

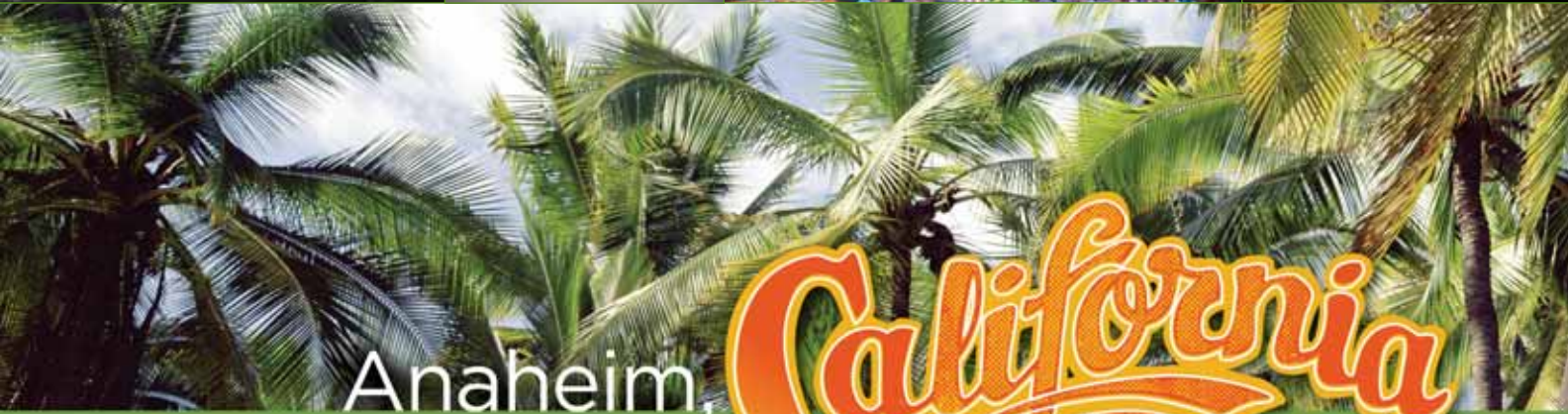


celebrating 15 years

SOFTWARE TESTING ANALYSIS & REVIEW

The Greatest Software Testing Conference on Earth

October 22-26, 2007 • The Disneyland® Hotel



Anaheim,

California



The Five "Doings" of Software Testing
Mark Fewster and Dorothy Graham, GroveConsultants



Why is "Test Driven Development" Not Driven by Testers?
Antony Marcano, testing Reflections.com



The Coming SOA Revolution: What it Means to Testers
Frank Cohen, PushToTest



Customer Advocacy: The Key to Testing Success
Theresa Lanowitz, voke, Inc.



The Nine Forgetting
Lee Copeland, Software Quality Engineering



Testing on the Toilet: Revolutionizing Developer Testing at Google
Bharat Mediratta and Antoine Picard, Google

KEYNOTES

99.7% of 2006 Attendees Recommend STARWEST to Others in the Industry

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celebrating **15** years

SOFTWARE TESTING ANALYSIS & REVIEW

The Greatest Software Testing Conference on Earth

Anaheim, **California** October 22–26, 2007



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WHY YOU SHOULD ATTEND

- Immerse yourself in a world of learning, networking, and career growth opportunities
- Build your own conference from more than 70 sessions to fit your testing role, skill level, and software environment
- Learn about new products, timely issues, and cutting-edge testing solutions
- Network with peers and hear about the challenges faced by others in the industry
- Explore the one-of-a-kind Testing EXPO to find solutions to your testing challenges—meet face-to-face and network with solution providers
- See why more than 99.7% of 2006 attendees recommend this conference to others in the industry
- Enjoy the perfect balance of business and leisure in Anaheim, California

WHO'S BEHIND THE CONFERENCE?



Software Quality Engineering assists software professionals and organizations interested in boosting productivity, improving software practices, delivering more customer value, and increasing ROI. Software Quality Engineering hosts three of the industry's most recognized software quality conferences including the STAR conference series and the Better Software Conference & EXPO. From the classroom to the Web, Software Quality Engineering delivers software testing and development courses, and provides consulting services, specialized publications, and research. www.sqe.com



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THE TESTING EXPO

October 24–25, 2007

Visit Top Industry Providers Offering the Latest in Testing Solutions

Looking for answers? Take time to explore this one-of-a-kind EXPO, designed to bring you the latest solutions in testing technologies, software, and tools. To support your software testing efforts, participate in technical presentations and demonstrations conducted throughout the EXPO. Meet one-on-one with representatives from some of today's most progressive and innovative organizations.



EXPO Hours

Wednesday, October 24

11:00 a.m. – 2:00 p.m.

3:30 p.m. – 7:00 p.m.

Reception: 6:00 p.m. – 7:00 p.m.

All attendees are invited to the EXPO reception for complimentary food and beverages.

Thursday, October 25

10:45 a.m. – 3:00 p.m.

For Sponsor/Exhibitor news and updates, visit www.sqe.com/starwest.

See page 6 for a preview of Sponsors and Exhibitors.

NETWORKING WITH COLLEAGUES

You asked for it . . . and we deliver. Experience more ways to network with peers, across all industries, at STARWEST 2007.

- **The Testing EXPO**—Look for answers to your testing needs and meet other attendees with the same challenges
- **EXPO Reception**—Socialize with others and enjoy complimentary food and beverages
- **Meet the Speakers**—Pose your toughest questions to industry experts
- **Speaker Book Signings**—Meet the author of your favorite book
- **StickyMinds.com Testing Challenge**—See how your testing skills rank against others
- **Breakfasts, Breaks, Lunches, and More**



WHAT TO DO WHILE YOU'RE IN DISNEYLAND®

- Celebrate more than fifty magical years at Disneyland®
- Ride the California Screamin' roller coaster at Disney's California Adventure®
- Watch in wonder as the state-of-the-art fireworks spectacular bursts across the sky high above Sleeping Beauty Castle
- Amble down to Main Street, U.S.A. for this larger-than-life spectacle packed with more than fifty of your favorite Disney Characters, dazzling floats, amazing performers and unbelievable special effects
- Enjoy music, shopping, and dining at Downtown Disney®
- Visit the House of Blues and fill your belly with delicious food and listen to live music
- Visit the ESPN Zone® restaurant and sports complex featuring non-stop action for the entire family



EXTEND YOUR STAY AND ENJOY WHAT SOUTHERN CALIFORNIA HAS TO OFFER

- Scream on GhostRider®, Orange County's first wooden roller coaster, at Knott's Berry Farm®
- Pay tribute to the Surfing Hall of Fame at the International Surfing Museum
- Visit Mission San Juan Capistrano, one of California's oldest Spanish missions
- Take a day trip to Catalina Island—California's only island resort experience
- Take a stroll around San Diego Zoo and visit with giant pandas, koalas, and Komodo dragons
- Enjoy a nice glass of wine in Temecula, a picturesque wine country featuring world-class wineries, tasting rooms, wine country tours, dining, lodging and year-round special events

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CONFERENCE -

99.7% of 2006 attendees recommend STARWEST to others in the industry.

SUNDAY,
OCT. 21

8:30	Software Testing Certification—Certified Tester – Foundation Level Training (8:30 a.m. - 12:00 p.m.)
12:00	Lunch
1:00	Software Testing Certification—Certified Tester – Foundation Level Training (1:00 p.m. - 5:00 p.m.)

MONDAY, OCTOBER 22

8:30	Tutorial Sessions (8:30 a.m. - 12:00 p.m.)	
	A. Measurement and Metrics for Test Managers <i>Rick Craig, Software Quality Engineering</i> B. Risk-Based Software Security Testing <i>Paco Hope, Cigital</i> C. Introduction to Systematic Testing <i>Dale Perry, Software Quality Engineering</i> D. Managing Test Outsourcing <i>Martin Pol, POLTEQ IT Services BV</i> E. Becoming an Influential Test Team Leader <i>Randall Rice, Rice Consulting Services, Inc.</i>	F. Exploratory Software Testing Explained NEW <i>Jonathan Kohl, Kohl Concepts Inc.</i> G. Key Test Design Techniques <i>Lee Copeland, Software Quality Engineering</i> H. How to Build, Support, and Add Value to Your Test Team <i>Lloyd Roden and Julie Gardiner, Grove Consultants</i> I. Establishing a Fully-Integrated Test Automation Architecture <i>Edward Kit, Software Development Technologies</i>
	J. Unit Testing Workshop WORKSHOP NEW <i>Robert Sabourin, AmiBug.com, Inc.</i> K. Scripting for Testers <i>Dion Johnson, DiJohn Innovative Consulting, Inc.</i> Software Testing Certification (Continued from Sunday)	
12:00	Lunch	
1:00	Tutorial Sessions Continue (1:00 p.m. - 5:00 p.m.)	
5:30	Certification Information Session (See page 7 for details)	

TUESDAY, OCTOBER 23


8:30	Tutorial Sessions (8:30 a.m. - 12:00 p.m.)	
	L. Session-Based Exploratory Testing NEW <i>Jon Bach, Quardev, Inc.</i> M. Essential Test Management and Planning <i>Rick Craig, Software Quality Engineering</i> N. Understanding Software Performance Testing <i>Dale Perry, Software Quality Engineering</i> O. Test Process Improvement <i>Martin Pol, POLTEQ IT Services BV</i> P. Risk-Based Testing <i>Julie Gardiner, Grove Consultants</i>	Q. Test Automation: The Smart Way NEW <i>Dorothy Graham and Mark Fewster, Grove Consultants</i> R. Transition to Agile Development: A Tester's View WORKSHOP NEW <i>Jean McAuliffe, Net Objectives</i> S. Just-In-Time Testing <i>Robert Sabourin, AmiBug.com, Inc.</i> T. Microsoft® Visual Studio® 2005 Team System for Testers <i>Chris Menegay, Notion Solutions, Inc.</i>
	U. Requirements Based Testing <i>Richard Bender, Bender RBT, Inc.</i> V. The Art and Science of SOA Testing NEW <i>Mamoon Yunus & Rizwan Mallal, Crosscheck Networks</i> W. Root Cause Analysis: Higher Quality through Defect Prevention <i>Ed Weller, Integrated Productivity Solutions, LLC</i> Software Testing Certification (Continued from Monday)	
12:00	Lunch	
1:00	Tutorial Sessions Continue (1:00 p.m. - 5:00 p.m.)	

WEDNESDAY, OCTOBER 24

8:30	Opening Remarks — Conference Chair - Lee Copeland, Software Quality Engineering				
8:45	The Five "Doings" of Software Testing — Mark Fewster and Dorothy Graham, Grove Consultants				
10:00	Why is "Test Driven Development" Not Driven By Testers? — Antony Marcano, testingReflections.com				
11:00	Networking Break • Visit the Testing EXPO, 11:00 a.m. – 2:00 p.m.				
	Test Management	Test Techniques	Metrics	Testing the New Web	Performance Testing
11:30	W 1 The Tester's Critical C's: Criticism, Communication, Confidence <i>Dorothy Graham, Grove Consultants</i>	W 2 Cause-Effect Graphing <i>Gary Mogyorodi, Software Testing Services</i>	W 3 Measures and Metrics for Your Biggest Testing Challenges <i>Ed Weller, Integrated Productivity Solutions, LLC</i>	W 4 Testing for Security in the Web 2.0 World <i>Michael Sutton, SPI Dynamics, Inc.</i>	W 5 Preparing for the Madness: Load Testing the 2007 College Bracket Challenge <i>Ed Glas, Microsoft</i>
12:30	Lunch • Visit the Testing EXPO				
1:45	W 6 Bringing Shrek to Life: Software Testing at DreamWorks <i>Anna Newman, Dreamworks Animation</i>	W 7 A Pair of Stories about All-Pairs Testing <i>Jon Bach, Quardev, Inc.</i>	W 8 Test Metrics: The Good, the Bad, and the Ugly <i>John Fodeh, Hewlett-Packard</i>	W 9 Ensuring Quality in Web Services <i>Chris Hetzler, Intuit</i>	W 10 Ten Indispensable Tips for Performance Testing <i>Gary Coil, IBM</i>
3:00	W 11 Results-Driven Testing: Adding Value to Your Organization <i>Derk-Jan de Grood, Collis</i>	W 12 Bugs Bunny on Bugs! Hidden Testing Lessons from the Looney Tunes Gang <i>Rob Sabourin, AmiBug.com, Inc.</i>	Double-Track Session!		W 14 Load Generation Capabilities for Effective Performance Testing <i>Rajeev Joshi, Aztecsoft</i>
4:00	Networking Break • Visit the Testing EXPO, 3:30 p.m. - 7:00 p.m.				
4:30	The Coming SOA Revolution: What it Means to Testers — Frank Cohen, PushToTest				
5:30	A Special Presentation by the Grove Players "A Christmas Carol - Tested!" (Complete with Ghosts)				
6:00	Reception in the EXPO Hall, 6:00 p.m. – 7:00 p.m.				

