IT Quality and Software Test

Lesson 7
Test Management – Test Planning
V1.0

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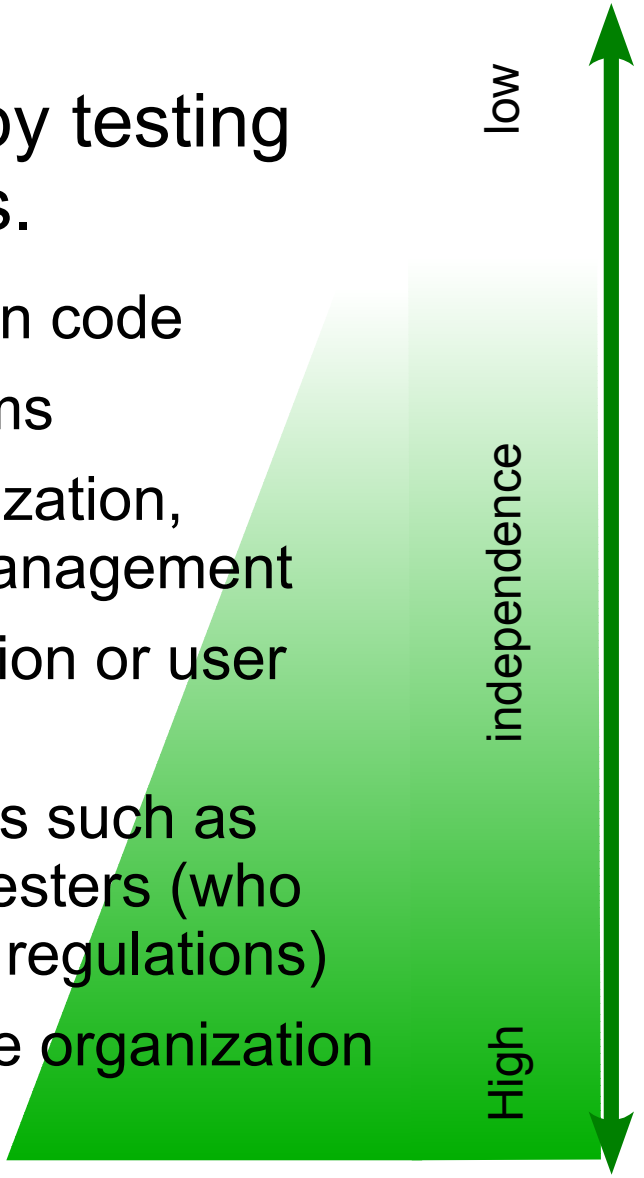
Test Organization Independence

Improve effectiveness of finding defects by testing and reviews by using independent testers.

- No independent testers; developers test their own code
- Independent testers within the development teams
- Independent test team or group within the organization, reporting to project management or executive management
- Independent testers from the business organization or user community
- Independent test specialists for specific test types such as usability testers, security testers or certification testers (who certify a software product against standards and regulations)
- Independent testers outsourced or external to the organization



Test Organization Independence

- Recommendation for large, complex or safety critical projects:
  - Multiple levels of testing
  - Independent testers for some or all of the levels
    ⇨ Development staff at lower levels
- Definition of test processes and rules
  - Good idea to be done by independent testers, but a clear management mandate required.

Test Organization Independence

- Benefits – Independent testers
  - see other and different defects, and are unbiased,
  - can verify assumptions people made during specification and implementation of the system.
- Drawbacks
  - Isolation from the development team (if treated as totally independent).
  - Developers may lose a sense of responsibility for quality.
  - Independent testers may be seen as a bottleneck or blamed for delays in release.

Test Organization Independence

- Who should / can do testing tasks?
  - People in a specific testing role.
  - Alternatively:
    - Project manager,
    - Quality manager,
    - Developer,
    - Business and domain expert,
    - Infrastructure or IT operations.

