

SOFTTEST2017

SMART TESTING IN A TECHNOLOGY DRIVEN WORLD

PROGRAMME

THURSDAY 19TH OCTOBER

HILTON HOTEL, CHARLEMONT PLACE, DUBLIN



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PROGRAMME

| SESSION | TIME | SESSION | VENUE |
|----------------|---------------|---|----------------|
| | 08.30 – 09.20 | Registration | |
| | 09.20 – 09.30 | Conference Opening and Welcome | Charlemont 3&4 |
| | 9.30 – 10.15 | Rik Marselis (Keynote) Robotesting: Are you ready for that yet? | Charlemont 3&4 |
| | 10.15 – 10.30 | BREAK | |
| TRACK 1 | | PRESENTATIONS | Charlemont 3&4 |
| | 10.30 – 11.15 | Ard Kramer Magic of Test Automation | |
| | 11.25 – 12.05 | Naomi O'Callaghan How we tested smart and paid back the debt | |
| | 12.15 – 13:00 | Adam Knight Risk Assurance | |
| TRACK 2 | | WORKSHOP (Limited to 20 places) | Charlemont 2 |
| | 10.15 – 13.00 | Colm Harrington Introduction to TDD | |
| | 13.00 – 14.00 | LUNCH – Hot Buffet in Main Dining Room. Dessert & Coffee in Lobby Linkway | |
| TRACK 1 | | PRESENTATIONS | Charlemont 3&4 |
| | 14.00 – 14.50 | Trish Costello A Simple Story about a Difficult Journey | |
| | 15.00 – 15.50 | Vincent Sinclair Software Robustness Testing of Complex Software Solutions | |
| TRACK 2 | | WORKSHOP (Limited to 40 places) | Charlemont 2 |
| | 14.00 – 16.00 | Ard Kramer, Hugh McCamphill The Quest for the Ultimate Test Story | |
| | 16.00 – 16.15 | BREAK | |
| | 16.15 – 17.00 | Anne-Marie Charrett (Keynote) GET SMART: 5 ways to rethink testing at your work | Charlemont 3&4 |
| | 17.00 – 17.05 | Conference Close | |

THE SPEAKERS



Rik Marselis, Sogeti

Title: Robotesting: Are you ready for that yet?

Abstract: Technology advances very rapidly. In the next few years we will see huge impact of Robotics on our daily lives. Robotics to me is where all new technologies, like Internet of Things, Big Data Analytics Machine Intelligence, etcetera, come together. Robots will come in all kinds of forms and shapes, varying from the traditional “tin man” and industrial welding-robot to self-driving cars and chatbots. In order to be able to define the required quality and to test for it, I have created a model with 6 angles of view towards quality of new technology. The angles are “mechanical”, “electrical”, “Information Processing”, “Machine Intelligence”, “Business Impact” and “Social Impact”. Based on this model we can define the quality attributes we need to test different aspects of robotics. The testing itself is also different than traditional testing. Especially the machine intelligence makes that it will be hard to define expected outcomes. Since the machine is learning, the correct behaviour will not be one specific predefined possibility but it will evolve over time. Therefore testing will be more challenging. One way of coping with that is controlling the input rather than the output of the machine. Another aspect of “robotesting” is using robots, both in the sense of machine intelligence as in physically moving machines, to test business processes and IT-systems. Robots are very well capable of doing repetitive actions such as regression testing but they can also analyze large volumes of data to determine patterns that can be used for having optimal test data. In this presentation I will demonstrate how we can use this six-angle approach to define and measure quality and risks and how we use a mix of all “old knowledge on testing” and newly created approaches, methods and techniques, including machine-intelligence-driven-testing to make sure that quality-levels are met, risks are mitigated and we can use robots with confidence.

Biography: Rik Marselis is one of Sogeti’s most senior Management Consultants in digital assurance and testing. As a test consultant and test manager he assisted many organizations in improving the quality of their IT-systems and testing processes. To support this he created many workshops and training courses. Rik regularly contributes to the testing profession through research and development. He is a fellow in Sogeti’s research network, SogetiLabs, and since 2015 his research focus is on testing of robots and testing with robots. Currently he is involved in defining the skills that testers will need to be able to be effective in the world of machine intelligence and intelligent machines.

Since 2014 Rik is the chairman of TestNet, the independent association of testers in the Netherlands, with over 1900 members. Further he is active in the ISTQB workgroup that creates syllabi and the glossary.



