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Expert Level –
Test Management

July 13th, 2016

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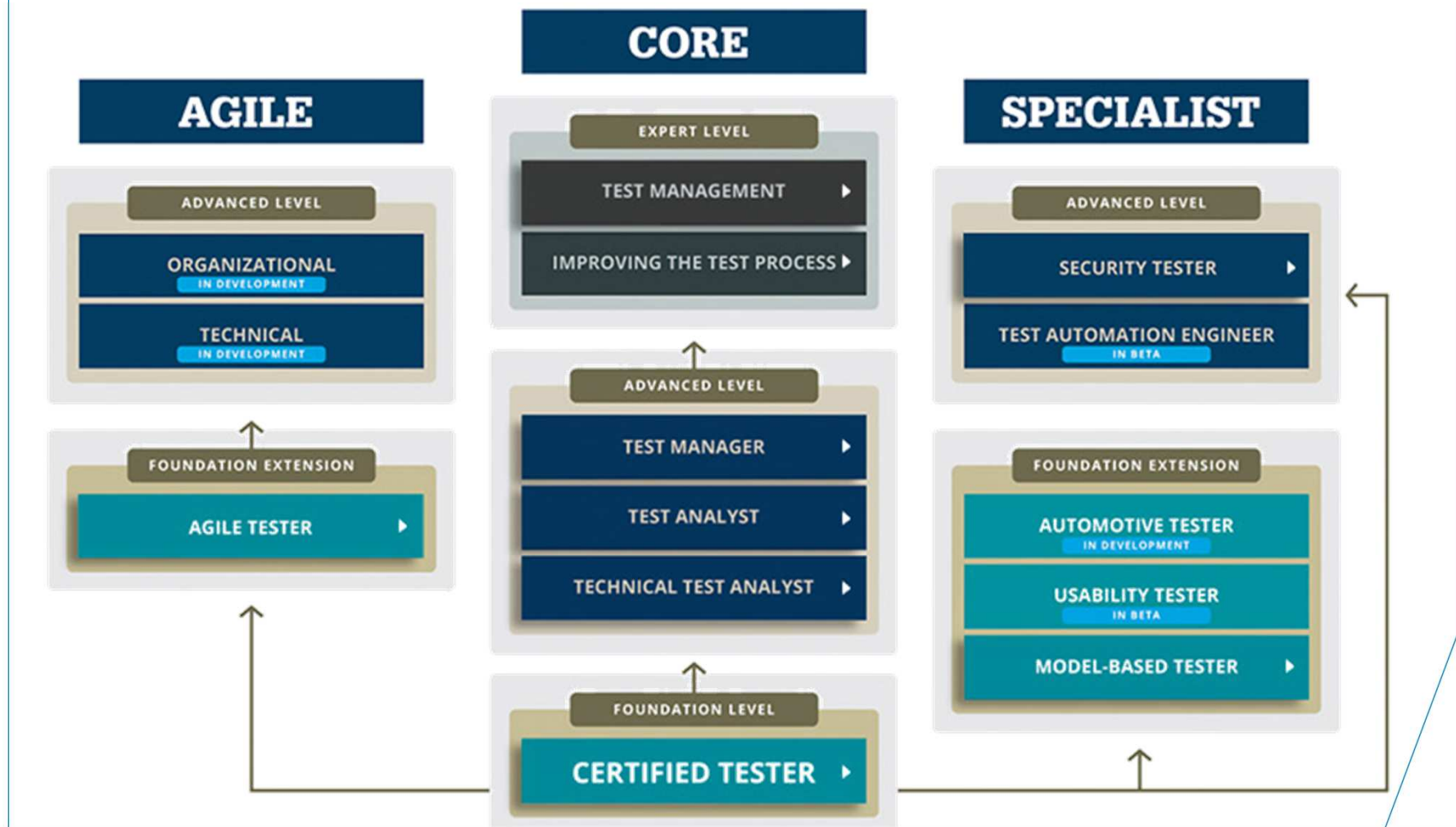
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Process Improvement
Skills
Testautomatisering
Quality & Outsourcing **(QLM)**
Requirements Engineering