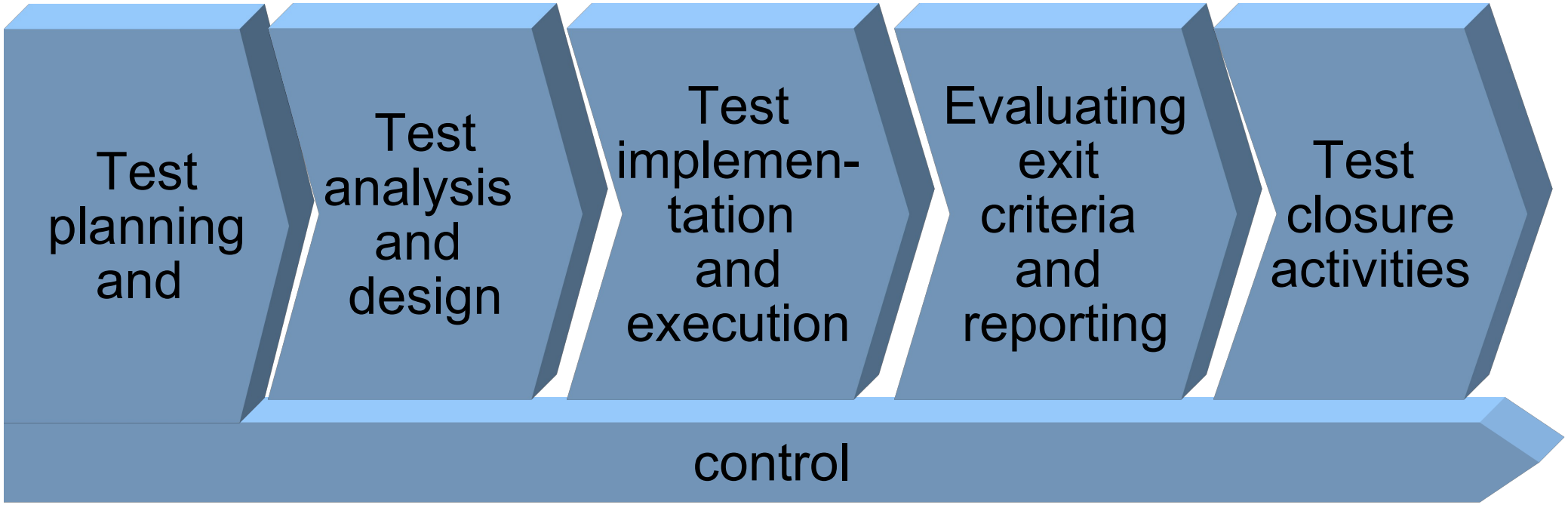
Test Organization
Test Manager

- Synonyms: Test leader, test coordinator
- Role may be performed by a
  - project manager,
  - development manager,
  - quality assurance manager or
  - manager of a test group.
- Idea: Helping Test Team members, so they could do a good job

Test Organization
Test Manager

Main tasks:

- plans, monitors and controls the testing activities and tasks, e.g. as defined in the fundamental test process

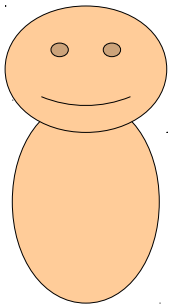


Test Organization
Test Manager

Test Manager

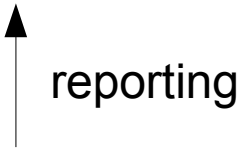
- coordinates the test strategy and plan with project managers and others
- writes or reviews a test strategy for the project, and test policy for the organization
- contributes the testing perspective to other project activities, such as integration planning

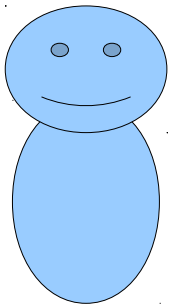
Test Organization
Test Manager



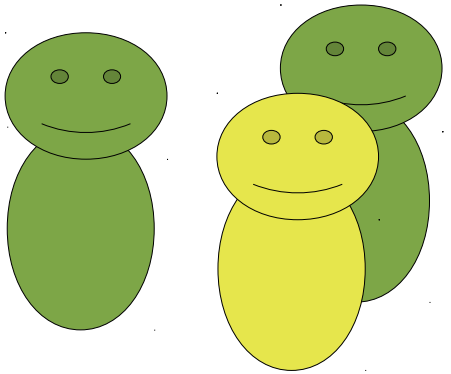
Project Manager

A helping tool: RACI-Matrix
(**R**esponsible, **A**ccountable, **C**onsult, **I**nform)
→ To identify and to define roles of people involved in the project





Test Manager



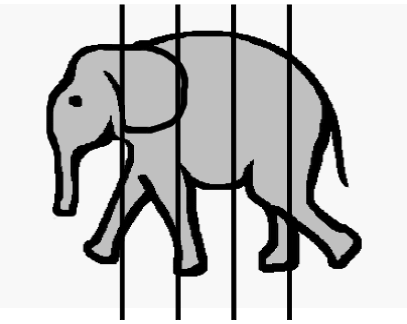
Stakeholders like
- customer,
- end users,
- developers,
- operation, ...

