Beyond Pass and Fail

IRJA STRAUS

Testival

Blast from the past...

Bok!

I AM IRJA STRAUS 👋

Quality Engineer & Consultant

15 years: tester, business analyst, product manager, tester again, manager, consultant. 💛

Now running my own company.

Plan for today

1. How my understanding of success evolved
2. Chosing our metrics that matter

Test passed? Success!

me, junior tester, excited about my first tests passing

Hey boss! I have a fabulous idea!
Hear me out!

We don't need (no) automation!

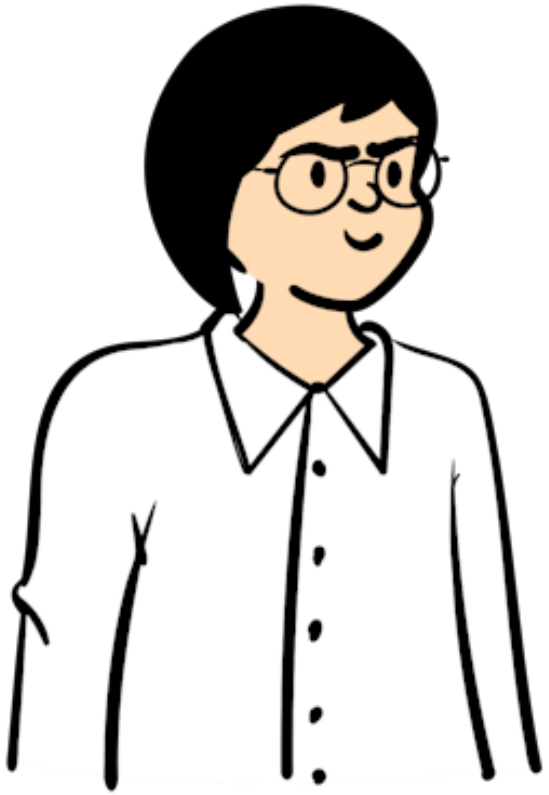
Wait… what?!

me, tester, enthusiastically wants automation

Lesson learned #1:

Mind the business.

Ok, I'm the product manager now, let's automate!



me, Product Owner, wants peace of mind at all costs

Lesson learned #2:

Mind the costs.

