



Let's stop talking
about testing,
let's start thinking
about value



A man with long, wavy brown hair is singing into a black microphone. He is wearing a dark t-shirt with a graphic. The background is a blurred stage setting with blue and white elements.

**YOU TALK TOO
MUCH**


classic

Hello!

We are Alex Schladebeck
& Huib Schoots

@alex_schl

@huibschoots



Most Influential Agile Testing Professional Person 2018



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<http://agiletestingdays.com/miatpp/>



Let's start

With a couple of rants...



**Testing is
under
appreciated**





#TestNet @alex_schl @huibschoots

**Unable to
explain what
we do...**





#TestNet @huibschoots @alex_schl

Testing is not being valued

- X Lowered expectations for testing expertise by stuff like ISO standards and ISTQB
- X Avoiding controversy
- X We devalue our own work by becoming tool jockeys
- X We do not stand up for our craft
- X We do not learn or practice enough
- X We don't know how to talk about testing



Are we okay with that?

Our goal:

Start a revolution!

*Learn to talk about quality
and value!*



Value?

X What is value in the first place?

- Value is in the eye of the beholder
- Something the customer is willing to pay for (Taiichi Ohno)
- The importance or worth of something for someone (Cambridge dictionary)



X What is the value of testing?

X Why do we need testers?

It's a trap!

- X I need to talk about testing! it is good for my soul to explain what I did and why...
- X But I don't know how to talk about my testing in a way that others understand...



What are the traps?

Stories

A performance

Test strategy

Tool supported testing

Many kinds of coverage

Learning activity

Balance risk and uncertainty

Business Impact

Product story

decay into

decay into

decay into

decay into

decay into

decay into

decay into

decay into

decay into

Numbers

Deliverables

Test execution

Automation

One kind of coverage

Formalized static tasks

Certainty

Bugs

Testing jargon



<http://www.satisfice.com/blog/archives/1728>

We've executed 17 test cases in the system test, we've automated 50% of the test cases for area C and now have 30% code coverage. We found three major and five medium bugs, and I'm planning on adding 3 FTE's to do orthogonal pairwise testing. Today we focus on equivalence class analysis, self-verifying data and do the elementary comparison testing!



#TestNet @alex_schl @huibschoots

So what?

Maybe testers need to
stop talking about
testing?



The information
from testing
enables other
people to do
better work!





The testing is going well!



How is the product?



It sucks!

What is the role of testers?

We are not here to give confidence...

We are here to demolish unwarranted confidence!



Testers are like oncologists

We have to establish our role: we deliver bad news most of the time... but that's part of the deal!



What is the role of testers?

We see things for what they are. We make informed decisions about quality possible, because we think critically about software.



Which means:

- X Creating awareness about the state of the product*
- X Stay skeptical when everybody else is sure*

REVOLUTION

Are we ripe for a revolution?

- X People ... are discontented
- X People feel ... held down by unacceptable restrictions
- X People ... think of themselves as belonging to a class, and there is ... bitterness between classes
- X The classes closest to one another are the most hostile



<https://insiderevolution.weebly.com/why-do-revolutions-happen.html>

A real revolution?

Maybe not... (no period of terror)

But the future is coming - and we need to be prepared.



What does the future look like?

- X Programming is one of the new literacies
- X Skills in communication and leadership define success
- X Complex, interconnected webs of human experience and technological integration
- X Data is gold if it can be turned into useful information and even knowledge
- X New uses and value as emergent properties (Unknown unknowns)



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A bright
future for
testers?

Hmmm . . .

So how can we help?

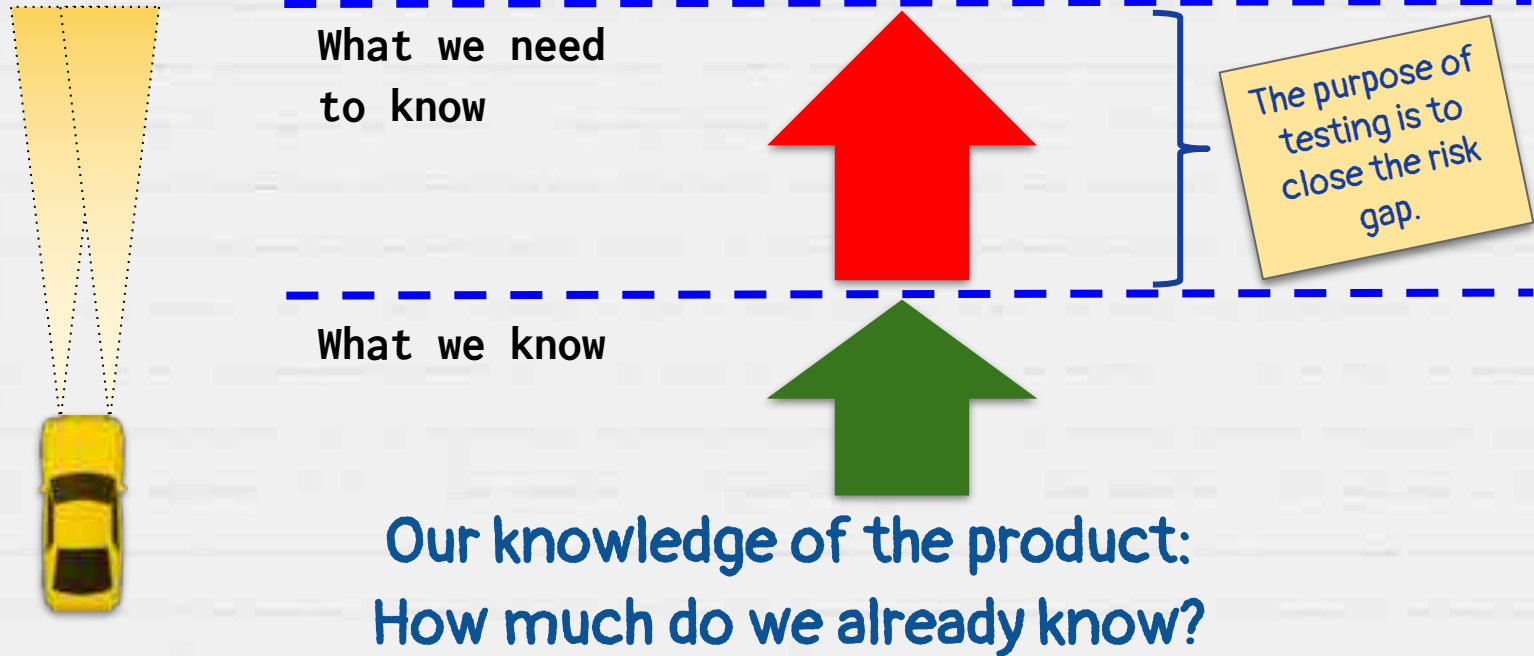
What should we be talking
about??