Testing (**ISTQB, TMap Next**)
Agile Testing **(CAT)**
Context-driven testing **(RST)**
Quality Assurance
Testautomatisering
Mobile **(CMAP)**
Requirements Engineering **(IREB/CABA)**

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ISTQB Structure

Expert Level Training

- Intake

- Bring your own case

- Theory at home

- Training is used to practice

- Between training days theory must be applied

- Discussions about homework results

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Test Management – Topics

- Strategic Test Management
  - Mission, Policy, and Metrics of Success
  - Test Strategies and Alignment with the Organization
  - Test Management Considerations for Lifecycle Models

- Operational Test Management
  - Managing External Relationships
  - Project Management
  - Test Project Evaluation, Reporting, Effectiveness and Efficiency

- Test Team Management
  - Managing the Test Team (building, developing, leading)
  - Managing across the Organization (advocating, ethical issues)

Improve Quality Services BV

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Company's Vision and Test Policy

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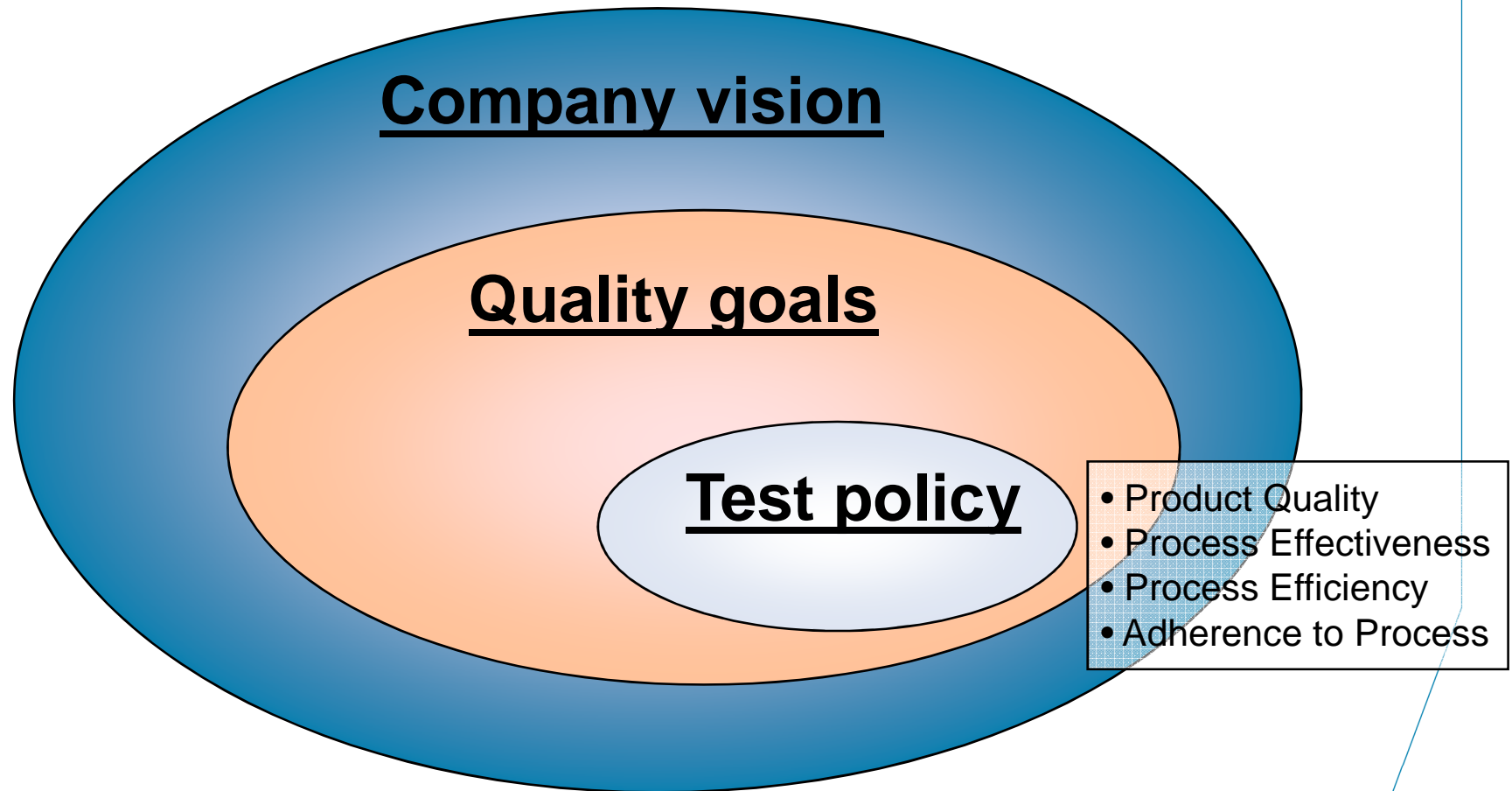# Sales pitch of Jack Ma, Alibaba, 1999

