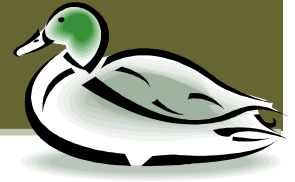


QAAC NEWSLETTER



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

QAAC Survey Results

By Kim Mahoney, CSQA

We asked and you responded!!!!

In January we sent out a survey to all individuals in our QAAC membership database. The purpose of the survey was to solicit feedback in order to make our programs more comprehensive and attractive to a wider audience.

The QAAC board will attempt to tailor future meetings to the responses below. Thanks again for your participation!!!

Below are the questions asked in the survey. The most popular replies are listed.

If training were offered through QAAC what type of training would you be interested in?

Testing w/ Agile
Automation tools
Automation methods
Risk-based testing

If interested in training what would you be willing to pay?

My company will pay for it
\$20-\$30 / hour

If interested when would you prefer to take the course?

In person at night time
Webinar at night time
Webinar at lunch time

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What is the preferred duration for the above training?

Multiple 1-2 hour sessions
Half day session (morning or afternoon)

Would you be interested in participating in a certification prep class?

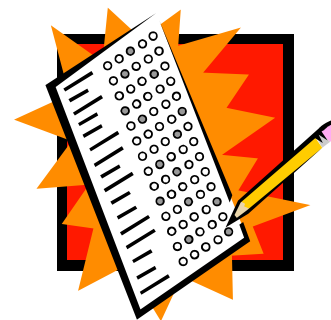
Not interested
CSQA

Would you be interested in attending a session in career advancement/development which contained information on: resume writing, interviewing, and job search tips?

No

Are you aware you can suggest meeting content or topics of interest by sending your suggestions to the Board?

Yes



Book Review: “Beautiful Testing. Leading Professionals Reveal How they Improve Software”

By Cheryl Klein, CSTE

I recently finished reading “Beautiful Testing Leading Professionals Reveal How They Improve Software” edited by Tim Riley & Adam Goucher. The 23 chapters are all submitted by different authors (some individually and some written as a collaboration). The breadth of experience and opinions makes this a great read. And it is the type of book you can jump around in, the chapters don’t need to be read sequentially. If you are interested in processes start with chapter 5. Want to learn about TDD (Test Driven Development, dive in at chapter 14. Karen Johnson, who spoke to QAAC in June of 2009, submitted a chapter (“Software in Use”). And don’t miss Linda Wilkinson’s chapter (“Was it Good For You?”). It was laugh out loud funny. Instead of saving the best for last, in this case they gave you the best first.

I would highly recommend this book for anyone with some background in testing. For a newbie it may be a bit too detailed and overwhelming, but anyone with a few years experience should have no problems with it. You’ll find a variety of topics and skill sets from the authors. At times I did skim sections that included in depth information or that covered areas I have no direct job responsibilities for. Other chapters I went back and re-read because of how applicable they are to my job. The ideas and inspiration in the book have lead to my submitting a proposal for a “fuzzing” project. Another chapter on agile has given us a few ideas on where we may be able to move away from our older waterfall based test plans to something more streamlined. I think everyone will find something in this book that could help them today in their job either today or at some point in the future. The price tag is a bit steep at \$49.99 (Barnes & Noble will give you a discount on it if you have one of their membership cards) and the copy I received included a free 45 day copy of the online edition. Making the price tag slightly more palatable is the fact that profits from the book are going to the UN Foundation Charity “Nothing But Nets” (malaria prevention).

“Beautiful Testing.
Leading Professionals Reveal How They Improve Software”
Edited by Tim Riley & Adam Goucher
ISBN: 978-0-596-15981-8

Newsletter Submissions

Have you read an interesting book lately? Or maybe attended an interesting training session? Or how about that new tool you picked up and love/loathe and want to let everyone know about? Here is your chance - submit an article to the QAAC Newsletter! Not sure you can write an article by yourself? That’s okay... we can help!

If you are interested in contributing to the August QAAC newsletter, please send your submission to Cheryl Klein @ Ch_K_Klein@comcast.net.

What Belly Dance Has Taught Me About Testing

By Cheryl Klein, CSTE

OK, snickers aside, yes I take Belly Dance lessons, once a week I put on my jingly hip scarf and take a class. I'm not very good, but it is great exercise and I've even done a student recital. OK -- you are probably questioning how anything learned in a dance class can apply to testing. But the lessons are there.

Precision

Precision is important but looks effortless. When dancing there are certain moves that look languid, relaxed and absolutely beautiful; however, they only *look* that way, in reality they are very controlled. They require muscle tone and control. Using flabby muscles or slacking off even a little bit makes the move look jerky or sloppy. The same can be said in testing. A lot of hard work goes into a beautiful and apparently effortless test. I am using my brain instead of my arm or leg muscles but the idea is the same. Without precise planning and application, the test comes out sloppy and inconclusive. Or worse, misses a defect that a customer encounters later. I have to be precise every day.