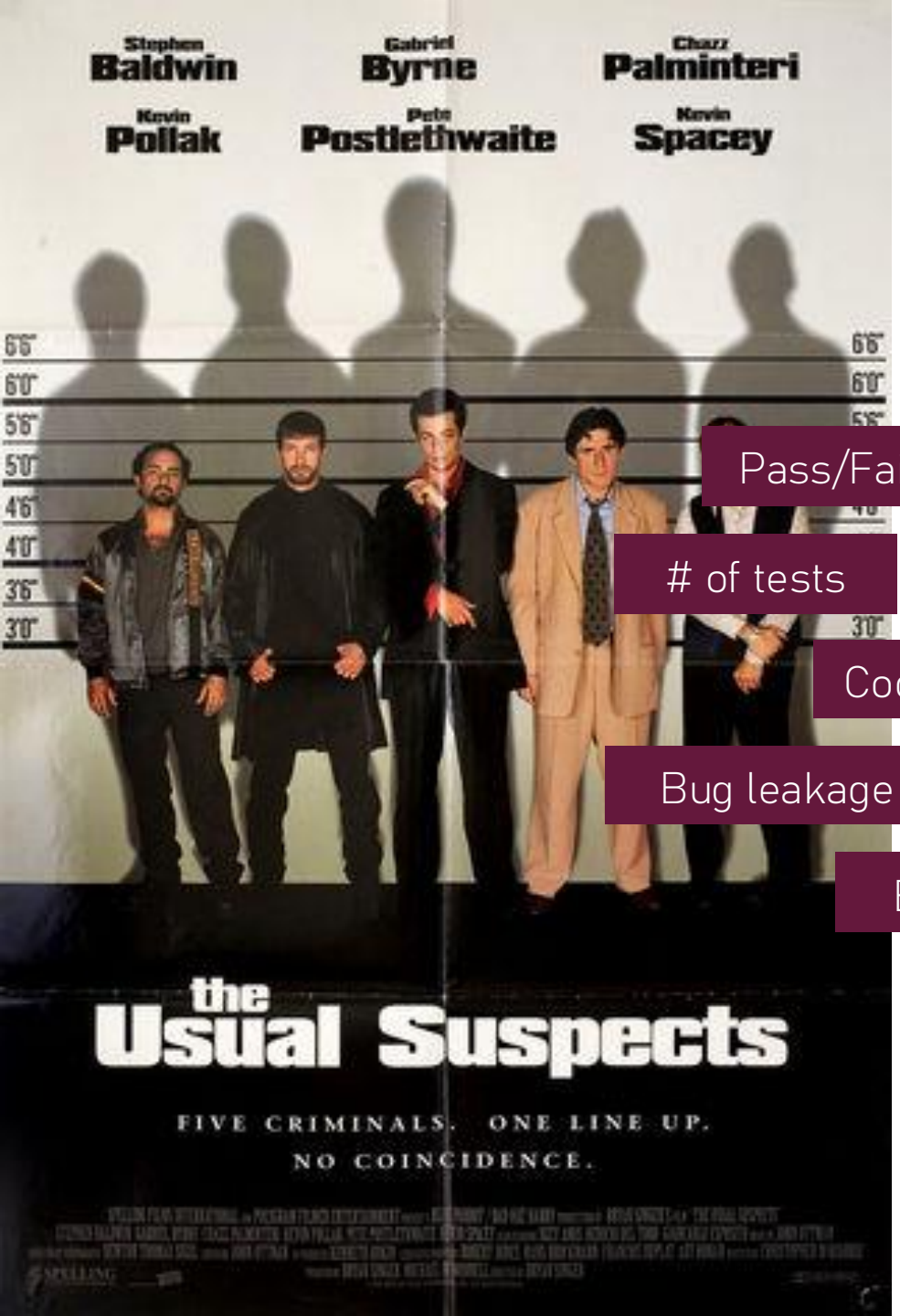
Back to being a tester

What do you think of our fantastic automation?

me, test manager, wants to reveal more information

Lesson learned #3:

Mind the value.



Pass/Fail rate

# of bugs found

# of tests

Test coverage

Execution time

Code coverage

Test stability

Bug leakage

Test flakiness rate

Bug detection rate

#1 Usual suspect

Pass/Fail rate

# of bugs found

# of tests

Test coverage

Execution time

Code coverage

Test stability

Bug leakage

Test flakiness rate

Bug detection rate

#1 Usual suspect

Pass/Fail rate

# of bugs found

# of tests

Test coverage

Execution time

Code coverage

Test stability

Bug leakage

Test flakiness rate

Bug detection rate

Why so slow? Can it be faster?

#2 Usual suspect

Pass/Fail rate

# of bugs found

# of tests

Test coverage

Execution time

Code coverage

Test stability

Bug leakage

Test flakiness rate

Bug detection rate

#2 Usual suspect

Pass/Fail rate

# of bugs found

# of tests

Test coverage

Execution time

Code coverage

Test stability

Bug leakage

Test flakiness rate

Bug detection rate

Why this fails? Can we make it green?

#3 Usual suspect

Pass/Fail rate

# of bugs found

# of tests

Test coverage

Execution time

Code coverage

Test stability

Bug leakage

Test flakiness rate

Bug detection rate

#3 Usual suspect

Pass/Fail rate

# of bugs found

# of tests

Test coverage

Execution time

Code coverage

Test stability

Bug leakage

Test flakiness rate

Bug detection rate

Why aren't you catching as many bugs as tester A?

#4 Usual suspect

Pass/Fail rate

# of bugs found

# of tests

Test coverage

Execution time

Code coverage

Test stability

Bug leakage

Test flakiness rate

Bug detection rate

#4 Usual suspect

Pass/Fail rate

# of bugs found

# of tests

Test coverage

Execution time

Code coverage

Test stability

Bug leakage

Test flakiness rate

Bug detection rate

Why don't we have more tests?

#5 Usual suspect

Pass/Fail rate

# of bugs found

# of tests

Test coverage

Execution time

Code coverage

Test stability

Bug leakage

Test flakiness rate

Bug detection rate

#5 Usual suspect

Why so flaky?

- Pass/Fail rate
- # of bugs found
- # of tests
- Test coverage
- Execution time
- Code coverage
- Test stability
- Bug leakage
- **Test flakiness rate**
- Bug detection rate

Metrics without context are...

Lesson learned #4:

Mind the measurement dysfunction.