*Are there problems that
threaten the on-time,
successful completion
of the product?*



The Product Risk Knowledge Gap



Dirty little secret

We can talk about testing...

... if we get better at it!



What can we do?

- X Get better at describing and explaining your testing!
- X In a way others understand
- X About stuff that matters



Questions we must answer

- X What does the client need to know right now?
- X What might hinder the successful completion of the product?
- X What role do I need to take on in this situation to ensure we achieve our aims?
- X Does this matter? To whom?



... can you think of any more concrete questions you can ask
to ensure that you are contributing to value?

Establish credibility!

- ✗ Focus on stuff that matters
- ✗ Responsible ways of telling there is a problem (and articulating why there is a problem)
- ✗ By using credible oracles



How to avoid talking about testing (how not to be bugged)

- ✗ Find enough problems so they don't have time to ask you questions
- ✗ Tell a credible story so they do not care how you got the information
- ✗ Tell people what they need to hear despite of what they want hear
- ✗ If you have to talk about testing ... then prepare to be able to tell a damned good story about your testing



You should talk about

The product story

Risks & value



Our testing principles

- X Deliver insight into status of the product
- X Practice (and enact) critical thinking
- X Enable testing: lead, coach, teach, support
- X Discuss testability
- X Explore & experiment
- X Promote waste removal / avoidance
- X Help to accelerate the team
- X Advocate continuous improvement
- X Foster quality culture
- X Keep critical distance and close social distance



Be the magic the team is
afraid to miss

A story about Thomas



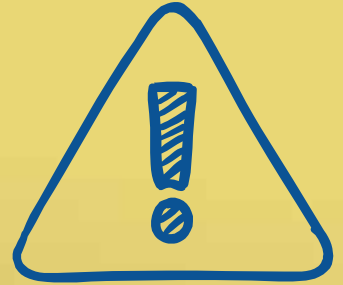
So now what?

- ✗ The future is coming, ready or not!
- ✗ And it's different enough that we need to change
- ✗ We need to revolutionise how we contribute and communicate



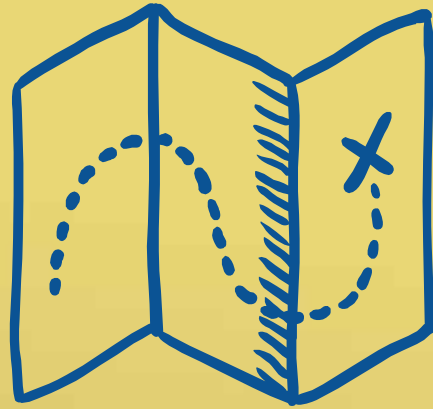
Summary

- X *Stop talking about testing, talk about the product, risks and value.*
- X *Use the testing principles*
- X *Figure out your own testing paradigm*
- X *Beware of the unknown unknowns*
- X *Explore your way into a bright future*



The revolution starts
here, right now!

What are you going to
do different
tomorrow?

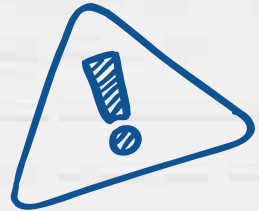
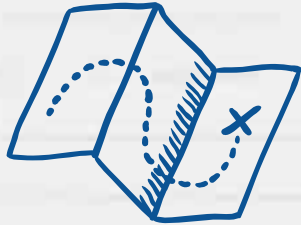


T R A C Y C H A P M A N

DON'T YOU KNOW
THEY'RE TALKIN' 'BOUT A REVOLUTION



Any questions?



Thanks!

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Credits & thanks

Credits:

- X Presentation template: <http://www.slidescarnival.com/>
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- X Tracy Chapman

Thanks:

- X Michael Bolton

