

Thinking Holistically about Quality and Testing

CQAA, August 2022

Janet Gregory

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Agile Testing Fellowship



DragonFire Inc.

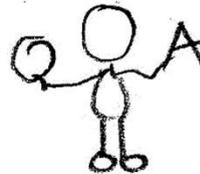
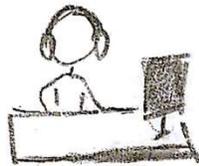


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me



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Quality is everyone's responsibility.

Improve quality, you automatically improve productivity.

~W. Edwards Deming

If you focus on quality, the speed will come.

If you focus on speed, quality gets lost.

~ me

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My Message Today

How we develop our products can influence
how we view quality.

Or maybe, how we view quality can influence
how we develop our products.

We can change the conversation!!!!

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Quality is vague and hard to describe



Photo by Carol Vaage

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All Today's Deals Buy Again Janet's Amazon.com Gift Cards Customer Service Browsing History Registry Sell

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Easy returns

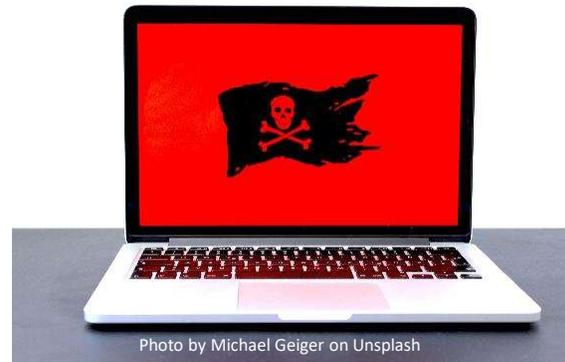


How do you define quality?

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What are the risks?

- ransomware
- out of date material
- response time
- privacy
- customization for wrong customer

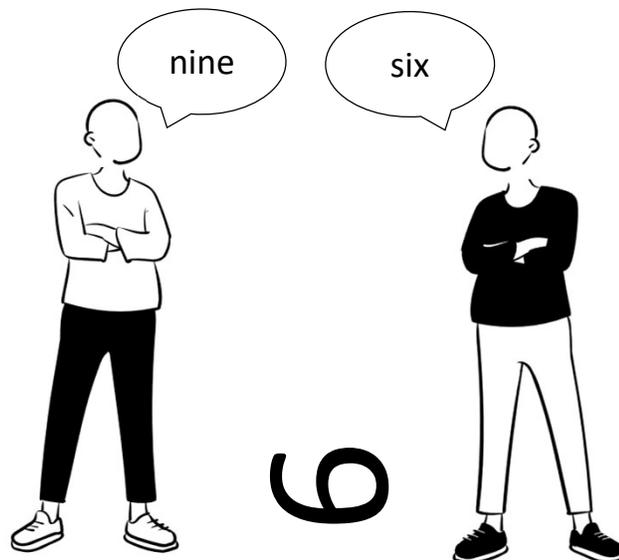


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Different perspectives

Just because you are right, doesn't mean I am wrong.

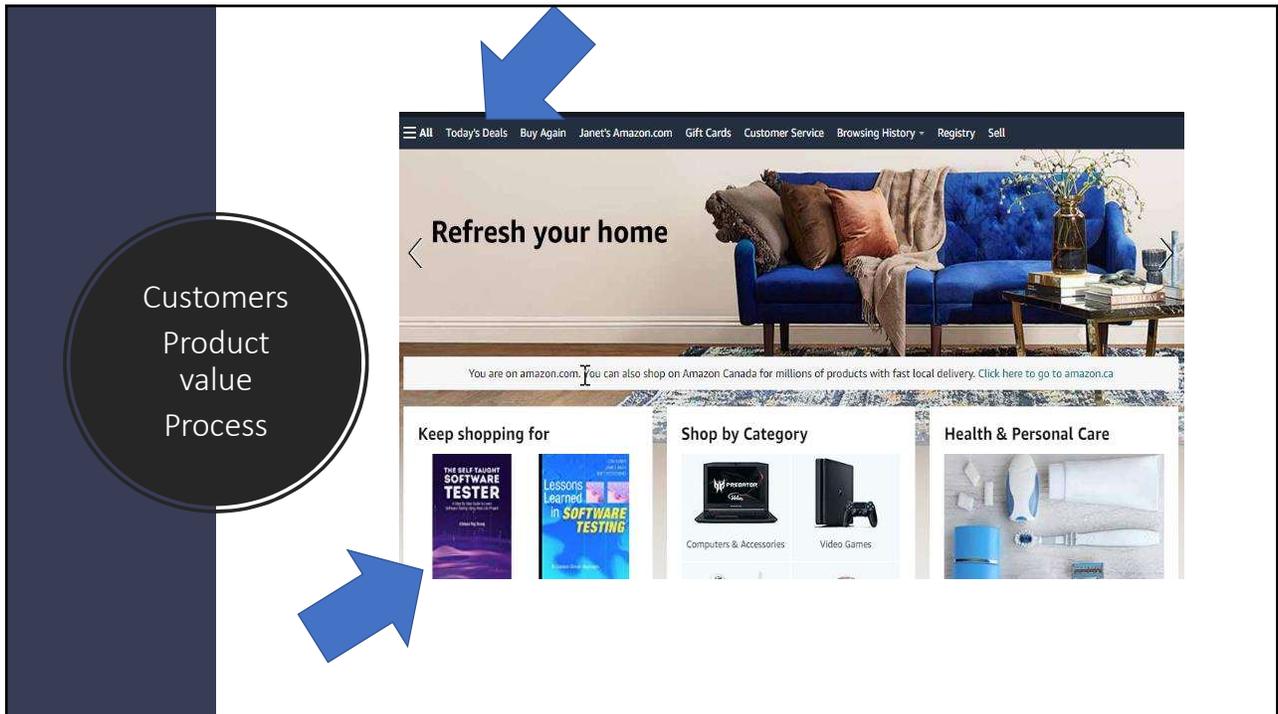
You just haven't seen life from my side.



