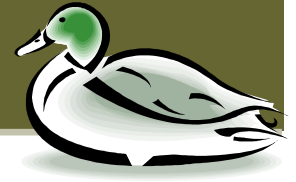


QAAC NEWSLETTER



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

Making the CMMI Journey; A Performance Testing Shop's Experience November 12th, 2008

Temo Sciarra will be speaking at the November 12th QAAC meeting on the topic "Making the CMMI Journey; A Performance Testing Shop's Experience"

Pressure is on for IT development shops to deliver code, faster and with zero defects. As it continues to grow more IT managers are turning to process improvement models that will give their organizations the process discipline to meet these goals.

The Software Engineering Institute's Capability Maturity Model Integrated (CMMI) process improvement methodology is by far the most recognized and popular process improvement model in the software development industry today. From a marketing perspective achieving a CMMI rating is also a feather in an organization's cap as it tells existing and prospective customers that the organization is worthy of their business.

The Hartford Insurance Group's Enterprise Performance Testing (EPT) team is one of those organizations that felt the pressure and wanted the feather in their cap to impress their customers. Based in Hartford, CT, EPT consists of about 40 QA professionals charged with conducting all of the performance testing for its parent company, The Hartford. This presentation covers EPT's experience with making the CMMI journey.

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Temo Sciarra is currently the QA & Process Manager for The Hartford's center of Excellence For Performance Testing - Enterprise Performance Testing (EPT). For the past 15 years he has been working in the insurance industry as a tester and testing lead for various major companies in the Hartford, CT area such as The Travelers, United Healthcare and Aetna. He was a key player in EPT's CMMI journey from the very beginning. He helped define and implement the organization's CMMI-based processes and then prepared and participated in the CMMI SCAMPI appraisal that resulted in EPT achieving a CMMI maturity level rating of 2 and a capability level rating of 3 in the process areas of Verification and Validation.

**This meeting will be at The Hartford
55 Farmington Avenue, Hartford, CT**

Registration/Networking 5p to 5:45p
Dinner 6p - 6:30p
Announcements 6:30p
Presentation 6:45p to 8:30p
Admission is \$8 for QAAC members and \$10 for non-members.

To register contact Maria Peplau :
maria_peplau@yahoo.com or (860) 267-6096

Software Test & Performance Conference – September 2008

By Kim Mahoney

The Software Test and Performance Conference was held last September 24 - 26 at the Marriott Copley Place in Boston, MA. My colleague and I attended the annual ST&P conference for three days. At this conference they offered the first day as an all day seminar then the following two days as one hour breakout sessions.

There was frenzy amongst us all attending to become entrenched in QA wisdom for three days straight, uninterrupted by emails, cell phones or personal obligations. We were all eager to learn about best practices, automation tools and Agile software development. This conference left me re-motivated and excited to be in the QA field. Listening and learning from the “experts” was invigorating and reassuring. Included below are some highlights I took away from this well organized event.

- always be prepared to make an impression on upper management
- we need to challenge ourselves to think beyond our jobs
- need to foster being transparent
- we need to constantly raise the bar on ourselves
- we need to brag about our QA successes
- Listen, listen, listen! There is an art to shutting your mouth!
- You should always begin with the end in mind
- Perception of QA is reality
- How does your unit differentiate itself - how does it stand out? Should be self-evident.



- It's all about RESULTS!!!!!!!
- Build a great team by hiring the right people. Don't be afraid to hire someone different that might 'shake' things up with new ideas and approaches.
- Think of a great boss you had and write down their attributes
- How can you be more like that person?
- Mature organizations have a cross functional security team
- Security should be a success criteria for all applications
- Security needs to be considered along the whole SDLC, developers don't own it, we all do
- You cannot improve what you cannot measure
- Keep it simple & make it meaningful
- Track metrics, use metrics and trend!
- Use metrics to tell a story
- Trending, trending, trending!!!
What are we learning????!!!

More information on the STPCon and 2009 dates can be found on their website @ <http://www.stpcon.com>

Newsletter Submissions

If you would like to submit a job posting, book review, or any other article for the newsletter please send your submission to Cheryl Klein @ Ch_K_Klein@comcast.net.

QAAC 2009 Board of Director Elections

Nominations are now being accepted for the QAAC 2009 Board of Directors. If you, or anyone you know is interested in serving on the board for the upcoming year, all nominations must be submitted by November 21st. Any active member may nominate themselves, or another QAAC member for any of the board positions. Elections will be held during the December 3rd meeting.

