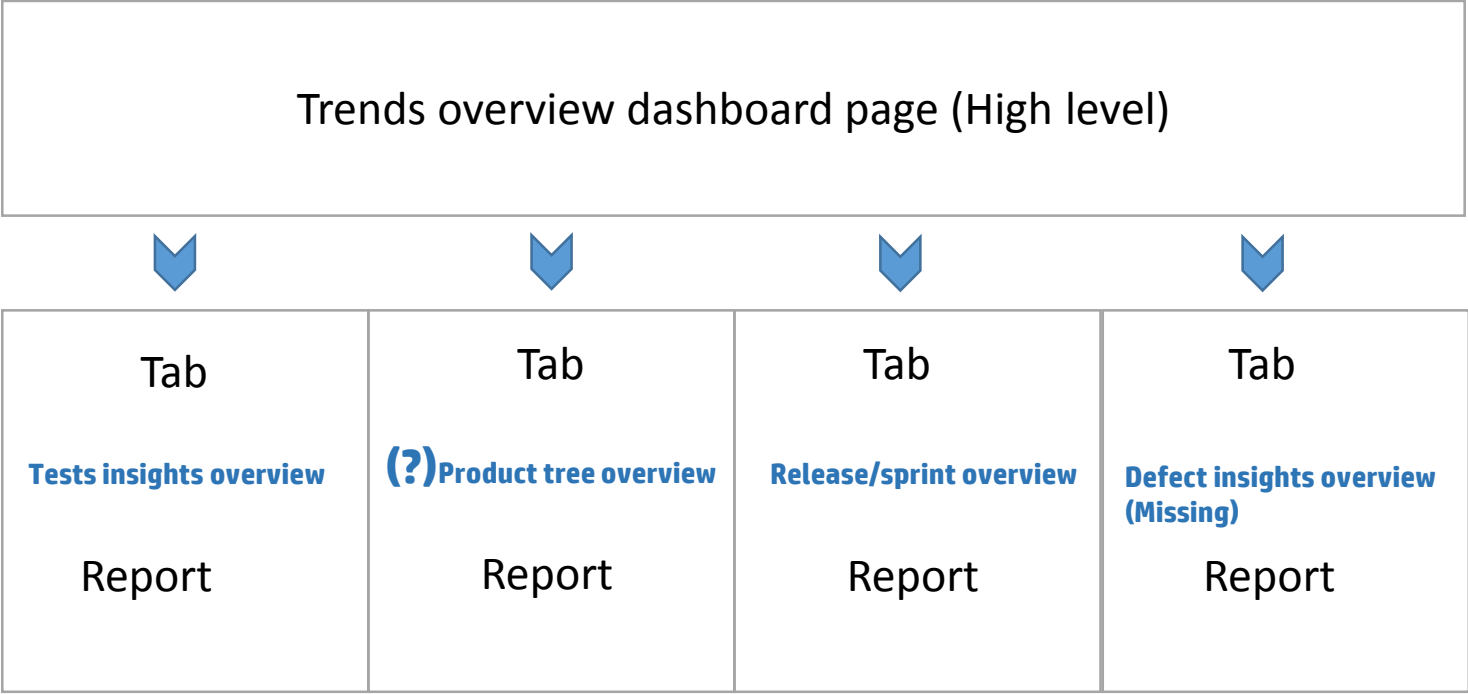


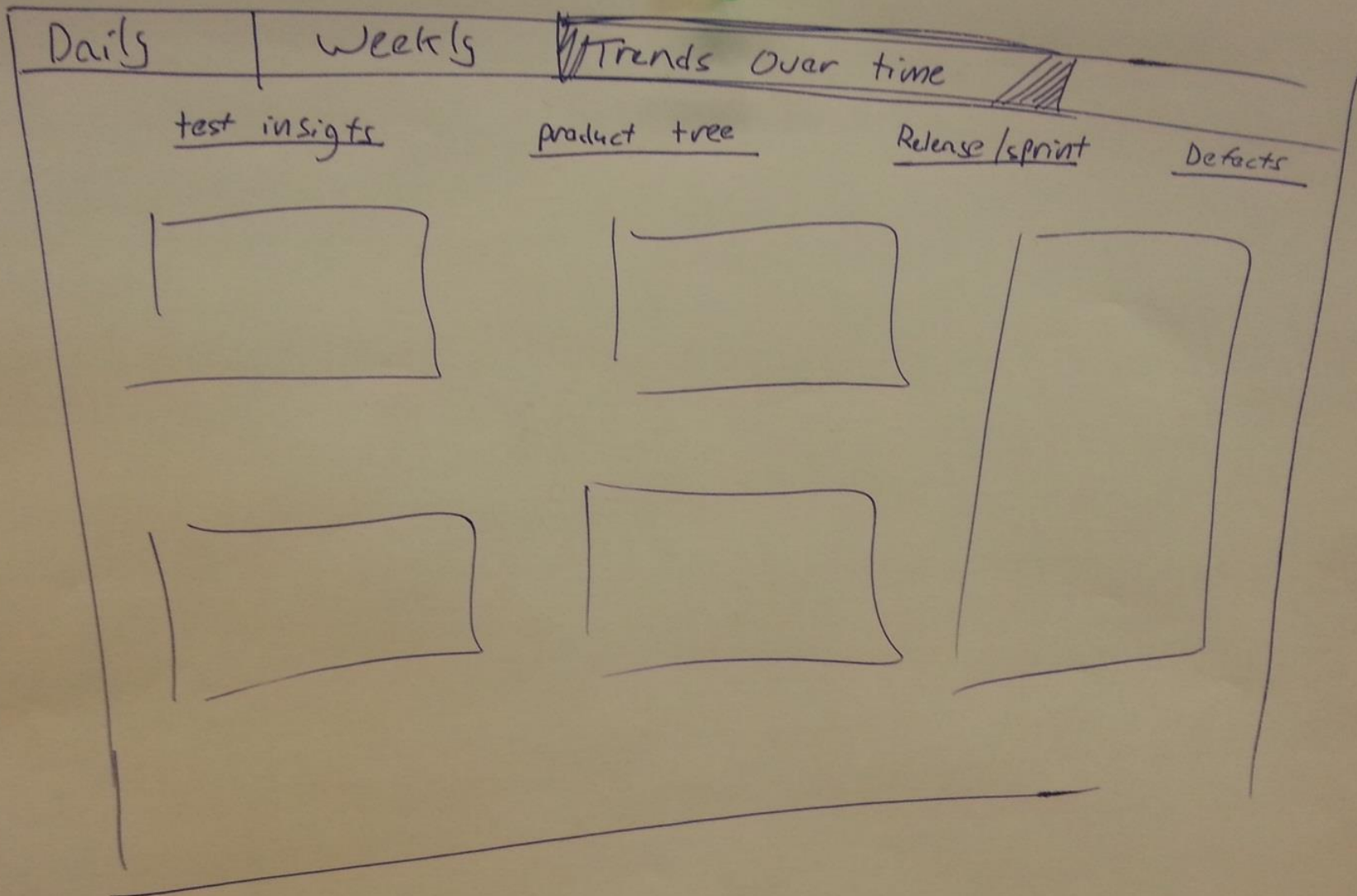
Main flows

QA manager

•As a QA manager I would like to measure trends from previous sprints, so I can look for improvements/ dis improvements in the quality measuring.