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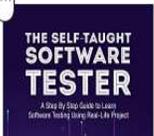
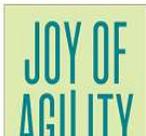
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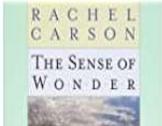


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Your Browsing History Manage history

Manage history Remove all items from view Turn Browsing History on/off On

Self-management

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So, how you build quality into your product?

One way is to start is think of testing differently.

Testing is not a phase,
-- it is an activity that happens throughout the delivery cycle.
~Elisabeth Hendrickson

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Shift your mindset from thinking testing is after code is built.

Source: *Discover To Deliver*, Gottesdiener & Gorman, 2012

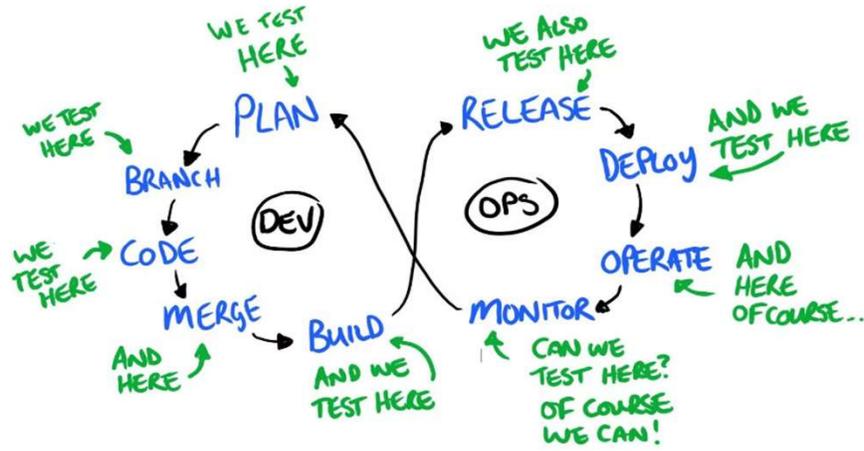
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HOLISTIC TESTING

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Dan Ashby's Continuous Testing in DevOps



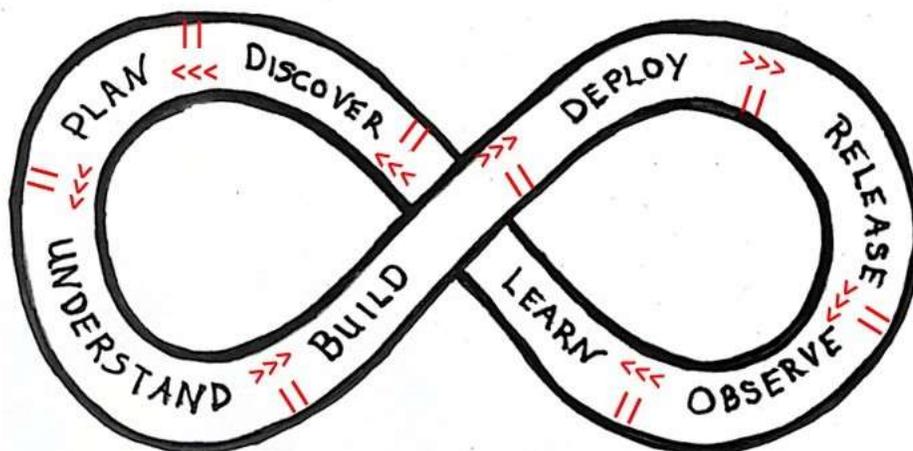
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Dan Ashby - <https://danashby.co.uk/2016/10/19/continuous-testing-in-devops/>