Choose “better” (actionable) metrics

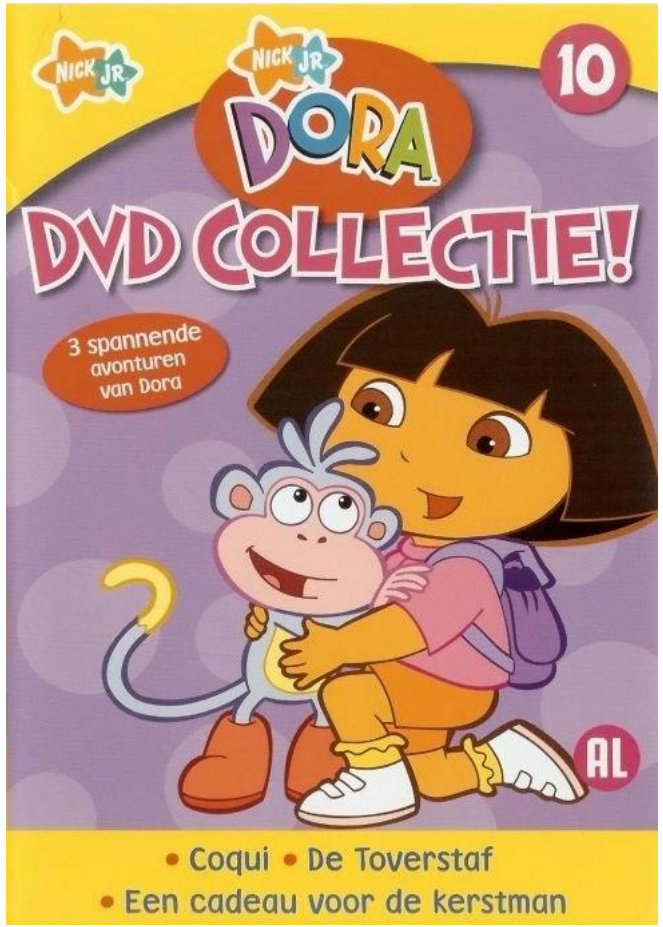
DORA metrics

Throughput

1. Change lead time
2. Deployment frequency

Stability

1. Change fail percentage
2. Failed deployment recovery time



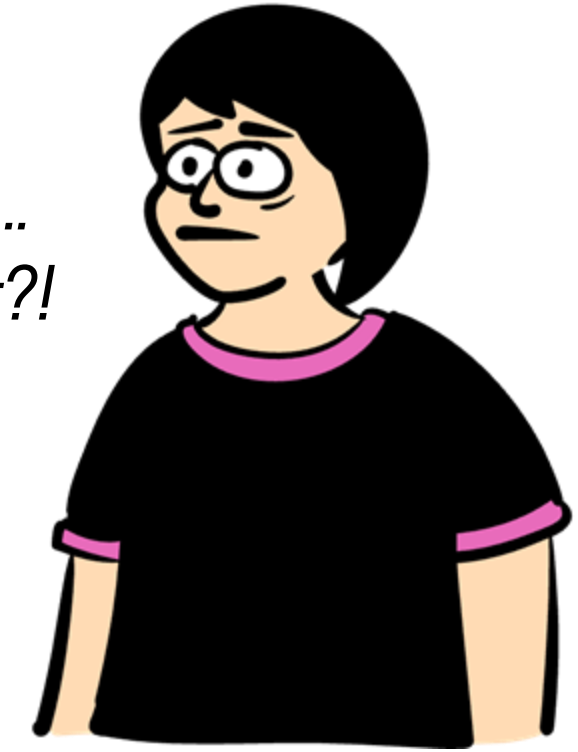
Testing outcomes

Start with **one**. Yes, only one.

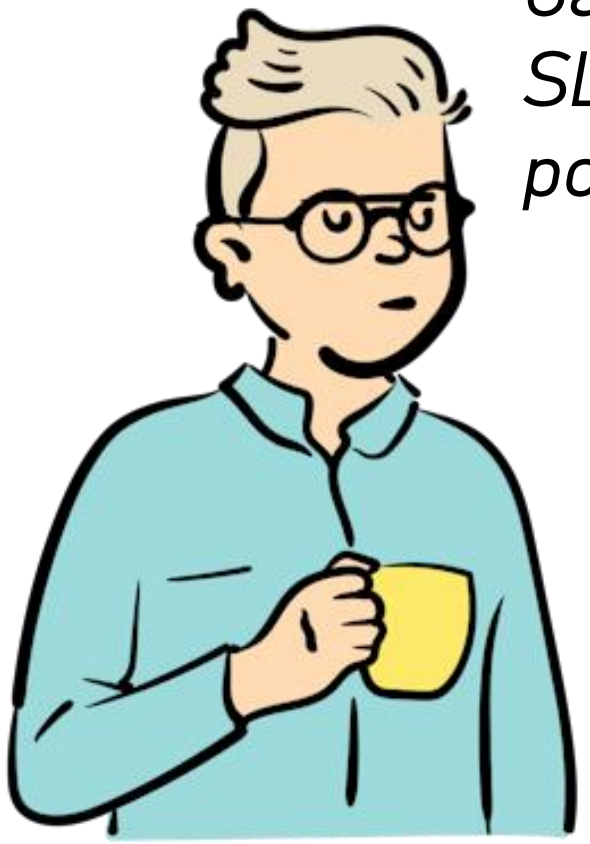
Review and iterate.