Ard Kramer, Alten

Title: Magic of Test Automation

Abstract: *The “magic” of test automation.* Do we have and people around us realistic expectation about test automation? Ard and a mystery guest will have a conversational presentation. This is a presentation where we will have a discussion on stage about the solutions test automation can or can’t deliver, in relation to the questions that testers have, to do their work as good as possible. Test automation has the magic that it solves all your (test) problems. That looks great! But isn’t it better to determine together what the problem is that test automation wants to solve? Looking it from this perspective, you can determine whether your test problem is really solved. Or that it even can replace you as a tester? Our conversation talk is a quest for the questions and answers that testers have and the role of test automation in this perspective. The result will be that test automation will be estimated for his fair value. After our conversation, testers are able to determine the value of test automation for themselves and they will have the reasons for their managers if those managers have a magical view to test automation. Some of the questions that will be discussed:

- Does test automation add value to your work?
 - Are you saving money by test automation?
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- Does test automation recognize risks?
 - Does test automation mitigate risks?
 - Can test automation replace testers?
 - Is test automation agile?

Biography: I am a software tester from the Netherlands and I am working for Alten Nederland since 2008. I call myself a Qualisopher which stands for someone “who loves truth and wisdom and at the same time is decisive to improve man and his environment”. This means I am interested in the world around us, to see what I can learn and I can apply in software testing. That is one of the reasons why I tell stories in books and at (test) conferences such as EuroSTAR, Expo:QA, Belgium Testing Days, CAST and TestNet conferences. My dream is to participate, as a good qualisopher, in all kinds of projects such as sports, culture or software testing. Projects which add value to our community: I want to inspire other people by cooperation, fun and empathy and hopefully bring light in someone’s life.



Naomi O’Callaghan, Openet

Title: How we tested smart and paid back the debt

Abstract: To compete in the Big Data telecoms market it was necessary for our project to switch from a Continuous Integration model of delivering release quality code to building a Proof of Concept in a very short space of time. Our Product Owner identified a number of key customers who were likely to buy and he needed a GUI demo built quickly with a set of completely new features. We needed to decide how we were going to test the new features quickly and what parts of our Continuous Integration system would be useful. At the outset, it was decided by Engineering Management it was important to track the amount of Technical and Quality Debt we were going to accrue throughout the project. Starting out with a Test Strategy we laid out our Automated and Exploratory testing plans:

- Continue to maintain the automated test suite of Selenium and server side tests, including unit and daily benchmark performance test
- Exploratory test each new feature in the GUI and Server.

Results from the Automated tests were recorded on each run while test plans were updated manually from the Exploratory tests. Each month a test KPI report captured the amount of bugs that were raised. Then the Product Owner needed to release the GUI and Server with the set of new features. The presentation will outline the work we undertook to pay back both Technical and Quality debt to deliver in full release quality mode. Also the lessons we learnt along the way. These included the impact of our choice of tools and infrastructure in helping us switch from Release mode to PoC mode and back again. In addition, that active management of tech and quality debt is key to the success of a project of this kind.

Biography: I have worked as a software tester for over 15 years, mainly in Telecommunications industry testing for both software vendors and mobile phone operators. Over the years, I have been working with the challenges of testing large scale networks within an Agile, Continuous Integration and Delivery context. As a Team Lead of an Agile development team, our challenges include integrating software from multiple vendors into operator network, migrating legacy applications to latest technologies and software development lifecycles and; migrating applications to the cloud, to name a few. Mixed with this is an interest in developing quality focus within Agile teams to build testing habits in all aspects of what teams are required to deliver.



Adam Knight

Title: Risk Assurance

Abstract: The concept of risk is at the heart of every testing activity. When we communicate using terms such as “tested” and “done” there is an unspoken implication regarding to the level of risk involved. Part of the role of a tester is in understanding the appropriate risk levels for their organisation and testing appropriately. The problem that can occur here is that different people within an organisation may have very different opinions over what the level of risk is, or should be. Whilst primarily a case study, in this talk I will take some time to examine the nature

of individual risk perception and how it influences our testing work. Whilst we like to think that we adopt a logical approach to risk, our own assessment abilities are in fact influenced strongly by our evolutionary past. Using studies of human behaviour I'll reveal some surprising patterns in humans such as 'risk compensation' and the 'availability heuristic' and the challenging implications of these for testers, including why testers and business leaders will inevitably differ in their risk assessment of any situation. In a recent move to a new organisation, one of the things that was immediately apparent to me was the lack of a consistent understanding between business leaders, developers and myself over what appropriate levels of testing rigour and acceptable risk were. To tackle this inconsistency I adopted an innovative technique from financial services to establish the risk appetite of individuals towards savings and investment - a risk questionnaire. We'll see how, by using such a questionnaire as a platform for a risk conversation we exposed a lack of consensus across the business. I'll show how the results identified areas of conflict between the desires of the business leadership team and the development approach and how the findings helped us to recommend a test strategy that resolved these conflicts and delivered a testing approach suitable for the risk profile of the business.