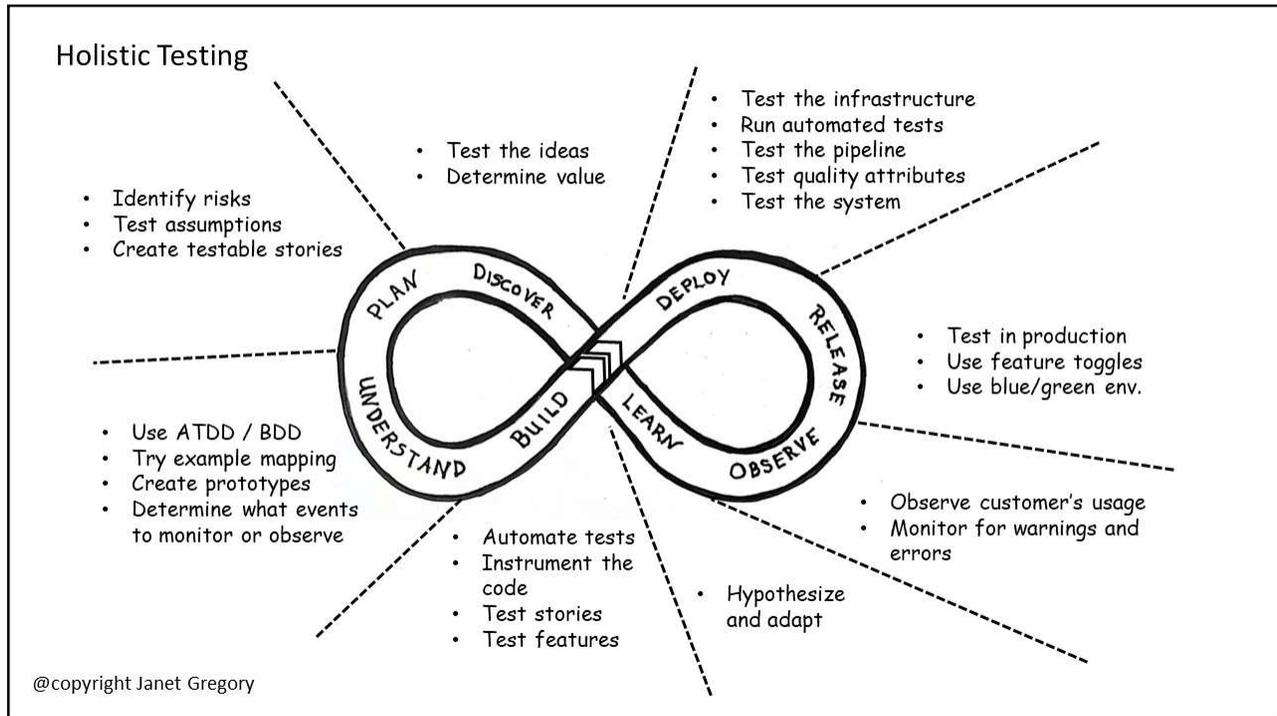
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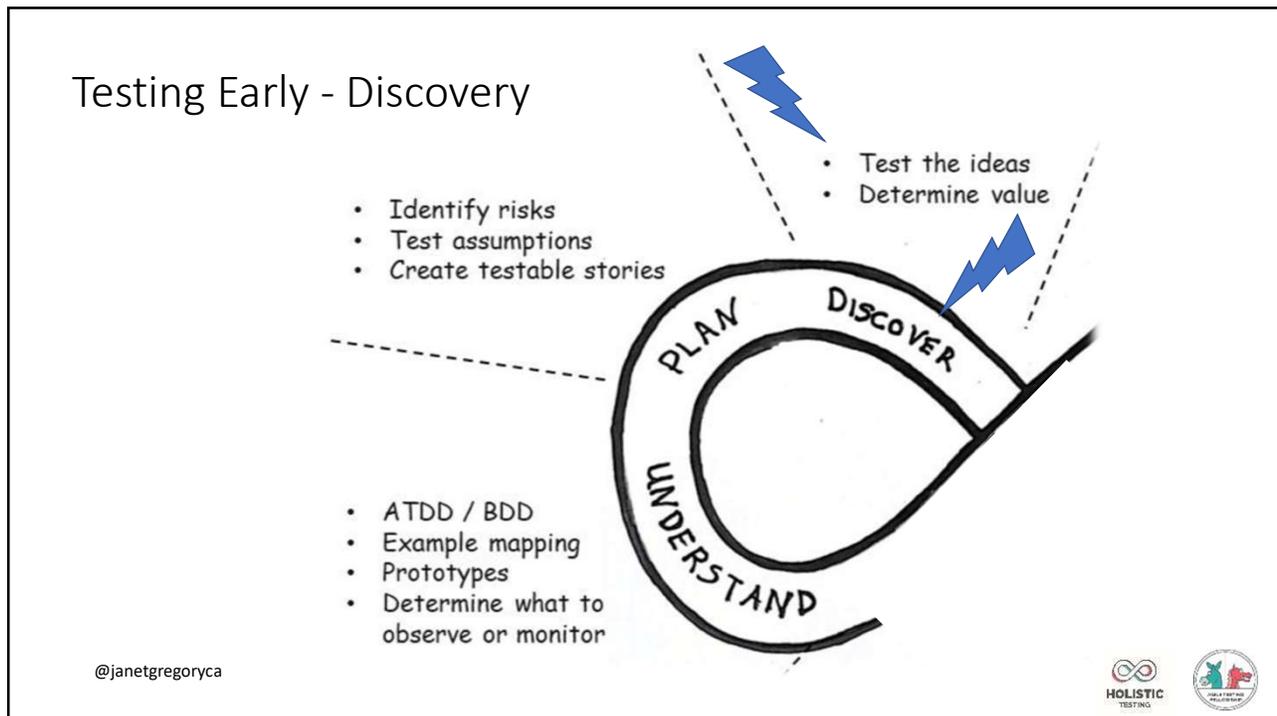
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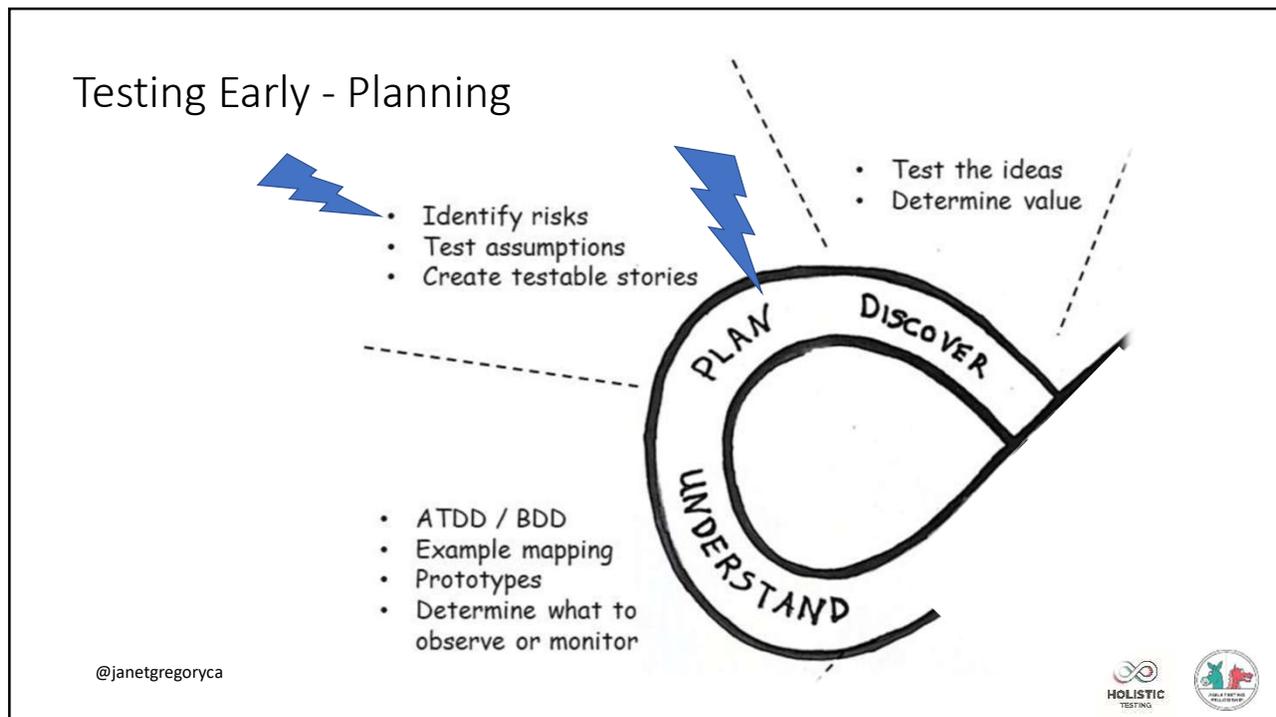
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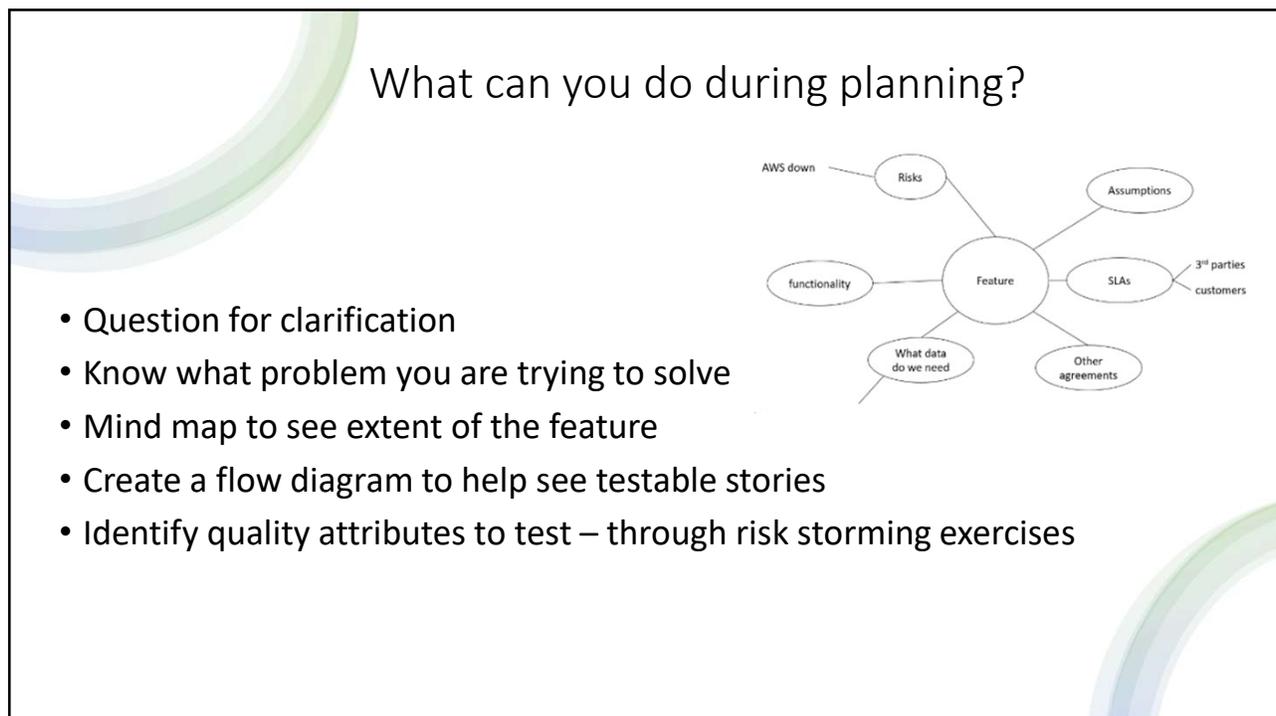
