

# SOFTTEST2019

## DIGITAL DISRUPTION: TESTING AND QUALITY MANAGEMENT AS A COMPETITIVE ADVANTAGE

### PROGRAMME

THURSDAY 24TH OCTOBER

HILTON HOTEL, CHARLEMONT PLACE, DUBLIN



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# PROGRAMME

SESSION	TIME	SESSION	VENUE
	9:30 – 9:45	Conference Opening and Welcome	
	9:45 – 10:30	Keynote: <b>Janet Gregory</b> A testing path to Devops	
	10:30 – 10:45	COFFEE BREAK	
<b>TRACK 1</b>	10:45 – 12:15	Workshop 1: <b>Vincent Sinclair</b> Robustness Testing of Complex Software Systems to Improve Operational Reliability	
	10:45 – 11:30	Talk: <b>Conor Fitzgerald &amp; Rob Meaney</b> Experimenting our way to Team-based Testing	
	11:35 – 12:15	Talk: <b>Elizabeth Zagroba</b> Doubt Builds Trust	
<b>TRACK 2</b>	12:15 – 13:00	Talk: <b>Darryn Downey</b> A Testers Journey	
	12:15 – 13:00	Talk: <b>Mags Dineen</b> Making Quality Engineering Visible and Tangible!	
	13:00 – 14:00	LUNCH	
<b>TRACK 3</b>	14:00 – 15:35	Workshop 2: <b>Andrew Brown</b> Improve agile estimation through reducing your human biases	
	14:00 – 14:45	Talk: <b>Maryam Umar</b> Bringing everyone on a journey	
	14:50 - 15:35	Talk: <b>Hugh McCamphill</b> Knowing your Automation	
	15:35 – 15:50	COFFEE BREAK	
	15:50 – 16:35	Keynote: <b>Jean-Paul Warvijk</b> To have or to not have testers - Is there still a place for the professional testers in your team?	
	16:35 – 17:00	Conference Closing	

# THE SPEAKERS



## Keynote

### Janet Gregory

Keynote Title: A testing path to Devops

**Abstract:** Jez Humble has said that team members engaged in DevOps build “a platform that allows developers to self-service environments for testing and production (and deployments to those environments)”. As more teams move towards continuous delivery, DevOps activities gain in visibility and importance. DevOps is the intersection of testing, development and operations. How can you help your team progress along its DevOps journey? Is there a “Test” in “DevOps”? How does it relate to continuous delivery? This hands-on tutorial starts with basic terminology and principles for DevOps and continuous delivery that allows you to start collaborating for these activities. You’ll participate in a fun simulation to learn how to build effective delivery pipelines and use test automation suites for the most effective feedback loops. You’ll learn basics of monitoring and observability to discover how customers use the product and what errors they encounter, to help focus testing activities. And perhaps most importantly, Janet shows you how to design small experiments to help your team succeed with continuous testing and delivery.

#### Key Learnings:

- Basic concepts and terminology of DevOps, continuous integration, continuous delivery & deployment, pipelines
- How testers can join in and contribute to DevOps activities such as monitoring, observing, automation
- Understanding test automation needs and prioritizing test automation for continuous integration pipelines
- Techniques for shortening vital feedback loops and cycle time
- How to help the team keep improving

**Biography:** Janet Gregory is an agile testing coach and process consultant with DragonFire Inc. She is the co-author with Lisa Crispin of Agile Testing: A Practical Guide for Testers and Agile Teams (Addison-Wesley, 2009), and More Agile Testing: Learning Journeys for the Whole Team (Addison-Wesley 2014), the Live Lessons Agile Testing Essentials video course, and “Agile Testing for the Whole Team” 3-day training course. Janet specializes in showing agile teams how testing practices are necessary to develop good quality products. She works with teams to transition to agile development and teaches agile testing courses worldwide. She contributes articles to publications and enjoys sharing her experiences at conferences and user group meetings around the world. For more about Janet’s work and her blog, visit <https://janetgregory.ca> or <https://agiletester.ca> You can also follow her on twitter @janetgregoryca. Together with Lisa Crispin, she has founded the Agile Testing Fellowship to grow a community of practitioners who care about quality. Check out <https://agiletestingfellow.com> to find out more about courses and membership.

## Track 1



### Vincent Sinclair

#### Talk: Robustness Testing of Complex Software Systems to Improve Operational Reliability

**Abstract:** The tutorial would be beneficial for both practitioners and researchers in the testing domain. Practitioners involved in the testing of complex software solutions, including feature testing, interface testing, performance and stress testing as well as those testing at the solution level will benefit from insights to the real-world software robustness problems in complex software systems. On the other hand, researchers on software testing will benefit from insight into real field experiences from around the world and gain deep insight into the main challenges related to robustness testing of complex software systems. Building a complete software robustness test plan needs critical input from systems engineers, architects, designers and technical support personnel and people with an interest in these domains would also benefit greatly from this tutorial.

Key takeaways:

- Typical software robustness defects
- How to build a comprehensive software robustness test plan
- Building robustness test cases, with many detailed examples of test cases
- Extending the typical stability testing to discover robustness type defects

**Biography:** Vincent Sinclair is a member of the software reliability group within Nokia Bell Labs, Dublin, Ireland. He is responsible to mentor product development and test teams to improve the robustness of the software systems and solutions delivered by Nokia. He has twenty five years' experience working around the globe, driving improvements in the reliability and quality of telecommunications networks. Vincent has delivered many tutorials on software reliability across USA, Europe and Asia-Pacific. Vincent holds an MSc in Quality with a thesis on software quality, a B.S. in Computer Science, a B.S. in Electronic Engineering with Telecommunications and a B.S in Mathematics.

### Conor Fitzgerald and Rob Meaney

#### Talk: Experimenting our way to Team-based Testing



**Abstract:** Are you overwhelmed with the burden of testing? Do you feel that the responsibility of testing rests solely on your shoulders? Do you feel like you're the bottleneck to your team's productivity? Between Conor and Rob, they have accumulated 30 years of testing experience. They have both worked through a variety of painful testing experiences and wanted to break the cycle of the "lone tester". Poppulo provided an opportunity for them both to work together for a second time and they decided it was time to explore a different path. Three years and dozens of experiments later, Conor and Rob will openly share their successes, failures, and plans for the future. In this talk, they will describe how to get people from different disciplines involved in testing, how to adopt a whole team responsibility for quality, how to use visualisation to manage the testing burden and how to build testing skills across different disciplines.

**Biography:** Conor Fitzgerald is a Software Tester with over 10 years experience. He is passionate about working with teams on quality improvements and continuously developing as a tester. Currently working with Poppulo in Cork, Ireland, where he has begun to explore the role of Test Coaching. Co-founder of the Ministry of Testing Cork. Occasionally blogs at conorfi.com. Previous test positions included Test Consultant, Test Lead and SDET. These positions were held in a wide variety of industries from embedded systems to financial systems with companies ranging from startups to large multinationals such as Intel.

Rob Meaney is a tester that loves tough testing and software delivery problems. He works with teams to improve the quality of their software products and processes while also having fun. Currently, he's working as Head of Testing & Test Coach for Poppulo in Cork, Ireland. He is an active member of the online testing community and co-founder of Ministry of Test Cork. Previously he has held positions as Test Manager, Automation Architect and Test Engineer with companies of varying sizes, from large multinationals like Intel, Ericsson & EMC to early-stage startups like Trustev.

### Elizabeth Zagroba

#### Talk: Doubt Builds Trust

**Abstract:** In an uncertain world, your team wants answers. Project managers want to know when you can ship. Project owners want testing to be done. Developers want to know that you've caught all the bugs. Testers can find jobs getting paid to assure people of a product's quality. But I don't trust testers



who always have confident answers to their team's questions. Eventually a bug gets through, a deadline is missed, or a commitment is broken. Testing is not quality assurance. I trust the tester who expresses doubt. Doubt builds trust. In my talk, I'll explore how safety language, specificity, and nuance should color everything about the way we work. Testing software means engaging with uncertainty, and our communication should reflect that. Saying "I don't know" can spark the beginning of a dialogue. Being able to admit the possibility of an unexplored path, a unknown interaction, or a fallible memory makes the difference between a team that moves forward and a team that stagnates by digging up evidence of mistaken certainty. We'll get thinking about why it's most important to say "I don't know" in an interview and how admitting doubt can help a tester find an environment where they can thrive.

**Biography:** Elizabeth tests software at Mendix in Rotterdam, The Netherlands. She was the keynote speaker at Let's Test in South Africa in 2018, and she's spoken other conferences in North America and Europe. Her article about mind maps became one of the most viewed on Ministry of Testing Dojo in 2017. You can find Elizabeth on the internet on Twitter and Medium.

## Track 2

### Darryn Downey

#### Talk: A Testers Journey



**Abstract:** This talk will take you on my journey from college to coaching. It will help show how testers can blend the jobs of QA and development to become test coaches. Are you currently a tester in a team? Do you write software but get treated differently to developers who also write software? Have you heard of coaching but don't know how to start? Then this talk is for you.

**Biography:** Darryn has worked as part of many agile teams, and is passionate about delivering bug free on time software using lean and agile methodologies. He has a passion for learning and enjoys sharing his findings with others. He has gone through a testing journey starting with automation and leading to coaching. You can read his testing and agile views here: <https://thoughtsonetest.wordpress.com>

### Mags Dineen

#### Talk: Making Quality Engineering Visible and Tangible!



**Abstract:** A few months ago I asked a question on Twitter "If you have a well thought out design, clean code, wonderful testing and painless deployment but the feature ends up never being used because the user didn't want or need it in the first place, is that a quality feature?" I got some very interesting responses. We are very focused on how we deliver quality but maybe we need to spend more time looking at what we deliver. I have changed how I deliver quality; I now look at measurable business outcomes and OKRs and this is helping me to align my efforts with strategic business initiatives. It's helping me to select what to do next, to make quality engineering improvements visible and tangible; to reduce waste and to understand how my team is helping my organisation to meet its objectives. Discovering the power of outcomes over outputs has provided me with a missing piece of the puzzle for me on my journey – figuring out how to align what I do with business drivers and figuring out what not to waste time (and money) on !! I would love to share some of these techniques with others through an interactive and colourful talk including a case study on how we're using Mobius to deliver outcomes. It's truly a game changer and it's FUN!

Three biggest takeaways?

- Focusing on Measurable Business Outcomes allows us to consider what we do as well as how we do it
- Use Outcomes over Outputs to drive the quality pathway
- There's always more than one solution to a problem

**Biography:** Mags is Co-Founder (and CTO) of Expert Software Test, an Irish testing consultancy and Founder of Encompass Testing, a successful Australian-based testing consultancy. She has over 25 years' experience in managing development, test and operations teams across Australia and Europe and has held a number of senior management positions across multiple industry verticals including telecommunications, banking, security, government and retail. She's a passionate, strategic context-driven tester who establishes inclusive environments where people can thrive and achieve exceptional outcomes. She was an active member of the software testing community in Australia, sponsoring Sydney Testers Meetup and speaking at Let's Test Oz and AsiaSTAR conferences. Her articles have been published in Agile Connections (USA) and Testing Trapeze (NZ). She blogs at Expert Software Test and occasionally tweets at @ExpertSwTest.

## Track 3

### Andrew Brown

Talk: Improve agile estimation through reducing your human biases



**Abstract:** Are you puzzled why your estimate turned out wrong, or stressed from working in an overloaded sprint? Teams working on inaccurately estimated stories and sprints suffer stress, burnout, and poor quality, as pressure is applied to recover to an unrealistic schedule. Such teams also risk descending into irrational decision-making, with potentially catastrophic consequences. Although estimation problems are commonly associated with traditional development approaches, estimation errors remain an important factor within agile, with human factors becoming relatively more important. In this session we learn how estimation errors are caused not just by new technology or intentionally manipulated estimations, but also arise normally from limitations in the way we think. We explain how cognitive biases contribute towards estimation errors, and show how to mitigate these biases. But beware! There are benefits and disadvantages of doing so.

Learn how the planning fallacy, anchoring effect, and optimistic bias contribute towards estimation errors and lead to irrational decision-making. Discover the paradox of past experience, where instead of aiding prediction, our experience frequently confounds us. Learn how a planning scenario game and other tools can reduce your estimation errors. Take away ideas to make your estimates more accurate and less risky by spotting distortions creep into your estimates, then reduce those distortions by addressing the underlying cognitive biases.

**Biography:** Dr Andrew Brown is a principal consultant at Expleo. Recently, he has developed an independent line of research into understanding why we humans make the mistakes that lead to software defects. He has spoken at several conferences on this subject and was winner of the EuroSTAR 2017 best paper award for a tutorial on cognitive biases in testing. He has 25 years' experience in the software industry. Previous roles include Heading up QA at HMV, Head of QA at a financial software house and a test manager in Japan. He holds a degree in Physics and Maths, an MBA from Warwick Business School and a doctorate from Imperial College.

### Maryam Umar

Bringing everyone on a journey



**Abstract:** Often managers are tasked with work to do to help improve teams and engineering disciplines followed by them. Most managers unfortunately end up deciding for themselves what will work best for the discipline and start by mandating change. However, a true leader likes to think about how everyone can be a part of their thought process and how they can encourage teams to implement collective ideas. This talk will discuss a journey I have undertaken to enable the engineering team to think about quality as part of their everyday tasks. Most companies suffer from the syndrome of wanting to improve quality but are unable to. I will talk about how I launched the initiative in my company and created quality champions to help achieve this goal. I will also discuss how I discovered techniques to enable everyone to make quality second nature to their work. I will talk about the measures I took to define the term 'bad quality' and how to better discover it as an earlier part of the software delivery process rather than as feedback from the customer.

**Biography:** I work in London as Head of QA of a Fintech firm. I started my career thirteen years ago as a QA test engineer in the finance and mobile industry. After transitioning to the eCommerce sector, I performed QA in various capacities for online restaurant and travel services. I continue to work in QA as a manager now with special focus on sustainable delivery practices. In addition to this, I have been a keen advocate of creating and sustaining diverse teams. As I have transitioned in my career, I have found that creating teams which work well together is more challenging than the actual project(s) to be delivered by the team. I pay special attention to team dynamics and ensuring engineers are in roles which give them a sense of purpose. I have also been speaking at schools and universities to educate students about what the industry has to offer and what a creative space the technology sector can be.

### Hugh McCamphill

Talk: Knowing your Automation



**Abstract:** Joel Spolsky famously wrote in 2002 that "All non-trivial abstractions, to some degree, are leaky." This of course doesn't mean that abstractions are bad – in fact we wouldn't be able to do anything non-trivial without them – but instead that we need to understand the underlying mechanism to be able to use the higher level concept. Over the years I've created many frameworks and abstractions for UI test automation, for both coders and non-coders alike. Looking back, were these good or useful abstractions? How leaky were they and what were the consequences for users of these abstractions?

If you're just starting out on your automation journey, how would having this knowledge affect how you write tests and what those tests look like? What about if you are using APIs like Selenium, or frameworks that have been created on top of Selenium? What leakiness exists, and how much do you need to know, regardless of the abstraction in place? Join me as I take you through some lessons learnt, patterns and approaches that have personally been successful, and some observations on current trends in relation to abstractions and knowing your automation.

**Biography:** Hugh is a Lead Test Engineer with ShopKeep in Belfast. While experienced in many different areas of testing, He has a deep specialism in writing test automation (since 2004), and been using Selenium since 2011. He organises the Belfast Selenium Meetup and had spoken at Testing Conferences such as SeConf 2018 and Nordic Testing days 2017.

## Keynote

### Jean-Paul Warwijk

Talk: To have or to not have testers?



**Abstract:** I have been involved in testing for the last 20 year's now. And every view years of that period some speaker or writer declared testing to be dead and every time testing has survived. When I now look at the state of software development's relation to testing I'd say that testing, and quality management in general, is thriving and at least as in demand as it ever has been. And while testing is doing well I cannot say the same with regard to testing as a profession. With Agile going main stream and the rise of DevOps testers have been faced with becoming seen as relics of the past that need to become T-shaped, learn to automate or disappear into software development altogether.

Alan Page and Brent Spiner have captured this movement in what they see as a positive change towards Modern Testing. In this talk I would like to go over their Modern Testing principles and discover if there still is a place for the professional tester in your team?

The Modern Testing principles are:

1. Our priority is improving the business.
2. We accelerate the team, and use models like Lean Thinking and the Theory of Constraints to help identify, prioritize and mitigate bottlenecks from the system.
3. We are a force for continuous improvement, helping the team adapt and optimize in order to succeed, rather than providing a safety net to catch failures.
4. We care deeply about the quality culture of our team, and we coach, lead, and nurture the team towards a more mature quality culture.
5. We believe that the customer is the only one capable to judge and evaluate the quality of our product
6. We use data extensively to deeply understand customer usage and then close the gaps between product hypotheses and business impact.
7. We expand testing abilities and knowhow across the team; understanding that this may reduce (or eliminate) the need for a dedicated testing specialist.

Key takeaways:

- Learn about Modern Testing
- Discover if testing is still the career for you

**Biography:** Jean-Paul Warwijk is a software engineer, currently in the role of IT4IT Product Owner Automation, at Rabobank. He is passionate about testing and quality, and thrives on advancing the craft wherever he is involved. Jean-Paul is involved in testing since 2004 and has moved from mostly 'traditional' testing through agile testing towards a combination of context-driven testing and modern testing. He likes to speak and teach about what he has learned or experienced. He is a member of the Dutch Exploratory Workshop on Testing.

## What is SoftTest Ireland?

It is a fully independent Software Testing Special Interest Group.

## What is SoftTest Ireland?

It facilitates knowledge sharing and networking and provides a discussion platform for challenges in the Software Testing industry.

## Who helps make SoftTest Ireland happen?

SoftTest is fully volunteer run, independent and completely non profit.

Committee Members:

Chair: Claire Goss (Exactest)

Fran O'Hara (Inspire)

Naomi O'Callaghan (Travelport Digital)

Hugh McCamphill (ShopKeep)

Kevin Young (Deloitte)

Leslie Lockhart (Allstate)

Patrick O'Beirne (Sys Mod)

Lorraine Banks (EuroSTAR Conference)

David Jamison (Allstate)

Colm Harrington (Mastercard)

Damien Walsh (SmartBear)

Rory Gallagher (SQS)

William Guthrie (Cisco)

We would like to give a special mention of thanks to Naomi O'Callaghan for her work in leading the programme committee for this conference.

## How big is SoftTest Ireland?

Over 1,000 members with events in Dublin, Cork, Galway and Belfast.

## Help!

Would you like to help by:

- speaking at one of our events?
- joining our committee?
- suggesting something new?
- feedback on something we have done?

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## Thank you:

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