Biography: Adam Knight is Head of Product and Test at River and an active contributor to the testing community. As well as maintaining a popular blog he is also a regular speaker at testing conferences and has even managed to sneak his name into a couple of books on the subject of agile testing. With a background specialising in data analysis and business intelligence systems, Adam is a strong advocate of exploratory testing approaches backed by intelligent use of tools and automation. He has over 17 years' experience of testing, however in that time has never taken exactly the same approach twice.



Colm Harrington

Workshop: Introduction to TDD

Abstract: As the line between testing and development continues to blur, TDD (Test Driven Development) has become an important part of the modern development toolkit. In this workshop I will talk about what TDD is, why it is beneficial as well as building a small REST API project from scratch using the methodology. Along the way we will look at testing from the "outside in", code coverage and the value of mocking in certain scenarios. We will also discuss the role of the quality engineer within such a process and it's probably not what you think.

Workshop Prerequisites: A little knowledge of Java would help to follow along with the example project. Also, participants would need JDK 8 installed on their machine as well as the IntelliJ IDEA IDE environment.

Biography: Colm is a Software Design Engineer with DellEMC, the leaders in converged and hyper-converged technologies. He is based in Cork, Ireland with responsibilities for software design and process improvement. He has worked in the software industry, with various companies including Microsoft and Sage, for over 12 years. He has a real passion for leveraging automation to improve product quality and the development experience.
<https://www.linkedin.com/in/colmharrington/>

Requirements: Laptop with JDK 8 installed on their machine as well as the IntelliJ IDEA IDE environment. **Maximum number of attendees: 20**



Trish Costello, Oneview Healthcare

Title: A Simple Story about a Difficult Journey

Abstract: This is a story about transforming quality as part of a move towards becoming truly product based whilst moving from waterfall to agile. It's a simple story about the difficult journey of transforming culture, people, processes and mindsets to reach the end goal of delivering high quality, incremental product releases, continuously.

Oneview Healthcare: Oneview Healthcare is a market leading provider of innovative patient engagement and clinical workflow technology solutions to healthcare facilities in the USA,

Australia and the Middle East. The company is on a massive growth path and has nearly tripled in size over the last 12 months.

Biography: Trish has driven transformation programmes in large scale corporate enterprises with big budgets and large geographically dispersed teams as well as small to medium enterprises with small budgets, limited resources and immature Testing and QA processes. Having cut her teeth in AIB she worked her way through many roles across the IT delivery lifecycle starting as an IT Graduate and finishing as Head of Test for Digital Channels, Automation and Performance Testing. Trish now specialises in Heading up Quality for SME's who have a clear strategic direction to rapidly expand their product portfolios and customer base whilst embedding quality across the whole delivery lifecycle.



Vincent Sinclair, Nokia Bell Labs

Title: Software Robustness Testing of Complex Software Solutions

Abstract: We can define software robustness as the degree to which a system or component can function correctly in the presence of invalid inputs or stressful environmental conditions. While software testing typically does a very good job of testing the functional requirements of a solution, there is less focus on testing for software robustness. This results in software with significant robustness vulnerabilities escaping to the field, which can lead to service affecting outages. The tutorial will be driven by several case studies which are based on extensive experience with the development, testing and delivery of complex telecommunications software solutions. We will present examples of typical software robustness defects in a telecommunications network. Using these examples as input, we will explore how to build a comprehensive software robustness test strategy and test plan. Firstly, we will identify how these defects typically enter the software, particularly when the end to end team is distributed across multiple sites and multiple time zones. We will then look in detail how a development and test team can build a very complete software robustness test plan to prevent such defects escaping. We will explore the critical and often overlooked need for input to the robustness test plan from the systems engineers, architects, designers and the customer facing support team. Having identified the areas to focus on for software robustness testing, we will explore practical examples of test cases to uncover robustness defects in complex software systems.