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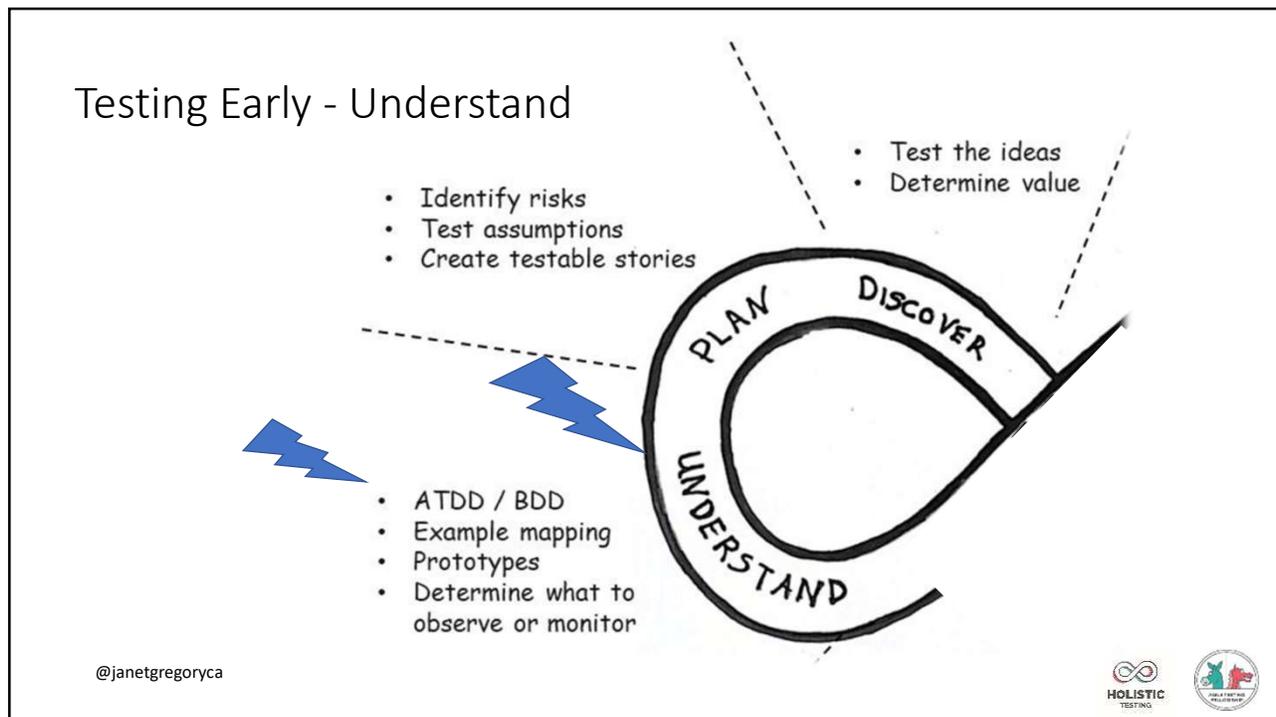
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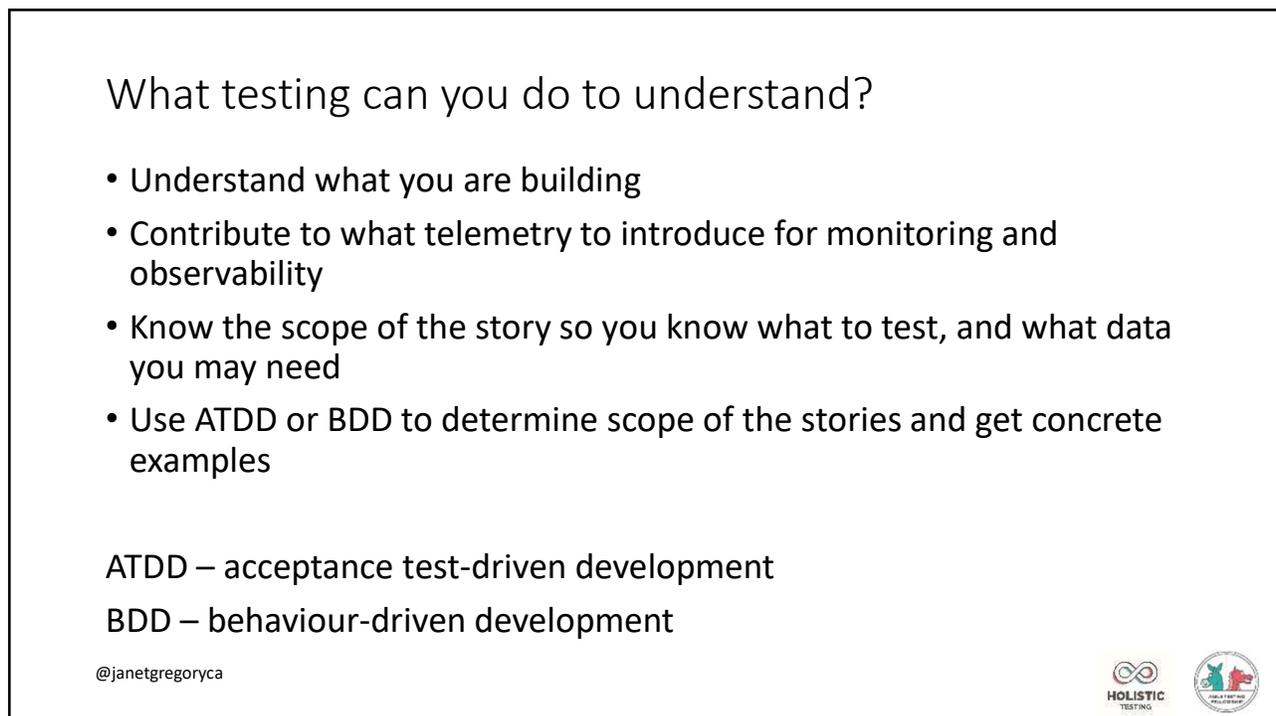
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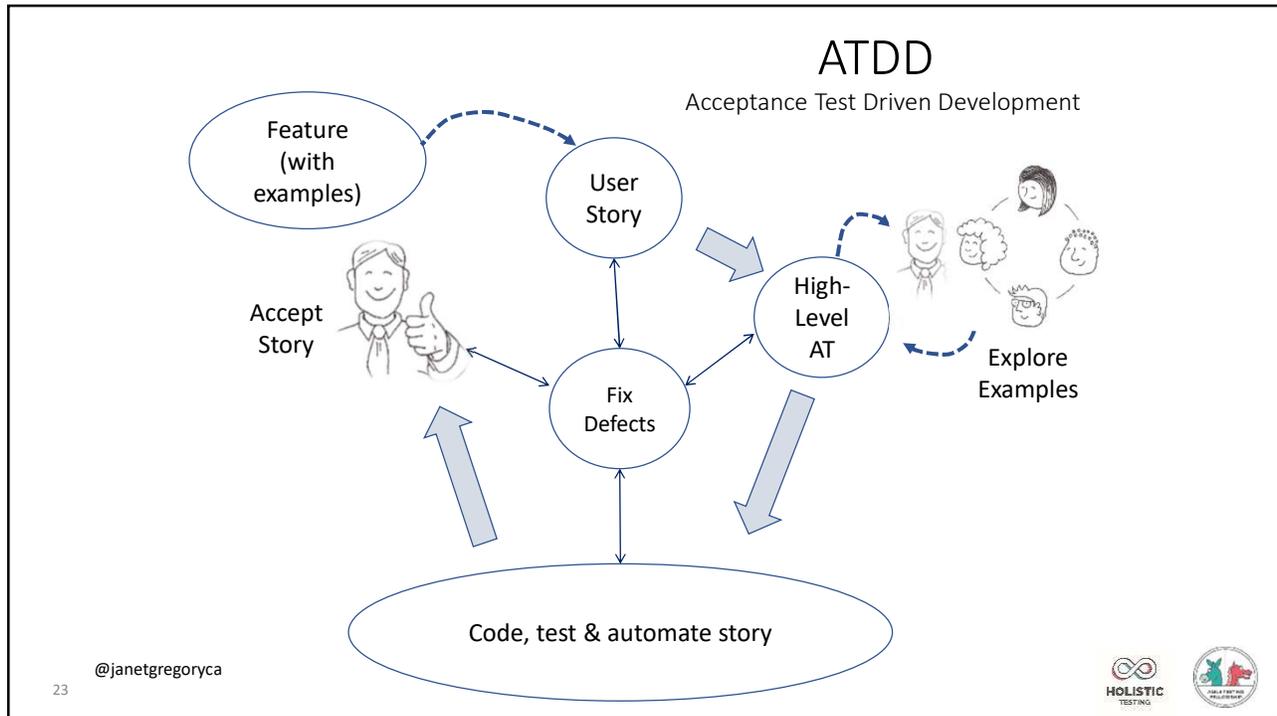
