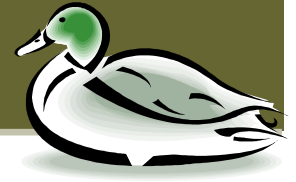


QAAC NEWSLETTER



News Letter of the Quality Assurance Association of Connecticut, Inc.
www.qaac.org

Message from the President

With the change in calendar, there came a change in the QAAC Board of Directors. We are all volunteers, offering our time and commitment, to provide the membership with relevant quality assurance presentations at our monthly meetings.

At our January meeting, Dr. William C. Schulz III presented on *Less Control = Higher Quality? The Paradox of New Sciences for building Quality Organizations*. Dr. Schulz used an engaging technique of a guided discussion for the presentation. After presenting an idea, often as a question, those present contributed heartily to the ensuing dialogue.

Our February meeting offered Marc Rene talking about *Risk Management for Testers*. Marc presented slides that highlighted aspects of our jobs that we should be considering on a daily basis. What we should be cognizant of and managing.

Unfortunately our March meeting didn't come to fruition.

We are looking forward to our April meeting, on the 23rd, where Nathan Petschenik will enlighten us on *Formula for Success in System Testing*.

As you can see the general focus of the presentations are on software quality from a variety of views.

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I've saved the best new for last. The QAAC Board has decided to become a member of the QAI Chapter Network. In the past QAAC has been affiliated with QAI Worldwide and offered spring and fall certification testing at local venues that many of you have taken advantage of. I stress local because other attendees travel great distances to take the tests here in Connecticut. Under the new QAI Chapter Network Model, QAAC will remain a tax exempt non-profit educational organization. As the affiliation firms up more information will be made available on the QAAC website.

A reminder, if you hear a good speaker that you would like to recommend for your fellow QAACers, be sure to send their contact information to Randy or Maria via their emails on the website www.qaac.org.

Bill Schreyer
President
2008 QAAC Board of Directors

Nathan Petschenik

“Formula for Success in System Testing”

To achieve success in system testing—efficiently preventing important defects from reaching users—technical excellence is necessary but it is not sufficient. To really be successful in system testing you need to approach it with the attitude that it's more than about finding problems. Equally important are the skills to influence the project team behavior to prevent defects from ever reaching the system test. This presentation discusses the technical skills you need for a successful system test. In addition, it provides participants with concrete techniques that they can use to change project attitudes and influence behavior that will significantly impact the quality of the software that reaches the system test team. This includes proven techniques called Role Awareness Seminars and Accountability Studies that will, among other things, get *developers* to do a better job in fulfilling their testing responsibilities. By nurturing front-loaded quality—quality designed in and built in, not tested in later—within the project, system testers can multiply their efforts and ensure a successful system test.

Nathan is Chief Consultant for STS (previously known as Software Testing Services). His current role in the company is to work personally with clients who want to increase productivity and improve quality through System Testing leadership. Nathan's broad and deep technical and management consulting background has helped clients in all of STS's business segments: telecommunications, life sciences, financial services, and government. His career in System Testing leadership has also included significant experience as a software developer, software development manager, systems engineering director, product manager, and project manager. Nathan is an expert in Independent Verification and Validation (IV&V) methodologies.

He is a recognized industry thought leader, speaks at many industry conferences often as a keynote. Nathan is quoted in the press, and has published numerous papers. His paper "Practical Priorities in System Testing", first published in IEEE Software is now considered a landmark paper in the transition of software testing from Art to Science. Nathan's book "System Testing with an Attitude" was published by Dorset House in 2005 and has received uniformly excellent reviews and praise. Prior to STS Consulting, he held senior positions in Bell Labs, Bellcore and Telcordia including national and international consulting assignments in a spectrum of industries. Nathan holds a Master of Science from Stevens Institute of Technology and has been certified as a Function Point Specialist.

Meeting is Wednesday April 23rd Please register with Maria Peplau at maria_peplau@yahoo.com
Networking starts at 5pm, dinner will be at 5:45pm and the speaker begins at 7pm
\$8 for QAAC Members, \$10 for non-members

DST Output is located at 125 Ellington Rd, South Windsor, CT

I-91 North or South, take Exit 35A, Rt.291, Bissell Bridge. Rt.291 to Exit 4. Go straight at the light onto Ellington Rd. (Rt 30 North). DST Output is on the RIGHT just past the Railroad tracks.

Mass Pike, take Exit 9 to I-84 West- New York City/Hartford, Ct . Follow Rt. 84 west for approximately 45 minutes. Take Exit 61 to I-291 west. Take Exit 4; turn RIGHT onto Rt. 5 South. Turn LEFT onto Ellington Rd.(Rt 30 North). DST is on the RIGHT just past the Railroad tracks.

