STAR EAST 2001

INTERNATIONAL CONFERENCE ON

SOFTWARE TESTING ANALYSIS & REVIEW

May 14-18, 2001

The Rosen Centre Hotel
Orlando, FL, USA

STAR combines the real-world testing experiences of leading software organizations with insight from well-known test experts.

SOFTWARE TESTING—A CRITICAL KEY TO SOFTWARE SUCCESS

Superior software testing knowledge is more critical to business success than ever before. As businesses become more and more reliant on issues of software reliability, scalability, and performance, the thoroughness and accuracy of their software testing becomes even more vital. Every day, new technologies, applications, and methods raise the standards for the quality of software expected by corporate divisions and end users. As eBusiness and e-commerce continue to drive rapid and widespread change, it's crucial your test team has access to the most current and relevant information in the software testing industry.

WANT TO BUILD AND DELIVER BETTER SOFTWARE? ATTEND STAR*EAST* 2001!

As the world's largest and most advanced software testing forum, STAR*EAST* 2001's one-of-a-kind educational conference and EXPO provides you with exposure to the best and brightest minds from all over the world—from international software testing experts to the industry's most respected developers and managers. Explore new techniques, discover the latest products, and learn about industry changes and trends. Whether you're an experienced software tester or just getting started, STAR*EAST* 2001 provides you with the skills and expertise you need to ultimately build and deliver better software.

AT STAR*EAST* 2001, YOU WILL . . .

- **Attend information-packed sessions covering critical issues facing testers today.**
- **Listen to dynamic and insightful industry speakers from a range of industry, government, academia, and corporate software organizations.**
- **Learn specific ways to improve your testing process.**
- **Discover the latest tools, products, and services from the industry's leading test automation vendors.**
- **Network with industry experts, colleagues, and solutions providers.**

WHO SHOULD ATTEND

- **Software developers and testers looking for automated testing solutions**
- **Software or test managers, quality assurance professionals, and software engineers working to improve productivity and software quality**
- **Experienced software testers seeking new ways to improve their testing process**
- **Web testers and developers searching for the latest tools and technologies**

LISTEN TO WHAT PAST STAR DELEGATES HAVE TO SAY. . .

"I wish that I could send every one of my testers to this conference if only for the opportunity to share ideas and experiences with their peers. This conference gives the gift of re-exciting them about their profession!"

Catherine Wolfe
QA/Testing Director
Community Health Information Services

"Superb as always, STAR is the most effective way of keeping up-to-date on current quality practices. Highly recommended for anyone in software development who needs a lot of information but has limited time."

Sandi Oswalt
QA Lead
First American Credco

"Love the conference. Mentally exhausting but very stimulating. Gets me enthused and energized to go back to work and try new ideas I've learned here."

Harmon Avera
Software Design Engineer
Hewlett-Packard

STAR*EAST* 2001 EVENT HIGHLIGHTS

LEARN WHAT A STAR EXPERIENCE CAN DO FOR YOU AND YOUR COMPANY!

THE TESTING EXPO
MAY 16-17, 2001

Explore and Evaluate a Wealth of Testing Resources!

Complete your conference experience with a visit to the STAR*EAST* 2001 Testing EXPO! Get hands-on learning with the latest testing technologies, software, and tools—straight from the companies that provide them to you. Attend informative vendor demos and technical presentations held throughout the EXPO to support your software testing efforts.

See the Conference-at-a-Glance (pages 10-11) for a preview of exhibitors.

EXPO Hours
Wednesday, May 16, 11:45 - 6:30
Thursday, May 17, 8:00 - 3:45

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

Build Your Own Personal Conference!

SEE THE CONFERENCE-AT-A-GLANCE *Pages* **10-11**

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SPECIAL PRESENTATION ***Thursday, May 17, 4:45 p.m.***

Developers Are from Neptune. . .Testers Are from Pluto

Dorothy Graham, Mark Fewster, and Lloyd Roden
Grove Consultants

Don't miss this fun, special session with a serious twist. Based on a number of parallels between these two planets, it looks at the relationship between testers and developers. This lively presentation focuses on how the tester communicates with the developer, with examples of how—and how not—to do it. Audience participation is encouraged.

PRE-CONFERENCE TUTORIALS & WORKSHOPS

MONDAY, MAY 14, 9:00-5:00

A Introduction to Testing Web Sites/Applications

Steve Splaine, Splaine & Associates

More and more testers and test managers are being asked to make the transition from testing traditional software in client/server, PC, and mainframe environments to testing rapidly changing Web applications. This tutorial helps those making the transition by explaining these new technologies and suggesting testing methods and techniques that can be included in a Web site's site navigation, functional, and usability test plans. Using live demos of representative Web testing tools, Steve Splaine provides you with an overview of which tests can be—and should be—automated.

This tutorial will be repeated on Tuesday, May 15, 2001.

***Steve Splaine** is a Chartered Engineer with nearly 20 years' experience in developing software systems: Web/Internet, Client/Server, Mainframe, and PCs. He is an experienced project manager, tester, and presenter who has worked/presented at over 100 companies in North America and Europe.*

B Software Testing: The Basics

Dale Perry, Software Quality Engineering

Conducting software testing after coding is completed is not only ineffective, but it's also costly. The most efficient testing approach applies sound testing practices throughout the entire software lifecycle. Dale Perry details a testing lifecycle that parallels the software development lifecycle and focuses on defect prevention as well as early detection. Learn when, what, and how to test, and ways to improve the testability of your system. Gain the basics for implementing a pragmatic, yet systematic, integrated approach to testing software.

***Dale Perry** has over 25 years of experience in information technology. He has been a developer, DBA, project manager, tester, and test manager. His project experience includes large system conversion, distributed systems, on-line applications, client/server, and Web applications.*

C A Roadmap for Automating Software Testing

Mike Sowers and Tom Wissink, Software Development Technologies

This tutorial provides a practical guide for selecting and managing test automation. Mike Sowers and Tom Wissink present core testing tool terminology, concepts, and best practices, while illustrating techniques for evaluating and implementing tools. Live demos are used to illustrate representative, full-function tools. Learn how to effectively integrate tools into the testing process. Examine a best-of-breed list of tool vendors and test automation products.

***Mike Sowers** has over two decades of experience in the engineering and quality fields with extensive experience in requirements gathering, defect prevention techniques, defect containment approaches, software verification and validation practices, and software engineering methodologies.*

***Tom Wissink** has worked in software development, software configuration management, systems engineering, integration, and test engineering for 25 years. Prior to joining Software Development Technologies, he was the Chief Integration and Test Engineering Specialist in Lockheed Martin's Mission Systems Company, an SEI CMM Level 5 company.*

D Establishing A Test Automation Framework

Linda Hayes, WorkSoft, Inc.

Linda Hayes presents a detailed implementation approach for test automation that accelerates the development effort, dramatically shortens the learning curve, allows nontechnical analysts to develop and execute automated tests, and even simplifies test library management and maintenance. Learn how this practical and proven approach can be used with any testing tool and applies to Web, client/server, and character-based applications. Sample scripts and a demonstration of a completed test library are provided.

***Linda Hayes** is CEO of WorkSoft, Inc., a software company specializing in test automation. She has over 18 years of experience in software quality and testing and holds degrees in accounting, tax, and law. Linda is a frequent speaker and award-winning author of books and articles, including a monthly column in* Datamation.