Test Organization
Test Manager

Test manager

- plans the tests
  - selecting test approaches,
  - estimating the time, effort and cost of testing,
  - acquiring resources,
  - defining test levels, cycles, and
  - planning incident management

Effort for test planning itself depends on project (size, risk, ...)



- considers context and understanding the test objectives and risks

Test Organization
Test Manager

Test manager

- initiates
  - specification of tests,
  - preparation of tests,
  - implementation of tests, and
  - execution of tests,
- monitors the test results, and
- checks the exit criteria.

Test Organization
Test Manager

Test manager

- adapts planning based on test results and progress (out of status reports)
  ==> take action to compensate problems
- sets up configuration management of testware for traceability
- introduces suitable metrics for
  - measuring test progress, and
  - evaluating the quality of the testing and the product.

Test Organization
Test Manager

Test manager

- decides concerning automation
  - what should be automated, to what degree?
  - when and how should automation been done?
- selects tools to support testing and organize any training in tool use for testers
- decides about the implementation of the test environment(s)
- writes test summary reports based on the information gathered during testing

Test Organization
Tester

- Synonyms: Test Engineer, Test Designer
- Best people should test!
- Software Testers are real experts after finishing the tests
  - They know the software: Strengths and weaknesses
  - They could work as multiplier, for introducing, and for training

Test Organization
Tester

- Qualification
  - Requirements Know-how
    - Modelling,
    - UML (Use Cases),
    - agile methods (User Stories).
  - IT Know-how
    Data modelling
  - Test Know-how
  - Expertise about the subject to be tested

Test Organization
Tester

- Reviews and contributes to test plans
- Analyses, reviews and assesses user requirements, specifications and models for testability
  → Point out faults / open issues
- Prepares and acquires test data
- Creates test specifications
  - Test Cases, and
  - Test Scenarios
  - Combining Test Data with Test Cases / Test Scenarios

Test Organization
Tester

- Reviews tests developed by others
- Sets up the test environment
  (often coordinating with system administration and network management)

Test Organization
Tester

- Implements tests on all test levels, executes and logs the tests, evaluates the results and documents the deviations from expected results
- Uses test administration or management tools and test monitoring tools as required
- Automates tests (may be supported by a developer or a test automation expert)
- Measures performance of components and systems (if applicable)

Test Organization
Tester

- Depending on the test level and the risks related to the product and the project, different people may take over the role of tester, e.g.
  - at the component and integration level:
    - Developers
  - at the acceptance test level:
    - Business experts
    - Users
  - for operational acceptance testing:
    - Operators.

Test Organization
Tester

- Specialization
  People who work on test analysis, test design, specific test types or test automation may be specialists in these roles.

Test Organization
More testing roles

- Test Data Manager
  - Qualification
    - Data base expert (Data modelling know-how)
    - Test Know-how
  - Tasks
    - Test data strategy / concept
    - Test data research
    - Test data generation
    - Mapping of Test data to Test cases / Test scenarios
    - During Test execution supporting with test data

Test Organization
More testing roles

- Defect Manager
  - Tasks: Choice of tool, defect collection, defect tracking, moderation of defect meetings, control of release management.
- Environment Manager
  - Tasks: Providing Test environment – at a time for corresponding tests, accept software, installing it, running smoke test, keep the software „run capable“.