Book Review: “Effective Software Testing”

Reviewed by: Cheryl Klein

I recently completed reading “Effective Software Testing: 50 Ways to Improve Your Testing” by Elfriede Dustin. If you are new to testing or have been away a while and want to brush up this might be an okay book to pick up, but for an experienced tester it didn’t feel like it had enough depth or content. It is also a very dry read. I realize testing isn’t a gripping topic, but this book was difficult to pick up some days and very easy to put down.

Organization of the chapters follows the basic project life cycle with larger sections such as ‘Requirements Phase’, ‘Test Design and Documentation’ and ‘Managing Test Execution’ each which is broken down into a handful of short chapters. Unfortunately the book is very broad in its coverage of each topic. It provides few real life examples. I was also disappointed

in the lack of templates, references or resources to build on. Any one topic or phase can lead to so much more. While the reader is given an introduction it doesn’t tell you where to go to learn more.

Overall, I have to say for a senior level tester or QA professional I would not recommend this book. However, if you have someone new or unfamiliar with testing who wants a high level introduction this might be a place to start.

“Effective Software Testing: 50 Ways to Improve your Testing”
Written by: Elfriede Dustin
ISBN-13: 9780201794298

Tool Review: Windows GREP

By Cheryl Klein

This is a very diverse tool that I don’t use often, but on occasion it comes in handy. While normally the search feature in windows explorer will do the trick, I’ve run into problems occasionally where the Windows GREP worked when explorer’s search did not.

One specific problem we have encountered in my office is trying to search *.sql files for specific text. (This is a known issue (<http://support.microsoft.com/?scid=kb;en-us;q309173>) that evidently affects a hand full of file types.) Windows GREP however, does not seem to have this same issue. So it does come in handy when trying to track down specific SQL files.

Windows GREP has 2 modes, Beginner or Expert. I use beginner mode and allow the wizard to walk me through putting in my criteria. But, even in beginner mode it has a lot of options. You can use it to do global replaces in the files, save the list of files, show you the file content, allow you to print the list and it has some basic display options.

Expert mode is more direct entry without the wizard and it has a few additional options, like specifying a date range. According to the website it runs on Windows 98, 2000, XP and Vista. My system has XP and I’ve had no issues

Please see *Free Tool Review* continued on page 4

Free Tool Review from page 3

with using it. It may also be used, according to the documentation, in a command line or via UNIX - I have not tried either.

As of my writing this, Windows GREP version 2.3 is available from their website @:

<http://www.wingrep.com/download.htm>.

You may get a free 30 day trial, and as long as your copy is unregistered it will pop up a message each time you exit. And after the 30 day mark you can still use it; however, you should register your copy. The cost is only \$30 for 1 license, and if you need

multiple copies the more you buy the larger your discount. Personally, I didn't find \$30 prohibitive and the tool is just useful enough I was willing to make the investment.



Newsletter Submissions

I know, I know.... You are thinking I don't have time to write anything for the newsletter. However, I bet you are already doing it and just never thought to submit the information for the QAAC Newsletter.

Anyone working on maintaining their certification usually has to provide documentation: a synopsis of the book they have read, class attended or webinar you listened to. Why not take that write up you have for your certification and send it in for the newsletter? And how better to support your claimed hours as a QAAC member than by showing you contribute to the local chapter's newsletter?

To submit a book review, job posting, class summary or any other article for the newsletter please send your submission to Cheryl Klein @ Ch_K_Klein@comcast.net.

**Congratulations to our Vice-President,
Deepak Sharma on passing the CSQA exam!**

If you, or anyone you know has recently passed their exam, let us know so we can publish their name in an upcoming newsletter.

**Mark your calendar for May 7th.
“Do you have the Right Stuff to manage a
Software QA/Testing Group?”**

By Steven R. Rakitin

Tom Wolfe’s book tells the story of the original group of NASA astronauts who willingly accepted the dangers of space flight. Wolfe describes the enormous risks that Navy test pilots were already taking (one of four died in plane crashes), and of the extraordinary mental and physical characteristics required for and reinforced by their jobs. It was these mental and physical characteristics that became legendary and subsequently known as the “Right Stuff”.

Fortunately, managing a Software QA/Testing Team is not (usually) life threatening. While managing a Software QA Team has many similarities to managing other technical groups, there are several unique challenges that Software QA Team managers face. This talk will provide Software QA/Test Team managers with a list of what it takes to be a good manager and identifies some of the management challenges that are unique to managing Software QA/Test Team and recommendations for dealing with these challenges. If you are thinking of becoming a Software QA /Test Team manager, this talk will give you some insight as to what to expect...