E A Practical Guide to Software Test Management: Task and People Issues NEW

Lloyd Roden, Grove Consultants

This tutorial brings together task and people issues in software test management. Getting the balance right is vital for success. Concentrating only on the testing tasks without looking to the interests of the test team can appear overbearing, whereas placing too much emphasis on the people issues could depict the department as nothing more than a holiday camp. Learn how to develop an ideal framework to get the right balance between task and people issues within your organization.

***Lloyd Roden** has been involved in the software industry since 1980. He was chairman of the QARun User Group for three years, and is a lively and enthusiastic speaker at conferences and seminars. At Grove Consultants, he provides consultancy and training in all aspects of testing, specializing in test management, people issues, and test automation.*

F Object-Oriented Testing

Lee Copeland, Software Quality Engineering

Lee Copeland describes techniques that exploit object-oriented design principles to improve your test effort. He discusses the real-world challenges of testing object-oriented software and provides specific suggestions for overcoming many of the problems. Learn how to vary test coverage to fit diverse needs and resources, and find out how to deal with the testing challenges of encapsulation, inheritance, and polymorphism. Take home a basic object-oriented testing process with recommendations for testing base classes, subclasses, clusters, and frameworks.

***Lee Copeland** has over 30 years of experience as an information systems professional in the areas of application development and software process improvement. He has taught seminars and consulted extensively throughout the United States and internationally.*

Each selection runs a full day and includes lunch.

***Group Workshops:** Interactive . . . Hands-On . . . Limited to 30 Students*

Registrations will be taken on a first-come, first-served basis.

G Test Process Improvement Using the TPI® Approach

Martin Pol, POLTEQ IT Services B.V.

The Test Process Improvement (TPI) model gives practical guidelines for assessing the maturity level of testing in an organization and a step-by-step approach to improve your testing process. The model, dedicated to testing, is complementary to the Capability Maturity Model (CMM). The TPI model consists of 20 key areas supporting different levels of test maturity. Using a Test Maturity Matrix, Martin Pol describes how to set priorities for test process improvement in your organization. Participants will receive a copy of the TPI book, *Test Process Improvement—A Practical Step-by-Step Guide to Structured Testing*, by Tim Koomen and Martin Pol.

TPI® and TMap® are registered trademarks of IQUIP Informatica B.V.

***Martin Pol** has played a significant role in helping to raise the awareness and improve the performance of testing in Europe. In his function as R&D manager of IQUIP Informatica B.V., he developed—together with his colleagues—the TMap® method that has become a standard approach for structured testing, and the Test Process Improvement (TPI®) model. As a senior consultant of POLTEQ IT Services B.V., he provides international testing services.*

H Testing Real-Time and Embedded Software

Jon Hagar, Lockheed Martin Astronautics

This workshop covers basic and advanced concepts in testing real-time, embedded software systems. Many of the issues associated with embedded computer systems are common with all testing, but there are special considerations that this workshop addresses. Come explore test planning, development, execution, and evaluation methods including related issues of automation, modeling, measurement, and reliability. Exercises and interactive classroom discussions tackle common problems, including how system issues impact testing and what the differences mean to you the tester.

***Jon Hagar** has worked in the software engineering industry for more than 20 years, specializing in testing/verification and validation. He teaches classes at both a professional and college level, and is frequently published in the areas of software testing, verification, validation, product integrity and assessment, system engineering, and quality assurance.*

I Acceptance Testing NEW

Geoff Quentin, QBIT Limited

Acceptance testing is often treated as a phase located between programming and implementation, yet testing is an activity necessary in all phases of a development or maintenance project. This workshop provides you with an introduction to all the key points and issues involved in software acceptance testing. Learn about the "Two Team Model" and the 1-2-3 model of testing. Explore testing as an iterative process, the initial acceptance test plan, acceptance test methods, and tools to support acceptance testing. Discover how analysts and designers can work closely with users in the acceptance testing of a system to ensure a quality product.

***Geoff Quentin's** career in information technology spans nearly three decades. An accomplished speaker and lecturer on software testing and related topics, he is a member of ISEB (Information Systems Examinations Board) and Founder and Chairman of the British Computer Society Specialist Interest Group in Software Testing.*

J Testing from the Beginning: Use Cases at Work NEW

Dean Leffingwell and Jim Heumann, Rational Software

Learn how to involve test professionals early in the software development lifecycle by participating in the analysis, review, and refinement of use cases. In this hands-on workshop, learn what use cases are, how they are used to specify functional requirements, how to write use cases, and how to review and refine use cases written by others. Then, apply the developed use cases as patterns to directly drive the development of system test cases and procedures. Specific quality measures of use cases are described. This workshop is intended for test managers, QA engineers, and test leaders who develop and lead testing methodologies within their organizations.

***Dean Leffingwell** is senior vice president of Process and Project Management at Rational Software, where his responsibilities include methodology, the Rational Unified Process, customer education and training, and products in the requirements, change request management, and project management disciplines. He is the lead author of the book,* Managing Software Requirements: A Unified Approach.

***Jim Heumann** has worked in the software business since 1982. He has performed analysis, development, design, training, and project management in several organizations of various sizes and industry segments. Jim has been with Rational Software for more than two years, most of which have been spent helping customers understand and implement software processes and tools.*

Due to the interactive nature of these workshops, limited seating is available. Sign up early!

TUESDAY, MAY 15, 9:00-5:00

K Improving Your Test Process through Measurements

Ed Weller, Bull

Although testing can account for up to 50 percent or more of product development costs, few organizations accurately measure their test effectiveness or efficiency. Using the Measurement Framework for Software Test, this introductory tutorial covers defect tracking, test effort, test effectiveness and efficiency measures, test progress, testware design measurement, and other elements that give insight into the costs and results of test activities. The tutorial approaches these issues from a large development organization's perspective and includes legacy and software maintenance issues. Learn how to accurately evaluate the strengths and weaknesses of your test activities as a basis for improvement.

Ed Weller *is a Fellow at Bull where he is responsible for the software processes used by the GCOS8 operating systems group. He was the program chair for the Applications of Software Measurement (ASM) 2001 conference, as well as past program chair for ASM '96, '99, and '00.*

L Test Design Fundamentals

Ross Collard, Collard & Company

With deadline pressures and shifting requirements often facing you, good test case design can make the difference between success and failure in a testing effort. Ross Collard explains how to sharpen your deductive skills in order to design workable, reusable test cases with a reasonable assurance of test coverage and reliability. This tutorial provides you with the opportunity to work on a series of real-life testing scenarios and learn a step-by-step process for designing the "best" test cases.

Ross Collard *is a consultant specializing in software testing. His current clients include American Express, General Electric, IBM, Cisco, Dell, Nortel, and NASA. He also teaches software testing at the University of California Berkley.*

M Testing and Test Automation: Establishing Effective Architectures NEW

Edward Kit and Mike Sowers, Software Development Technologies

This tutorial provides a practical guide for addressing three essential testing challenges: how to design and document a highly inspectable test suite; how to effectively architect an automated regression test library; and how to integrate test design and automation technology using Action Words. Examples, case studies, and demonstrations are used to illustrate a proven test automation architecture. Learn about the common automation problems and how to overcome them. Discover how to create a process for test design that supports effective test automation.