AT - A - G L A N C E

THURSDAY, OCTOBER 25

8:30	Customer Advocacy: The Key to Testing Success — Theresa Lanowitz, voke, Inc.				
	Test Management	Test Techniques	Test Automation	Testing the New Web	Special Topics
9:45	T 1 The Secrets of Faking a Test Project Jonathan Kohl, Kohl Concepts Inc.	T 2 Improving Testing with Quality Stubs Lee Clifford, Virgin Mobile UK	T 3 The Ten Most Important Automation Questions—and Answers Mukesh Mulchandani, ZenTEST Labs	T 4 Testing SOA Applications: What's New, What's Not Brian Bryson, IBM	T 5 Lightning Talks: A Potpourri of 5-Minute Presentations Facilitated by Dawn Haynes 
10:45	Networking Break • Visit the Testing EXPO, 10:45 a.m.–3:00 p.m.				
11:15	T 6 A "Framework for Testing" for Repeatable Success Randy Slade, Kaiser Permanente HMO	T 7 Emotional Test Oracles Michael Bolton, DevelopSense	T 8 Apodora: An Open Source Framework for Web Testing Seth Southern, Aculis, Inc.	T 9 Load Testing New Web Technologies Eran Witkon, RadView	T 10 Even Cavemen Can Do It: Find 1,000 Defects in 1,000,000 Lines of Code in 30 Days Gregory Pope, Lawrence Livermore National Laboratory
12:15	Lunch • Visit the Testing EXPO • Meet the Speakers				
	Test Management	Test Techniques	Test Automation	Exploratory Testing	Special Topics
1:30	T 11 Selecting Mischief Makers: Vital Interviewing Skills Andy Bozman, Orthodyne Electronics	T 12 Taming the Code Monolith—A Tester's View Randy Rice, Rice Consulting	T 13 User Interface Testing with Microsoft Visual C# Vijay Upadya, Microsoft	T 14 Mission Possible: An Exploratory Testing Experience Erik Petersen, Emprove	T 15 The Hard Truth about Offshore Testing Jim Olsen, Dell, Inc.
2:30	Networking Break • Visit the Testing EXPO				
3:00	T 16 The Top Ten Signs You Need to Improve Your Testing Process Robert Watkins, Metavante	T 17 Holistic Test Analysis and Design Neil Thompson, Thompson Information Systems Consulting Ltd.	T 18 Managing Keyword-Driven Testing Hans Buwalda, LogiGear	T 19 Session-Based Exploratory Testing—With a Twist Brenda Lee, Parallax, Inc.	T 20 The Zen of Software Testing: Discovering Your Inner Tester Dawn Haynes, Independent Consultant
4:15	The Nine Forgetting s — Lee Copeland, Software Quality Engineering				
5:30	Certification Exam (See page 7 for details)				

FRIDAY, OCTOBER 26

8:30	Testing on the Toilet: Revolutionizing Developer Testing at Google — Bharat Mediratta and Antoine Picard, Google				
9:30	Networking Break				
	Test Management	Agile Testing	Test Automation	Reviews & Inspections	Special Topics
10:00	F 1 Beyond the Rock and the Hard Place Andy Kaufman, Institute for Leadership Excellence & Development, Inc.	F 2 How Testers Can Help Drive Agile Development Lisa Crispin, ePlan Services, Inc.	F 3 50 Ways to . . . Improve Test Automation Mark Fewster, Grove Consultants	F 4 Lightweight Peer Code Reviews Jason Cohen, Smart Bear, Inc.	F 5 Testing Hyper-Complex Systems: What Can We Know? Lee Copeland, Software Quality Engineering
11:15	F 6 Toot Your Own Horn: Hyper-visibility in Software Testing Barrett Nuzum, Valtech Technologies	F 7 Perils and Pitfalls of the New "Agile" Tester Janet Gregory, DragonFire, Inc.	F 8 Component-Based Test Automation Vincenzo Cuomo, ST Incard	F 9 Client Verification Sessions: A Low Cost, High Payback Approach Mette Bruhn-Pedersen, XPonCard Service Systems	F 10 Challenges and Benefits of Test Process Assessments Gopinath Mandala, Tata Consultancy Services Ltd.

SEE WHAT RECENT DELEGATES HAD TO SAY ABOUT THIS MUST-ATTEND EVENT:

"My colleagues and I are from a small company that is on the verge of quick growth. This conference has been an absolute wealth of knowledge, resources, and pointers to future reading. We have some tools now, and some energy and passion to use them"

— Jody Anderson, QA Manager
Miner & Miner Consulting Engineers Inc.

"Overall, I think I was able to learn a great deal here. The exposure to new schools of thought from fellow professionals in the field sparked off a lot of ideas that I can apply personally and use to enhance our departments quality assurance efforts."

— Jamie Nichols, QA Analyst
CBCInnovis

"I was very impressed by the cutting edge technology and techniques here at STAR."

— Maria Racho, Test Manager
Allstate Insurance Company

"Great conference. This has re-energized and motivated me to tackle some tough issues."

— Mike Enloe, Client Side Infrastructure
Tech Manager
AOL

"A great conference, I think every Software Project Manager and Development Manager/Lead should attend."

— Judy Wilson, Lead Software Test Engineer
Thomson-West

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PLUS See these Exhibitors and Sponsors at the EXPO (Oct. 24–25)

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ASTQB (American Software Testing Qualifications Board)
AutomatedQA
Aztecsoft iTest
Better Software magazine
Borland
Bugopolis, LLC
Cognizant
Compuware Corporation
Critical Logic
CSS Corporation

dynaTrace software
Empirix
Gomez, Incorporated
Google
HP
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iGATE Global Solutions
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SPECIAL EVENTS

A Special Presentation by the Grove Players "A Christmas Carol – Tested!" (Complete with Ghosts) Wednesday, October 24, 5:30 p.m. - 6:00 p.m.

Attend yet another play by the world famous Grove Players...Our story starts when Testing Tim has come to ask for Christmas Day off for his team and himself. Scrooge is a ruthless project manager who has been with the company a number of years, and is convinced that he is a great success, since he always meets the deadlines. Scrooge says No, but then is visited by three ghosts. The Ghost of Projects Past points out problems from previous post project reviews. The Ghost of Projects Present shows Scrooge that he is not viewed with the respect he thought, even by senior management. The Ghost of Projects Future shows what will happen if he doesn't change his ways—he is fired and everyone is cheering. Scrooge then wakes up and realizes it is all a dream, but can he really change? Should he be allowed to stay or should he go? What happens to him? The audience votes!

Lightning Talks

Thursday, October 25, 9:45 a.m.

Lightning Talks are five-minute talks during a concurrent session timeslot. Lightning Talks represent a much smaller investment of time than track speaking and offer the chance to try out conference speaking without the heavy commitment. Use this as an opportunity to give a talk for the first time—or the first time on a new topic. Are you interested in presenting a Lightning Talk at STARWEST? It's not too late to submit your idea for your talk. Visit www.sqe.com/lightningtalks to submit your talk. The deadline for submissions is September 3, 2007.

Certification Exam and Information Session

As an experienced software testing professional and a participant in STARWEST, you have the opportunity to take the ISTQB™ Certified Tester—Foundation Level exam facilitated by the American Software Testing Qualifications Board (ASTQB). To pre-register for the exam or to download the syllabus, visit the American Software Testing Qualifications Board site. The examination will be held on site Thursday, October 25, at 5:30 p.m. The cost for the exam is \$250. Not sure if you are ready? There will be a free information session to introduce you to the certification program and examination on Monday, October 22, at 5:30 p.m.

Meet the Speakers

Thursday during Lunch

Meet with industry experts for an open discussion in key areas of software testing technology. Pose your toughest questions, address specific project needs, gather details on the latest research and cutting-edge testing practices, or just come by to say hello.

StickyMinds.com Testing Challenge

Take the Challenge in the EXPO on Wednesday and Thursday

StickyMinds.com invites you to try out your testing skills at the Testing Challenge during EXPO hours. How do you rank against fellow testers?

Bookstore and Speaker Book Signings

During EXPO hours, purchase popular industry books—many authored by STARWEST speakers—from BreakPoint Books. Authors are available for questions and book signings during session breaks and EXPO hours.



SOFTWARE TESTING CERTIFICATION TRAINING AT STARWEST

Software Testing Certification Training Certified Tester—Foundation Level

Sunday, Oct. 21 – Tuesday, Oct. 23
8:30 a.m. – 5:00 p.m.



Are you looking for internationally recognized certification in software testing?

Delivered by top experts in the testing industry, Software Testing Certification is an accredited training course, designed to help prepare you for the ISTQB™ Certified Tester-Foundation Level exam. This certification program, accredited by the ISTQB™ through its network of National Boards, is the only internationally accepted certification for software testing. The ISTQB™, a non-proprietary and nonprofit organization, has granted more than 40,000 certifications in more than twenty countries around the world.

Through the Software Testing Certification training course, learn the basics needed to become a software test professional and understand how testing fits into the software development lifecycle. Find out what it takes to be a successful software test engineer and how testing can add significant value to software development. Study all of the basic aspects of software testing, including a comprehensive overview of tasks, methods, and techniques for effectively testing software. In addition, learn the fundamental steps in the testing process: planning, analysis, design, implementation, evaluation, and reporting.

The Software Testing Certification course covers the topics needed to prepare you for the ISTQB™ Certified Tester-Foundation Level exam:

- Fundamentals of software testing - Concepts and context, risk analysis, goals, process, and psychology
- Lifecycle testing - How testing relates to development including models, verification and validation, and types of tests
- Static testing - Reviews, inspections, and static tools
- Test design techniques - Black-box test methods, white-box techniques, error guessing, and exploratory testing
- Test management - Team organization, key roles and responsibilities, test strategy and planning, configuration management, defect classification and management
- Testing tools - Tool selection, benefits, risks, and classifications

The Software Testing Certification training program is appropriate for individuals who recently entered the testing field and those currently seeking certification in testing.

REGISTER EARLY—SPACE IS LIMITED!

At 3:30 p.m., on the third day of the course you will have the opportunity to take the ISTQB™ Certified Tester—Foundation Level exam. The ISTQB™ Certified Tester—Foundation Level certification exam is independently administered by the American Software Testing Qualifications Board. A \$250 fee for the exam is included in your course registration. For more information on ISTQB™ certification or to download the syllabus, please visit www.astqb.org.

You save an additional \$200 by attending both the Certification Training and the Conference!

To register for the Certification Course and the Conference, contact our Client Support Group at 888-268-8770 or 904-278-0524 or sqeinfo@sqe.com.

A Measurement and Metrics for Test Managers

Rick Craig, Software Quality Engineering

To be most effective, test managers must develop and use metrics to help direct the testing effort and make informed recommendations about the software's release readiness and associated risks. Because one important testing activity is to "measure" the quality of the software, test managers must measure the results of both the development and testing processes. Collecting, analyzing, and using metrics is complicated because many developers and testers feel that the metrics will be used "against them." Rick Craig addresses common metrics: measures of product quality, defect removal efficiency, defect density, defect arrival rate, and testing status. Learn the benefits and pitfalls of each metric and how you can use these measurements to determine when to stop testing. Rick offers guidelines for developing a test measurement program, rules of thumb for collecting data, and ways to avoid "metrics dysfunction." Various metrics paradigms, including Goal-Question-Metric, are addressed with a discussion of the pros and cons of each. Attendees are urged to bring their metrics problems and issues to use as discussion points.



A frequent speaker at testing conferences, **Rick Craig** is recognized worldwide as an expert test and evaluation instructor with Software Quality Engineering. He has implemented and managed testing efforts on large-scale, traditional, and embedded systems, and co-authored a study that benchmarked industry-wide processes. Rick is co-author of the reference book *Systematic Software Testing*.

B Risk-Based Software Security Testing

Paco Hope, Cigital

Software security testing is a key element in your quality assurance strategy for protecting your applications and critical data. Organizations need applications that not only work correctly under normal use but also continue to work acceptably in the face of a malicious attack. Software security testing, which extends beyond basic functional requirements, is a critical part of a secure software development lifecycle. By teaching you how to use security risk information to improve your test strategy and planning, Paco Hope helps you build confidence that attackers cannot turn security risks into security failures. The goal is to teach you to think like an attacker and add test cases for non-functional—and sometimes implied—security requirements. Explore a white-box approach that looks inside your code to help you design your tests. By employing risk-based security testing, you can achieve the most benefits with less effort and avoid downstream security problems and mitigation costs. Paco offers an eye-opening experience for all QA professionals responsible for test strategies, plans, and designs. It will change the way you think about test development.

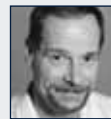


A Managing Consultant at Cigital, **Paco Hope** has more than twelve years of experience in software and operating system security. His areas of expertise include software security policy, code analysis, host security, and PKI. Paco has worked extensively with embedded systems in the gaming and mobile communications industries, and has served as a subject matter expert on issues of network security standards in the financial industry. Paco is co-author of *Mastering FreeBSD and OpenBSD Security*. Prior to joining Cigital, he served as director of product development for Tovarish, Inc. and head systems administrator in the Department of Computer Science at the University of Virginia.