What do you think of this Vision?

We aim to build the future infrastructure of commerce. We envision that our customers will meet, work and live at Alibaba, and that we will be a company that lasts at least 102 years.
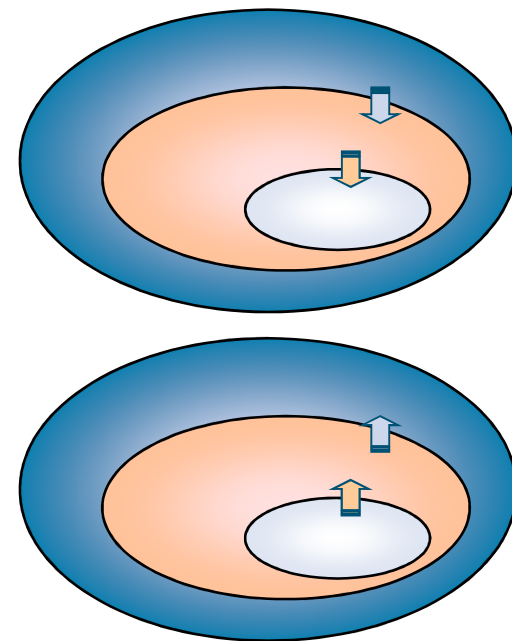
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Quality Goals vs Test Policy

Company vision

Quality goals

Test policy

- Product Quality
- Process Effectiveness
- Process Efficiency
- Adherence to Process

How to achieve a Test Policy

- How to achieve?