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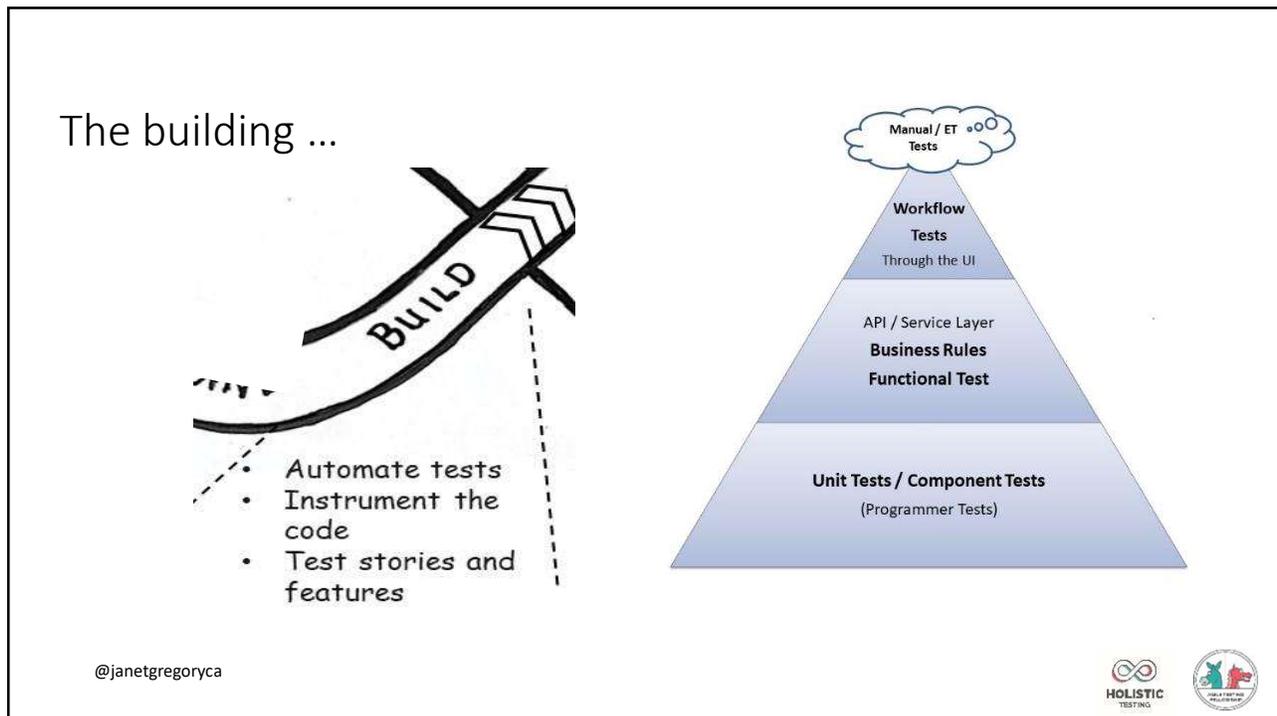
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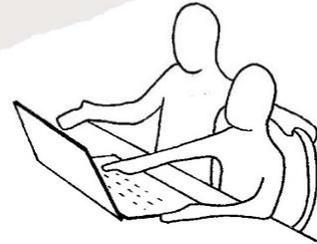
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Testing during building