Nominations can be made to any member of the Nominations Committee: Steve Ryan (steve.ryan@htsco.com), Dale Kasai (kasaid@aetna.com) or Jaimini Bhatt (jaimini.bhatt@gmail.com).

Board Positions are: President, Vice-President, Secretary, Treasurer, Director of Membership, Director of Education, Director of Logistics & Programs, Director of Communications, Director of Charter and Member-at-Large. If you are interested in a particular position, all board members have e-mails listed on the QAAC website and would be happy to answer questions you may have about what a specific position entails. And if you are not sure about serving on the board, volunteers are always needed to help out with the newsletter, planning events and meetings and other activities through out the year.

Free Tool Review: DabbleBoard

By Cheryl Klein

DabbleBoard is a free, on-line white board. I've only had the opportunity to use this once or twice, but found it fairly easy to use. I would recommend viewing the Tour first. When I tried on my own to figure it out I didn't have much luck, but after a short video I was able to jump right in and start using the tool. It has some pre-made drawings or pictures available to get you started. Basic items like buttons, arrows, circles, etc. Once you have created pictures they are saved for later re-use.

The big seller for this free tool is that as long as a user has an e-mail address and web access, multiple users can be on the website viewing and modifying the document. The ability to share and interact, real time makes this a very useful tool for those times you are working with remote co-workers or customers and really need to draw out something to help everyone understand what is being described or done.

DabbleBoard is video only, so if you are using this for meetings you'll still need to set up the conference call. And if using this you may want to make sure you have a headset so your hands are free to draw with. Also, all the participants need to have internet access. You can not print from DabbleBoard, but it does allow you to download the image & from there you can print or e-mail the image.

The website does have a related blog, but it doesn't appear to be updated often. And the few items there seem to be announcing new features or fixes. They do have a 'Contact' link in case you need help or want to make a suggestion. I've not needed to use this so I don't know how the response time is.

You can find DabbleBoard @ <http://www.dabbleboard.com>

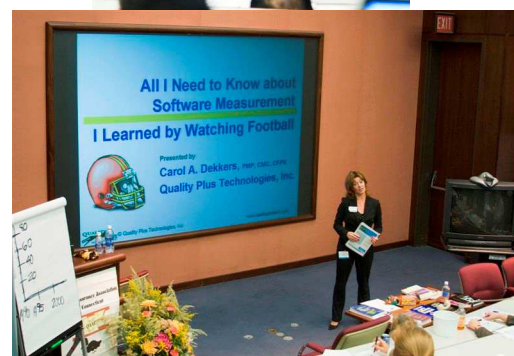
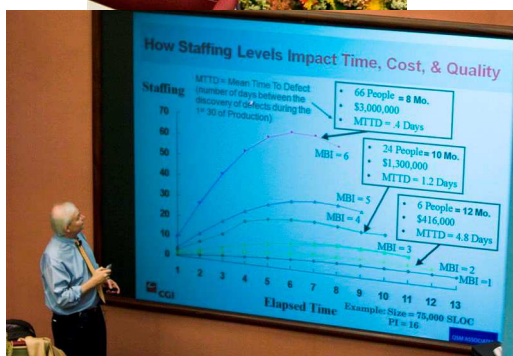


QAAC Seminar – September 2008

By Randy Cole

Thanks to the tireless efforts of all the QAAC board members, the 2008 seminar held at the Middletown Aetna location was a success. We had a full house for this informative seminar featuring four of the best industry experts. The theme for this year's seminar was Metrics and how establishing a good measurement and estimation program enables organizational success.

The day kicked off with Tim Pelland laying the foundation for an effective measurement program. Tim handed off to Jim Mayes, who after enduring a few technical difficulties, discussed a parametric approach to estimation using productivity indexes, trend lines and Function Point Equivalents. After the halftime break, Michael Mah picked up the ball where Jim left off and provided an entertaining look at deadline driven estimation using a baseline of historical productivity data and sizing trend lines to manage project scope and deadlines. Michael passed the ball to Carol Dekkers who presented an engaging and entertaining look at software measurement in the context of football and how it can be used along with effective metrics to ensure project success. The audience was enthusiastic and engaged throughout the event and came away with some effective metric techniques that can be used to improve upon their software testing efforts.



Tim Pelland, Michael Mah, Jim Mayes & Carol Dekkers,.

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.