Test Organization
More testing roles

- NFR-Test Manager
  - Tasks: Defining of a strategy, planning, organizing, execution of performance test, load tests, security tests, breakdown tests
- Test automation expert
  - Tasks: Test automation strategy, choice of tool, preparation and execution (scripting, delivering reports)

Test Organization
More testing roles

- More people could support in testing, especially stakeholder:
  - Customer
  - Requirements Engineers (know specifications best)
  - Users („old stager“ are very valuable! Processes)
  - Operation (Architectural requirements)
  - Software developer

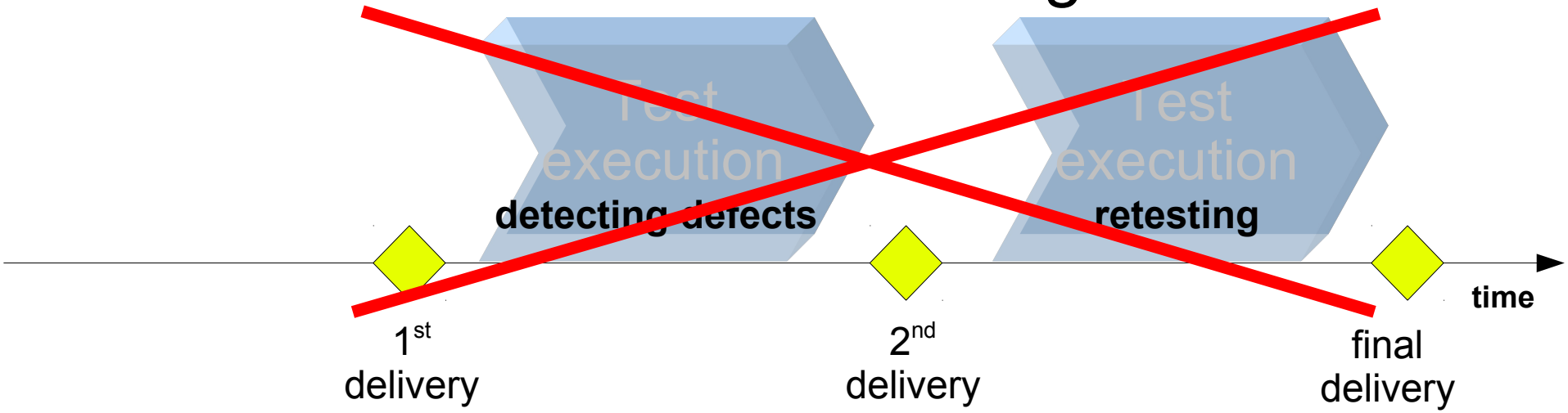
Test Planning and Estimation
Test Planning

- Important: Testing is not independent – coordination with main project required.

- Testing activities have to be integrated into the software life cycle activities
  - acquisition,
  - supply,
  - development,
  - operation, and
  - maintenance.