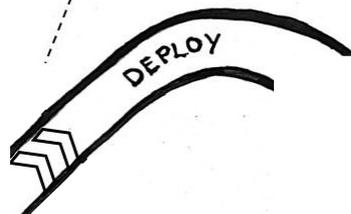
- Testing and coding, coding and testing
- Fast feedback
- Automate – unit test level, API level
- Exploratory testing to find out what we didn't think about
- Feature and story level



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Testing after deployment

- Test infrastructure
- Run automated tests
- Test the pipeline
- Test quality attributes
- Test the system

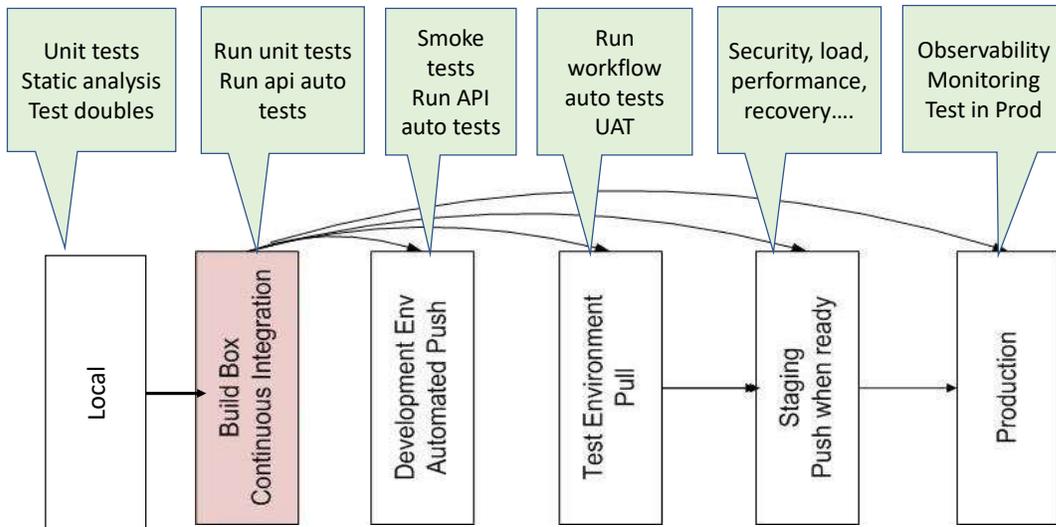


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Your deployment pipeline & tests

