

Assessing your Test Team Effectiveness, