

QA Forum November 2008

Why belong to an Association Make a Difference Fast

QA Parachute Approach

December 3, 2008



Today's Agenda

1. Why belong to a professional association, i.e. TASSQ?
2. What can you do when you are asked to make a difference for a crisis project?

WHO WE ARE?

The Toronto Association of Systems and Software Quality (TASSQ) was established in 1993 as an organization for Quality Assurance professionals. Our attendees include anyone who has an interest in software quality, whether they work for a large corporation, a small software house, or whether they are independent consultants.

WWW.TASSQ.Org
WWW.QAICanada.Org
WWW.QAIWorldwide.org

WHAT WE DO

We hold monthly meetings which includes dinner and a presentation on a topic related to software quality. The purpose of the meetings is to share quality practices and to provide an opportunity for networking.

Networking

WHAT WE DO

To date, the presentations have included a wide variety of topics, including testing, project management, risk management, measurement of client satisfaction, other metrics related topics, process improvement, implementing quality practices, etc. Depending on the topic, we typically get anywhere from 60 -185 attendees per meeting.

60 -185 attendees per meeting
Networking

WHAT WE DO

At the meetings, we also have an "Info Table" where anyone can display items of interest to the QA community. Materials displayed may include QA job openings, vendor materials, available courses, and upcoming conferences. Occasionally, some courses are offered to TASSQ members at a discount.

QA job openings Networking

Benefits

Networking

Latest Trends and Solutions

Future where we are and where we are headed

Have a problem – free advice

Looking to hire – meet dedicated QA professional

CSTE/CSQA etc – remain certified

**Career Growth – show your employer your
passion about your career profession!**

RBC QA Forum September 2008

Make a Difference Fast

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Today's Agenda

What can you do when you are asked to make a difference for a crisis project?

General Facts

- Project Spend - \$40 million dollars in the last two years
- Application Developed – GIC calculation engine for major bank
- Basic functionality – behind Canadian Market
- In production – several small financial institutions and one major Bank
- Client is unhappy with quality of system – hundreds of production defects, slow turnaround for fixes and releases unacceptable for production implementation
- New Project under way to increase functionality and address quality issues – project is late (several months behind schedule)
- Company sold to large Canadian consulting company

Money!

- Complete project – stop spend
- Reduce Costs below Revenue Stream – 15% return per year (Product life cycle 10-15 year revenue generator)
 - Install Best Practice Software Development Process
 - Streamline Development Shop
 - Sign Long-Term Contact
 - Retain existing clients and bring new clients on board

QA Perspective

Focus on areas where you can make a difference



Improve Quality of Releases (2 months to go)

Project Team required a process which would determine the production readiness. Management team and client required QA opinion to move ahead to production.

Key Factor – Time (11th hour)

Checklist

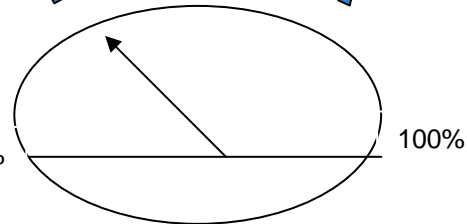
1. General Assessment
 - Review current test plans, schedule, testing coverage, defects, team organization ...
2. Review development build and release schedule (KEY)
3. Project Interviews
4. Client Interviews
5. Review development process and controls/checkpoints

QA Assessment Guide

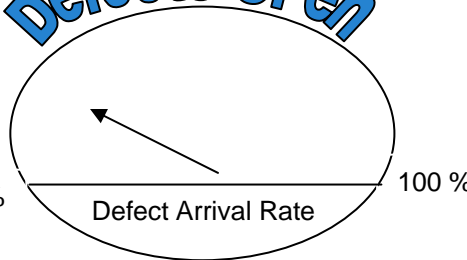


Issues (high attention)
1.
2.

Test Data



Defects Open



Current Status:	Week:
1.	G ➡
2.	
3.	