Edward Kit, *founder and president of Software Development Technologies, 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 companies worldwide.*

Mike Sowers *has over two decades of experience in the engineering and quality fields with extensive experience in requirements gathering, defect prevention techniques, defect containment approaches, software verification and validation practices, and software engineering methodologies.*

N Introduction to Testing Web Sites/Applications

Steve Splaine, Splaine & Associates

More and more testers and test managers are being asked to make the transition from testing traditional software in client/server, PC, and mainframe environments to testing rapidly changing Web applications. This tutorial helps those making the transition by explaining these new technologies and suggesting testing methods and techniques that can be included in a Web site's site navigation, functional, and usability test plans. Using live demos of representative Web testing tools, Steve Splaine provides you with an overview of which tests can be—and should be—automated.
(This tutorial is a repeat of Monday's session.)

Steve Splaine *is a Chartered Engineer with nearly 20 years' experience in developing software systems: Web/Internet, Client/Server, Mainframe, and PCs. He is an experienced project manager, tester, and presenter who has worked/presented at over 100 companies in North America and Europe.*

O Planning Your Project's System Testing NEW

Johanna Rothman, Rothman Consulting Group, Inc.

Not only do software testers rarely have enough time to test, it is often difficult for them to choose what to test, how much to test, and to know when testing is complete. This tutorial helps participants determine what is important to test for each project and how to plan the testing for that project. Discover typical problems that arise during the testing part of a project and ways to resolve them.

Johanna Rothman *is the founder and principal of Rothman Consulting Group, Inc. A frequent speaker and author on managing high technology product development, she has written articles for numerous industry publications and publishes* Reflections, *a quarterly newsletter about managing product development.*

P Testing Web Sites/Applications—The Next Step NEW

Dale Perry, Software Quality Engineering

Many organizations are seeking to deploy mission-critical Web sites/applications that are intended to attract large numbers of revenue-generating visitors. This tutorial helps the developer or tester already experienced in testing small-scale Web sites understand the technologies needed to make Web sites more secure and scalable. Learn about the automated tools available to assist you in testing your site before and after it goes live. Find out the differences between load testing, stress testing, integrity testing, and endurance testing. Gain insight into different attack points that a hacker could attempt to exploit.

Dale Perry *has over 25 years of experience in information technology. He has been a developer, DBA, project manager, tester, and test manager. His project experience includes large system conversion, distributed systems, on-line applications, client/server, and Web applications.*

Each selection runs a full day and includes lunch.

Group Workshops: *Interactive . . . Hands-On . . . Limited to 30 Students*

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Q Managing Test Execution NEW

Rex Black, Rex Black Consulting

Planning, test development, and early involvement in the software lifecycle are important, but at some point the tests must be run. It is this period of time that poses unique challenges for test managers and lead test engineers. Based on nearly two decades of software, hardware, and systems experience, Rex Black covers the essential tools, important techniques, critical processes, and fundamental management skills for people involved in leading or managing test execution phases. Explore some of the challenges—and proposed solutions—that test managers may encounter.

Rex Black *is president and principal consultant of Rex Black Consulting Services, Inc., an international software and hardware testing and quality assurance consultancy. He assists clients with implementation, consulting, training, and staffing for testing and quality assurance projects. He is the author of* Managing the Testing Process.

R Testing UML Models

Lee Copeland, Software Quality Engineering

For centuries, people have developed models of systems before they have even begun construction of those systems. Object-oriented analysts and designers also build models, with UML currently being the preferred notation. This workshop describes four basic object-oriented models (use cases, class diagrams, sequence diagrams, and state-transition diagrams), explains their purpose, gives examples of each, and provides sets of questions that you as a tester can use to evaluate the quality of these models during inspections and audits.

Lee Copeland *has over 30 years of experience as an information systems professional in the areas of application development and software process improvement. He has taught seminars and consulted extensively throughout the United States and internationally.*

S Key Test Design Techniques NEW

Claire Lohr, Lohr Systems

This workshop goes beyond basic methodology and picks up where most testing and documentation standards courses leave off—providing you with structured methods for selecting a "smart" subset of the infinite continuum that is available. Learn how to design test cases using structured techniques based on both "scientific" and "artistic" methods. Choose test case documentation formats. Practice all techniques taught in this workshop using either Web page or GUI examples, or your own system's documentation. Learn how to design improved processes based on results from executing test cases.

Claire Lohr *has been an active professional in the computer field for over 30 years, with the last 15 years focused on software process improvement. She currently provides training and consulting services for a wide variety of both government and commercial clients, and is a Certified Software Quality Engineer and a Lloyd's Register ISO 9000 Lead Auditor.*

T Inspection for Testers NEW

Dorothy Graham, Grove Consultants

Inspection is the single most effective quality improvement technique for software and its related documents, including test documents. A mature inspection process can find up to 80 percent of the defects present—most found early in the lifecycle when they are much cheaper to fix. Gain hands-on experience in applying the inspection process as described in the book, *Software Inspection,* by Tom Gilb and Dorothy Graham. Learn how this technique, when properly applied, can have a dramatic effect on the quality of written documents within all aspects of software development and testing.

Dorothy Graham *is the founder of Grove Consultants in the UK, which provides advice, training, and inspiration in software testing, testing tools, and inspection. She is on the boards of conferences and journals in software testing, and has been an active member of the British Computer Society's Specialist Interest Group in Software Testing since 1989.*

Due to the interactive nature of these workshops, limited seating is available. Sign up early!

FREE Post-Conference Workshop

Friday, May 18 – 1:30-3:30 p.m.

Kickoff for Change: Applying STAR's Lessons

Robin Goldsmith, Go Pro Management, Inc.

With so many presentations and so much to offer, STAR*EAST* 2001 is committed to helping you put new information and techniques into practice. Stay after the conference concludes for a facilitated workshop to help you integrate ideas and organize a plan of action. Participants' input will define the issues and agenda topics. Come prepared to interact and return as your organization's agent for change.

THE EVENT ORGANIZER

STAR*EAST* 2001 is produced by Software Quality Engineering (SQE). Founded in 1986, SQE assists software professionals and organizations throughout the world with improving their software testing and quality engineering practices.

In addition to organizing the STAR conference series, SQE hosts the Applications of Software Measurement (ASM), Software Management (SM), and Software Test Automation conferences. SQE also delivers software testing and development seminars and provides consulting services, specialized publications, and research.

For a complete listing of our services, visit our Web site at www.sqe.com.

James Whittaker

WEDNESDAY, MAY 16, 9:15 AM ***James Whittaker, Florida Institute of Technology***

Patterns and Automation: The Road to More Effective Testing

Testers are an organization's most effective defense against shipping embarrassing or even fatal defects. With such responsibility on our shoulders, it is paramount that we understand what causes defects as well as the best techniques to use in finding them. James Whittaker presents the latest field-tested research results on two powerful defect-finding techniques—test patterns and test automation. Learn how to make testers more productive—and testing more effective—in your organization.

James Whittaker *is an associate professor of computer science at Florida Tech. He founded and directs CSER, The Center for Software Engineering Research, one of the largest university research labs dedicated to software testing.*

Mike Ennis

WEDNESDAY, MAY 16, 10:30 AM ***Mike Ennis, BMC Software***

Managing the End Game of a Software Project

How do you know when a product is ready to ship? QA managers have been faced with this question for many years. Using the methodology discussed in this presentation, you take the guessing out of shipping a product and replace it with key metrics to help you rationally make the right decision. Learn how to estimate, predict, and manage your software project as it gets closer to its release date. Learn how to define which metrics to track—and how to measure them. Discover how to define the ratings scale for each metric and how to create a spider chart for product readiness. This presentation is a must for any individual or organization that is serious about maximizing the results of positive events and minimizing the consequences of adverse ones.