C Introduction to Systematic Testing

Dale Perry, Software Quality Engineering

Testers are all too often thrown into the quality assurance/testing process without the knowledge and skills essential to perform the required tasks. To be truly effective, you first must understand what testing is supposed to accomplish and then see how it relates to the bigger project management and application development picture. After that, you can ask the right questions: What should be tested? How much testing is enough? How do I know when I'm finished? How much documentation do I need? Dale Perry details a testing lifecycle that parallels software development and focuses on defect prevention and early detection. As Dale shares the basics for implementing a systematic, integrated approach to testing software, learn when, what, and how to test—plus ways to improve the testability of your system.



Dale Perry has more than 30 years experience in information technology. He has been a programmer/analyst, database administrator, project manager, development manager, tester, and test manager. Dale's project experience includes large systems development and conversions, distributed systems, on-line applications, both client/server and Web based. He has also been a professional instructor for over fifteen years and has presented at numerous industry conferences on development and testing. With *Software Quality Engineering* for eleven years, Dale has specialized in training and consulting on testing, inspections and reviews, and other testing and quality related topics.

D Managing Test Outsourcing

Martin Pol, POLTEQ IT Services BV

When outsourcing all or part of your testing efforts to a third-party vendor, you need a special approach to make testing effective and controlled. Martin Pol explains the roadmap to successful outsourcing, how to define the objectives and strategy, and what tasks should be outsourced. He describes how to select your supplier and how to migrate, implement, and cope with people issues. Martin discusses contracts, service level agreements, compensation issues, and monitoring and controlling the outsourced test work. To help you gain a practical perspective of all the steps in the outsourcing process, Martin shares a real-life case study, including a spreadsheet-based monitoring tool. The good news for testers is that outsourcing requires more testing—not less—and that new testing jobs are coming into existence. Testing the outsourcing is becoming a very popular control mechanism for outsourcing in general.



Martin Pol has played a significant role in helping to raise the awareness and improve the performance of testing worldwide. Martin provides international testing consulting services through POLTEQ IT Services BV. He's gained experience by managing testing processes and implementing structured testing in different branches in many organizations.

E Becoming an Influential Test Team Leader

Randall Rice, Rice Consulting Services, Inc.

Have you been thrust into the role of test team leader or are you in a test team leadership role and want to hone your leadership skills? Test team leadership has many unique challenges, and many test team leaders—especially new ones—find themselves ill-equipped to deal with the problems they face daily. The test team leader must be able to motivate and influence people while keeping the testing on track with time and budget constraints. Randall Rice focuses on how to grow as a leader, how to influence your team and those around you, and how to influence those outside your team. Learn how to become a person of influence, how to deal with interpersonal issues, and how to influence your team in building their skills and value. Discover how to communicate your value to management, how to stand firm when asked to compromise principles, and how to learn from your successes and failures. Develop your own action plan to implement the things you plan to do to grow as a leader.



Randall Rice is a leading author, speaker, and consultant in the field of software testing and software quality. A Certified Software Quality Analyst, Certified Software Tester, and Certified Software Test Manager, Randall has worked with organizations worldwide to improve the quality of their information systems and to optimize their testing processes. Randall is co-author of *Surviving the Top Ten Challenges of Software Testing*.

F Exploratory Software Testing Explained **NEW**

Jonathan Kohl, Kohl Concepts Inc.

Exploratory testing is an approach to testing that emphasizes the freedom and responsibility of the tester to continually optimize the value of his work. It is the process of three mutually supportive activities done in parallel: learning, test design, and test execution. With skill and practice, exploratory testers typically uncover an order of magnitude more problems than the same amount of effort spent on procedurally scripted testing. All testers conduct exploratory testing in one way or another, but few know how to do it systematically to obtain the greatest benefits. Even fewer testers can articulate the process. Jonathan Kohl looks at specific heuristics and techniques of exploratory testing to help you get the most from this highly productive approach. Jonathan focuses on the skills and dynamics of exploratory testing itself, and how it can be combined with scripted approaches. (For insight into how to manage and measure ET, see Jon Bach's tutorial *Session-Based Exploratory Testing*.)



Jonathan Kohl is a software testing consultant with Kohl Concepts Inc. based in Calgary, Alberta, Canada. A noted testing thinker, Jonathan is recognized as an emerging leader in the exploratory testing community. He is a popular author and speaker who believes that testing is a challenging intellectual craft. Jonathan's blog on software development and testing issues is one of the most well-read testing blogs in the industry. A regular contributor to *Better Software* magazine, Jonathan was a guest Technical Editor for the March 2007 issue.

G Key Test Design Techniques

Lee Copeland, *Software Quality Engineering*

Go beyond basic test methodology and discover ways to develop the skills needed to create the most effective test cases for your systems. All testers know we can create more test cases than we will ever have time to run. The problem is choosing a small, "smart" subset from the almost infinite number of possibilities. Join Lee Copeland to discover how to design test cases using formal techniques including equivalence class and boundary value testing, decision tables, state-transition diagrams, and all-pairs testing. Learn to use more informal approaches, such as random testing and exploratory testing, to enhance your testing efforts. Choose the right test case documentation format for your organization. Use the test execution results to continually improve your test designs.



Lee Copeland has more than thirty-five years of experience as a consultant, instructor, author, and information systems professional. He has held a number of technical and managerial positions with commercial and non-profit organizations in the areas of applications development, software testing, and software development process improvement. Lee frequently speaks at software conferences both in the United States and internationally and currently serves as Program Chair for the Better Software Conference & Expo and the STAR testing conferences. Lee is the author of *A Practitioner's Guide to Software Test Design*, a compendium of the most effective methods of test case design.

H How to Build, Support, and Add Value to Your Test Team

Lloyd Roden and Julie Gardiner, *Grove Consultants*

As a new or current test manager, you may have many questions—How do I create a new team? How can I make my current team more efficient and effective? How can I build my organization's confidence in our work? How can I find needed resources? Based on a people-oriented—rather than task-oriented—approach to software testing, Lloyd Roden and Julie Gardiner describe how to build and retain successful test teams. Discover the characteristics of successful testers and test managers. Identify the qualities you should look for to recruit the right people. Learn what you must do for your team and what they should do for themselves. Discuss how to promote the value of testing within the organization while building good working relationships with developers and other organizations. Learn the secrets of becoming a "trusted advisor" to your senior management. Discuss these relevant issues with others facing the same challenges. Lloyd and Julie provide utilities, spreadsheets, and templates to help you become a successful test manager.



With more than twenty-five years in the software industry, **Lloyd Roden** has worked as a developer, managed an independent test group within a software house, and joined Grove Consultants in 1999. Lloyd has been a speaker at STAREAST, STARWEST, EuroSTAR, AsiaSTAR, Software Test Automation, Test Congress, and Unicom conferences as well as Special Interest Groups in software testing in several countries. He was Program Chair for both the tenth and eleventh EuroSTAR conferences.



Recently joining Grove Consultants, **Julie Gardiner** has more than fourteen years of experience in the IT industry including time spent as an analyst programmer, Oracle DBA, and Project Manager. Julie works on the ISEB examination panel and is a committee member for the BCS SIGIST. Julie is a regular speaker at software testing conferences including STAREAST, STARWEST, EuroSTAR, ICSTest, and the BCS SIGIST.

I Establishing a Fully-Integrated Test Automation Architecture

Edward Kit, *Software Development Technologies*

The third generation of test automation—a keyword driven approach—has proven to be the best answer to the current software quality crisis—a shortage of test resources to validate increasingly complex applications with extremely tight deadlines. Edward Kit describes the steps to design, manage, and maintain an overall testing framework using a roles-based team approach and a state-of-the-practice process. Learn how to integrate test automation into the key phases of testing—planning, design, development, execution, and reporting. As he demonstrates commercial examples of first-, second-, and third-generation test automation tools, Edward Kit provides tips for creating a unified automation architecture to address a wide variety of test environment challenges, including Web, client/server, mainframe, API, telecom, and embedded architectures.



Founder and president of Software Development Technologies, **Edward Kit** is a recognized expert in the area of software testing and automation. His best-selling book, *Software Testing in the Real World: Improving the Process*, has been adopted as a standard by many companies, including Sun Microsystems, Exxon, Pepsico, FedEx, Wellpoint, Southwest Airlines, and Cadence Design Systems.

WORKSHOPS *Limited seating, register early!*

J Unit Testing Workshop **NEW**

Robert Sabourin, *AmiBug.com, Inc.*

With the increasing popularity of agile development methods, testing is starting earlier in the software development cycle. Testers and developers are challenged to develop software at lightning speed, often using new and unstable technologies. Join Robert Sabourin to learn how developers and testers can work together as a team to promote and implement better unit tests as part of the development process. Save your company money and yourself time by finding and fixing bugs long before system testing ever starts. Get the ammunition you need to convince management and the development team of the economic and business benefits of comprehensive unit testing. Robert addresses unit testing issues within the context of different development lifecycle models—including new agile approaches—and the tools and techniques you need to organize for and implement task oriented unit testing.



Robert Sabourin has more than twenty-five years of management experience, leading teams of software development professionals. A well-respected member of the software engineering community, Robert has managed, trained, mentored, and coached hundreds of top professionals in the field. He frequently speaks at conferences and writes on software engineering, SQA, testing, management, and internationalization. The author of *I am a Bug!*, the popular software testing children's book, Robert is an adjunct professor of Software Engineering at McGill University.

K Scripting for Testers **NEW**

Dion Johnson, *DiJohn Innovative Consulting, Inc.*

Are you a tester who is interested in developing or improving your programming skills? Automated testing means programming, but programming doesn't have to be difficult. Using the Ruby scripting language in this hands-on workshop, learn how to script tests for Web-based software applications. Practice using an open source Ruby tool kit to explore techniques for automating browser-based testing. Learn how to write automated functional tests for Web applications, understand how to define a base state for your functional tests, and discover the pros and cons of different approaches for automating Web application testing. By the end of the day, you will have written automated tests for a sample application. **Participants should have some programming skills in at least one language and understand basic programming concepts such as variables and if-then statements.**

Working in pairs is strongly encouraged—bring a friend and a laptop.



Dion Johnson has eleven years of experience in providing IT services to both government and private industry. With a Bachelor of Science degree in electrical engineering, Dion has spent much of his professional career as a consultant, tasked with handling all aspects of the delivery of onsite customer services, particularly in the areas of quality assurance, quality control, software process improvement, and requirements analysis. As a conference speaker, Dion has delivered award winning and highly acclaimed presentations at many of the most prestigious industry conferences, including STAREAST, STARWEST, and the Better Software Conference & EXPO. He also writes for *Better Software* magazine and *StickyMinds.com*.

Each tutorial runs a full day and includes lunch.

Register early. Sessions fill up quickly, and seating is first-come, first-served.

TUESDAY, OCTOBER 23, 8:30-5:00

WORKSHOP *Limited seating, register early!*

L Session-Based Exploratory Testing **NEW**

Jon Bach, Quardev, Inc.

The agile nature of exploration and the ability of testers to rapidly apply their skills and experience make exploratory testing a widely used test approach—especially when time is short. But exploratory testing is often dismissed by project managers who assume that exploratory testing is not reproducible, measurable, or accountable. If you share these concerns, a solution may lie in a technique called Session-Based Test Management (SBTM), developed by the Bach brothers specifically to address these problems. In SBTM, testers are assigned areas of a product to explore, and testing is time-boxed in “sessions” which have mission statements called “charters” to create a meaningful and countable unit of work. Jon discusses—and you will practice—exploratory note-taking as one of the important skills of SBTM. He demonstrates a freely available, open source tool to help manage your exploratory testing efforts.

A laptop is required for this tutorial.



Jon Bach is Corporate Intellect Manager and Senior Test Consultant for Quardev Laboratories, a Seattle test lab specializing in rapid, exploratory testing. He is well known for being co-inventor, with his brother James, of Session-Based Test Management. In his twelve-year career, Jon has led projects for many corporations, including Microsoft, where he was a test manager on Systems Management Server 2.0 and feature lead on Flight Simulator 2004. He has presented at many national and international conferences and is a President of the 2007 Conference for the Association for Software Testing.

M Essential Test Management and Planning

Rick Craig, Software Quality Engineering

The key to successful testing is effective and timely planning. Rick Craig introduces proven test planning methods and techniques, including the Master Test Plan and level-specific test plans for acceptance, system, integration, and unit testing. Rick explains how to customize an IEEE-829-style test plan and test summary report to fit your organization's needs. Learn how to manage test activities, estimate test efforts, and achieve buy-in. Discover a practical risk analysis technique to prioritize your testing and help you become more effective with limited resources. Rick offers test measurement and reporting recommendations for monitoring the testing process. Discover new methods and renewed energy for taking test management to the next level in your organization.