Can we make SLA UI tests for portal?

Wait… what?!

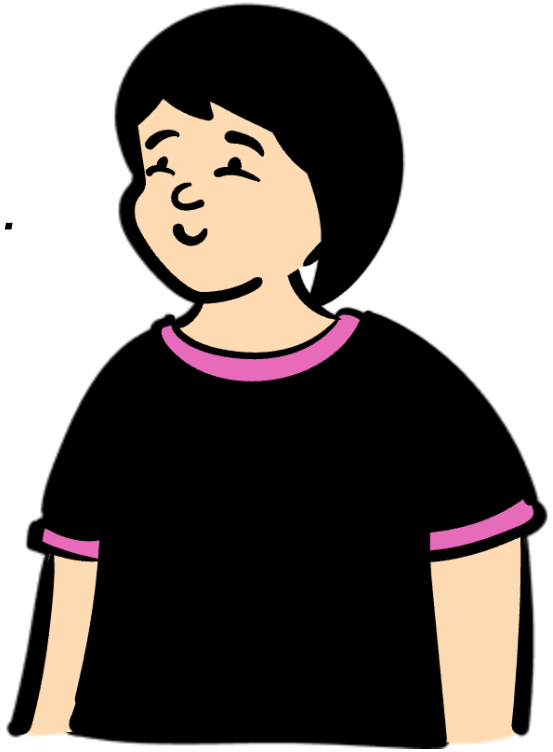


me, tester, kind of defensive about this ask



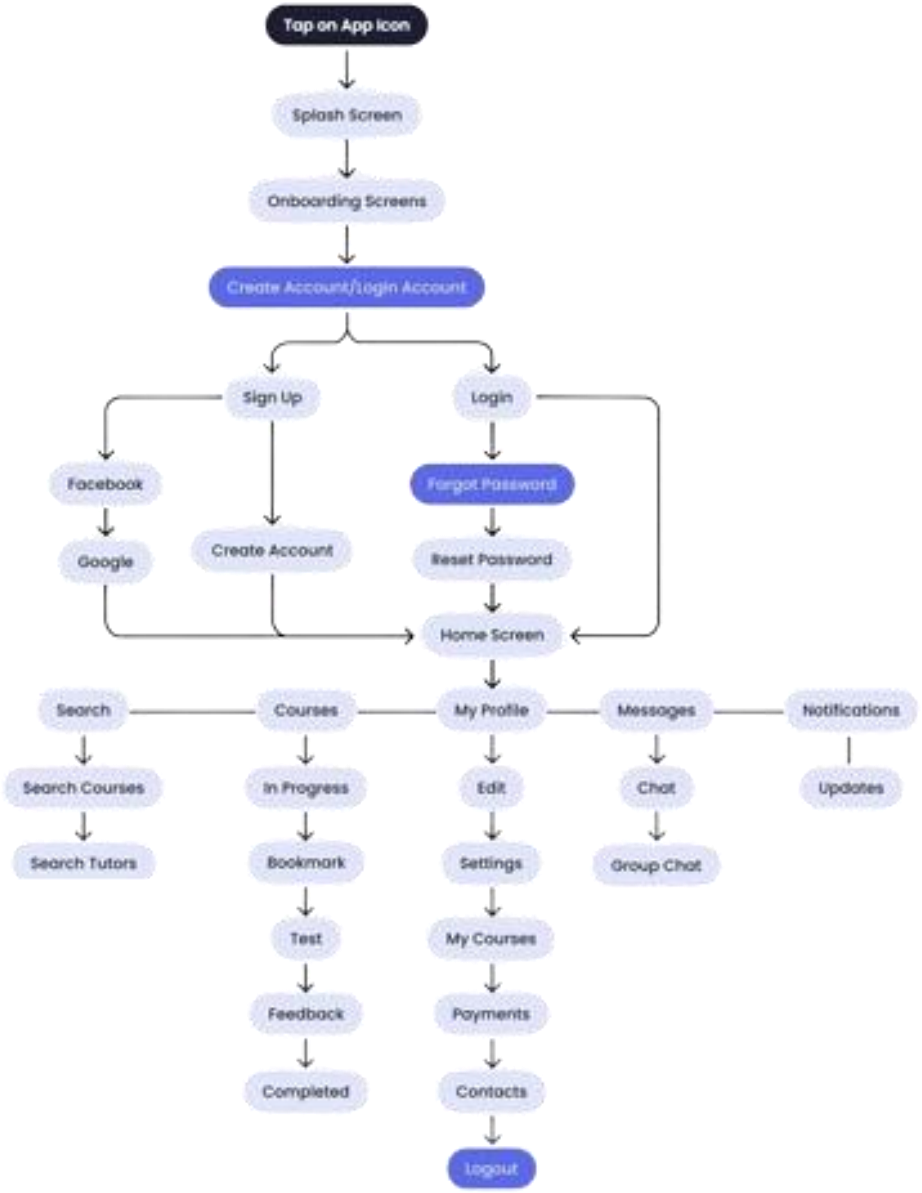
Can we make SLA UI tests for portal?