Mike Ennis *began his career with IBM Corporation as an engineer testing all supported versions of OS/2, DOS, and Windows. He joined BMC Software, Inc. in 1997 where he built a test team that strives for technical leadership, commitment to excellence, and always putting the customer first. He currently serves as a Senior Quality Assurance Manager and is the winner of the "Best Presentation" award for STAR*WEST *2000.*

Bill Woodworth

WEDNESDAY, MAY 16, 4:30 PM ***Bill Woodworth, IBM***

Take This Test and Share It!

Your organization may not be the size of IBM, but your testers have probably experienced many of the same problems. Maybe you've heard comments like, "Is software testing a career?"; "Where can I get training and support for these tools?"; or "Why don't my automated tests work for this version?" Using the power of synergy, IBM launched a company-wide "virtual testing organization" to integrate islands of expertise, adopt the best tools and practices, become a major contributor to quality, and advance testing as a career. Learn how to apply the practical techniques developed by IBM to advance testing in your organization—big or small.

As Director of IBM Software TEST, ***Bill Woodworth*** *is responsible for the IBM-wide focus on software testing and for the drive to increase the reliability of integrated customer solutions. With 18 years of product development and test management, he has proven and consistent successes through leading results-oriented and quality-focused processes in development and business.*

Paul Gerrard

THURSDAY, MAY 17, 9:00 AM ***Paul Gerrard, Systeme Evolutif Limited***

Risk: The New Language of eBusiness Testing

Balancing testing against risk in eBusiness and e-commerce applications is essential because we never have the time to test everything. But it's tough to "get it right" with limited resources and the pressures to release software quickly. Paul Gerrard explains how to talk to the eBusiness risk-takers in their language to get the testing budget approved and the right amount of testing planned. Find out how to identify failure modes and translate these into consequences to the sponsors of the project. Using risk factors to plan tests means that testers can concentrate on designing effective tests to find faults and not worry about doing "too little" testing.

Paul Gerrard *is the Technical Director and a principal consultant for Systeme Evolutif. He has conducted consulting and training assignments in all aspects of software testing and quality assurance. Paul is Special Projects Secretary for the British Computer Society (BSC) SIG in Software Testing, a member of the BCS Software Component Test Standard Committee, and Former Chair of the IS Examination Board (ISEB) Certification Board.*

Johanna Rothman

THURSDAY, MAY 17, 3:45 PM ***Johanna Rothman, Rothman Consulting Group, Inc.***

Release Criteria: Defining the Rules of the Product Release Game

How do you know when you're finished testing? How do you know when the product is ready to ship? Sometimes the decision to stop testing and release a product seems as if someone's making deals in a smoke-filled room, or that there are rules of the game of which we are unaware. At times, these rules seem completely arbitrary. Instead of arbitrary decisions, it is possible to come to an agreement about when the product is ready to release, and even when it's time to stop testing. In this presentation, learn how to define release criteria, and then use those criteria to decide when to release the product.

Johanna Rothman *is the founder and principal of Rothman Consulting Group, Inc. A frequent speaker and author on managing high technology product development, she has written articles for numerous industry publications and publishes* Reflections*, a quarterly newsletter about managing product development.*

Elisabeth Hendrickson

FRIDAY, MAY 18, 9:00 AM ***Elisabeth Hendrickson, Aveo***

Bug Hunting: Going on a Software Safari

This presentation is about bugs: where they hide, how you find them, and how you tell other people they exist so they can be fixed. Explore the habitats of the most common types of software bugs. Learn how to make bugs more likely to appear and discover ways to present information about the bugs you find to ensure that they get fixed. Drawing on real-world examples of bug reports, Elisabeth Hendrickson reveals tips and techniques for capturing the wiliest and squirmiest of the critters crawling around in your software.

Elisabeth Hendrickson *in an independent consultant specializing in bug hunting. She also automates tests, grows teams, and helps organizations improve by identifying the leading causes of defects in their software. With over a dozen years of experience in the software field, Elisabeth has seen numerous species of software bugs.*

MONDAY AND TUESDAY, MAY 14-15

20 Tutorial and Workshop Training Classes, 9:00 a.m. - 5:00 p.m.

WEDNESDAY, MAY 16

9:00 **Opening Remarks,** *Conference Chair — David Gelperin, Program Chair — Lee Copeland, Software Quality Engineering*

9:15 **Patterns and Automation: The Road to More Effective Testing**
James Whittaker, Florida Institute of Technology

10:30 **Managing the End Game of a Software Project**
Mike Ennis, BMC Software

11:45 Lunch • Visit the Testing EXPO, 11:45 a.m. - 6:30 p.m.

	Test Management	Test Techniques	Test Measurement	Test Automation	Web/eBusiness Testing
1:00	W1 **A Senior Manager's Perspective on Software QA and Testing** Paul Lupinacci, Changepoint Corporation	W2 **Performance Testing 101** David Torrisi, CommerceQuest	W3 **Measuring the Value of Testing** Dorothy Graham, Grove Consultants	W4 **Software Test Automation: Planning and Infrastructure for Success** Bill Boehmer, Siemens Building Technologies, Inc.	W5 **Testing in Internet Time—A Case Study** Eamonn McGuinness, aimware
1:45	Break • Visit the Testing EXPO				
2:15	W6 **Baby Steps—Testing Therapy for Developers** Susan Joslyn, SJ+ Systems Associates, Inc.	W7 **The Global Challenge: Quality Assurance for Worldwide Markets** Steve Nemzer, VeriTest	W8 **Metrics Collection and Analysis for Web Sites** Joe Polvino, Element K	W9 **Standards for Test Automation—A Case Study** Brian Tervo, Microsoft Corporation	W10 **Designing Test Strategies for eBusiness Applications** Beverly Kopelic, Amberton Group, Ltd.
3:15	W11 **A New Paradigm for Testing and Quality Assurance—The Internal Service Bureau** Robert Tashbook, Responsys.com	W12 **Targeted Software Fault Insertion** Paul Houlihan, MangoSoft Corporation	W13 **Using Commonly Captured Data to Improve Testing Processes** Dean Lapp, Minitab Inc.	W14 **Automated Test Results Processing** Edward Smith, MangoSoft Corporation	W15 **Configuration Management for Testers Working in Web Development Environments** Andrea MacIntosh, QA Labs Inc.