•Trends (over time insights) module





QA



Tests

Insights

Sprint overview

Release overview

Test pages

Test pages

Report page

Quality

Dashboard

Tree overview

Release overview

Test pages

Builds

Overview

Tests Reports

Builds list page

Test pages

Build report page

Test page

Manual

Editor

Config

Products

Products areas

Test sets

Build config

Tracks

Integrations



QA Manager



Devtester




Developer



CI manager

User profile

Devtester

User Type	Role Description	User Traits
	Execute manual and automatic tests.	<ul style="list-style-type: none">• BS in Computer Science or equivalent degree• 1+ years of software testing experience• Experience building computers, swapping hardware, and installing Windows• Experience with test automation and QA tools• Knowledge of Java, C++, SQL, UNIX, RESTful web services
	Define appropriate test cases.	
	Incorporate developer feedback into test plans.	
	Set up appropriate test environments.	
	Perform integration, functionality, system, regression, load and acceptance test using manual or automation methods and testing tools.	
	Record tests results and document problems and system errors.	
	Provide feedback on the product's state for general release.	
	Troubleshooting-software behavior analysis Recording defects, verifying fixed defects	
	Consolidating, reporting and sharing tests results.	
	Writing test result reports using Quality Center graphs.	



Main tasks

Devtester

Task	Description
Coding automated tests	
Refactoring existing tests	
Define product tree manually	
Opening defects	
Validating fixed defects	
Define the sync with AGM / requirements system	
Connect the tests with the US's	
Update the agents	
Monitor defects	
Write tests	
Participate in exploratory testing	



Flows types

Devtester tasks



Application Health Assessment

•Configuration

Define product tree manually

Define the sync with AGM

Connect the test with the US

Update the agents

•Measuring Quality

Build status check up

Tests overview (what failed / passed)