Bio

Steve Rakitin has over 30 years experience as a software engineer and software quality manager. He frequently speaks on topics related to software development and software quality at conferences worldwide. He's published several papers on the subject of software quality and a written a book titled Software Verification & Validation for Practitioners and Managers. As President of Software Quality Consulting, Inc., he works with clients who are interested in improving the predictability of their development processes and the quality of their products.

Meeting will be held at DST Output. Networking starts at 5pm, lecture begins at 7pm. To register for this meeting please e-mail Maria Peplau at maria_peplau@yahoo.com

What are the Benefits of Membership in QAAC?

- ✓ Learn about software quality assurance through our presentations, newsletters and book offerings.
- ✓ Make professional friends and business contacts
- ✓ QAAC newsletter providing book reviews, announcements and job openings
- ✓ Earn continuing education credits towards maintaining your certification
- ✓ Discounted fee for QAAC events

Membership is only \$12 for the year. Download the membership form from the QAAC website: <http://www.qaac.org/join.htm>. Join before or at the April 23rd meeting to take advantage of the member discount on admission.

Job Openings

These are known job openings as of publication date. Please do not contact QAAC for additional information on these jobs. This is a listing only; all inquiries should be sent to the contact listed.

McKesson

Please submit your resume to Jim Dahrouge: Jim.Dahrouge@McKesson.com

Software Engineer

Summary: Responsible for the analysis, design, programming, debugging & modification of local, network or internet-related computer programs for commercial or end user applications such as materials management, financial management, HRIS or desktop applications products. Writes code, completes programming & performs testing & debugging of applications using current programming language & technologies. Completes documentation & procedures for installation and maintenance. May interface with users to define system requirements and/or necessary modifications

Breadth and Depth of Knowledge: Works on problems where analysis of situations or data requires a review of identifiable factors. May exercise judgment within defined procedures and practices to determine appropriate action.

Level of responsibility: May write technical designs & code on various projects under supervision of a senior Engineer.

Design and Structure Responsibility: Uses best practices, templates and follows standards.

Project Capacity/Complexity: Works on a small number of simple & self-contained products/projects.

Level of Internal/External Client Interaction:

Predominate area of interaction is with work team.

Level of Independence or Autonomy: Works independently or with some direct supervision. (Task based roles)

Degree, Years of Experience: 4 year degree in computer science or computer engineering or equivalent experience. Entry level experience in software development and various programming languages (Java, C#, SQL). Strong problem solving skills, creativity, innovation

Communication: Strong communication skills (oral and written) are required.

Tools: Visual Studio .NET, Eclipse IDE, Query Tools

About McKesson:

McKesson's vision is to help create a health care system where quality is higher, mistakes are fewer and costs are lower. As the nation's leading health care services company, we provide pharmaceuticals, medical supplies and healthcare information technologies that make health care safer while reducing costs. McKesson touches virtually every aspect of health care.

By combining its industry-leading health care information technology and scale with unsurpassed clinical knowledge, McKesson is helping health care providers deliver better, safer care while reducing unnecessary costs.



The Hartford's Property & Casualty IT Organization (eB&T) invites you to
THE HARTFORD'S IT INTERVIEWING NIGHT

Thursday, May 1, 2008

4:00 pm to 7:00 pm

Hartford, CT

Free parking

eBusiness & Technology (eB&T) is a 1,200 person IT group committed to being a best-in-class, customer focused, IT delivery organization supporting the needs of our businesses. We are looking to grow our team of talented IT professionals in software development, maintenance and support.

Guests at this invitation-only event will have the opportunity to:

- Interview for current open positions in Hartford, Farmington and Southington
 - Learn more about full-time positions in the following areas:
 - Architecture
 - Business Analysis
 - Project Management
 - Database Administration
 - Developers/Technical Leads
 - Application Configuration
 - QA/Testing
 - Meet with our Management Team
- Enjoy refreshments while networking with fellow IT Professionals
- Learn more about eB&T's culture of excellence and career growth opportunities

We will prescreen all candidates that meet our required skills and formally invite those candidates whose background and experience best match our criteria

If you are interested in this invitation-only event, we encourage you
 to email your resume to ITTalent@thehartford.com

Please Submit All Resumes by April 18, 2008

*Our Core Values: Integrity • Financial Discipline • Diversity & Inclusion • Customer Focus •
 Winning Spirit • Teamwork*

**** NO AGENCIES PLEASE ****

We are an Equal Opportunity Employer committed to building diversity and inclusion

[Learn more about The Hartford at thehartford.com](http://thehartford.com)

The Hartford

To apply please visit www.htsco.com/careers

Quality Assurance Managers:

WHAT ARE THE RESPONSIBILITIES OF THE POSITION?