4:00 Break • Visit the Testing EXPO

4:30 **Take This Test and Share It!**
Bill Woodworth, IBM

5:30 Reception in the EXPO Hall • Speaker Book Signing

7:00 Special Event — An Evening at SeaWorld®

THURSDAY, MAY 1

9:00 **Risk: The New Languag eBusiness Testing**
Paul Gerrard, Systeme Evoluti

	Test Management	Test Techniques	
10:30	T1 **The Role of Information in Risk-Based Testing** Bret Pettichord, Satisfice	T2 **White-Box Testing: What Your Developers Don't Want You to Know** John Peraza, BMC Software, Inc.	T3 **Intr Test Rela Tech** Mich Reve Corp
11:30	T6 **When Test Drives the Development Bus** Cindy Necaise, MICROS Systems, Inc.	T7 **Results from Inspecting Test Automation Scripts** Howie Dow, Compaq Computer Corporation	T8 **Wire App Test** Scot Com
12:15	Lunch • Visit the Testing		
1:30	T10 **Business Guidelines of the Test Organization** Eric Baird, Worldcom	T11 **Advanced Data Driven Testing (ADDT)** Shakil Ahmad, Convergys	T12 **Virt Man Rap Ove Time** Jim VeriT
2:30	T15 **Outsourced Testing: Should You Consider It?** Kenneth Paczas, Compuware Corporation	T16 **What Are Patterns? Why Should Testers Care?** Sam Guckenheimer, Rational Software Brian Marick, Testing Foundations	T17 **Java eBu to A "Sc Surp** Yves Emp
3:15	Break • Visit the Testing		

3:45 **Release Criteria: Defini Release Game**
Johanna Rothman, Rothman Co

4:45 ***Special Presentation***
Developers Are from Neptu
(Dorothy Graham, Mark Fewster,

5:30 Meet the Experts

6:30 Bonus Sessions (see page 12

7

8:00 a.m. - 3:45 p.m.
The Testing EXPO

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f Limited

Emerging Technologies	Test Automation	Web/eBusiness Testing
oduction to ting XML and ated nnologies ael Cooper, enue Technologies oration	T4 Intelligent Test Automation for Everyone Harry Robinson, Microsoft Corporation	T5 A Reusable Web Load Testing Process Glen Schulze, PHH Arval
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FRIDAY, MAY 18

9:00 **Bug Hunting: Going on a Software Safari**
Elisabeth Hendrickson, Aveo

	Test Management	Inspection Process	Process Improvement	Test Automation	Exploratory Testing
10:15	F1 Software Testing at a Silicon Valley High Tech Software Company Giora Ben-Yaacov, Synopsys Inc.	F2 The Guided Inspection Technique Melissa Russ, Korson-McGregor	F3 The Power of Retrospectives to Improve Testing Esther Derby, Esther Derby Associates, Inc.	F4 Removing Requirement Defects and Automating Test Mark Blackburn, Software Productivity Consortium	F5 Exploratory Testing in Pairs Cem Kaner, Florida Institute of Technology and James Bach, Satisfice Inc.
11:15	F6 Collaboration Between Development and Testing Personnel Is a Key to Success Tom Igielski, Upstream Solutions, Inc.	F7 Implementing the Inspection Process at Discover Financial Services Alan Cohen, Discover Financial Services	F8 Testers: How to Tell if You Have a Good One Jon Hagar, Lockheed Martin	F9 Automated Testing and Monitoring of Large Application Services Ashish Jain, Telcordia Technologies	Double-Track Session!

12:15 Wrap-Up Session

1:30 – 3:30 FREE Post-Conference Workshop — Kickoff for Change: Applying STAR's Lessons
Facilitated by Robin Goldsmith, Go Pro Management, Inc.

PLUS See These Exhibitors and Sponsors at the EXPO (May 16-17)

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The STAR*EAST* conference program is designed to serve the needs of software testing and quality engineering managers and professionals. At STAR, you'll learn about the latest strategies, ideas, and techniques being used by leading software organizations. STAR's unique, real-world approach provides you with the knowledge and practical skills you need to ultimately build and deliver better software.

- Web/eBusiness Testing
- Automated Testing
- Inspection Process
- Test Environment
- Management of Testing and Test Teams
- Test Measurement
- Performance, Scalability, and Load Testing
- Process Improvement
- Test Techniques
- Requirements-Based Testing Issues
- Exploratory Testing

Bonus Sessions

Thursday, May 17, 6:30 p.m.

Who Wants to Be a Millionaire? Commanding Top Dollar in Quality Assurance and Testing
Terrye Ashby, Pointe Technology Group, Inc.

How to Start Your Own Consulting Business
Geoff Horne, Integrity Software Testing & Quality (NZ) Ltd.

Certifications for the Software Testing and Quality Professional
D.J. Law, Independent Consultant

Help Review the Curriculum for a University Degree in Software Testing
Cem Kaner, Florida Institute of Technology

WEDNESDAY, MAY 16

1:00 p.m.

W1 **Test Management**

A Senior Manager's Perspective on Software QA and Testing

Paul Lupinacci, Changepoint Corporation

Quality assurance (QA) and testing are critical to the success of any software company. However, the senior management team doesn't always understand this and needs to be educated about the world of software QA and testing. Learn how to raise the profile of QA within your organization and communicate effectively with senior management by understanding their perspective. Explore various strategies for educating and communicating with the management team.

- An understanding of senior management's perspective on QA and testing
- How to effectively communicate with senior management
- How to make senior management an "ally" versus an "enemy"

W2 **Test Techniques**

Performance Testing 101

David Torrisi, CommerceQuest

Organizations are often so eager to "jump in" and use load testing tools that the critical steps necessary to ensure successful performance testing are sometimes overlooked—leading to testing delays and wasted effort. Learn the best practices and tips for successful automated performance testing in areas such as assembling a proper test team, planning, simulating a production environment, creating scripts, and executing load tests.

- How to assemble a proper test team
- Load test planning—how to determine objectives and pass/fail criteria
- Common issues, caveats, and "gotchas"

W3 **Test Measurement**

Measuring the Value of Testing

Dorothy Graham, Grove Consultants

How can we make testing more visible and appreciated? Without measurement, we only have opinions. This presentation outlines simple and practical ways to measure the effectiveness and efficiency of testing, particularly the metric Defect Detection Percentage. Learn how this measure can be implemented in your organization to keep track of defects found in testing (and afterwards). Explore choices, problems, and benefits in using this measure as well as other useful measures.

- What testing can—and cannot—tell us
- Defect-based measures
- Confidence-based measures

W4 **Test Automation**

Software Test Automation: Planning and Infrastructure for Success

Bill Boehmer, Siemens Building Technologies, Inc.

Automation tools are often viewed as a cure-all to reduce test cost and effort. Without up-front planning and infrastructure design, however, these tools soon become nothing more than expensive shelfware. This presentation describes how to initiate a successful automation effort by creating standards and processes for automation. Learn how to identify and set up an automation environment in your organization.

- How to define an automation infrastructure
- How to create coding standards
- How to develop reusable automation

W5 **Web/eBusiness Testing**

Testing in Internet Time—A Case Study

Eamonn McGuinness, aimware

Testing before eBusiness was tough—and now it is even more difficult! This presentation gives an overview of three typical eBusiness development lifecycles that exist today (in hours, weeks, and months) and offers a testing lifecycle for each. Learn of one software company's successful implementation of its Internet testing lifecycle and the benefits (numerically quantified) derived from it.

- A description of three Internet testing lifecycles
- Examples of how to implement each lifecycle
- A case study illustrating how these lifecycles work in the real Internet world

2:15 p.m.

W6 Test Management

Baby Steps—Testing Therapy for Developers

Susan Joslyn, SJ+ Systems Associates, Inc.

Learn from a "developer-in-recovery" the strategies for overcoming testing phobia and testing animosity among developers. Now a "convert" to disciplined, quality-oriented software development, Susan Joslyn provides you with approaches that are helpful in educating developers, most of whom actually *want* to make a better contribution to quality practices. The testers who must beg, cajole, and trick their developers into using them will benefit greatly from attending this session.

- Understanding what makes testing so hard for developers
- Approaches for educating developers and testers
- How to define and explain "unit testing" to developers

W7 Test Techniques

The Global Challenge: Quality Assurance for Worldwide Markets

Steve Nemzer, VeriTest

Many software applications are hosted in worldwide data centers, simultaneously launched with multiple language user interfaces, and continuously upgraded in rolling release cycles. Yet few software development organizations have a clear strategy for testing internationalized (I18N) products. Join presenter Steve Nemzer for an insider's view into the fascinating cultural, technical, and linguistic challenges faced by today's internationalization engineers.

- How leading technology firms develop and test internationalized code
- Best practices for identifying, reporting, and correcting defects
- Proven methods for localization testing

W8 Test Measurement

Metrics Collection and Analysis for Web Sites

Joe Polvino, Element K

With the surge in Web-based software solutions, the need for accurate measurement is essential for success. This presentation describes how one organization realized a need for metrics, determined which metrics to collect, and wrote a metrics collection/reporting solution to measure their product. Explore sample charts, summaries, and a live presentation of the Excel-based metrics collection tool used by Element K to illustrate "what if" scenarios and understand trend analysis.

- How to understand which metrics provide the best value in the online world
- How to collect and report your metrics findings
- Understanding trends in metrics and determining possible root causes

W9 Test Automation

Standards for Test Automation—A Case Study

Brian Tervo, Microsoft Corporation

Implementing a set of automation standards adopted and followed by the test team will benefit everyone. This presentation discusses methods of creating and implementing standards, guidelines, and practices for teams of testers writing automated tests. Learn about decisions that can be made early in the product cycle that will have a long-term impact. Explore examples of systems that have worked well—and those that have not.

- Benefits of having test automation standards
- Methods to develop and implement standards adopted by your test team
- Ideas and standards that did—and did not—work well for one Microsoft team

W10 Web/eBusiness Testing

Designing Test Strategies for eBusiness Applications

Beverly Kopelic, Amberton Group, Ltd.

Identifying the failure points in complex eBusiness systems is becoming increasingly difficult. These systems may integrate business-to-business components, support e-commerce, and facilitate the delivery of electronic content. Learn how to evaluate the hardware, communications, and software architectures to design a successful test strategy to validate functional and structural requirements.

- How to identify potential failure points in technical and application architectures
- How to structure testing to validate content, functionality, and infrastructure
- How to design a test strategy to support your project goals

3:15 p.m.

W11 Test Management

A New Paradigm for Testing and Quality Assurance—The Internal Service Bureau

Robert Tashbook, Responsys.com

In the area of Web testing—with its short launch schedules and frequent changes—quality assurance (QA) needs to change from its original methodical (full coverage) mode and instead act as a service bureau for product marketing by providing directed and quantitative answers to specific questions. Discover how this new and novel QA approach allows you to turn an adversarial relationship with marketing into a friendly one.

- The difference between traditional software testing and fast-paced Web testing
- Ways to perform high-level Web testing on a limited (or nonexistent) tools budget
- How to create useful results with very limited resources

W12 Test Techniques

Targeted Software Fault Insertion

Paul Houlihan, MangoSoft Corporation

This presentation makes a compelling case for the use of the targeted software fault insertion in testing. Paul Houlihan presents data on the effectiveness of this technique. Learn of the advantages and risks of software fault insertion and receive tips on gaining cultural acceptance within your software organization.

- Benefits and risks of targeted software fault insertion
- How to develop a process for identifying and creating faults
- High payback areas to target with software fault insertion

W13 Test Measurement

Using Commonly Captured Data to Improve Testing Processes

Dean Lapp, Minitab Inc.

Dean Lapp provides you with ideas on how to improve testing practices by using data that is commonly collected during the software lifecycle. Whether you are a shrink-wrap organization working on multiple versions of the same product or a test organization attempting to become more data-driven in your process improvement attempts, learn how to use this data over a long time period to monitor and improve your test effectiveness.

- The value of three simple databases (defect tracking, customer calls, and test logging)
- How to use existing data to improve your testing processes
- How to combine, eliminate, and prioritize your existing test materials

W14 Test Automation

Automated Test Results Processing

Edward Smith, MangoSoft Corporation

Test automation often leverages success on the ability to perform continuous, non-stop testing with the results distilled into problem reports. Consistency in problem reporting is key to being able to distinguish new problems and to providing the details engineering needs to isolate a defect. Discover how automating this process is a key step in developing an effective and efficient test automation strategy.

- How to structure clear, concise problem reports
- How to construct an automated log parser for extracting failure reasons and supporting details
- How to use Microsoft®'s latest debugging tools to automate results processing

W15 Web/eBusiness Testing

Configuration Management for Testers Working in Web Development Environments

Andrea MacIntosh, QA Labs Inc.

Configuration management has long been a staple activity for large, traditional software engineering projects but has been markedly absent from most Web development projects. This presentation gives a brief overview into configuration management from a tester's perspective. Learn of the costs, drawbacks, and benefits of configuration management. Discover quick and simple ways your testing staff can add configuration management to your Web development environment.

- An introduction to configuration management from a tester's perspective
- An overview of the four key areas of configuration management: identification, documentation, control, and audit
- Quick and simple ways your testing staff can add configuration management to your Web development environment

THURSDAY, MAY 17

10:30 a.m.

T1 Test Management

The Role of Information in Risk-Based Testing

Bret Pettichord, Satisfice

With risk-based testing, you identify risks and then runs tests to gather more information about them. Formal risk analysis is often necessary for identifying and assessing risks with new domains or technologies. A common problem, however, is how to assess risks when you have little information. Learn how to use testing to identify risks, reach team agreement on risk magnitude, and identify actions which allow these risks to be understood and mitigated.

- How to write an actionable risk statement
- How to use risk-based testing as a supplement to traditional methods
- How to develop a risk catalog

T2 Test Techniques

White-Box Testing: What Your Developers Don't Want You to Know

John Peraza, BMC Software, Inc.

In this presentation, John Peraza describes how to use white-box testing to discover those defects that would otherwise remain undetected if you only conducted black-box testing. Learn various techniques—including test coverage, run-time memory leak detection, dynamic bounds checking, and code assessment for internationalization—that you can use to conduct white-box testing. Discover how BMC Software has benefited from including white-box testing in its quality assurance efforts.

- A definition of white-box testing
- Different techniques for conducting white-box testing
- Various tools available to conduct white-box testing

T3 Emerging Technologies

Introduction to Testing XML and Related Technologies

Michael Cooper, Revenue Technologies Corporation

The Extensible Markup Language (XML) provides a standards-based approach for defining and exchanging data. Gain an overview of XML concepts and terminology, XML conformance testing, validation, well-formedness checking and performance testing. Learn how to create and implement XML specific test strategy, test plans, test cases, and test data based upon the instructor's real-world experiences.

- An overview of XML concepts and terminology
- XML standards and guidelines (W3C, NIST, and OASIS)
- Resources for XML testing tools

11:30 a.m.

T6 Test Management

When Test Drives the Development Bus

Cindy Necaise, MICROS Systems, Inc.

Once development reaches "code complete," the testing team takes over and drives the project to an acceptable quality level and stability. This is accomplished by weekly build cycles or dress rehearsals. The software is graded based on found, fixed, and outstanding errors. Development strives to increase the grades in each build—improving the quality and stability of the software. Learn how to use this "dress rehearsal" process to build team morale, develop ownership by the entire development team, and ensure success on opening night.