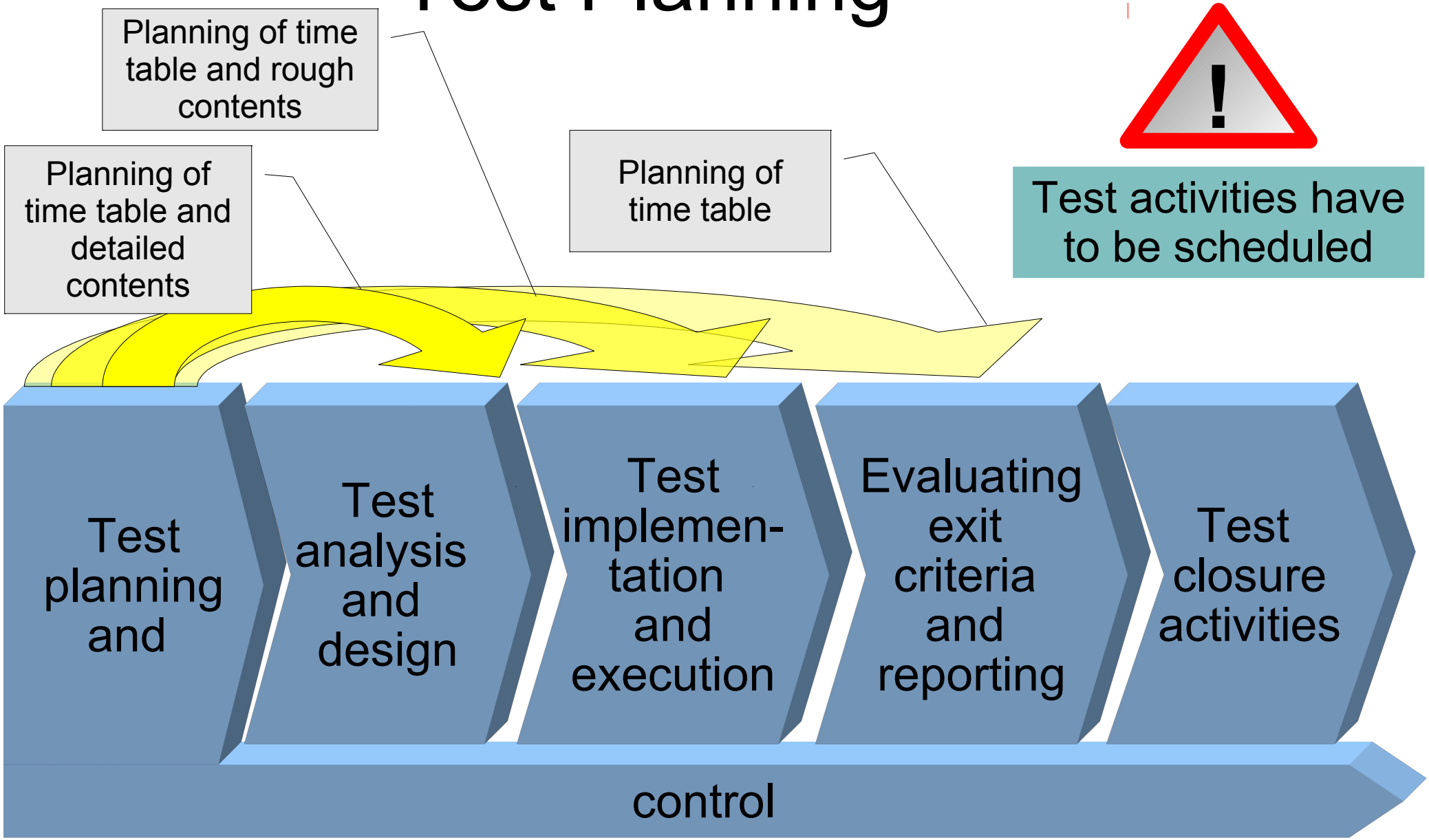
Test Planning and Estimation
Test Planning

- What to consider for Test Planning?



  - **Doesn't work! 2 test cycles not enough – why?**
    - You test better, when you learn about the product
    - Not all bugs found in the first cycle will be fixed after the first cycle
    - Not all bugs will be found in the first cycle
    - Side effects not considered

Test Planning and Estimation
Test Planning



Test Planning and Estimation
Test Planning

- Planning may be documented in
  - master test plan
  - separate test plans for test levels such as
    - system testing
    - acceptance testing.
- The outline of a testplanning document is covered by the ‘Standard for Software Test Documentation’ (IEEE Std 829-1998).
- Expected content:
  Time Schedule and Resource Plan

Test Planning and Estimation
Test Planning

- Planning is influenced by
  - the test policy of the organization,
  - the scope of testing,
  - objectives,
  - risks,
  - constraints,
  - criticality,
  - testability and
  - the availability and Know-how of resources.

Consider training / training on the job for
- Business related Know-how
- Test tools

Test Planning and Estimation
Test Planning

- Test planning activities to be done for an entire system or part of a system.
- Test planning is a continuous activity.
- Regular update of test plan required:
  As the project and test planning progress,
  - more information becomes available,
  - more detail can be included in the plan.
  - feedback from test activities could be used
  - risks are changing

Test Planning and Estimation
Test Planning

Prioritization ... is the basic of testing!

- Why?
  - Time problems
  - Focusing on critical areas
- Which criteria are important for prioritization?
  - Complexity
  - Importance
  - Specification coverage
- How prioritization should be done?
  - Identify most important business processes
  - Identify most important use cases

Test Planning and Estimation
Test Planning

Prioritization ... is the basic of testing!

Prioritize tests
so that,
whenever you stop testing,
you have done the best testing
in the time available.

Test Planning and Estimation
Test Planning

Prioritization ... is the basic of testing!

- Test the important scope first
- Achieve as early as possible a high test coverage
- Detect critical defects as soon as possible in testing critical business processes first
- Minimize the risk of not detected critical defects at the end of testing
- Support the defect fixing in the best way

Test Planning and Estimation
Test Planning Activities

- Determining the scope and risks and identifying the objectives of testing
- Defining the overall testing approach including
  - definition of test levels
  - definition of entry and exit criteria

Test Planning and Estimation
Test Planning Activities

- Making decisions about
  - what to test,
  - what roles will perform the test activities,
  - how the test activities should be done, and
  - how the test results will be evaluated.
- Assigning resources for the defined activities.