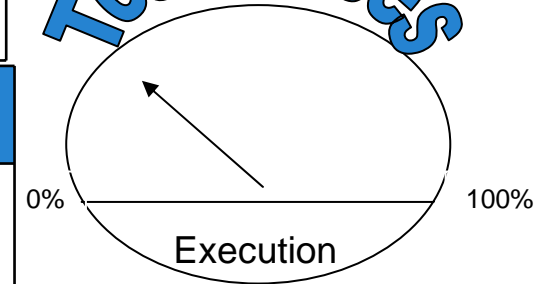
Future Milestones

1.
2.
3.

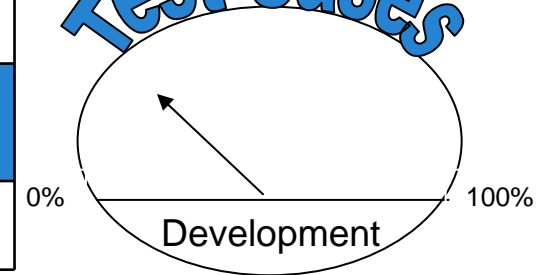
<u>Defects' Status:</u>				
Critical	High	Med	Low	

Risks
1.
2.

Test Cases



Test Cases

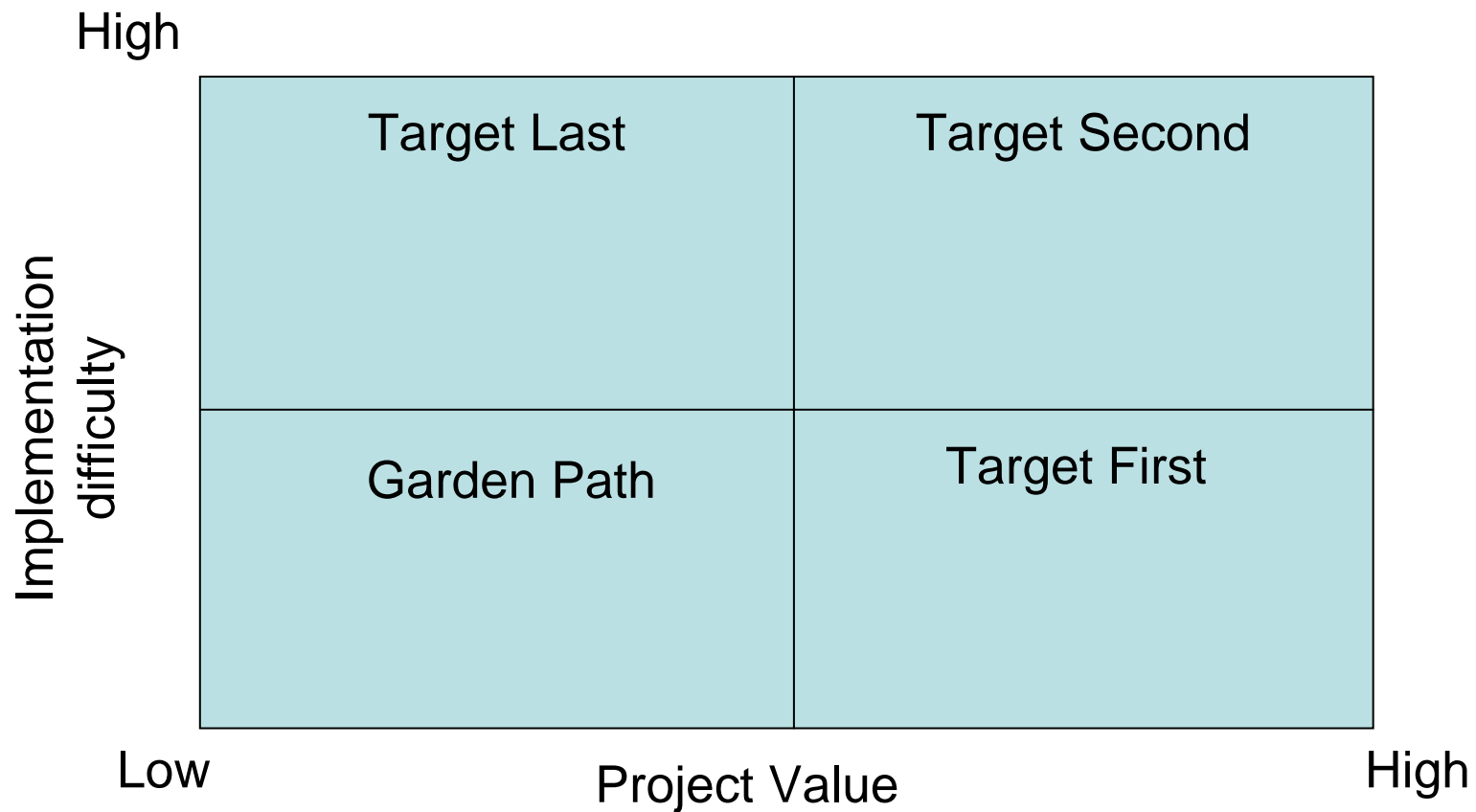


Top Issues

- Release schedule absent – build and test schedule
- Team focus on current issues – no forward thinking
- Regression testing – none existent
- Test plan and strategy – none existent
- Business requirements – unclear (ambiguity very high)
- Developers focus on their objectives
- Project schedule/MS project – incomplete (no QA activities)
- People tired and defeated
- Defect management - weak
- Next deliverable currently in testing – being released in two weeks

Pick-off Low Hanging Fruit

What do you do first?



Pick-off Low Hanging Fruit



QA Assessment Revealed

Implementation difficulty	High	Target Last Testing Tools Requirements Tools New Development Process Offshore	Target Second Test Schedule- Test Plan & Strategy Resource Plan Test Bed
	Low	Garden Path Detail MS QA Plan Requirements and System documents – Rewrite They are what they are-accept and move on	Target First Defect Tracking- Defect Reports Release Schedule Build Test Regression Test
		Low	High

Project Value

KISS Process Keep it simple stupid

- Triage team – small (project team focus on other tasks)
- Defect report (shared with client)
- Development release notes – include defect number in next build
- Priority driven – client top ten

- Benefits – managing client expectations

Simple Release Notes

- QA recommendations for build release – shared with client and discussed (risk based)
- Implementations to UAT delayed – however Client still tested on older version (occurred more than once – common occurrence)

Focus – Client Expectations

Test Schedule