A frequent speaker at testing conferences, **Rick Craig** is recognized worldwide as an expert test and evaluation instructor with Software Quality Engineering. He has implemented and managed testing efforts on large-scale, traditional, and embedded systems, and co-authored a study that benchmarked industry-wide processes. Rick is co-author of the reference book *Systematic Software Testing*.

N Understanding Software Performance Testing

Dale Perry, Software Quality Engineering

What does it take to properly plan and implement a performance test? What factors need to be considered? What is your performance test tool telling you? Do you really need a performance test? Is it worth the cost? These questions plague all performance testers. In addition, many performance tests do not appear to be worth the time it takes to run them, and the results never seem to resemble—yet alone predict—production system behavior. Performance tests are some of the most difficult tests to create and run, and most organizations don't fully appreciate the time and effort required to properly execute them. Dale Perry discusses the key issues and realities of performance testing—what can and cannot be done with a performance test, what is required to do a performance test, and what the test “really” tells you.



Dale Perry has more than 30 years experience in information technology. He has been a programmer/analyst, database administrator, project manager, development manager, tester, and test manager. Dale's project experience includes large systems development and conversions, distributed systems, on-line applications, both client/server and Web based. He has also been a professional instructor for over fifteen years and has presented at numerous industry conferences on development and testing. With Software Quality Engineering for eleven years, Dale has specialized in training and consulting on testing, inspections and reviews, and other testing and quality related topics.

O Test Process Improvement

Martin Pol and Ruud Teunissen, POLTEQ IT Services BV

What is the maturity of your testing process? How do you compare to other organizations and to industry standards? Join Martin Pol for an introduction to the Test Process Improvement (TPI®) model, an industry standard for test process maturity assessment. Many organizations want to focus on achieving the highest level of maturity without first creating the foundation required for success. Improving your testing requires understanding twenty key test process areas, your current position in each of these areas, and the next steps to take for improvement. Rather than guessing what to do next, use the TPI® model as a guide. Employing real world TPI® assessments he has performed in a variety of organizations, Martin describes an assessment approach that is suitable for both smaller, informal organizations and larger, formal companies.

Each attendee will receive a copy of the reference book, Test Process Improvement, by Tim Koomen and Martin Pol.

TPI® is a registered trademark of Sogeti USA LLC.



Martin Pol has played a significant role in helping to raise the awareness and improve the performance of testing worldwide. Martin provides international testing consulting services through POLTEQ IT Services BV. He's gained experience by managing testing processes and implementing structured testing in different branches in many organizations.



Ruud Teunissen, International Test Consultant at Polteq IT Services BV, has performed several test functions in a number of ICT projects: tester, test specialist, test consultant, and test manager. Ruud participated in the development of the structured testing methodology TMap®—Test Management Approach. Together with Martin Pol and Erik van Veenendaal, Ruud is co-author of several books on structured testing.

P Risk-Based Testing

Julie Gardiner, Grove Consultants

Risks are endemic in every phase of every project. One key to project success is to identify, understand, and manage these risks effectively. However, risk management is not the sole domain of the project manager, particularly with regard to product quality. It is here that the effective tester can significantly influence the project outcome. Shortened time scales, particularly in the latter stages of projects, are a frustration with which most of us are familiar. Julie Gardiner explains how risk-based testing can shape the quality of the delivered product in spite of such time constraints. Join Julie as she reveals how you can apply product risk management to a variety of organizational, technology, project, and skills challenges. Receive practical advice—gained through interactive exercises—on how to apply risk management techniques throughout the testing lifecycle, from planning through execution and reporting. Take back a practical process and the tools you need to apply risk analysis to testing in your organization.



Recently joining Grove Consultants, **Julie Gardiner** has more than fourteen years of experience in the IT industry including time spent as an analyst programmer, Oracle DBA, and Project Manager. Julie works on the ISEB examination panel and is a committee member for the BCS SIGIST. Julie is a regular speaker at software testing conferences including STAREAST, STARWEST, EuroSTAR, ICSTest, and the BCS SIGIST.

Q Test Automation: The Smart Way **NEW**

Dorothy Graham and Mark Fewster, Grove Consultants

With many types of test execution tools available today, why do many organizations fail to achieve the significant benefits promised by automation? What are the secrets to test automation success? Mark Fewster and Dorothy Graham explain that there are no real secrets or magic solutions to test automation; however, the paths to success are not commonly understood and not often followed. Success depends on how the automation work is managed—not on specific tools and techniques. Throwing more resources at the wrong automation approach is not the solution—working smarter is. Mark and Dot lead you through the most important issues that must be addressed and help you decide on the smarter approaches that are right for your organization. Together, they discuss the issues of implementing a “testware” architecture, planning and managing the test automation project, scripting techniques and practices that work, identifying the best comparison and verification approaches, pre- and post-processing requirements for full automation, and how to maintain your test automation deliverables to obtain the highest long-term payback.



The founder of UK-based Grove Consultants, **Dorothy Graham** provides advice, training, and inspiration in software testing, testing tools, and inspection. Originally from Grand Rapids Michigan, she has lived and worked in the UK for more than thirty years. Dorothy is co-author of Software Inspection (with Tom Gilb), co-author of Software Test Automation (with Mark Fewster), and co-author of Foundations of Software Testing: ISTQB Certification. Dorothy was Program Chair for the first EuroSTAR Conference and was awarded the IBM European Excellence Award in Software Testing in 1999.



Mark Fewster has more than twenty years of industrial experience in software testing, specializing in the areas of software testing tools, techniques, and test automation. As a consultant, Mark has helped many organizations improve their testing—both by the better use of techniques and by the successful introduction of a software testing tool. Mark has given keynote talks and presented papers at international conferences and seminars and has served as chairman for the BCS working group developing the draft standard for software component testing. He is co-author of Software Test Automation (with Dorothy Graham).

R Transition to Agile Development: A Tester's View **NEW**

Jean McAuliffe, Net Objectives

Adopting an agile development methodology changes many familiar practices for testers—and developers. Jean McAuliffe examines the challenges many testers and test teams face as agile development practices move into the mainstream and into their organizations. Teams new to agile or exploring agile practices have discovered that the transition from traditional testing practices to the lean-agile “test first” approach is a big challenge for the entire development team and, in particular, for test engineers and managers. Learn how requirements practices and documents differ using agile development practices. Find out about new workflows needed for test development and execution and process changes for tracking and repairing defects. Discover how faster release schedules can affect testing and the entire team. Jean discusses transition strategies and solutions for test and development teams by describing case studies about others’ successes and failures. Learn from these experiences and apply their lessons to the issues and challenges you may face as you journey toward the land of agile development.



Jean McAuliffe is an agile coach and trainer for Net Objectives. She was a Senior QA Manager for RequisitePro at Rational Software and has been an Agile Product Manager for the last four years. Jean has more than twenty years of experience in all aspects of software development (defining, developing, testing, training, and support) for software products, bioengineering and aerospace companies. Jean is a Certified Scrum Master (CSM), member of the Agile Alliance, and charter member of the Agile Project Leadership Network. She teaches courses on Lean Quality Assurance, Lean Agile Testing, Implementing Scrum, Agile Life-Cycle Management with VersionOne, and Managing Agile Requirements: The Product Owner.

S Just-In-Time Testing

Robert Sabourin, AmiBug.com, Inc.

Turbulent Web development and other market-driven projects experience almost daily requirements modifications, changes to user interfaces, and the continual integration of new functions, features, and technologies. Robert Sabourin shares proven, practical techniques to keep your testing efforts on track while reacting to fast-paced projects with changing priorities, technologies, and user needs. Robert covers test planning and organization techniques, scheduling and tracking, blending scripted and exploratory testing, identifying key project workflows, and using testing and test management tools. Learn how to create key decision-making workflows for test prioritization and bug triage, adapt testing focus as priorities change, identify technical risks, and respect business importance. Come away with a new perspective on your testing challenges and discover ways to take control of the situation—rather than to be controlled by it.



Robert Sabourin has more than twenty-five years of management experience, leading teams of software development professionals. A well-respected member of the software engineering community, Robert has managed, trained, mentored, and coached hundreds of top professionals in the field. He frequently speaks at conferences and writes on software engineering, SQA, testing, management, and internationalization. The author of *I am a Bug!*, the popular software testing children's book, Robert is an adjunct professor of Software Engineering at McGill University.

T Microsoft® Visual Studio® Team Edition for Software Testers

Chris Menegay, Notion Solutions, Inc. **Limited seating, register early!**

Microsoft® Visual Studio® 2005 Team System is an entirely new series of productive, integrated lifecycle tools that help test and development teams communicate and collaborate more effectively. Gain a comprehensive knowledge of the testing capabilities available to you with Visual Studio® Team System. Chris Menegay helps you understand the challenges test teams face and how Visual Studio® Team System can help. Learn how to create and execute functions including defect reporting, defect tracking, and manual test execution, as well as Web, load, and unit tests. Chris demonstrates how to use reporting features and create quality reports to analyze the status of projects. Become familiar with Team Foundation version control, where all tests are stored and historical changes are tracked. The testing portions of this course are taught using a shared Team Foundation Server, which allows you to get acquainted with the new collaborative features of Team System.



Chris Menegay, a Principal Consultant for Notion Solutions, Inc., has been helping clients develop business applications for more than ten years. Chris works with customers to help with Team System adoption, deployment, customization, and learning. In his role with Notion Solutions, Chris wrote the Team System training for Microsoft that was used to train customers using the beta versions of Team System. He holds his MCS.D.NET & MCT certification. Chris is a Team System MVP, a Microsoft Regional Director, a member of the Microsoft South Central District Developer Guidance Council, and a member of the INETA speaker's bureau.

U Requirements Based Testing

Richard Bender, Bender RBT, Inc.

Testers use requirements as an oracle to verify the success or failure of their tests. Richard Bender presents the principles of the Requirements Based Testing methodology in which the software's specifications drive the testing process. Richard discusses proven techniques to ensure that requirements are accurate, complete, unambiguous, and logically consistent. Requirements based testing provides a process for first testing the integrity of the specifications. It then provides the algorithms for designing an optimized set of tests sufficient to verify the system from a black-box perspective. Find out how to design test cases to validate that the design and code fully implement all functional requirements. Determine which test design strategy—cause-effect graphing, equivalence class testing, orthogonal pairs, and more—to apply to your applications. By employing a requirements based testing approach, you will be able to quantify test completion criteria and measure test status.



Richard Bender has been involved in test and evaluation since 1969. He has authored and coauthored books and courses on quality assurance and test, software development lifecycles, analysis and design, software maintenance, and project management. He has worked with an international clientele in a wide range of industries from financial to academic.

V The Art and Science of SOA Testing **NEW**

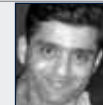
Mamoon Yunus and Rizwan Mallal, Crosscheck Networks

Based on emerging Web services standards, SOA (Service Oriented Architecture) has ushered in a new era of how applications are designed, developed, tested, and deployed. The promise of SOA to increase development productivity and application flexibility poses new challenges for testers: multiple Web services standards and implementations, legacy applications (of questionable quality) now exposed as Web services, weak or non-existent security controls, and services of possibly diverse origins chained together to create applications. Mamoon Yunus and Rizwan Mallal lead you through an intensive tutorial that includes hands-on lab work. Roll up your sleeves and dive into the process of testing SOA Web services. Beginning with the Four Pillars of SOA testing, you will learn new concepts to master SOA testing challenges through techniques such as WSDL chaining, schema mutation, and automated filtration. Learn how traditional techniques such as black, gray, and white-box testing are applied to SOA testing to maximize test coverage, minimize effort, and release better products.

Please bring your own laptop to this tutorial.



Mamoon Yunus is an advisor to Crosscheck Networks and an industry-honored CTO and visionary in Web Services-based technologies. As the founder of Forum Systems, Mamoon pioneered Web Services Security Gateways & Firewalls. He has spearheaded Forum's direction and strategy for six generations of award-winning Web Services Security products. Prior to Forum Systems, Mamoon was a Global Systems Engineer for webMethods where he developed XML-based business integration and architecture plans for Global 2000 companies.



Rizwan Mallal is the Director of Technology at Crosscheck Networks. A founding member and Chief Security Architect of Forum Systems, Rizwan is responsible for all security related aspects of Forum's technology. Previously, Rizwan was the Chief Architect at Phobos where he was responsible for developing the industry's first embedded SSL offloader. Before joining Phobos, he was a member of the core engineering group at Raptor Systems which pioneered the Firewall/VPN space in the mid 1990s.