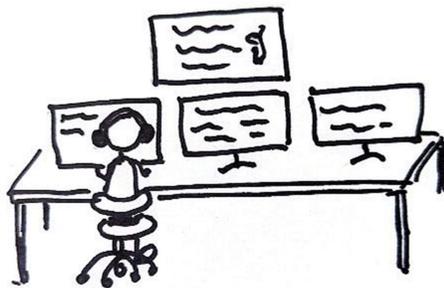


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Testing during release

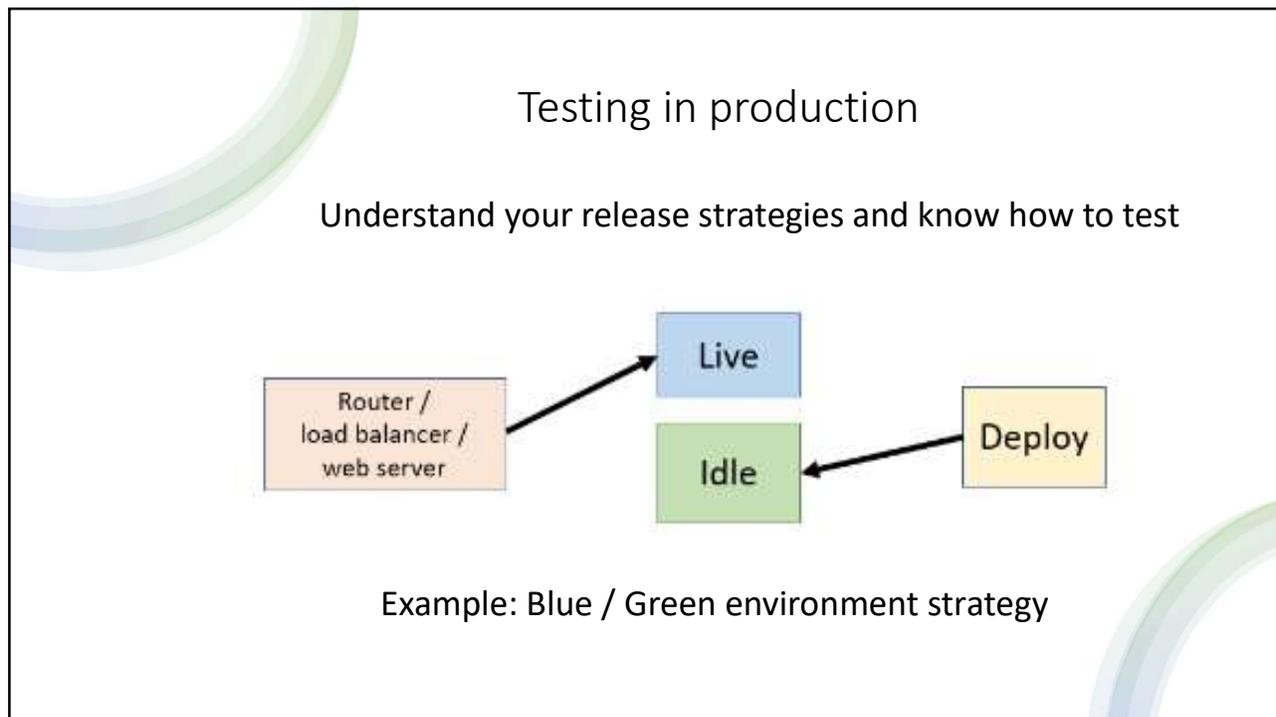


- Test in production
- Use feature toggles or blue/green env

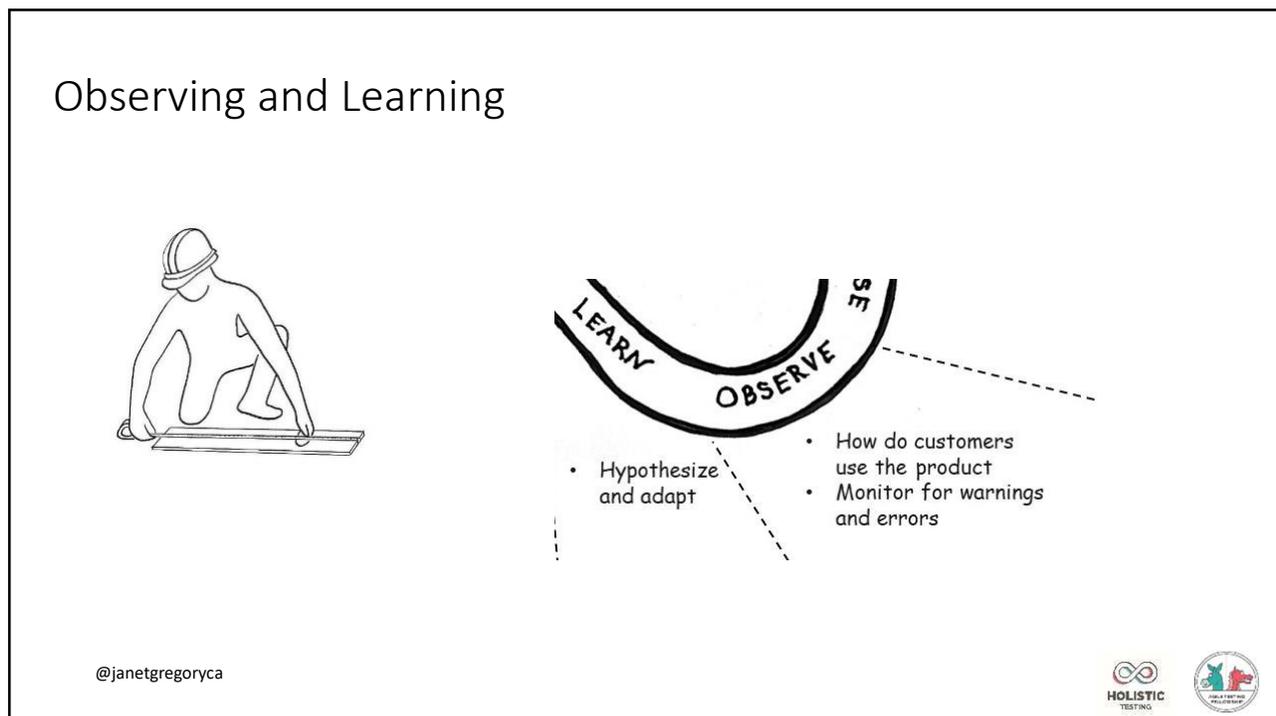
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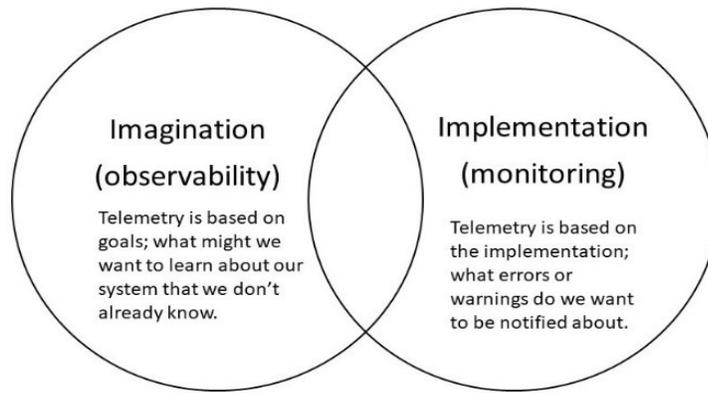