Test Planning and Estimation
Test Planning Activities

- Test documentation
  Defining the amount, level of detail, structure and templates
- Selecting metrics for monitoring and controlling
  - test preparation
  - test execution,
  - defect resolution and
  - risk issues.
- Setting the level of detail for test procedures in order to provide enough information to support reproducible test preparation and execution

Test Planning and Estimation Entry Criteria

- Entry criteria define when to **start** testing like
  - at the beginning of a test level or
  - when a set of tests is ready for execution.
- Typically entry criteria:
  - Test environment availability and readiness,
  - Test tool readiness in the test environment,
  - Testable code availability,
  - Test data availability.

Test Planning and Estimation
Exit Criteria

- Exit criteria define when to **stop** testing such as
  - at the end of a test level or
  - when a set of tests has achieved specific goal.
- Typically exit criteria:
  - Thoroughness measures, such as coverage of code, functionality or risk,
  - Estimates of defect density or reliability measures,
  - Cost,
  - Residual risks, such as defects not fixed or lack of test coverage in certain areas,
  - Schedules such as those based on time to market.

Test Planning and Estimation
Test Estimation

Goal: Identifying resources, draw up of a schedule
Approaches for the estimation of test effort:

- Metrics-based approach:
  Estimating the testing effort based on
  - metrics of former or similar projects
  - typical values
- Expert-based approach:
  Estimating the tasks based on estimates made
  - by owner of the tasks or
  - by experts

Test Planning and Estimation
Test Estimation

- The testing effort may depend on
  - Characteristics of the product:
    - Quality of the specification and other information used for test models (i.e., the test basis),
    - Size of the product,
    - Complexity of the problem domain,
    - Requirements for reliability and security, and
    - Requirements for documentation.

Test Planning and Estimation
Test Estimation

- The testing effort may depend on (cont'd):
  - Characteristics of the development process:
    - Stability of the organization,
    - Tools used,
    - Test process,
    - Skills of the people involved, and
    - Time pressure
  - Outcome of testing:
    - Number of defects and
    - Amount of rework required

Test Planning and Estimation
Test Strategy, Test Approach

- The test approach
  - is the implementation of the test strategy for a specific project.
  - is defined and refined in the test plans and test designs.
  - typically includes the decisions made based on the (test) project's goal and risk assessment.
  - is the starting point for
    - planning the test process,
    - selecting the test design techniques and test types to be applied, and
    - defining the entry and exit criteria.

Test Planning and Estimation
Test Strategy, Test Approach

- The selected approach depends on the context and may consider
  - risks, hazards and safety,
  - available resources and skills,
  - the technology,
  - the nature of the system (custom built or COTS),
  - test objectives, and
  - regulations.
- Different approaches may be combined, for example, a risk-based dynamic approach.

Test Planning and Estimation
Test Strategy, Test Approach

- Typical approaches include:
  - Analytical approaches, such as risk-based testing where testing is directed to areas of greatest risk
  - Model-based approaches, such as stochastic testing using statistical information about failure rates (such as reliability growth models) or usage (such as operational profiles)
  - Methodical approaches, such as failure-based (including error guessing and fault attacks), experience-based, checklist-based, and quality characteristic-based

Test Planning and Estimation
Test Strategy, Test Approach

- Typical approaches include (cont'd):
  - Process- or standard-compliant approaches, such as those specified by industry-specific standards or the various agile methodologies
  - Dynamic and heuristic approaches, such as exploratory testing where testing is more reactive to events than pre-planned, and where execution and evaluation are concurrent tasks

Test Planning and Estimation
Test Strategy, Test Approach

- Typical approaches include (cont'd):
  - Consultative approaches, such as those in which test coverage is driven primarily by the advice and guidance of technology and/or business domain experts outside the test team
  - Regression-averse approaches, such as those that include reuse of existing test material, extensive automation of functional regression tests, and standard test suites

Sources

- International Software Testing Qualifications Board: Certified Tester Foundation Level Syllabus, Released Version 2011, http://istqb.org/display/ISTQB/Foundation+Level+Documents