  - Top-down
    - policies, standards, laws

  - Bottom-up
    - project good practices

Analyze Vision and Quality Goals

- Form groups of 5 persons

- Choose a company vision

- Give 5 characteristics of the vision

- Deduce quality goals from the vision

- Define the test policy

- Present to other groups

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Governance

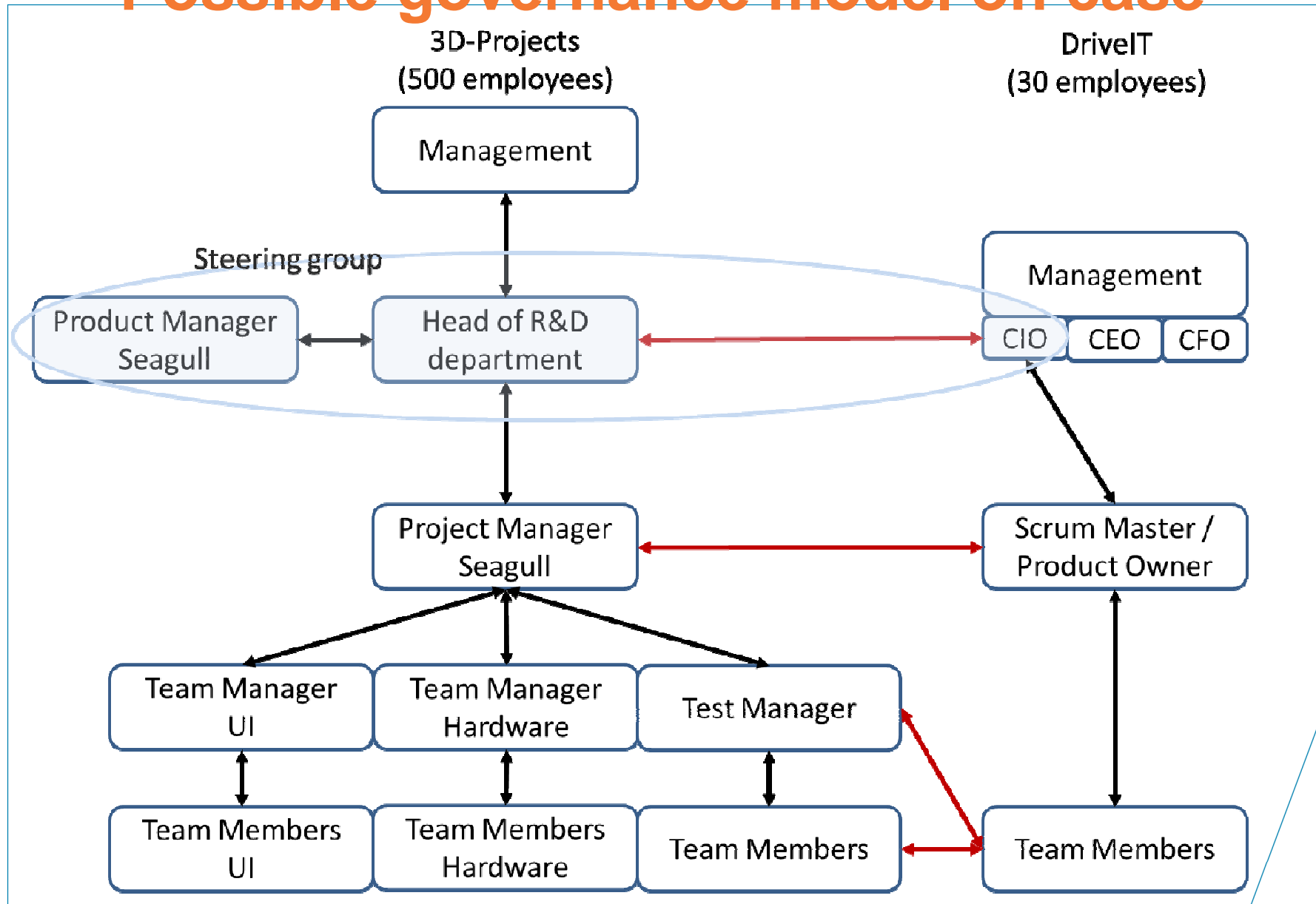July 13th, 2016

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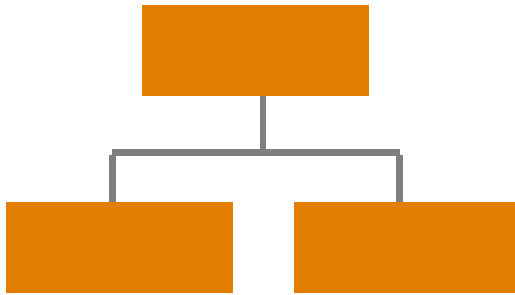
Governance Model

- Form groups of 5 persons

- Each person reads the case

- Discuss in the group how the cooperation is between supplier and customer
  - What are the components you describe?
  - Denote elaboration per component on flip over

- Per group the results are presented to other groups

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Possible governance model on case

3D-Projects
(500 employees)

DriveIT
(30 employees)

Management

Steering group

Product Manager
Seagull

Head of R&D
department

Management

CIO | CEO | CFO

Project Manager
Seagull

Scrum Master /
Product Owner

Team Manager
UI

Team Manager
Hardware

Test Manager

Team Members
UI

Team Members
Hardware

Team Members

Team Members

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Components of a Governance Model