I see… Ok!



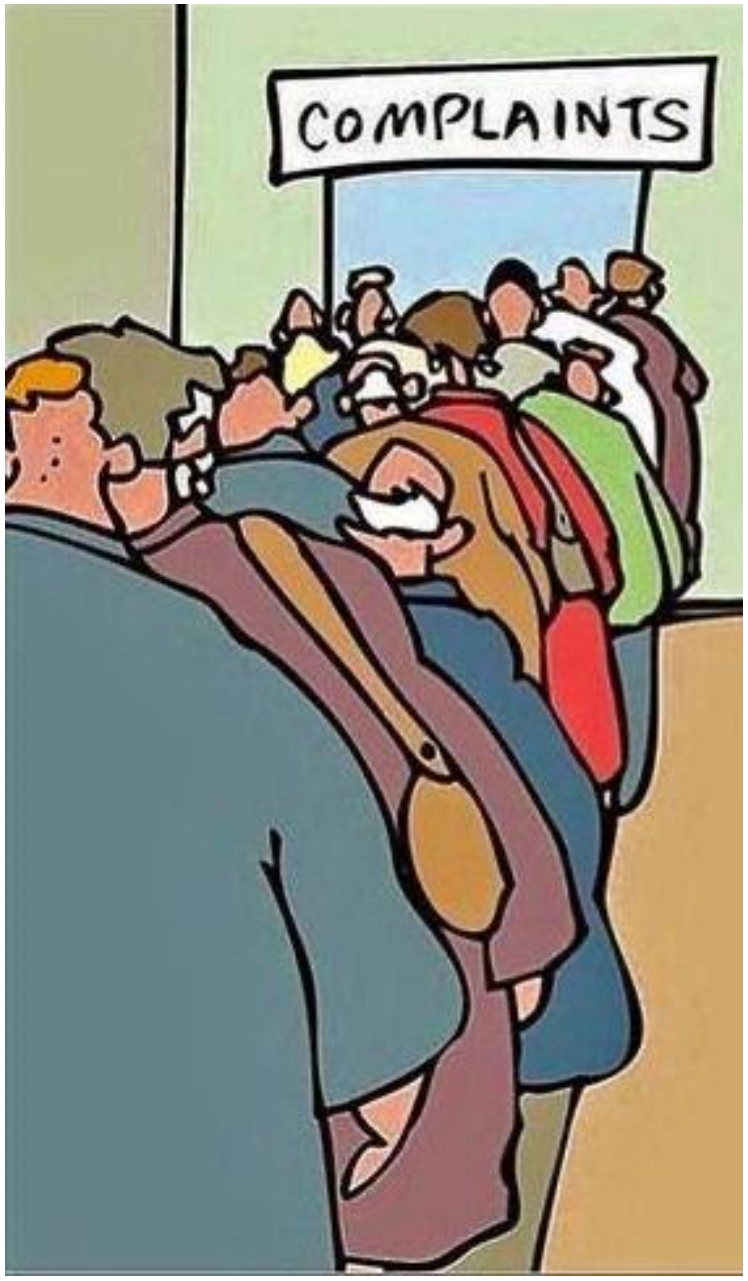
Testing outcomes metrics

1. Customer journey
   - Check metrics Product is using
   - Define most critical and most used user flows
   - Do targeted automation