Measure testing coverage

Measure and track test results

Agile test management

Open defects

Execute tests

Write manual tests

Execute manual tests

Coding automatic tests



Main flows

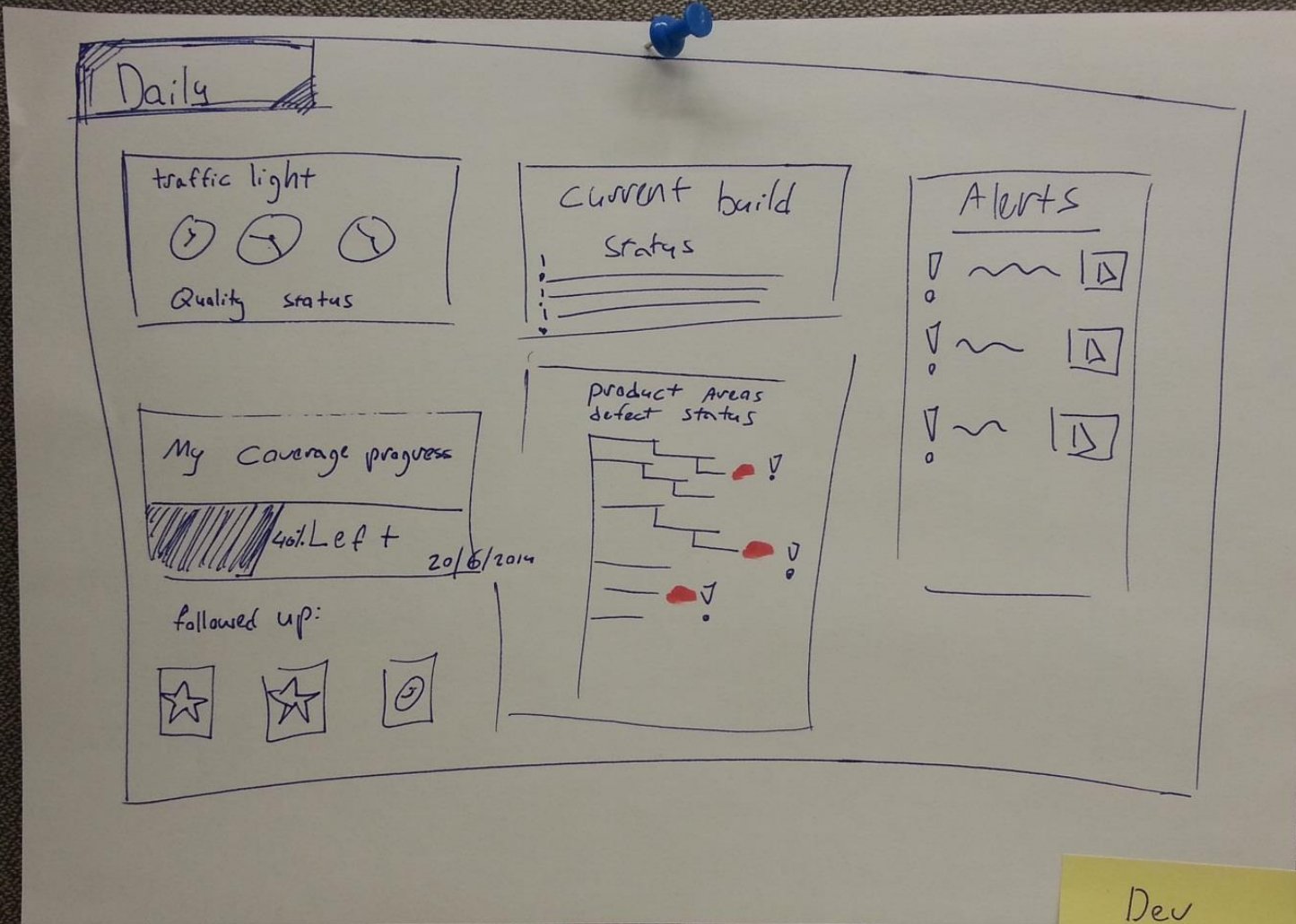
Dev tester

•As a Dev tester I would like get a daily overview so I can understand the current Quality status, and get updated regarding my recent assignments.

•Daily routine dashboard:

- Quality traffic light (Quality status + current build status)
- Testing coverage
- What I tested what I haven't and the relevant defects.
- Product area tree with indications of defects per area
- Alert area (urgent issues that were detected and need my attention)
- Followed entities/metrics section (A metric/entity that I want to follow up).





Dev
tester



Tests

Insights

Sprint overview

Release overview

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Build report page

Test page

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Dev Tester



Developer



QA Manager



CI Manager

Responsibilities

CI manager



Configure and maintaining CI build system, in collaboration with build engineering team members

Work with software developers and QA and Operating's team to ensure build requirements are met and that build configurations are written in a reusable and scalable way.

Configure build agents to keep up with latest relevant operating systems and targets



User profile

CI Manager

User Type	Role Description	User Traits
	<p>Deliver and maintain continuous integration.</p> <p>Manage the deploy builds into appropriate environments.</p> <p>Responsible for the processes and tools required to generate deployable software artifacts.</p> <p>Design, debug and maintain installs for enterprise software products.</p> <p>Define and automate software builds for products with the Dev team.</p> <p>Ensure that the continuous integration environments meet the needs of the developers.</p> <p>Implement continuous integration/test/deploy systems</p> <p>Establishes the final release configuration (e.g. knowledge, information, hardware, software and infrastructure)</p>	<p>Software Development experience.</p> <p>Experience with automated builds.</p> <p>Java, Unix Shell, ANT, Linux, Oracle.</p> <p>Familiarity deploying to EC2/S3 or similar cloud infrastructure</p>



Main tasks

CI Manager

TBD

Task	Description	Frequency	Required Proficiency
Configure build agents			
Configure build system			
Maintain build system			



Main flows

CI Manager

TBD

As a CI Manager, I would like to _____ so I can _____



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CI Manager



Developer



Dev Tester



QA Manager

Responsibilities

Release Manager



Architect : the release manager helps to identify, create, and implement processes or products to efficiently manage the release of code.

Gatekeeper :a release manager “holds the keys” to production systems and takes responsibility for their quality and availability.

Facilitator :a release manager serves as a liaison between varying business units and users to guarantee smooth and timely delivery of software products or updates.

Release Management is the discipline of building, packaging, and deploying software for consumption.