- How to develop daily test and engineering tasks to obtain weekly objectives
- How to develop grading criteria
- How to improve relations between the development and test team

T7 Test Techniques

Results from Inspecting Test Automation Scripts

Howie Dow, Compaq Computer Corporation

In many ways, development of scripts for automated testing is similar to software development. It involves requirements, design, code, test, and use. So why not use proven improvement activities to enhance the test script development process? This presentation discusses how one software test team adjusted and applied inspections to test script development. Learn the results of these inspections and how you might use this technique to improve the test script development activity in your organization.

- An example of inspections applied to test script development
- Pitfalls and benefits realized from this effort
- How to do something similar in your organization

T8 Emerging Technologies

Wireless Application Testing

Scott Moore, CommerceQuest

Putting the Web on cellular phones, PDA's, and other wireless devices is all the rage. Still in its infancy, the idea of doing online transactions via mobile devices has created a new buzzword: "M-Commerce." However, some companies in their quest to be first-to-market have overlooked the fact that this new technology is still in need of basic testing for quality, performance under load, and usability. Discover the importance of testing wireless applications, and learn how to identify common bottlenecks and problems.

- The main areas of testing wireless applications
- Unique problems associated with the wireless world
- An approach to wireless applications testing

Double-Track Session!

T4 Test Automation

Intelligent Test Automation for Everyone

Harry Robinson, Microsoft Corporation

Software testing is getting harder—much harder. Manual testing and static test automation can no longer keep up with the complexity of software applications. Model-based testing is a new and evolving technique for achieving quality software releases and handling the testing load while retaining your sanity. Using simple programmatic test tools and familiar applications, this presentation makes the case for intelligent test automation and shows you how to apply it throughout the lifecycle.

- Why modeling makes sense as a test approach
- How to improve the efficiency of automated testing through modeling
- How to develop test models incrementally

T5 Web/eBusiness Testing

A Reusable Web Load Testing Process

Glen Schulze, PHH Arval

You've purchased the tools. Now you're ready to start Web load testing. Learn how one company developed a process that supports—in a repeatable manner—the planning, coordination, results analysis, and results reporting that are necessary to make a Web load test cost-efficient and effective. Using information gained from lessons learned, documentation templates, and planning templates, get a jump start on *your* process.

- Key steps in planning an automated Web load test
- Questions to ask when developing an automated load test plan
- A reusable project plan to coordinate load tests

T9 Web/eBusiness Testing

Mining the Gold from Your Web Server Logs

Karen Johnson, Peapod, Inc.

How often have you wished that you knew what your customers really thought of your Web site? You can extract a gold mine of information from your Web server's log to reveal how your site is used. Learn ways for your team to use this information to organize browser testing based on user statistics, improve testing coverage of your Web site, and plan more realistic load testing.

- Identifying information that can be pulled from Web server logs
- A checklist of testing "needs" for different browsers
- How to clarify load testing requirements

1:30 p.m.

T10 Test Management

Business Guidelines of the Test Organization

Eric Baird, Worldcom

To provide top-quality test services, you must do more than perfect your team's technical prowess and automate repetitive test processes. You must run it as you would a small business by integrating business functions and modern business applications into the day-to-day operation of your group. Learn how this approach can increase productivity, cost efficiency, effectiveness, and morale in your test organization.

- How to use modern business approaches in running a test lab
- How to apply Customer Relationship Management (CRM) techniques to empower your customers
- How to identify currency used to pay for your services

T11 Test Techniques

Advanced Data Driven Testing (ADDT)

Shakil Ahmad, Convergys

Learn how the Convergys Test Automation Team developed an Advanced Data Driven Testing (ADDT) approach using a test automation engine. Gain insight into how this technique was successfully implemented to improve the reliability and quality of their software products and reduce the number of testing man-hours. Shakil Ahmad gives a high-level description of the engine design, functionality, and benefits as he shares his company's successes—and frustrations.

- How to use data driven techniques in test automation
- How ADDT improves testing reliability and quality
- How to reduce the bug-fixing cost at an earlier stage of testing

T12 Emerging Technologies

Virtual Test Management: Rapid Testing Over Multiple Time Zones

Jim Bampos, VeriTest

With the ever-changing challenges of testing, here comes the latest one: *managing multiple test locations*. More and more companies are spreading testing organizations throughout the country and the world. Based on real-life experiences of the speaker, learn the mistakes to avoid and the lessons learned in managing multiple sites. Discover how the Virtual Test Manager can manage a dispersed test organization without having to always be physically present.

- The challenges of managing multiple test sites
- Five steps to successful virtual test management
- Best practices toward a common company goal

T13 Test Automation

Succeeding with Automation Tools

Jamie Mitchell, BenchmarkQA

The problems with using record/playback as your only test automation strategy are well known. But the other option—full script programming—is unattractive to many due to its high cost and long development time. This presentation discusses a strategy called defensive programming that incorporates the best of both worlds. Learn how to leverage your automation tool with simple implementation techniques to create robust test suites.

- How to use logging to diagnose problems quickly at crunch time
- How to build a complexity-reducing infrastructure
- Timing problems and synchronization strategies

T14 Web/eBusiness Testing

Looking Under the Covers to Test Web Applications

Oliver Cole, OC Systems, Inc.

Web applications are more difficult to test than other applications, yet their mission-critical nature and high visibility make high quality testing essential. Oliver Cole discusses how white-box testing techniques can be used to improve the quality and reliability of Web applications. Learn about the four key types of Web testing: functionality/correctness testing, load/stress testing, performance testing, and fault injection. Examples are provided in each category.

- Why white-box testing is important for Web applications
- How to incorporate white-box testing into your organization
- Specific approaches for doing different types of white-box tests

2:30 p.m.

T15 Test Management

Outsourced Testing: Should You Consider It?

Kenneth Paczas, Compuware Corporation

The need for a reliable test process and knowledgeable testers is more of a necessity than a luxury. Even if a company could afford to buy the latest testing tools and were able to find qualified QA/testing personnel, does it have the money and time to properly train its staff on these latest tools? Learn why companies should consider outsourcing their test process—leaving testing to companies that are experts in testing.

- Test strategy and test environment creation
- Automated testing in the real world
- The cost to survive

T16 Test Techniques

What Are Patterns? Why Should Testers Care?

Sam Guckenheimer, Rational Software
Brian Marick, Testing Foundations

Patterns are a way of explaining design decisions. This format, invented by the architect Christopher Alexander and his colleagues, has been used in computer fields such as object-oriented design, risk management, and software testing. In their presentation, Sam Guckenheimer and Brian Marick describe what patterns are, why testers should use them, and how to create them.

- How patterns have been used in software
- Patterns are a way of learning and improving skills
- Capturing information relevant to test: context, fault models, and strategies

T17 Emerging Technologies

Java Meets eBusiness: How to Avoid the "Scalability Surprises"

Yves de Montcheuil, Empirix, Inc.

Many corporations are now using Java technologies to deliver mission-critical eBusiness applications for both the Intranet and Internet. To better understand how the applications will scale (or perform), this presentation provides you with a systematic process for testing, measuring, and improving performance. Find out what you need to know to properly identify and eliminate bottlenecks and ensure optimum performance.

- How to ensure the scalability of eBusiness applications using Java technologies
- How and when to use load simulation
- The advantages of testing Java early in the development process

T18 Test Automation

The Need for Speed: Automating Acceptance Testing in an eXtreme Programming Environment

Lisa Crispin, iFactor-e

Testing in a Web environment can feel like leaping out of a plane. Testing in an eXtreme programming (XP) environment feels like competing in a sky-surfing competition! You have to be better than everyone else, but you don't have much time. Lisa Crispin describes an approach to designing modularized, self-verifying tests that can be quickly developed and easily maintained. Explore the basic design and examples of this approach and learn how to apply the value of XP to test automation.

