

TESTING UNDER PRESSURE

Tips on dealing with the stressful reality of today's fast paced development cycles



Sources of Testing Pressure



1 UNCERTAINTY IN TESTING

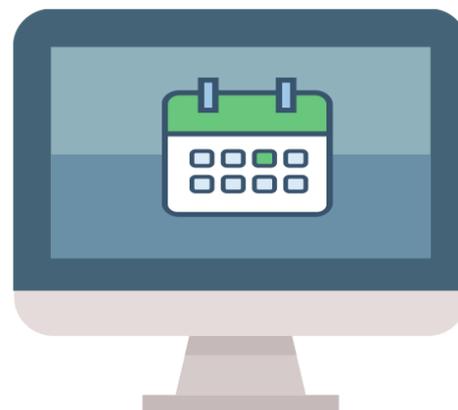
- There is no such thing as comprehensive or complete testing
- Most times we don't have all the knowledge and time to test:
 - Lack of "visibility" into all the changes
 - Lack of technical knowledge to evaluate these changes
- We don't have all the tools or resources need to test 100%

Even the Most Professional Testing is still a Risky Business!

2 SCHEDUELING & CHANGES



- Bad or Outdated Testing-Time Assumptions
- Changes in product and project were not updated in the Test Plans
- Testing is the last link on the chain:
 - We are late before we even started
 - Business promised the product would be out
 - No one has patience anymore



3 (FAKE) SENSE OF OWNERSHIP OF QUALITY



QA are the main responsibilities for Quality, Right?

WRONG!!!!

Let's make something clear:

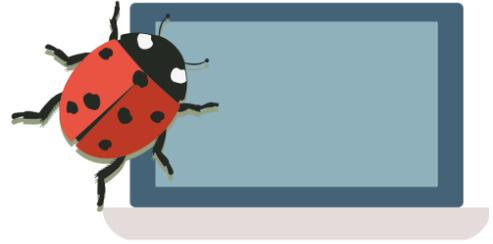
- You are not the Gatekeeper of Bugs!
- You are not the Policeman for the Process!



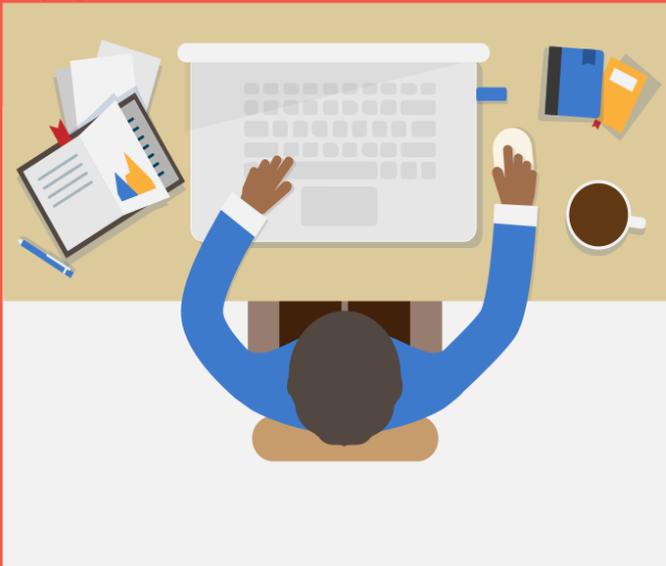
Testing provides visibility into the product and the process so that stakeholders can make the correct and timely decisions regarding the project.

4 SHADOWS FROM "PAST MISTAKES"

The bugs you missed on the last release/s will continue to haunt you for years to come...



Pressure as 'Company Culture'?



Some companies believe people work better under pressure. Even when they don't say this out loud you can see it:

- People are admired for putting out a fire, instead of doing things right from the start.
- It is not about working efficiently, but about putting long hours.
- Saying NO is a bad thing, even when there is no responsible way of saying YES.

Dealing with Testing Pressure

There is not One Thing you can do to deal with Testing Pressure.

You need to approach work in an open and professional way



1 ACTIVELY SEEK KNOWLEDGE

What you don't know will eventually hurt you!

- Never be afraid to ask, but be ready to listen carefully
- Learn to self research (Hint: Advanced Google Searches)
- Schedule time for research and learning
- Implement some sort of "Brown Bag" sessions



2 CREATE TESTING TRANSPARENCY

Transparency = Nothing to Hide = We Work Professionally Here!

- Proactively share all your data
- Seek feedback and inputs on your plans and decisions
- Create Kitchen Monitors with live Status, Risks & Timelines



People don't tend to second guess professionals...



3 PROMOTE "EXTERNAL TEAMWORK"



Everyone can and should test, You Don't Own Quality!

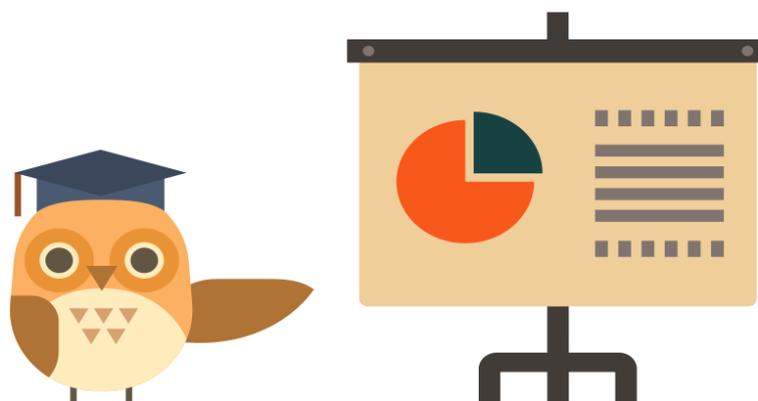
Don't assume only testers can test, teach Developers how to test
You don't own Quality, but you should point to where it is lacking
Create Quality Guilds:

- Automation Guild, User Advocacy Guild, Usability Guild, Testing Methods Guild, etc.
- Encourage not-testers to join!

4 PREPARE FOR CHANGE

"Change is the only constant in life" - Heraclitus of Ephesus

- Plan enough (& modularly) to make changes and decisions easy
- Always present alternatives them when making decisions
- Embrace Risk Management as part of your Testing Approach
- Be open to change your mind, and not only to change your plans!



5 PUSH FOR CONSTANT LEARNING & IMPROVEMENT

Mistakes are the stepping stones for learning

- Bugs will be missed and released to the field. Make sure to learn from them.
- Push for retrospectives and closing the project feedback loop.
- Promote a culture where mistakes are part of the method and not condemned.



CONCLUSION:

Although pressure is here to stay, we can do our best to eliminate it and minimize its impact on our testing performance and as a result, on our products' quality.



SOURCE

This resource is based on PractiTest's Webinar Series with Joel Montvelisky
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