W Root Cause Analysis: Higher Quality through Defect Prevention

Ed Weller, Integrated Productivity Solutions, LLC **NEW**

Root cause analysis means different things to different people and organizations. Unfortunately, the term often refers only to problem resolution, rather than identifying how and why faults sneak into our requirements, design, code, and test deliverables. In many organizations, “preventive” testing and QA actions such as root cause analysis are often the forgotten part of many development teams’ processes. Ed Weller presents root cause analysis as a vital element of an organization's defect prevention plan. He examines how defects get into software, how you can identify the underlying causes of these defects, and ways to remove those causes from your practices. Ed leads participants in an exercise of root cause analysis to develop a cause-effect diagram, identify possible solutions to the cause(s), and learn to avoid the common traps associated with this important process. Ed explores the role of developers, testers, and management in making root cause analysis successful in your team. Implemented properly, root cause analysis can significantly improve the effectiveness of your organization and the quality of your products.



Ed Weller is associated with Software Technology Transition, providing software process improvement consulting services. In a thirty-plus-year career spanning hardware, software, test, systems, and process engineering, he has developed a process-oriented view to product development that is closely tied to the organization's business needs. He has more than thirty publications to his credit, including the 1993 IEEE Software's Best Article of the Year award for “Lessons from Three Years of Inspection Data,” and has presented over twenty tutorials and talks at conferences and seminars. He is widely recognized for his knowledge in software engineering, including inspections, metrics, project management, software maintenance, test management, and applications of statistical process control to software development processes.

Each tutorial runs a full day and includes lunch.

Register early. Sessions fill up quickly, and seating is first-come, first-served.



Mark Fewster

WEDNESDAY, OCTOBER 24, 8:45 a.m.

The Five “Doings” of Software Testing

Mark Fewster and Dorothy Graham, Grove Consultants

As testers, we sometimes are so busy “doing”, we forget about the “why’s” and “how’s” of what we are doing. Dorothy Graham and Mark Fewster take a closer look at five key activities of testing: searching for defects, checking against requirements and specifications, assessing software readiness, measuring quality, and sampling software and data. Dorothy and Mark have found that these software testing activities have strong parallels with things that we do in ordinary life. They also have found that most testers are not conscious of how useful their personal skills and knowledge can be to their testing work. Drawing on some surprising examples of things we do every day that can make us better testers, Mark and Dorothy examine the why’s and how’s of all five testing “doings.” Raise your consciousness level, and gain a deeper understanding of testing activities to improve your performance and your team’s results.

Mark Fewster has more than twenty years of industrial experience in software testing, specializing in the areas of software testing tools, techniques, and test automation. As a consultant, Mark has helped many organizations improve their testing—both by the better use of techniques and by the successful introduction of a software testing tool. Mark has given keynote talks and presented papers at international conferences and seminars and has served as Chairman for the BCS working group developing the draft standard for software component testing. He is co-author of Software Test Automation (with Dorothy Graham).

The founder of UK-based Grove Consultants, **Dorothy Graham** provides advice, training, and inspiration in software testing, testing tools, and inspection. Originally from Grand Rapids Michigan, she has lived and worked in the UK for more than thirty years. Dorothy is co-author of Software Inspection (with Tom Gilb), co-author of Software Test Automation (with Mark Fewster), and co-author of Foundations of Software Testing: ISTQB Certification. Dorothy was Program Chair for the first EuroSTAR Conference and was awarded the IBM European Excellence Award in Software Testing in 1999.



Dorothy Graham



Antony Marcano

WEDNESDAY, OCTOBER 24, 10:00 a.m.

Why is “Test Driven Development” Not Driven by Testers?

Antony Marcano, testingReflections.com

For years, testers implored developers to do better unit testing. Our pleas fell mostly on deaf ears. Testers were constantly frustrated, finding bugs that should never have escaped the developers. Then, out of nowhere, a few developers started preaching Test Driven Development—test early and often, write unit tests for the code, then write the code. Suddenly, unit testing was cool! Why did testers fail to entice developers to test earlier, more, and better? Why is Test Driven Development a practice that was not driven by testers? Antony Marcano examines these questions and explains how the testing community can become a driving force of software improvement practices. If testers want to be more influential in our day-to-day projects and in our organizations, we must broaden our horizons. Join Antony to find out how to provide concrete ideas that make things easier for everyone—not just for ourselves. Take back ways to demonstrate the benefits of testing—and how to publicize that information—so we are seen as a value-added service rather than gatekeepers and naysayers.

Antony Marcano has a dozen years of experience in software testing across numerous sectors including mobile and fixed telecommunications, banking, publishing, broadcasting, advertising, law, and education. Since 2000, much of Antony’s work has been on agile projects. Now, as a practitioner, mentor, coach, and consultant, he helps teams realize the benefits associated with agile development. Antony is creator and curator of testingReflections.com, one of the most influential software testing sites on the Internet. A regular speaker at peer-workshops and conferences, his views have been quoted in numerous publications including Corporate Insurance & Risk magazine, VNUNet, and the British Computer Society journal The Tester.



Frank Cohen

WEDNESDAY, OCTOBER 24, 4:30 p.m.

The Coming SOA Revolution: What it Means to Testers

Frank Cohen, PushToTest

Applications deployed with service oriented architectures are implemented as producers and consumers of services. Testing a Service Oriented Architecture (SOA) application is unlike anything you’ve done before because every service can be invoked by consumers of whom you have no knowledge. This requires you to understand the specifications of those services in order to build valid, robust tests. Before SOAs began appearing in IT organizations, testers often dealt with lack of management commitment, poor testing tools, and minimal testing environments. Now, with SOA, the risks of failure are high, and the powerful processes, protocols, and tools that software developers use to build applications can also be used by testers to verify, validate, and test SOA applications. In SOA testing, instead of using antiquated tools, we use a variety of dynamic scripting languages (Rhino, Python, and Ruby) and procedure-less test scenario documents including WADL, LMX, and WSIT. Service oriented architectures make test designs more complex—you must express the full meaning and goals of the services in the tests—but make executing tests much easier with standard SOA development tools for test automation.

Frank Cohen is the leading authority for testing and optimizing software developed with Service Oriented Architecture (SOA) and Web Service designs. Frank is CEO and founder of PushToTest and inventor of TestMaker, the open-source SOA governance and test automation tool that helps software developers, testers, and IT managers understand and optimize the scalability, performance, and reliability of their systems. Frank is the author of several books on optimizing information systems—Java Testing and Design from Prentice Hall in 2004 and FastSOA from Morgan Kaufmann in 2006. He co-founded Inclusion.net and TuneUp.com (now Symantec Web Services). Contact Frank at fcohen@pushtotest.com and www.pushtotest.com.



Theresa Lanowitz

THURSDAY, OCTOBER 25, 8:30 a.m.

Customer Advocacy: The Key to Testing Success

Theresa Lanowitz, *voke, Inc.*

Testing professionals are often viewed as the pessimists of the software world. Some people think testers will do anything to prevent an application's release into production. In reality, testers should be pro-active protectors of the organization and a strong voice for its customers—lines of business, end-users of the applications, system designers, developers, and the operations group responsible for application support. Theresa Lanowitz believes that testers should be customer advocates, representing all constituents in each and every stage of the application development lifecycle. As such, testers help ensure delivery of quality products that meet the needs of all. To be a successful customer advocate, you must understand and balance the complex web of requirements, constraints, roles, skills, and abilities of all stakeholders. At the same time, you must understand the capabilities and limitations of the application's technology and operational environment. Test managers and testers must learn that their roles need to be modernized and fine-tuned—even reinvented. Gone are the days of the pessimist. You must enhance your image while revitalizing your testing organization by becoming a strong customer advocate.

Theresa Lanowitz is recognized worldwide as a strategic thinker and market influencer. With more than twenty years of technology experience, Theresa has been a trusted advisor to some of the world's largest software companies. From 1999 through 2006, Theresa was a research analyst with Gartner, where she pioneered the application quality ecosystem, championed the application security space, and consistently identified new and emerging companies to watch. As the lead industry analyst for billion dollar plus companies such as Mercury(HP) and Compuware, Theresa has a wealth of expertise in developing marketing and launch strategies, corporate and product messaging, and identifying partnering and acquisition opportunities for industry-leading organizations. Prior to Gartner, Theresa played instrumental roles at McDonnell Douglas, Borland Software, Taligent, and Sun Microsystems.



Lee Copeland

THURSDAY, OCTOBER 25, 4:15 p.m.

The Nine Forgetting

Lee Copeland, *Software Quality Engineering*

People forget things. Simple things like keys and passwords and the names of friends long ago. People forget more important things like passports and anniversaries and backing up data. But Lee Copeland is concerned with things that the testing community is forgetting—forgetting our beginnings, the grandfathers of formal testing and the contributions they made; forgetting organizational context, the reason we exist and where we fit in our company; forgetting to grow, to learn and practice the latest testing techniques; and forgetting process context, the reason that a process was first created but which may no longer exist. Join Lee for an explanation of the nine forgettings, the negative effects of each, and how we can use them to improve our testing, our organization, and ourselves.

Lee Copeland has more than thirty-five years of experience as a consultant, instructor, author, and information systems professional. He has held a number of technical and managerial positions with commercial and non-profit organizations in the areas of applications development, software testing, and software development process improvement. Lee frequently speaks at software conferences both in the United States and internationally and currently serves as Program Chair for the Better Software Conference & Expo and the STAR testing conferences. Lee is the author of A Practitioner's Guide to Software Test Design, a compendium of the most effective methods of test case design.



Bharat Mediratta

FRIDAY, OCTOBER 26, 8:30 a.m.

Testing on the Toilet: Revolutionizing Developer Testing at Google

Bharat Mediratta and Antoine Picard, *Google*

You work in an organization with incredibly smart and diligent software engineers. Deadlines are tight and everyone is busy. But when developers outnumber testers by ten to one and the code base is growing exponentially, how do you continue to produce a quality product on time? Google addressed these problems by creating the Testing Grouplet—a group of volunteer engineers who dedicate their spare time to testing evangelism. They tried various ideas for reaching their audience. Weekly beer bashes were fun but too inefficient. New-engineer orientation classes, Tech Talks by industry luminaries, and yearly "Fixit" days became successful and continue to this day. But no idea caught the attention of engineers like Testing on the Toilet. This weekly flyer, posted in every Google bathroom, has sparked discussions, controversy, jokes, and parodies. More importantly, it has taught everyone about techniques such as code coverage, dependency injection, mock objects, and testing time-dependent code. Learn the story of its development—from a deceptively simple idea to a company-wide cultural phenomenon that has received national acclaim. Perhaps Testing on the Toilet can bring better testing to your organization.

Bharat Mediratta is the Technical Lead of the Google Web Server (GWS) team and co-founder of the Testing Grouplet. Bharat has been a tireless advocate of developer testing both in GWS and Google as a whole. Thanks to his efforts, GWS has increased its number of unit tests by an order of magnitude and raised its code coverage by 50% while cutting the number of emergency pushes in half. His team's success has become the benchmark by which other teams measure their developer testing progress.

Antoine Picard is the Technical Lead of the unit testing team. Antoine's team is responsible for providing Google's developers with the tools they need to write unit tests and with fast and accurate test results at every change list. Antoine authored the first-ever edition of Testing on the Toilet and is now one of a handful of regular contributors.



Antoine Picard

W1 TEST MANAGEMENT

The Tester's Critical C's: Criticism, Communication, Confidence

Dorothy Graham, Grove Consultants

Testers are professional critics. Our job is to evaluate and criticize other people's work. Although criticism can have a positive meaning, it is more often taken as negative. When we communicate our criticism to other people, we are sometimes misunderstood, and this can lead to serious problems, including losing confidence in ourselves. Dorothy Graham examines how our delivery of criticism and the ways we communicate can make us more effective—and not damage our interpersonal relationships. Dorothy presents a communications model that helps explain how and why personal interactions can go wrong. Both the "push" and "pull" styles of influencing can help us communicate better with our managers. Dorothy explains how your confidence level affects your ability to constructively criticize others' work and communicate test results. She concludes with valuable tips for increasing your confidence.

- Give and receive criticism effectively
- How communication can go wrong and how to improve it
- Increase your confidence to improve your effectiveness

W2 TEST TECHNIQUES

Cause-Effect Graphing

Gary Mogyorodi, Software Testing Services

Cause-Effect Graphing is a powerful, but little known, technique for test case design. Rather than trying to manually create a comprehensive set of test cases, the tester models the problem with cause-effect graphs that automatically generate decision tables based on the inputs, outputs, and relationships among the data for the problem. From the decision tables, the technique then identifies the necessary and sufficient set of test cases that covers 100% of the functionality described for the problem. Gary Mogyorodi has had the rare opportunity to compare test coverage obtained using Cause-Effect Graphing to that obtained from a set of manually created test cases previously derived for an application. He reports on the difference in test coverage obtained from the two different approaches to the same problem.

- The process of Cause-Effect Graphing for test case design
- Functional test coverage measures
- Advantages and disadvantages of Cause-Effect Graphing

W3 METRICS

Measures and Metrics for Your Biggest Testing Challenges

Ed Weller, Integrated Productivity Solutions, LLC

Over the course of many STAR conferences, Ed Weller has collected a list of your biggest challenges in testing—lack of time, unrealistic deadlines, lack of resources, inadequate requirements, last minute changes, knowing when to stop testing, and poor quality code from development. Using this list and Victor Basili's "Goal, Question, Metric" approach to measurement, Ed identifies the measurements and metrics that will help test managers and engineers objectively evaluate and analyze their biggest problems. By doing so, you can map out improvement options and make a strong business case for the resources and funding you need. By providing management with objective evidence rather than subjective opinions, which they call "whining," you will improve your chances for success. Just as importantly, you will be able to use these measurements to guide and communicate your progress with meaningful data.

