

Pacific Northwest Software Quality Conference

Karen Burley

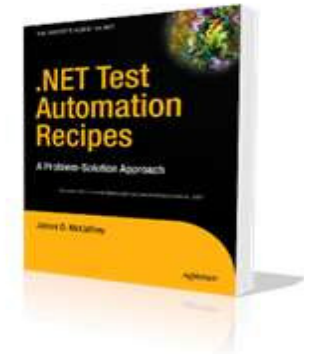
Engineering Section Manager, HP

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What is PNSQC?



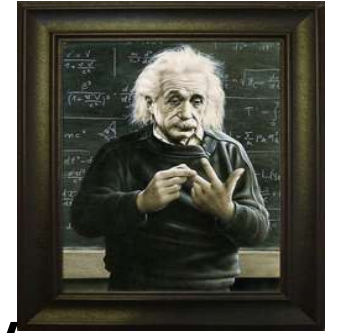
- Theme: Delivering Quality
- Multi-disciplinary Quality conference that gathers professionals focused on sharing experiences, analyses, learning, and gaining new perspectives in order to stimulate and grow
- Majority of companies represented are Pacific Northwest or Bay Area



My Goals (Hopes?) for PNSQC

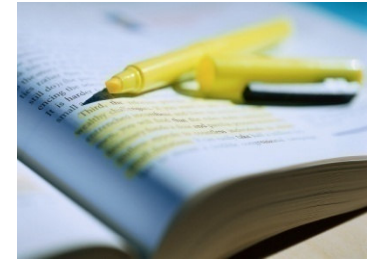
- Learn how other companies do Test Automation (is there a Silver Bullet?)
- Learn about Release Criteria (when are we done enough to ship?)
- Find out what is top of mind for other QA professionals

What PNSQC Offered



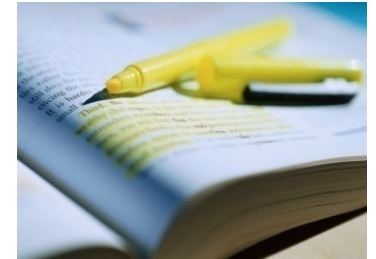
- Controversy – Keynote by Julian Harty
- Lots of Ideas
- Lots of Opportunities to Share
- A Forum for ongoing discussion
- Great posters and papers
- <http://www.pnsqc.org/>

PNSQC Highlights



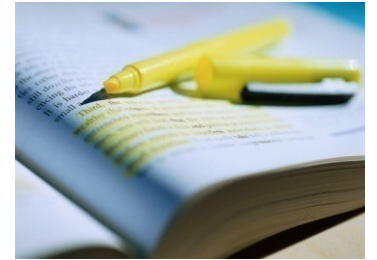
- Reliability before you Ship - Wayne Roseberry, Microsoft (SharePoint)
- Introduction to Customer-Focused Test Design - Alan Page, Microsoft
 - Start with unit testing and go bigger at each step (out to performance/reliability/security). The problem is we run out of time first, usually after functional testing
 - **THIS IS A TRAP! GET TO WHAT CUSTOMERS CARE ABOUT**
 - Cost of bugs: The really expensive bugs are the design bugs
 - Performance/reliability/security bugs are often design bugs
 - Functionality bugs, which we spend the most time on, are cheaper to fix
 - Risk mitigation analysis guides you to where to concentrate testing
- How Agile Process Delivers Quality - Diana Larson – BOF
- Design for Delight - John Ruberto, Intuit
 - The High Velocity Edge - Steve Spear (uses Intel as example)
 - IDEO - Enlightened trial-and-error results exceed over the lone innovator

PNSQC Highlights



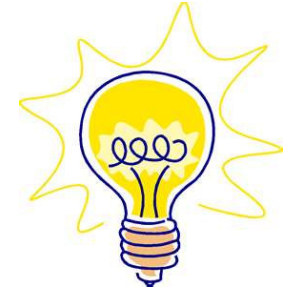
- Releasing Software - How do you know you are done? - Doug Whitney, McAfee
 - Process Milestones / Phased Rollouts / Cloud Rollouts
- Inspiring, Enabling & Driving Quality Improvement - Jim Sartain, McAfee
 - NetPromoter Methodology
- Value Sync - Robert Sabourin, Amibug.com
 1. Conformance to Requirements - Total Quality Movement – Philip Crosby - Do it right before you ship
 2. Suitability to Purpose - Joseph Juran - How the user uses the product (think Apple)
 3. Value to Stakeholders - Gerry Weinberg, Tom Gilb - Physical, emotional, ethical
- Personal Kanban – Jim Benson
 - <http://www.personalkanban.com/pk/>
- No Test Levels needed in Agile SW Development - Leo van der Aallst
 - Testing is part of the definition of Done
 - Karen's epiphany

PNSQC Highlights – Epiphany!



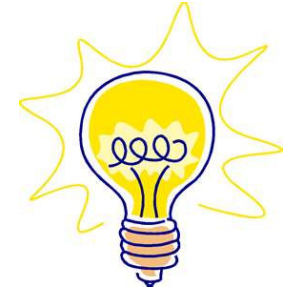
NOTE TO SELF: Our agile approach is broken because the customer proxy does not stay engaged! Throws requirements to us and want to do only final acceptance test

Lightning Talk: Can QA Innovate?



Idea/Innovation	Type
Customer Monitoring Tool (for Domino Email Archiving)	Customer Benefit – Technical
Test Automation Metrics	Team Benefit – Process
Virtualization tools for Exchange and Domino	Team Benefit – Technical
Web Services API Automation for any Test Environment (Documented)	Team Benefit – Technical
API Scalability Test Capability	Team Benefit – Technical
Code Coverage Measurement	Team Benefit – Technical
Using CPE tools to Enhance QA Tests	Team Benefit – Technical
Agile QA with Scrumworks	Team Benefit – Process
Solution Testing	Customer Benefit – Technical

Lightning Talk: Can QA Innovate?



Idea/Innovation	Type
How my Project went from Waterfall to Agile Scrum Despite Distributed Teams	Team Benefit – Process
Implementing DB Availability Groups in Exchange 2010	Customer Benefit – Technical
Quorum Clusters for File Archive Testing	Customer Benefit – Technical
File Archive Testing with IBRIX CIFS Share	Customer Benefit – Technical
Root Cause Analysis	Team Benefit – Process
Using MBeans during Testing (Rather than UI/QTP)	Customer Benefit – Technical
IAP 2.2 Web Services (SOAP) Automation using QTP	Customer Benefit – Technical
QA / Support Collaboration	Customer Benefit - Process
QC Interface Tools	Team Benefit – Technical

Evaluation of QA Innovation



- Initially, QA engineers *hated* this idea, except for two Early Adopters
- Improved QA engineer's thought processes
- Improved QA engineer's presentations skills
- Improved sense of competency in their craft
- Created healthy competition
- Most *asked for* goal for FY12

Evaluation of PNSQC



- Verify much worth the time and cost
- 56 sessions to choose from, and I found it difficult to choose when there were 4 sessions running simultaneously
- Lots of good discussions
- Good mix of attendees – companies, roles
- Excellent conference proceedings – electronic and hardcopy