Hang Loose

Sometimes loose is better. Just as there are precision moves, there are some moves in belly dance where you just have to be loose and let it all hang out. A shimmy only looks good when you use enough effort to keep it moving and somewhat controlled (after all you don't want to shimmy off the edge of the stage). But after that you have to let go and not worry. Yes you jiggle and wiggle but that is part of the fun and joy in the move. In testing, sometimes you just have to be loose. Let go of the plans, finely tuned scripts and precise data - just jump in and shimmy! Who knows what you will shake out of the application by just wiggling a round a little bit.

Practice, Practice, Practice.

I'm not a professional dancer, but those I've met who are true dancers are always practicing. They practice every day. I had someone tell me she would practice arm and chest moves sitting in her car at red lights. (And you thought seeing person in the other car singing was funny.) Dancers are *always* working at perfecting their craft. As a tester I need to be practicing every day. I'm fortunate that I work in a job where 5 days a week I'm able to get my hands on the software, so every day I'm honing my skills. But even outside of the regular job we can practice our craft. Mozilla has an open testing group or there are companies like uTest that coordinate crowd-source testing. So even on outside of work I have the opportunity to practice (although I don't think I'll try it while driving).

Belly Dance... continued

Never Stop Learning.

My teacher and other dancers I've met over the years are always learning. They will travel hours to see new performers and spend their weekends attending workshops. Books and videos are constantly being bought. And no matter how long someone has been dancing, they always tell me they have so much more to learn. I've never met a dancer with the attitude of "I've arrived". There is always something more to learn. I need to remember, as a tester, I will never "arrive". This field is always changing and evolving and I need to keep evolving too. I am frequently buying books, downloading pod casts, viewing webinars and participating in classes. (Notice I say participate in classes – different from attending. Anyone can attend, but not everyone participates by thinking, applying and asking questions, in my opinion there is a big difference there.) As I continue my education I realize there is more I don't know than I do know.

Embrace Your Community.

I was amazed when I began taking dance, at how large a community of belly dancers there was in Western Mass and throughout New England. The dancers meet, perform, work and pull together – both professionally and personally. It is that support and help that makes them stronger than each dancer would be individually. Need help with a costume – someone out there has what you need. Someone got sick and you need a last minute fill in for a show – someone jumps in and helps out. QA professionals are the same way. We are a strong community that supports and helps one another. Need help with that new tool – someone out there has probably used it and can get you started. Looking for a hand with a project that has you stumped – someone will be happy to jump in and help you out. By asking for help when we need it and sharing what we know it makes us all a little better.

So while I'm not going jump up and start dancing during our next team meeting, I do know I've learned a lot in dance that I apply to my testing every day. And who knows... maybe one of these casual Friday's I'll pull out that bright red hip scarf.



QAAC is a tax-exempt, non-profit educational organization, independent but affiliated with the QAI Global Institute 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.

Book Review: “Metrics and Models in Software”

By Deepak Sharma, CSQA

Two chapters from ‘Metrics and Models in Software’, *Software Quality Metrics Overview* (chapter 4) and *In-process Quality Metrics* (chapter 10) explain metrics well and show why it’s important to track for QA departments.

Software quality metrics focus on the quality of the product, process and project. They can be grouped into three categories in accordance with the software life cycle: end-product quality metrics, in-process quality metrics and maintenance quality metrics.

There are certainly many more in-process metrics for software test that are not covered here; it is our intent to provide a comprehensive coverage.

These Basic QA Metrics should be integral parts of all Software Testing:

1. Test Progress Curve (e.g. Testcase coverage planned vs. Actual)
2. Defect Arrival Density
3. Critical Problems

1. Planned vs. Attempted vs. Actual – Test Progress S curve for number of test cases. Purpose is to track test progress and compare to plan to see if testing activities falling behind.

2. Defect Arrival /Backlog by test phase – To compare with baseline of prior release. Log number of defects from all test phases to identify arrival, detection and removal pattern. Positive pattern is with higher arrival rate earlier and decline to lower before project implementation. The initial intent also to uncover defects in earlier phases where they get injected so that there is less slippage between phases.

$$\text{DDP} = \frac{\text{Bugs (testers)}}{\text{Bugs (testers) + Bugs (Customers)}} \times 100\%$$

$$\text{ROI} = \frac{\text{Net Benefit}}{\text{Investment}} = \frac{\text{Total (COQ) - (M/A COQ)}}{\text{(COQ)}}$$

DDP – Defect Detection Percentage

M/A – Manual or Automation Test Effort

COQ – Cost of Quality (\$)

3. Critical problems and showstoppers – Render an application’s dys-functionality by tracking number of critical problems over time, with releases to release comparison. Problem list tends to be related to installation, system reliability, stability, security, data corruption.

Good metrics can serve as a useful tool for software development and project management, they do not automatically lead to improvement in testing and in quality. They do foster data-based and analysis-driven decision making and provide objective criteria for actions. Proper use and continued refinement by those involved (e.g. the project team, test community, development teams) are therefore crucial.

“Metrics and Models in Software”

Written by Stephen H. Kan

ISBN: 978-0201729153