User profile

Release Manager

User Type



Role Description

- Manage all aspects of the end to end release process
- Ensures coordination of build and test environments teams and release teams
- Service release and deployment policy and planning
- Deals with release package design, build and configuration
- Deals with release package acceptance including business sign off
- Deals with service roll out planning including method of deployment
- Deals with release package testing to predefined acceptance criteria
- Signs off the release package for implementation
- Audits hardware and software before and after the implementation of release package changes
- Deals with storage and traceability/auditability of controlled software in both centralized and distributed
- Systems
- Deals with release, distribution and the installation of packaged software

User Traits

- Software Development experience.
- Experience with automated builds.
- Java, Unix Shell, ANT, Linux, Oracle.
- Familiarity deploying to EC2/S3 or similar cloud infrastructure



What's next?



Concept : Role & Agile flavored dashboard



Type something to search for and hit ENTER to continue. You can use OR, AND and * wildcards.

- Create a new test set
- Create policy
- Add a product area

Product area snapshot

Settings

Contact us			
Payments			
Product catalog			
Shipments			

Recent Builds

- Storefont I4 Nightly_2003453.1
- Main Night Build I4_2003453.1
- Storefront Night_2003453.1
- CI_2003453.1

Settings

Team's progress



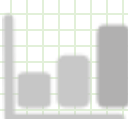
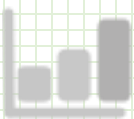
Settings

My followed

T	Login_frontpage_1256		
T	Logout_frontpage_1256		
D	Defect2378	In progress	
D	Defect2378	Done !	

My KPI's

Settings



Daily

Sprint

Release

My KPI's

Settings

Type something to search for and hit ENTER to continue. You can use OR, AND and * wildcards.

Requirement	Status	Tests
US 12998 - Search monitor in test	In progress	Integration Acceptance End2End
US 12998 - Search monitor in test	In testing	End2End Integration
US 12998 - Search monitor in test	In progress	Acceptance Integration End2End
US 12998 - Search monitor in test	In testing	Integration Acceptance
US 12998 - Search monitor in test	In progress	End2End Acceptance
US 12998 - Search monitor in test	In progress	End2End Integration

Added / modified tests

Test name

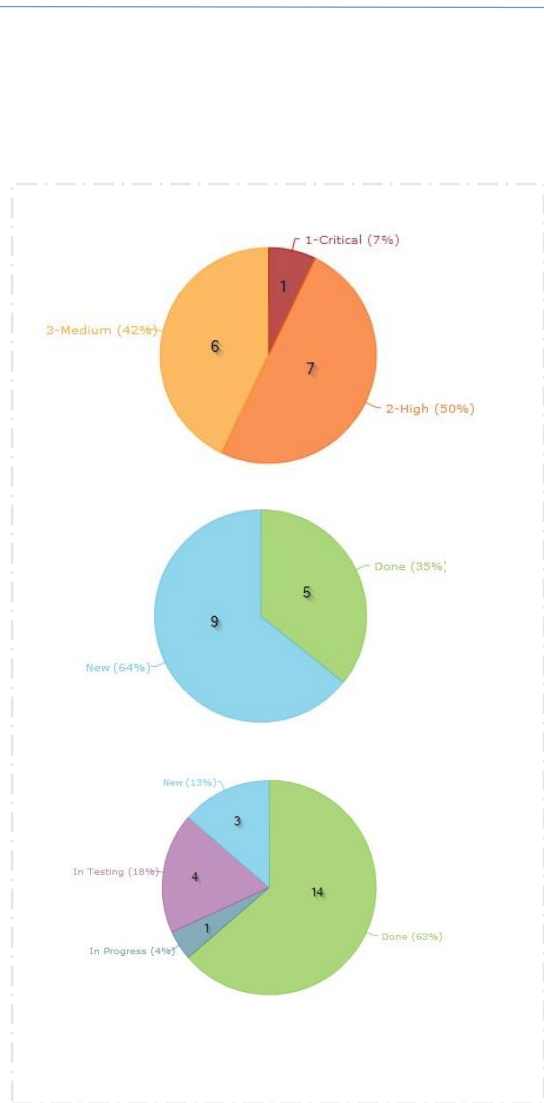
12998 - Search monitor in test

12998 - Search monitor in test

12998 - Search monitor in test

12998 - Search monitor in test

12998 - Search monitor in test



Thanks.