- The top testing challenges and the measurements to quantify them
- Measurement data to guide your improvements
- Metrics to present needs and show progress

W4 TESTING THE NEW WEB

Testing for Security in the Web 2.0 World

Michael Sutton, SPI Dynamics, Inc.

While many are extolling the virtues of the next generation of Internet and Web technologies, others are warning that it could turn the Internet into a hacker's dream. Web 2.0 promises to make applications more usable and connect us in ways that we've never imagined. We've just begun to digest a host of exciting technologies such as AJAX, SOAP, RSS, and "mashups." Are we making a big mistake by increasing the complexity of Web applications without taking security into account? Michael Sutton discusses the major security issues we must address when implementing Web applications with the newest technologies and describes poor coding practices that can expose security defects in these applications. Most importantly, Michael discusses testing techniques for finding security defects—before they bite—in this new world.

- The new technologies of Web 2.0
- Major security issues exposed within these technologies
- Techniques for finding Web 2.0 security flaws

W5 PERFORMANCE TESTING

Preparing for the Madness: Load Testing the 2007 College Bracket Challenge

Ed Glas, Microsoft

For the past two seasons, the Windows Live development team has run the Live.com College Bracket Challenge, which hosts brackets for scores of customers during the "March Madness" NCAA basketball tournament. March Madness is the busiest time of the year for most sports Web sites. So, how do you build your Web application and test it for scalability to potentially millions of customers? Ed Glas guides you through the process their team uses to model users, establish performance goals for their application, define test data, and construct realistic operational scenarios. Learn how the tests were conducted, the specific database performance and locking problems encountered, and how these problems were isolated and fixed. Finally, Ed demonstrates the custom reporting solution the team developed to report results to stakeholders.

- How to establish performance goals and requirements
- Ways to accurately model user behavior and load
- Performance testing data analysis and reporting

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"I thought the conference had tremendous value. I went to learn about the software testing market and was suitably impressed with the level of activity. I thought the material presented was high quality. There was a nice blend of vendors from various sectors of the market. I will highly recommend STAR conferences to others."

— Steve Mackie, Account Manager for Enterprise IT Risk Management Wyle Laboratorie

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W6 TEST MANAGEMENT

Bringing Shrek to Life: Software Testing at DreamWorks

Anna Newman, Dreamworks Animation

Want to take a behind the scenes look at DreamWorks Animation testing? Learn what happens when you have a tiny QA team, release deadlines that cannot slip even a day, and a crew of crazy animators using software in ways most developers never imagined. You just make it work! Anna Newman discusses how to leverage your development team to create and even execute tests on your behalf and ways to best prioritize testing areas. Find out how a small team operates successfully when a software release cycle is only few weeks long, rather than months as in many other industries. Anna explains her communications strategies for better partnerships with customers, developers, and senior management in the absence of formal development specs and test plans. Break out of your testing box and get that “happily ever after” (or is it “happily ogre after?”) feeling in your test group.

- Small team testing issues and solutions
- Free automation tools for testing graphical images
- Strategies for better communications in a non-traditional environment

W7 TEST TECHNIQUES

A Pair of Stories about All-Pairs Testing

Jon Bach, Quardev, Inc.

What do you do when you're faced with testing a million or more possible combinations, all manually? Easy—just declare the problem so big and the time so short that testing is impossible. But what if there were an analytic method that could drastically reduce the number of combinations to test while reducing risks at the same time? All-pairs testing, the pairing up of testable elements, is one way to create a reasonable number of test cases while reducing the risk of missing important defects. Unfortunately, as Jon Bach demonstrates, this technique can also be used incorrectly, thus creating more risk, not less. Jon shares his experiences on two projects—one success and one failure—that employed all-pairs analysis and describes the reasons behind the results. Start down the path to all-pairs success for your next big testing project.

- Learn the rationale behind pairwise data analysis
- Use two free tools that create the pairings
- Understand the risks and rewards of all-pairs testing

W8 METRICS

Double-Track Session

Test Metrics: The Good, the Bad, and the Ugly

John Fodeh, Hewlett-Packard

Appropriate metrics used correctly can play a vital role in software testing. We use metrics to track progress, assess situations, predict events, and more. However, measuring often creates “people issues,” which, if ignored, become obstacles to success and can even destroy a metrics program, a project, or an entire team. Metric programs may be distorted by the way metrics are depicted and communicated. In this interactive session, John Fodeh invites you to explore the good, the bad, and the ugly side of test metrics. John shows how to identify and use metrics for assessing the state and quality of the system under test. When being measured, people can react with creative, sophisticated, and unexpected behaviors. Thus our well-intentioned efforts may have a counter-productive effect on individuals and the organization as a whole. The ugly side of metrics is encountered when people manipulate metrics. In this double-track session, explore the pros and cons of applying and using metrics.

- Key metrics needed for testing and test management
- “People issues” encountered when implementing a metrics program
- How to present and communicate metrics to avoid “malpractice”

W9 TESTING THE NEW WEB

Ensuring Quality in Web Services

Chris Hetzler, Intuit

As Web service-based applications become more prevalent, testers must understand how the unique properties of Web services affect their testing and quality assurance efforts. Chris Hetzler explains that testers must focus beyond functional testing of the business logic implemented in the services. Quality of Service (QoS) characteristics—security, performance, interoperability, and asynchronous messaging technology—are often more important and more complicated than in classical applications. Unfortunately these characteristics are often poorly defined and documented. In addition, Web services can be implemented using a number of technologies—object oriented programming, XML documents, and databases—and can employ multiple communications protocols, each requiring different testing skills. Take back a list of infrastructure and supporting tools—some of which you may need to build yourself—that are necessary to effectively test Web services.

- Quality of Service (QoS) characteristics for Web services
- How to apply your current skills and tools to Web services testing
- New skills and tools you need for testing Web services

W10 PERFORMANCE TESTING

Ten Indispensable Tips for Performance Testing

Gary Coil, IBM

Whether you are inexperienced with performance testing or an experienced performance tester who is continuously researching ways to optimize your process and deliverables, this session is for you. Based on his experience with dozens of performance testing projects, Gary Coil discusses the ten indispensable tips that he believes will help ensure the success of any performance test. Find out ways to elicit and uncover the underlying performance requirements for the software-under-test. Learn the importance of a production-like test environment and methods to create suitable environments without spending a fortune. Take back valuable tips on how to create representative workload-mix profiles that accurately simulate the expected production load. And more! Gary has developed and honed these practical and indispensable tips through many years of leading performance testing engagements.

- A set of practices that will ensure better performance testing
- How to make your performance data work for you
- How to report succinct and understandable performance test findings

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“Very well organized event. Tremendous amount of testing information was obtained by attending the pre-conference tutorial sessions, and the speakers at each keynote session were very professional and were well-versed in subject matter.”

— Sue Miller, Computer Specialist
 Defense Finance & Accounting Service
 Indianapolis Technology Services Organization

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WEDNESDAY, OCTOBER 24, 3:00 p.m.

W11 TEST MANAGEMENT

Result-Driven Testing: Adding Value to Your Organization

Derk-Jan de Groot, Collis

Software testers often have great difficulty in quantifying and explaining the value of their work. One consequence is that many testing projects receive insufficient resources and, therefore, are unable to deliver the best value. Derk-Jan de Groot believes we can improve this situation although it requires changing our mindset to "result-driven testing". Result-driven testing is based on specific principles: (1) understand, focus on, and support the goals of the organization; (2) do only those things that contribute to business goals; and (3) measure and report on testing's contribution to the organization. Keeping these principles at the forefront binds and guides the team. Join this session to find out how the test team at Collis has adopted these principles. They have developed a testing organization that generates trust and provides valuable insight into the quality of their organization's products.

- The philosophy of result-driven testing
- How to align your testing to your organization's business goals
- A program to incorporate result driven principles into your test organization

W12 TEST TECHNIQUES

Bugs Bunny on Bugs! Hidden Testing Lessons from the Looney Tunes Gang

Rob Sabourin, AmiBug.com, Inc.

Bugs Bunny, Road Runner, Foghorn Leghorn, Porky Pig, Daffy Duck, and Michigan J. Frog provide wonderful metaphors for the challenges of testing. From Bugs Bunny we learn about personas and the risks of taking the wrong turn in Albuquerque. Michigan J. Frog teaches valuable lessons about defect isolation. Is it duck season or rabbit season?—and how ambiguous pronouns can dramatically change the meaning of our requirements. The Tasmanian Devil teaches us about the risks of following standard procedures and shows us practical approaches to stress and robustness testing. From Yosemite Sam we learn about boundary conditions and defying physics. And, of course, the Coyote seems to put a bit too much confidence in the latest tools and technologies from ACME. The Looney Tunes Gang teaches lessons for the young at heart—novice and experienced testers alike! Rob Sabourin shares some powerful heuristic models for testing that you can apply right away.

- How metaphors can help us understand and communicate
- The value of personas for testing
- Heuristic models that are not only useful—they're fun!

W13 TESTING THE NEW WEB

Testing AJAX Applications with Open Source Selenium

Patrick Lightbody, Gomez, Inc.

Today's rich AJAX applications are much more difficult to test than the simple Web applications of yesterday. With this rich new user interface comes new challenges for software testers—not only are the platforms on which applications run rapidly evolving, but test automation tools are having trouble keeping up with new technologies. Patrick Lightbody introduces you to Selenium, an open source tool designed from the ground up to work on multiple platforms and to support all forms of AJAX testing. In addition, he discusses how to develop AJAX applications that are more easily testable using frameworks such as Dojo and Scriptaculous. Learn the importance of repeatable data fixtures with AJAX applications and how automated testing must evolve with the arrival of AJAX. Get ahead of the curve by encouraging the development of more testable AJAX software and adding new automation tools to your bag of testing tricks.

- How Web applications are moving from a page-centric to a more granular paradigm
- Frameworks for developing testable AJAX-based Web applications
- Open source Selenium's basic functionality

W14 PERFORMANCE TESTING

Load Generation Capabilities for Effective Performance Testing

Rajeev Joshi, Aztecsoft

To carry out performance testing of Web applications, you must ensure that sufficiently powerful hardware is available to generate load levels. At the same time, you need to avoid investing in unnecessarily expensive hardware "just to be sure." A valid model for estimating the load generation capabilities of performance testing tools on different hardware configurations will help you generate the load you need with the minimum hardware. Rajeev Joshi believes the models provided by most tool vendors are too simplistic for practical use. In fact, in addition to the hardware configuration, the load generation capabilities of any tool are a function of many factors: the number of users, frequency and time distribution of requests, data volume, and think time. Rajeev presents a model for the open source load generator tool, Jmeter, which you can adapt for any performance testing tool.

- Model the load generating capabilities of your performance test tools
- Experimental designs to verify a load generation model
- How to purchase or allocate just the right amount of hardware for a performance test

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T1 TEST MANAGEMENT

The Secrets of Faking a Test Project

Jonathan Kohl, Kohl Concepts Inc.

It's never been easier to fool your manager into thinking that you're doing a great job testing! In his presentation, Jonathan Kohl covers today's most respected test fakery. These techniques include misleading test case metrics, vapid but impressive looking test documentation, repeatedly running old tests "just in case they find something", carefully maintaining obsolete tests, methodology doublespeak, endless tinkering with expensive test automation tools, and taking credit for a great product that would have been great even if no one had tested it. Jonathan also covers best practices for blame deflection. By the time you're through, your executive management won't know whether to fire the programmers or the customers. But, it won't be you. (Disclaimer: It could be you if an offshore company fakes it more cheaply than you do.)

- Cautionary true stories of test fakery, both purposeful and accidental
- Why surprisingly common practices often surprisingly go wrong
- Signs that your testing may be fake

T2 TEST TECHNIQUES

Improving Testing with Quality Stubs

Lee Clifford, Virgin Mobile UK

Many testers use stubs—simple code modules that simulate the behavior of much more complicated things. As components and their interfaces evolve, it is easy to overlook the need for associated stubs to evolve with them. Lee Clifford explains that the stubs Virgin Mobile previously used to simulate the functionality of third-party software were basic and static—simply returning hard-coded data values. While adequate, the stubs were difficult to maintain. So Virgin Mobile's testers decided to design, build, test, and deploy their own smart "quality stubs," not only for use by the test team but also for development and performance testing. The testers created fully configurable and programmable stubs that interface their systems to third-party products. The key advantage is that anyone in the test team can update the stubs with minimal cost and without the need to learn a programming language.