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



Ard Kramer & Hugh McCamphill

Workshop: The Quest for the Ultimate Test Story

Abstract: Good stories last: They release emotions, they have their own life, they make you proud and they can help you inform and move others. This is why we embarked on our quest: the quest for the Ultimate Test Story! We set forth to scour the earth in search of testers. Testers with interesting experiences and crazy stories to tell, but not having the words to bring them to life. Our weapon of choice: Test Sphere. A deck of hundred cards that inspires and supports these testers to craft, temper and shape their raw experiences into strong, red-hot stories of power. In our workshop we will teach you how to use these cards, by giving you different assignments in small groups. Most importantly: this means you are going to tell test stories. We are convinced that every tester has had interesting experiences which deserve to be told and shared. After telling each other these stories, you can start to discuss the content of the story and the performance of the storyteller:

1. Do you have similar experiences?
 2. Would you do something differently?
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3. Do you have a challenging question?

4. How can the story be told in a more captivating way?

After you finished the discussion, you can reward each other by giving a small gift in the form of a sticker to show your appreciation of sharing a story and insights. Content is vital, but it is also important to look at your performance: "how to improve your storytelling". A good story is priceless: It can help you convince your manager or drive home your point in a coaching session. In our workshop it is crucial that you give each other feedback on how to tell a good story. Completing the workshop, you will have done many interesting activities: you'll have heard and told lots of stories and have received feedback on how to narrate a great story. Maybe you were rewarded for your positive participation. Challenge yourself and your test colleagues by telling interesting test stories and who knows; maybe you can help us to finish our quest by performing for us: The Ultimate Test Story. Stay awhile and listen. For the best place by the fire, is kept for... the storyteller.

Biography:

Ard Kramer – I am a software tester from the Netherlands and I am working for Alten Nederland since 2008. I call myself a Qualisopher which stands for someone "who loves truth and wisdom and at the same time is decisive to improve man and his environment". This means I am interested in the world around us, to see what I can learn and I can apply in software testing. That is one of the reason why I tell stories in books and at (test) conferences such as EuroSTAR, Expo:QA, Belgium Testing Days, CAST and TestNet conferences. My dream is to participate, as a good qualisopher, in all kind of projects such as sports, culture or software testing. Projects which add value to our community: I want to inspire other people by cooperation, fun and empathy and hopefully bring light in someone's life.

Hugh McCamphill – Hugh has been a tester for over 10 years, primarily in the insurance sector. He is currently a Technologist specialising in testing and automation with Liberty IT in Belfast, where he helps shape the organisations approach to testing, along with developing testing skills within teams through different activities such as training, facilitating and mentoring. He is also keenly involved in the testing community, being the organiser of the Belfast Selenium Meetup since 2013, and was a co-organiser of TestBash Belfast 2017.

Maximum number of attendees: 40



Anne-Marie Charrett

Title: GET SMART - 5 ways to rethink testing at your work

Abstract: Traditionally, we've tried to get smarter about testing using test automation. And if that's failed us, we've opted to outsource to reduce cost. Would you believe it if I told you there were other ways to get smarter about testing? For example, what if we focused on faster feedback and testing earlier? Or if we designed our systems with testability in mind, making testing easier to execute? What if we focused on risk to help us focus our testing? Or if developers performed testing instead of testers? In this talk, Agent 86 and Agent 99 from GET SMART will be helping me explore ways we can get smarter about testing. Why not join me, and learn about contemporary approaches to improving software product quality.

Biography: Anne-Marie Charrett is a software test consultant, trainer and coach with a reputation of excellence and passion for Quality and the craft of software testing. Anne-Marie has developed software testing courses and lectured at the University of Technology, Sydney. She runs the Quality Engineering Meetup. Anne-Marie is available for work through her company Testing Times. Anne-Marie advocates for software testing as a skilled activity to help provide information and threats to the quality of a product. She blogs at Maverick Tester and offers tweets @charrett

What is SoftTest Ireland?

It is a fully independent Software Testing Special Interest Group.

What does SoftTest Ireland do?

It facilitates knowledge sharing and networking and provides a discussion platform for industry challenges.

Who helps make SoftTest Ireland happen?

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

Committee Members:

Chair: David Jamison (Allstate)

Fran O'Hara (Inspire)

Leslie Lockhart (Allstate)

Ciaran O'Neill (Microfocus)

Patrick O'Beirne (Systems Modelling)

Lorraine Banks (EuroSTAR Conference)

Claire Goss (RaboDirect)

William Guthrie (Cisco)

Conor Hayes (DMS Technologies)

We would like to give a special mention of thanks to Claire Goss for her work in putting together the content of this programme.

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

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Thank you:

SoftTest would like to thank all our speakers for giving up their time for free, to present at this Conference. Thank you also to our main sponsor, Software Skillnet.