User profile

Release Manager

User Type

Role Description

User Traits





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Developer



Dev Tester

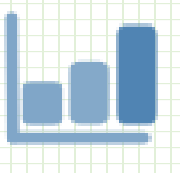


QA Manager

Type something to search for and hit ENTER to continue. You can use OR, AND and * wildcards.



My KPI's



Product area snapshot

Tree

List

Contact us			
Payments			
Product catalog			
Shipments			

Settings

Recent Builds

- [Storefont I4 Nightly_2003453.1](#)
- [Main Night Build I4_2003453.1](#)
- [Storefront Night_2003453.1](#)
- [CI_2003453.1](#)

Settings

Team's progress



Settings

My followed

T	Login_frontpage_1256		
T	Logout_frontpage_1256		
D	Defect2378	In progress	
D	Defect2378	Done !	
D	Defect2378	In progress	

Daily

Sprint

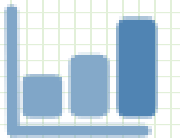
Release

🔍

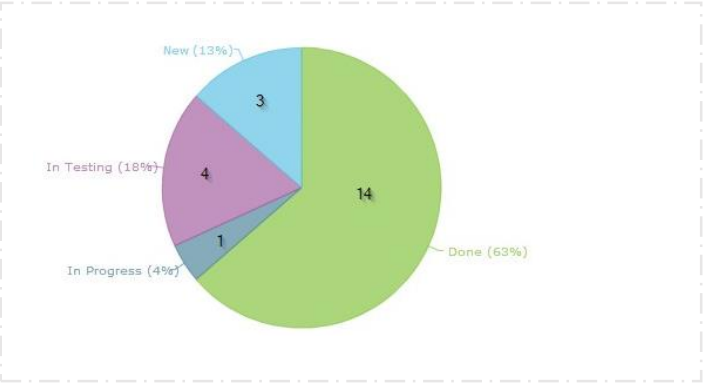
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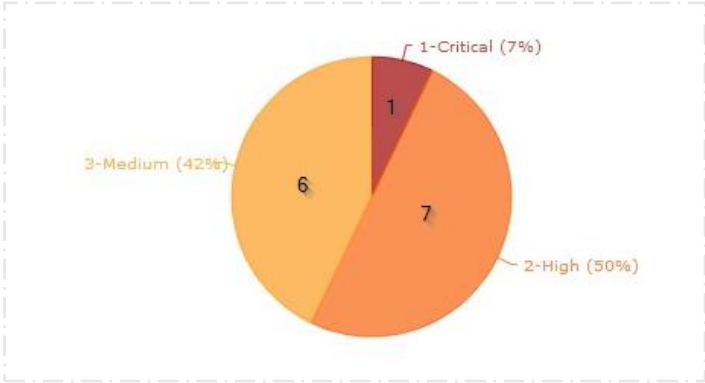
My KPI's



User stories status



Defects severity



All Defects



Features Quality Status (product level):

UI - Test runtime	<div></div>	STORM - Load Testing	Storm	100%	High
UI - Test definition	<div></div>	STORM - Load Testing	Storm	80%	High
Tests grid	<div></div>	STORM - Load Testing	Storm	100%	High
TC scripts grid	<div></div>	STORM - Load Testing	Storm	100%	High
Test Execution on Amazon CS	<div></div>	STORM - Load Testing	Storm		N/A
Windows Load Generators	<div></div>	STORM - Load Testing	Storm		N/A
cloudBlender	<div></div>	STORM - Load Testing	Storm		N/A
Monitoring	<div></div>	STORM - Load Testing	Storm		N/A
storm server ci/cd	<div></div>	STORM - Load Testing	Storm		N/A
test execution new architecture	<div></div>	STORM - Load Testing	Storm		N/A