- The need for and value of quality stubs when testing
- The different types of stubs you may need
- How to build smart quality stubs that are first-class software tools

T3 TEST AUTOMATION

The Ten Most Important Automation Questions—and Answers

Mukesh Mulchandani, ZenTEST Labs

As test automation becomes more complex, many important strategic issues emerge. Mukesh Mulchandani shares key questions you must answer before you begin a test automation project or an improvement program. He begins with the elementary questions. Should I automate now or wait? What specifically should I automate? What approach should I adopt? Mukesh then considers more complex questions: vertical vs. horizontal automation, handling static and dynamic data, and testing dynamic objects. The final questions relate to future automation trends: moving beyond keywords automation technology, making automation scripts extensible, introducing test-driven development, starting automation when the application is not yet stable, and offering the automation scripts to clients. Whether you are just starting with test automation or planning to improve your automation, find out which of these questions resonate with you—and learn Mukesh's suggested answers.

- Elementary, complex, and forward-looking test automation questions
- How to improve the ROI of test automation projects
- Future trends in test automation that you can work toward now

T4 TESTING THE NEW WEB

Testing SOA Applications: What's New, What's Not

Brian Bryson, IBM

The Service Oriented Architecture (SOA) approach to building applications is rapidly approaching critical mass. With this architecture comes a new set of challenges for testers. Brian Bryson demystifies the testing practices to ensure SOA application quality. He begins by building and deploying a Web service to introduce you to SOA. Brian then examines the requirements and risks of SOA quality management including functional, performance, and security testing challenges. Brian demonstrates testing a Web service using both open source and commercial software. Throughout his demonstration, Brian discusses what new skills and strategies, such as a strong focus on unit testing, are required for SOA testing and the more common strategies, such as a strong focus on requirements based testing, that still apply in the new world of SOA.

- The test and quality ramifications of the SOA paradigm
- Live SOA application and testing demonstration
- Open source and commercial tools for SOA quality management

T5 SPECIAL TOPICS

Lightning Talks: A Potpourri of 5-Minute Presentations

Facilitated by Dawn Haynes



YOUR CHANCE TO SPEAK AT THE STAR CONFERENCE! Lightning Talks are a set of five-minute talks in one conference session. Lightning Talks represent a much smaller investment of time than track speaking and offer the chance to try conference speaking without the heavy commitment. Lightning Talks are an opportunity to present your single biggest bang-for-the-buck idea quickly. Use this as an opportunity to give a first time talk or to present a new topic for the first time. Maybe you just want to ask a question, invite people to help you with your project, boast about something you did, or tell a short cautionary story. These things are all interesting and worth talking about, but there might not be enough to say about them to fill up a full conference session. Visit www.sqe.com/lightningtalks for more information on how to submit your idea for a talk. Hurry! The deadline for submissions is September 3, 2007.

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"I very much enjoyed the conference and was able to take pieces from the different sessions that I attended and immediately apply some of them to my current projects."

— Chris Busby, Sr. QA Analyst
Devon Energy Corp

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THURSDAY, OCTOBER 25, 11:15 a.m.

T6 TEST MANAGEMENT

A "Framework for Testing" for Repeatable Success

Randy Slade, Kaiser Permanente HMO

Do you have defined and documented processes that describe all the activities and deliverables for testing? Do you have a documented road map for repeating test project successes? The test group at Kaiser found themselves overwhelmed with too many projects, understaffed on most, lacking repeatable procedures, and without testing tools. Randy Slade describes how they identified the needed test processes and tools, set priorities, developed new procedures, and implemented them. Their "Framework for Testing" has become the blueprint for all testing activities. Its flexibility makes it applicable to software projects of all types and sizes. It guides testers and managers from A to Z in performing their duties by describing the "what, when, how, and why" of all testing activities and deliverables.

- Five phases of a software testing life-cycle
- How to develop, pilot, and evaluate new processes
- Measures to gauge the value of new software testing procedures and tools

T7 TEST TECHNIQUES

Emotional Test Oracles

Michael Bolton, DevelopSense

An oracle is a heuristic principle or mechanism by which we may recognize a problem. Traditionally, discussion within testing about oracles has focused two references: (1) requirements specifications that provide us with the "correct" answer, and (2) algorithms we execute to check our answers. Testing textbooks talk about identifying a bug by noting the differences between the actual results against those references. Yet high-quality software is not created by merely analyzing conformance to specifications or matching some algorithm. It is about satisfying—and not disappointing—the people who interact with the product every day. Michael Bolton introduces the idea that our emotional reactions to programs as we test them—frustration, confusion, annoyance, impatience, depression, boredom, irritation, curiosity, and amusement—are important triggers for noticing real problems that matter to real people. Take back a new way to use your own emotional test oracle to evaluate the software you are testing.

- Why an obsession with automation may cause us to miss important problems
- How our emotions can help us to recognize important problems
- A model for assessing subjective and emotional responses to software

T8 TEST AUTOMATION

Apodora: An Open Source Framework for Web Testing

Seth Southern, Aculis, Inc.

Are you frustrated with automated test scripts that require constant maintenance and don't seem to be worth the effort? Seth Southern introduces Apodora, a new open source framework for automating functional testing of Web applications. Apodora was released under the GNU General Public License to the open source community with the goal of collaboratively creating a superior, free, automated Web testing tool. The key benefit of Apodora is to help you reduce the maintenance and overhead of test automation scripts. Seth introduces you to the open source project, demonstrates the use of Apodora, and highlights some of the key differences between Apodora and other test automation tools currently available. Seth shows how Apodora can save you time when the software under test changes and scripts require maintenance.

- Web test tool gaps that Apodora fills
- Features of Apodora for functional Web testing
- Future plans for the Apodora open source project

T9 TESTING THE NEW WEB

Load Testing New Web Technologies

Eran Witkon, RadView

Web 2.0 applications represent a major evolution in Web development. These applications are based on new technologies such as AJAX, RIA, Web services, and SOA. Unless you, as a tester, understand the inner workings of these technologies, you cannot adequately test their functionality or prepare realistic and valid performance tests. Eran Witkon explains the new Web technologies, how to design and implement appropriate load tests, execute these tests, and interpret the results. For example, Eran describes why the classic "client requests a page and then waits" model used in performance testing the old Web does not adequately represent AJAX processing in which only parts of pages are requested and one request need not complete before another is initiated. Even if you have never been a programmer or developer, Eran's presentation will help you understand and develop testing strategies to mitigate the risks we all face with these new technologies.

- The differences between traditional Web and Web 2.0 technologies
- Testing challenges of AJAX, RIA, Web services, and SOA
- Demonstrations of load testing tools

T10 SPECIAL TOPICS

Even Cavemen Can Do It: Find 1,000 Defects in 1,000,000 Lines of Code in 30 Days

Gregory Pope, Lawrence Livermore National Laboratory

Due to the increased emphasis on computer security, great advances have been made in static analyzer tools that can detect many code errors that often elude programmers, compilers, test suites, and visual reviews. Traditional tools such as "lint" detectors are plagued with high false positive rates. Gregory Pope discusses the steps his organization used to evaluate and select a static analyzer tool and pilot its implementation. He describes how they rolled out the tool to developers and how it is being used today. Greg shares the results they achieved on real code (C, C++, and Java) and the valuable code metrics they obtained as a byproduct of its use. Greg discusses the skills needed to use the tools, ways to interpret the results, and techniques they used for winning over developers.

- The features of static code analyzers
- Defects that can be found with these tools
- How to maximize your success using static analysis



T11 TEST MANAGEMENT

Selecting Mischief Makers: Vital Interviewing Skills

Andy Bozman, Orthodyne Electronics

Much of testing is tedious—the focus on details, the repetitive execution of the same code, the detailed paperwork, the seemingly endless technical discussions, and the complex data analysis. All good testers have the skills and aptitude necessary to deal with these activities. However, great testers have one other characteristic—they are mischievous. As a hiring manager, detecting mischievous testers is a challenge you should pursue to build the best testing staff. How do you uncover a candidate's mischievous traits during the selection process? Résumés do not help, and phone interviews or email conversations are too easily misunderstood. The best chance you have for detecting mischief is during the interview. Andy explores the ways he identifies the clever people who make great testers and shares techniques that you can easily add to your interview process to find the best people for your team.

- The need for well-directed mischief in testers
- How to distinguish clever people for testing
- Techniques for detecting the people you need and avoiding troublemakers

T12 TEST TECHNIQUES

Taming the Code Monolith—A Tester's View

Randy Rice, Rice Consulting

Many organizations have systems that are large, complex, undocumented, and very difficult to test. These systems often break in unexpected ways at critical times. This is not just limited to older legacy systems—even more recently built Web sites are also in this condition. Randy Rice explores strategies for testing these types of systems, which are often monolithic mountains of code. He describes methods he has used to understand and “refactor” them to break up their huge complex codebase into something more testable and more maintainable. Randy describes how to build a set of tests that can be reused even as the system is being restructured. Find out how to perform regression, integration, and interoperability testing in this environment. See how new technologies such as service oriented architecture (SOA) can help achieve better system structures, and learn when and where test automation fits into your plans.

- How to test large, undocumented, and highly integrated systems
- Regression and integration testing in a complex environment
- New technologies for testing and refactoring systems

T13 TEST AUTOMATION

User Interface Testing with Microsoft Visual C#

Vijay Upadya, Microsoft

Manually testing software with a complex user interface (UI) is time-consuming and expensive. Historically the development and maintenance costs associated with automating UI testing have been very high. Vijay Upadya presents a case study on the approaches and methodologies his Microsoft Visual C# test team adopted to answer the testing challenges that have plagued them for years. Vijay explains how the test team worked with developers to design high levels of testability into Microsoft Visual Studio 2005. These testability features enabled the test team to design a highly robust and effective test suite which completely bypasses the UI. Join Vijay to find out how they adopted data driven testing below the UI and achieved dramatic cost reductions in developing and maintaining their tests.

- How to bypass the user interface without compromising test effectiveness
- Designs for software with high testability
- Approaches for data driven testing below the user interface

T14 EXPLORATORY TESTING

Mission Possible: An Exploratory Testing Experience

Erik Petersen, Emprove

Interested in exploratory testing and its use on rich Internet applications, the new interactive side of the Web? Erik Petersen searched the Web to find some interesting and diverse systems to test using exploratory testing techniques. Watch Erik as he goes on a testing exploration in real time with volunteers from the audience. He demonstrates and discusses the testing approaches he uses everyday—from the pure exploratory to more structured approaches suitable for teams. You'll be amazed, astounded, and probably confounded by some of Erik's demonstrations. Along the way, you'll learn a lot about exploratory testing and have some fun as well. Your mission, should you choose to accept it, is to try out your testing skills on the snappiest rich Internet applications the Web has to offer.

- Key concepts in exploratory testing demonstrated
- Learn to test Rich Internet Applications (RIAs)
- Hands-on exploratory testing with audience volunteers

T15 SPECIAL TOPICS

The Hard Truth about Offshore Testing

Jim Olsen, Dell, Inc.

If you have been a test manager for longer than a week, you have probably experienced pressure from management to offshore some test activities to save money. However, most test professionals are unaware of the financial details surrounding offshoring and are only anecdotally aware of factors that should be considered before outsourcing. Jim Olsen shares his experiences and details about the total cost structures of offshoring test activities. He describes how to evaluate the maturity of your own test process and compute the true costs and potential savings of offshore testing. Learn what is needed to coordinate test practices at home with common offshore practices, how to measure and report progress, and when to escalate problems. Jim shares the practices for staffing and retention, including assessing cultural nuances and understanding foreign educational systems.

- Practices and techniques of successful offshore testing
- How to compute the true cost and potential savings of offshore testing
- The cultural nuances of overseas organizations

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“I really enjoyed the conference. I gained a lot of industry knowledge and look forward to coming back.”

— Mike Persi, IT-SQA Supervisor
Mercury Insurance Group

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T16 TEST MANAGEMENT

The Top Ten Signs You Need to Improve Your Testing Process

Robert Watkins, *Metavante*

Does this sound familiar? Patch #94 was just released for the application you shipped last month; your customers refuse to upgrade to the latest version until someone else tries it first; your project manager casually asks if the application was tested on Windows 98 because that's what your biggest customer uses. Robert Watkins discusses these and other signs of test process breakdowns. He then suggests ways to improve the testing process by making sure the testing activities are in line with the needs of all stakeholders (customers, business owners, support staff, developers, and testers). Find new ways to establish appropriate quality gates that everyone honors, enlist the best champion for your improvement efforts, and communicate the right information to the right people at the right time.

- Improvements to mitigate or eliminate test process breakdowns
- How to evaluate the effectiveness of test process improvement
- Ways to make sure that positive changes stick

T17 TEST TECHNIQUES

Holistic Test Analysis and Design

Neil Thompson, *Thompson Information Systems Consulting Ltd.*

To test professionally and understand software risks fully, we need to know what our tests cover. Counting test cases is not enough—that's like sizing business requirements by counting program modules. Neil Thompson presents a test analysis and design method that integrates four key elements into a holistic approach: test items, testable features, test basis documents, and product risks. Testing standards and many textbooks have anaesthetized us into the delusion that test cases are simple and can easily be derived through basic techniques. This is false thinking. According to Neil, we must consider and prioritize all available test techniques, incorporating both exploratory techniques and new thinking into our testing. Join Neil to learn a holistic approach for test design and the need for more complete information traceability.