Quality Assurance Managers within the Hartford Technology Services Company (HTSC) work on a wide range of assignments. They provide Quality Assurance leadership for programs and projects within a particular line of business or across the enterprise. They are engaged early in the software development life cycle allowing for familiarity with the technology design and business requirements. They provide project managers estimates for the test effort and initiate the development of a testing strategy. Apply risk management and being innovative at determining the proper solution for quality assurance or quality control on a given effort is a critical value.

Once the testing is underway these individuals, manage all phases of testing which includes facilitation of test discussions, management of onsite and offsite testing groups and communicating all test metrics. Coaching and mentoring those new to testing or who may be unsure of how to practically apply standards is normally a heavy emphasis. These leaders take pride in the success of the implementation and are always looking for ways to improve processes thus generating efficiencies, producing higher quality results and providing awareness of best practices across the company.

In addition to these described service other quality engagements such as quality assurance assessments for organizations and test tool/environment build out with controls are also frequently requested by customers.

WHAT ARE WE LOOKING FOR?

Qualified Candidates must have the following

- 5 to 10 years QA test leadership experience
- Analysis and influencing skills
- Strong written and verbal communications
- Well rounded knowledge of quality assurance principles
- Quality Center knowledge including both test and defect modules
- Coaching and mentoring competency
- Flexibility with roles

Desired:

- Consulting practice experience
- Project management exposure
- Onsite and virtual leadership background
- Understanding of automation and performance testing
- Infrastructure as well as software development testing experience

Performance Test Manager

WHAT ARE THE RESPONSIBILITIES OF THE POSITION?

Performance Test Managers (PTM) within the Hartford Technology Services Company (HTSC), become part of a performance test center of excellence which supports the enterprise. This center of excellence is CMMI certified at level 2 with level 3 staged equal vent for verification and validation. The Performance Test Manager executes application performance testing and directly reports into a Senior Performance Test Manager who is responsible for providing oversight for customer engagements. They must run the projects and are audited to ensure deliverables aligning in accordance with CMMI L2 process and procedures. They partner with the project team to create a statement of work specifically for the performance test effort often working with a Quality Assurance Manager or Project Manager who is accountable for managing all other aspects of testing.

The Hartford Job Openings continued from page 8

A performance test project plan is created and the performance test manager monitors the schedule, costs and assigned resources. They help to determine customer requirements and facilitate reviews with stakeholders to gain acceptance. They provide direction to onsite and offsite performance test specialists and engineers for test planning and execution. They lead regular interaction between the performance testing team and the infrastructure services team supporting the platforms. At the end of the tests they create and deliver to the customer the final performance test report.

WHAT ARE WE LOOKING FOR?

Qualified Candidates must have the following:

3+ years of performance test leadership experience

- Analysis and influencing skills
- Strong written and verbal communications
- Well rounded knowledge of quality assurance principles
- Openness to peer reviews and audits
- Performance test tool and infrastructure knowledge

Desired:

- Consulting practice background
- Project management exposure
- CMMI background

Remote working option is not available for this position

WHY JOIN THE HARTFORD?

As a Fortune 100 company and global leader in insurance, asset management and financial service products, we offer professionals every possibility for growth. Whether we are helping customers or building careers, we are experts at creating the kind of advantages that help people reach their goals.

About Our Company:

Hartford Technology Services Company® (HTSC) is a business technology consulting firm headquartered in Hartford, Connecticut. We are a business of The Hartford Financial Services Group, Inc., one of America's most established and respected companies. Our mission is to provide our clients with solutions to their business and technology challenges by delivering the skills they need, when they need them and in the right form.

Engagements are primarily in the greater Hartford area. Our highly professional consultants maintain the expertise, across a wide range of industries, to help achieve our clients' business and technology objectives. Our unique approach to building capability and delivering quality solutions; provides clients with several important benefits. The largest benefit is an alternative to add a full-time consultant and a means to acquire skills not readily available. We hire both full time and hourly consultants with superior practice domain knowledge. We have a strong focus on creating a community atmosphere where knowledge sharing and collective responsibility for the success of the customer engagement is practiced. We strive to ensure that development opportunities are plentiful and to encourage consultants to stay abreast with industry advancements.

QAAC is a tax-exempt, non-profit educational organization, independent but affiliated with the Quality Assurance Institute (QAI) as a local chapter of its Federation of Associations.

QAAC is exempt from federal (and state) income taxes (and state corporate taxes) under section 501(a) of the Internal Revenue Code as an organization described in section 501(c)(3). We handle money only to pay our expenses. We do not pay our officers or board members. We have no employees. We collect dues from our members to cover our operating expenses. We are permitted to accept donations to further our goals, and they are tax deductible.