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Observability vs Monitoring



Original Venn diagram by James Lyndsay

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A hypothesis worksheet

Challenge

Hypothesis

We believe that

Will result in

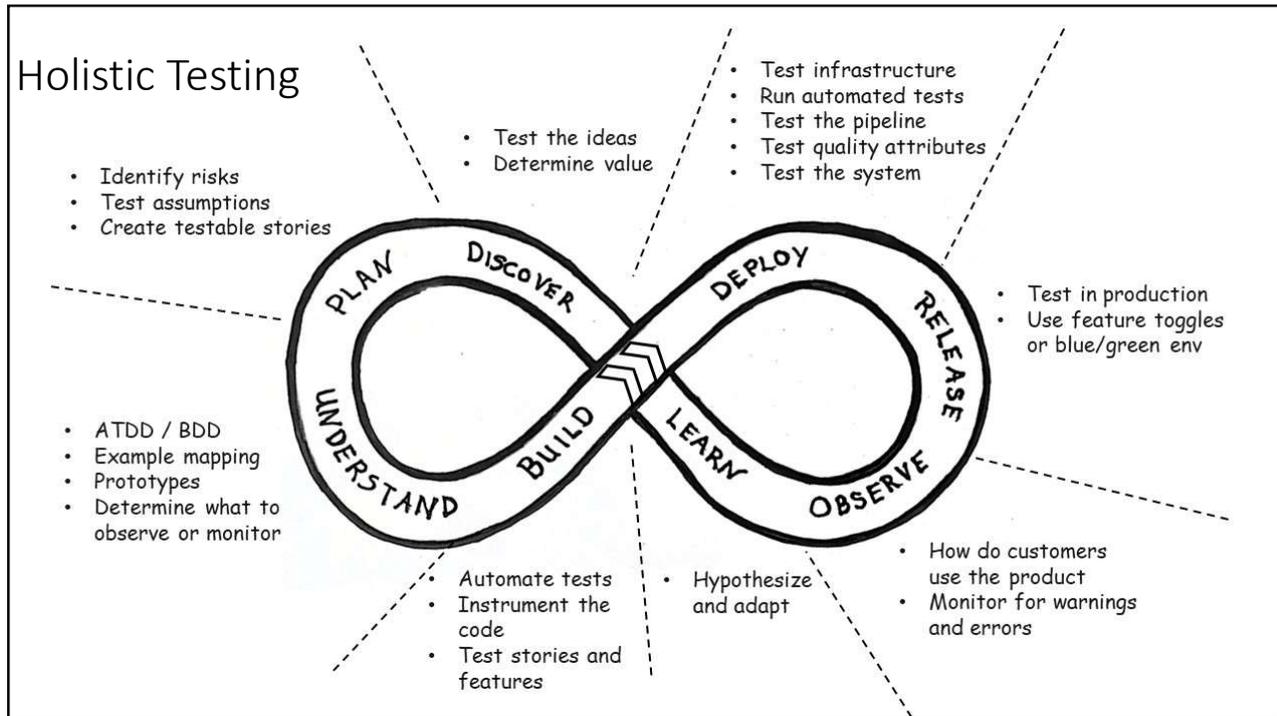
We'll know we have succeeded when

Results and Observations

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Testing is different from days of old, but testers are still important and need to find different ways to work

Testing does not ensure quality, but it can influence how we build quality in, if we start by asking the right questions.

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We need to start with a conversation(s) about quality.

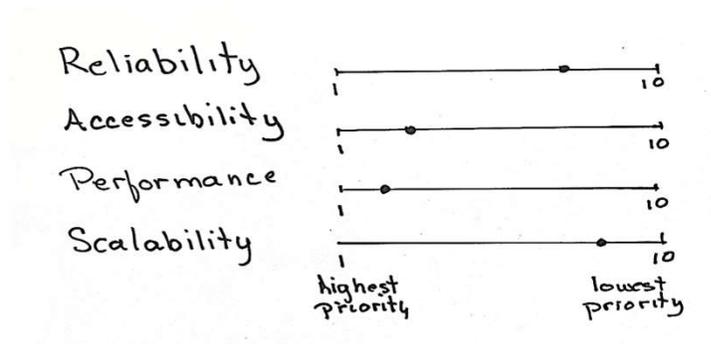
Only then, can we follow-up with what testing activities
can we do to support the level of quality we want.

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It starts with the quality conversation with your team,
with your stakeholders, with your customers.



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Grow your culture of quality

Whole team commitment to quality

Make connections, Share knowledge

Iterate, small batches

Visualize your work

Experiment

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HOLISTIC TESTING

AGILE TESTING FELLOWSHIP

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Agile Testing Condensed, A brief introduction

Agile Testing: A Practical Guide for Testers and Agile Teams

More Agile Testing: Learning Journeys for the Whole Team

By Janet Gregory and Lisa Crispin

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AGILE TESTING FELLOWSHIP

HOLISTIC TESTING

AGILE TESTING FELLOWSHIP

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