- The different types of coverage—logical and physical
- How coverage should play a part in governance scorecards
- A measurement framework for management to understand testing better

T18 TEST AUTOMATION

Managing Keyword-Driven Testing

Hans Buwalda, *LogiGear*

Keyword-driven test automation has become quite popular and has entered the mainstream of test automation. Although some hail it as a panacea, many companies using it in one form or another have been disappointed. Keyword-driven testing projects succeed only if they are managed well. This presentation is not about the keyword method itself. Instead, Hans Buwalda focuses on the management side: how to manage a keyword-driven project. What are the factors that indicate progress and success? What are the common risks for a keyword project? Hans shares insights he has gathered in countless keyword projects in many industries all over the world. Many of the lessons he presents were learned the hard way. Learn from Hans' successes and mistakes and become more successful with your keyword-driven automation.

- The success factors and risks for keyword-based automation
- How to create and organize the team for automation success
- The proper automation environment for keyword-driven testing

T19 EXPLORATORY TESTING

Session-Based Exploratory Testing—With a Twist

Brenda Lee, *Parallax, Inc.*

Session-based exploratory testing is an effective means to test when time is short and requirements are not clearly defined. Is it advisable to use session-based exploratory testing when the requirements are known and documented? How about when the test cases are already defined? What if half of the test team is unfamiliar with the software under test? The answers are yes, yes, yes. Brenda Lee explains how her team modified the session-based exploratory testing approach to include requirements and test cases as part of its charter. In one instance, during the short seven-day test window the team validated forty-one out of forty-five requirements, executed more than 200 test cases using seventeen charters, and identified fifteen new, significant issues. The team was able to present a high-level test summary to the customer only two days after the conclusion of system test. What did the customer say? "This had to be the shortest system test cycle ever."

- A structured and managed approach for faster system testing
- How session-based exploratory testing works with traditional development projects
- Ways to obtain management support for experimentation

T20 SPECIAL TOPICS

The Zen of Software Testing: Discovering Your Inner Tester

Dawn Haynes, *Independent Consultant*

Testing techniques and methods are usually based on models or theories—models derived from experience and theories from science. An alternative approach is Zen, a Buddhist doctrine stating that enlightenment can be attained through direct intuitive insight. Zen is all about harmony and balance. Dawn Haynes believes that a Zen approach to testing can help you meld disparate testing practices and gain new insights into your test processes and your everyday testing activities. We've all had those "aha" moments—like when you just knew it was a buffer overflow problem and immediately found where it was located in the code. When we "Zen" it, we figure out something through meditation or a sudden flash of enlightenment. Join Dawn to learn the Zen way to apply the models and theories you currently use for testing and then apply your intuitive insights to discover the rest.

- The parallels between Zen and scientific methods of testing
- A new way to see your formal and informal test processes
- The role of ethics in the Zen philosophy and its application to testing

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“Great conference, well worth the time and the cost. STAR is the best one-stop shop for testing information.”
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— Robert Robinson, Manager,
Software Quality Assurance
Newspaper Software Solutions
.....

F1 TEST MANAGEMENT

Beyond the Rock and the Hard Place

Andy Kaufman, *Institute for Leadership Excellence & Development, Inc.*

One stakeholder says “Zig”. The other says “Zag”. No compromise is in sight, and the project deadline looms nearer. The rock and the hard place—welcome to the test manager’s world! How do you deal with an overly emotional stakeholder or a developer who is ignoring your requests? Few of us like conflict, but our ability to navigate conflict goes a long way toward determining how successfully we can deliver quality projects. Andy Kaufman introduces you to “conflict handling modes” that describe different approaches you can take to deal with conflict. Understanding these different modes can help you get beyond your typical responses to conflict to those that can be more effective. Join Andy as he discusses real-world project conflicts, and learn practical ideas to improve your ability to manage them.

- Different conflict handling modes you can use to manage issues
- How to understand your own personal tendencies for dealing with conflict
- Ways to improve your ability to manage conflict successfully

F2 AGILE TESTING

How Testers Can Help Drive Agile Development

Lisa Crispin, *ePlan Services, Inc.*

Although some experts say that testers are not needed in an agile development environment, Lisa Crispin knows differently. Testers want to make sure customers get what they need; they look at the “big picture” and work to ensure the best experience for the user. Unfortunately, even in the agile development world, business needs and the users’ experience often are disconnected from the delivered software. Professional testers can help agile developers deliver what stakeholders want—the first time. Lisa describes how she uses tests cases to create a common language that business customers, users, and developers all understand. She explains the techniques for eliciting examples to define features and describes how to turn examples into executable tests. These tests define the scope of a feature, making it easier for everyone to envision how the feature should look, feel, and work. Lisa also shows how to write tests that guide programmers toward delivering well-designed, well-tested systems.

- How tests can be the common language for business, users, and developers
- Elicit examples of features and convert them into executable tests
- Use tests to define the scope of features for development

F3 TEST AUTOMATION

50 Ways to . . . Improve Test Automation

Mark Fewster, *Grove Consultants*

Although this session is not about Paul Simon’s famous song, “50 Ways to Leave Your Lover”, it will be most useful nonetheless. In this fast-paced presentation, Mark Fewster shares fifty ways for you to consider, adopt, or adapt to meet your organization’s needs—management, metrics, organizational structure, scripting methods, comparison techniques, testware architecture, and many more. These ideas will give you fresh insight into your current processes and help you identify actions to reverse undesirable trends, correct ailing procedures, and magnify the benefits of test automation. Although the ideas cannot be discussed in great detail due to time restrictions, there will be enough information for you to understand and then apply. So join Mark—become informed, enthusiastic, and even entertained by this whirlwind of test automation ideas.

- Key areas of test automation or failure
- Weaknesses with many test automation projects
- Ideas for correcting and improving test automation projects and practices

F4 REVIEWS AND INSPECTIONS

Lightweight Peer Code Reviews

Jason Cohen, *Smart Bear, Inc.*

Peer code reviews can be one of the most effective ways to find bugs. However, developers will not accept a heavy process, and it’s easy to waste time using poor methods. Jason Cohen describes how lightweight code review practices can succeed where more cumbersome, formal inspections fail. He shares the results from the largest case study of peer reviews ever conducted. You will gain new insights on how much time to spend in review, how much to code review in one session, and how author preparation practices can increase the efficiency of a review. Jason offers tips on the mechanics of lightweight code reviews and compares five common styles of review. He provides advice on how to build checklists and describes what metrics can actually tell us. Learn how to conduct practical, time-efficient code reviews while avoiding the most common mistakes.

- Why lightweight reviews work where formal inspections fail
- The social issues of reviews and how to overcome them
- What code review metrics mean and what they do not mean

F5 SPECIAL TOPICS

Testing Hyper-Complex Systems: What Can We Know?

Lee Copeland, *Software Quality Engineering*

Throughout history, humans have built systems of dramatically increasing complexity. In simpler systems, defects at the micro level are mitigated by the macro level structure. In complex systems, failures at the micro level cannot be compensated for at a higher level, often with catastrophic results. Now we are building hyper-complex computer systems, so complex that faults can create totally unpredictable behaviors. For example, systems based on the Service Oriented Architecture (SOA) model can be dynamically composed of reusable services of unknown quality, created by multiple organizations and communicating through many technologies across the unpredictable Internet. Lee Copeland explains that claims about quality require knowledge of test “coverage,” an unknowable quantity in hyper-complex systems. Are testers now beyond their limits to provide useful information about the quality of systems to their clients? Join Lee for a look at your testing future as he describes new approaches needed to measure test coverage in these complex systems and lead your organization to better quality—despite the challenges.

- Simple, complex, and hyper-complex systems defined
- Why hyper-complex systems fail unpredictably and sometimes catastrophically
- Failures caused by the “Butterfly Effect”

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“The conference is great. So much to learn. This conference opened my mind to a different world of testing. It was well worth the trip!”

— Ryan Lupa, *Software QA Specialist*
 Focus Corporation

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FRIDAY, OCTOBER 26, 11:15 a.m.

F6 TEST MANAGEMENT

Toot Your Own Horn: Hyper-visibility in Software Testing

Barrett Nuzum, Valtech Technologies

Too often software projects are provided insufficient resources for testing. Perhaps, the project is under-funded, and testing is the first thing to get cut. Maybe the schedule is tight, and testing scope is reduced to allow for more developers. Barrett Nuzum believes the underlying problem is that the typical test team only makes itself known—and valued—when quality is poor and defects are obvious. It doesn't have to be that way! Barrett reviews ways to make your team hyper-visible to your business stakeholders and the entire development team—large, visible charts for test teams metrics; aggregation of existing test results into development updates; fun and extreme feedback devices for everyone to see and enjoy; and more. Discover innovative ways of “tooting your own horn” to make the service and value of testing impossible to ignore.

- Why making a business case for testing is more important today
- Ways to improve the visibility of testing's contributions and value
- Maximizing the return on your visibility investment

F7 AGILE TESTING

Perils and Pitfalls of the New “Agile” Tester

Janet Gregory, DragonFire, Inc.

If your background is testing on traditional projects, you are used to receiving something called “requirements” to develop test cases—and sometime later receiving an operational system to test. In an agile project, you are expected to test continually changing code based on requirements that are being uncovered in almost real time. Many perils and pitfalls await testers new to agile development. For example, a tester new to agile might think, “I’ll test the latest ‘stories’ on Tuesday when I get my next build.” And you would be WRONG! Waiting for a new build will almost always put you an iteration behind the developers and in a schedule hole from which you cannot recover. To avoid this trap, you must start testing as soon as the developer has completed a feature story, even before coding begins. Janet Gregory discusses the new whens, hows, and whats of agile testing and helps you begin to change your mindset so you can become the new agile tester in such high demand today.

- Pitfalls of agile waiting for unsuspecting testers
- Ways to avoid traps that test teams fall into when agile practices are introduced
- Tools and techniques for testing in an agile development environment

F8 TEST AUTOMATION

Component-Based Test Automation

Vincenzo Cuomo, ST Incard

Creating software applications by assembling pre-built components has proved to be very successful on many development projects. Just as component-based development can reduce the time-to-market of high quality software, the same concept is equally applicable to automated testing. Vincenzo Cuomo introduces an approach to test automation called Component-based Testing. Using this method, you design and create reusable, highly configurable test components that can be assembled into application-specific test scripts. Vincenzo presents a case study to illustrate Component-based Testing concepts and demonstrates how you can build test components that are application independent and self-contained. In Vincenzo's experience, Component-based Testing has resulted in higher test case reusability (up to 80%) and a remarkable reduction of testing time and cost (up to 50%).

- How to rethink test script creation in terms of components
- The differences between Component-based Testing and other approaches
- Achieve significant reductions in testing time and costs

F9 REVIEWS AND INSPECTIONS

Client Verification Sessions: A Low Cost, High Payback Approach

Mette Bruhn-Pedersen, XPonCard Service Systems

Want to improve the quality of your products? Of course you do. But how? Mette Bruhn-Pedersen uses a simple, but effective method that includes both clients and users in the development process. Her company organizes and conducts verification sessions early in the development process. These sessions consist of two parts: First is a demonstration of the implemented functionality using test cases as examples; second is a “play” session in which the customer is given control of the system to explore the functionality from a business perspective. By observing the client, testers get a better understanding of what functionality is most important to the client as well as increasing their knowledge of the software's intended use. Sometimes, the clients find important, new defects during the session. And almost always, testers learn they need to add new test scenarios based on their observations during the play session.

- Find missing or misunderstood functionality faster and more cheaply
- How to improve test suites with client input
- A subtle way to set realistic customer expectations early in development

F10 SPECIAL TOPICS

Challenges and Benefits of Test Process Assessments

Gopinath Mandala, Tata Consultancy Services Ltd.

When you need to make improvements in your test practices, a formal test process assessment can help you understand your current situation and direct you toward better testing. One assessment model is Test Process Improvement (TPI®). Gopinath Mandala reports that the TPI® model was successfully used to achieve distinct benefits for his customers. He explains the difference between a model and a methodology. He further describes the assessment methodology—the process of identifying stakeholders, interviewing, analyzing the results, and preparing and presenting recommendations—he uses to conduct assessments. Gopinath discusses the need to set the expectations of the clients before the assessment begins and suggests ways to empower them to implement recommendations after the assessment.

- Benefits of performing a test process assessment
- Test Process Improvement methodology
- Approaches to make an assessment successful

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“Great conference! It gave me so many ideas and methods to evaluate and implement that now I can really tackle the problems we face.”

— Jeff VanShaar, Quality Assurance Manager
Spillman Technologies, Inc.

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