- Why testing in an XP environment is different
- How to identify the "important stuff" and focus acceptance testing for XP
- How to design automated tests that are low maintenance and self-verifying

T19 Web/eBusiness Testing

Designing an Automated Web Test Environment

Dion Johnson, Pointe Technology Group, Inc.

This presentation offers an alternative to the typical automated test scripting method of "record and playback now and enhance the automated environment later." Explore an automation system design for testing Internet applications, along with scripting techniques to enhance the scalability and flexibility of your automated test suite. Learn what base scripts need to be created, how to optimize the use of scripts through wild cards, and how to create reusable functions to speed up the automation process.

- How to develop a manageable directory structure for scripts and modules
- How to effectively parameterize automated scripts
- An example of this approach (WinRunner)

FRIDAY, MAY 18

10:15 a.m.

F1 Test Management

Software Testing at a Silicon Valley High Tech Software Company

Giora Ben-Yaacov, Synopsys Inc.

What does the Electronic Data Automation (EDA) industry do to improve the quality of software products and their responsiveness to customer quality issues? This presentation takes a look at how one such market-driven EDA company deployed effective software testing techniques and methods to represent real-world customer issues. Learn how this approach created true "testing partnerships" among software developers, application engineers, and customers.

- The Silicon Valley culture for software testing
- A five-step process for developing "defect-free" code
- An overview of the testing process lifecycle

F2 Inspection Process

The Guided Inspection Technique

Melissa Russ, Korson-McGregor

Early detection of faults is a cost-effective technique for ensuring quality. The guided inspection technique described in this presentation uses explicit test cases to guide the inspection process rather than leaving the coverage of the model to chance. Learn how this technique systematically determines whether the model is complete, correct, and consistent. Gain an understanding of how to integrate this technique into the typical, iterative, incremental process.

- An overview of the guided inspection technique
- How to create test cases to be used in guided inspections
- How to choose test cases that maximize defect discovery while minimizing their cost

F3 Process Improvement

The Power of Retrospectives to Improve Testing

Esther Derby, Esther Derby Associates, Inc.

Testing is a tough job! Most test professionals learn the hard way what works and what doesn't. Retrospectives are focused, facilitated reviews of a defined piece of work. Learn how software project retrospectives are used as a test process improvement technique to capture the essence of a work, provide closure, and establish a springboard for active improvement in an organization.

- Why retrospectives are a key process improvement tool
- When a retrospective is a good idea—and when it is not
- Critical success factors for retrospectives

F4 Test Automation

Removing Requirement Defects and Automating Test

Mark Blackburn, Software Productivity Consortium

Organizations face many problems that impede the rapid development of software systems that are critical to the operations and growth of their business. To address these problems, Mark Blackburn discusses model-based development and test automation methods to reduce requirements defects, manual development of tests, and rework. Learn how companies have incurred significant cost and schedule reductions (as much as 50 percent) by using this unique approach to model-based test automation.

- How test engineers have effectively used the model-based approach
- How model analysis capabilities can detect requirement defects
- Why organizations have adopted the model-based test process

11:15 a.m.

F6 Test Management

Collaboration Between Development and Testing Personnel Is a Key to Success

Tom Igielski, Upstream Solutions, Inc.

Applications are often designed and developed with little regard for testing. Functional and Load/Configuration testing needs to be a collaborative effort between the development and testing groups for a project to be most successful. Everyone needs to "own" some of the testing responsibility. Learn how to accomplish an ongoing collaboration between application architects, designers, developers, and QA/testing personnel to identify and resolve problems (defects) in an efficient and timely manner.

- Keys to a successful testing program
- Successful strategies in applying testing techniques to a project
- How to overcome professional differences between developers and testers

F7 Inspection Process

Implementing the Inspection Process at Discover Financial Services

Alan Cohen, Discover Financial Services

In a fast-paced product development organization, there is a simultaneous need to improve quality, reduce cycle time and costs, and show results now! Learn how Discover Financial Services has met this seemingly mutually exclusive set of conditions by incorporating the inspection process into its product development lifecycle methodology. Explore the hurdles faced by Discover—and how they overcame them. Learn how the inspection process reduced their defect rate by 50 percent, and how you can obtain similar results in your organization.

- The inspection process and how it works
- Why inspections are more effective than testing alone
- Case studies and success stories from an end user's point of view

F8 Process Improvement

Testers: How to Tell if You Have a Good One

Jon Hagar, Lockheed Martin

A consistent and persistent management challenge is handling the performance appraisals of test engineers. Jon Hagar recommends a humanistic, pragmatic, and passionate approach for leadership. Learn why performance should be measured on more than just hard numbers. Discover why meaningful feedback—including constructive criticism and direction—is needed to help your staff reach fulfillment of their job and career goals.

- How to evaluate testers
- The proper use of measurement in this evaluation
- Critical tester attributes

F9 Test Automation

Automated Testing and Monitoring of Large Application Services

Ashish Jain, Telcordia Technologies

Large application services are very dynamic in their functionality, with some of the business rules hosted by these services changing on a daily basis. This presentation discusses one company's experience in developing a new methodology and test infrastructure for automated testing and nonstop QA monitoring of large application services with high requirements churn. Learn how this method allows you to get a handle on quality even though the application services requirements remain a moving target.

- How to conduct automated and efficient test generation
- How to reduce time to market of new services
- How to handle quality in the presence of requirements churn

Double-Track Session!

F5 Exploratory Testing

Exploratory Testing in Pairs

Cem Kaner (Florida Institute of Technology) and James Bach (Satisfice Inc.)

Exploratory testing involves simultaneous activities—learning about the program and the risks associated with it, planning and conducting tests, troubleshooting, and reporting results. This highly skilled work depends on the ability of the tester to stay focused and alert. Based on a successful pilot study, Cem Kaner discusses why two testers can be more effective working together than apart. Explore the advantages of testing in pairs, including ongoing dialogue to keep both testers alert and focused, faster and more effective troubleshooting, and an excellent opportunity for a seasoned tester to train a novice.

- Why two testers can be more effective working together than apart
- How exploratory testers can create charters (agreed, focused plans) for testing sessions
- Examples (what was done and why) from actual sessions

Compuware quality assurance solutions automate the multiple, complex steps of thorough application testing, and provide comprehensive, repeatable and predictable results in less time. With Compuware tools and services, you can test every step in your application life-cycle across multiple platforms. Compuware also offers a remote web testing and monitoring solution. For more information, visit us on the web at www.compuware.com.

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MEET THE EXPERTS *(Thursday, May 17, 5:30 p.m.)*

Access to the industry's leading experts is the focus of STAR's "Meet the Experts" session. Meet one-on-one with industry experts in key areas of software testing technology. Pose your toughest questions, address specific project needs, and gather details on the latest research and cutting-edge testing practices. Purchase popular testing books—many authored by these renowned experts—in the STQE Bookstore during EXPO hours.

Special Event — An Evening at SeaWorld®

(Wednesday, May 16, 7:00 p.m. – Dinner Included)

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To guarantee the conference rate, please specify that you are attending STAR*EAST* 2001 organized by Software Quality Engineering. If you need special facilities or services, notify the hotel at the time of reservation. Cancellations on a guaranteed reservation must occur more than 72 hours prior to specified arrival time to ensure a refund.
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