Structure

People

Business case

Status Report

Information

Governance according to Prince-2

Corporate or Program management

Business and Users

Project Board

Senior User | Executive | Senior Supplier

Supplier platform

Change Authority

Project Manager

Project Support

Team Manager
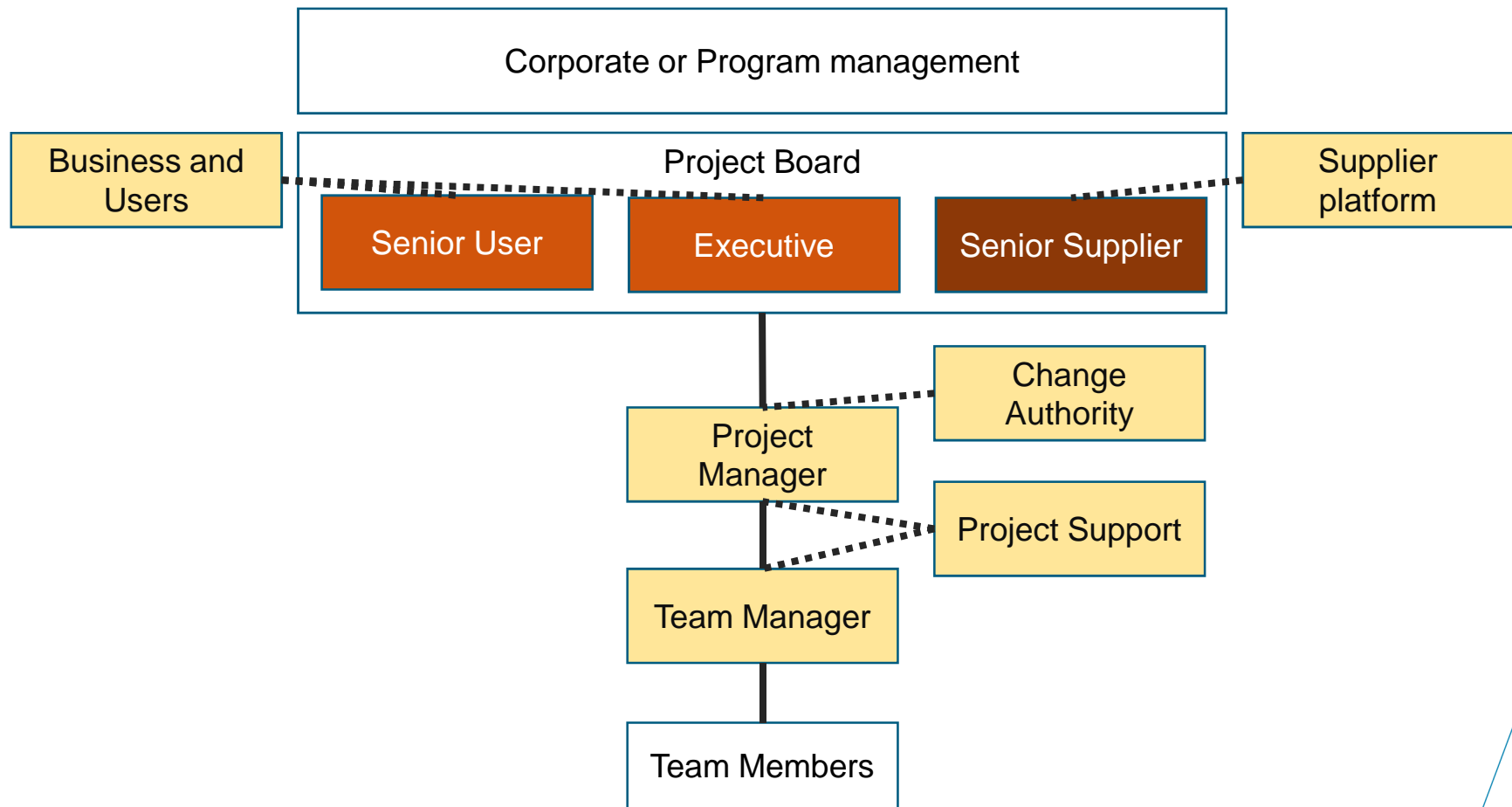
Team Members

Evaluating Resumes

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Evaluating Resumes

Individually

- Select 3 best resumes – 10 minutes
  - Experience in resumes is latest first

As a group of 3 persons

- Part 1
  - Select 3 best resumes
  - Write down reasons for selecting those

- Part 2
  - Formulate interview questions for 3 best resumes
  - As a group present interview questions and selection of resumes

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