Testing outcomes metrics

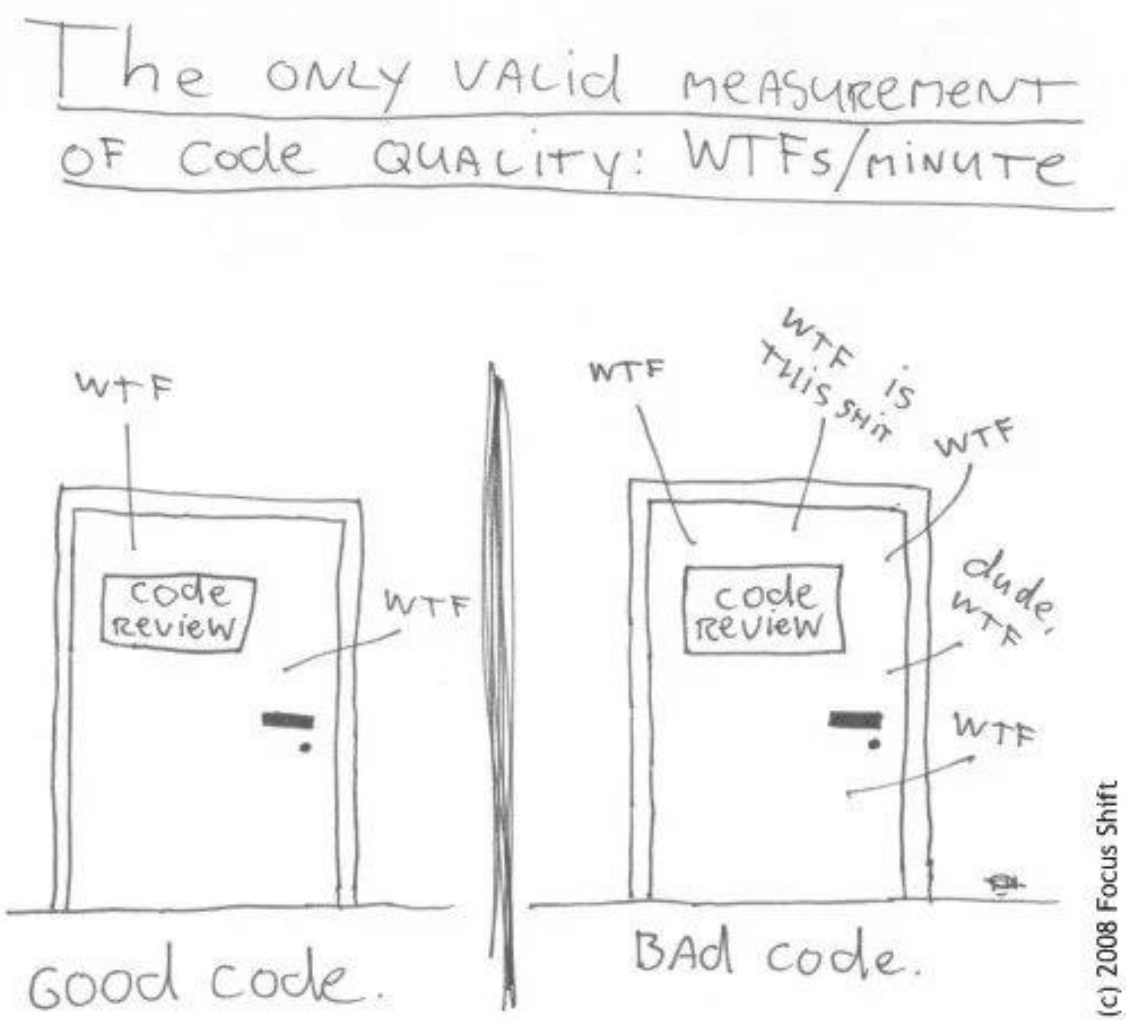
1. Customer journey
2. Customer complaints
   - Segmentation
   - *Seriousness*



Takeaways

- Perception of success evolves over time, and this is okay.
- When it's done, throw it away.
- Pick your own poison.
- Don't forget that our users are stakeholders too.

One more thing



Hvala, Testival

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