- Documented and updated as required (Visio)
- Dependences with development team and client test team (identified and managed)

QA team focus on tasks which benefited client – managing client expectations

Resources/Test Coverage

- Focused all testing efforts on day in the life processing
- Regression testing implemented – day in the life
- Key resources – business knowledge/ technical testing not key ingredient

- Objective: ensure client can run its daily business and exceptions can be fixed later (negotiated with Client)

Challenges

- Egos – People (BA, Developers, Testers and Managers – everyone)
 - Approach had executive support
- Your Ego – Team was looking for leadership; however leadership implies listening and not being afraid to change course as required
- Client trust – gained but required constant communication

We went Live

- Met target date
- Under Budget (4 million dollars left over)
- Long defect list for clean-up
- Client had functionality on time to meet client needs (client made money that RSP season – GIC year not Mutual Funds)
- Not so good news – Client stopped driving future enhancements – 4th year onward - revenue stream decreased (re-structuring)

Things to remember - for the next time you accept the mission



Top Three that I hope you remember

- Good People Make Good Software – regardless of process
- 80% testing – 20% on other tasks
- Business Knowledge – find business knowledge people and let them test
 - 80% of normal business use will be covered ... “work a rounds” for other issues until fixed
- Plan and plan more – go in with options (second project was non event with new approach)
- Best Practices may not always work, i.e. requirements tools-use case process, staff had no desire to learn and implement
- Fun – enjoy the trip and give it your all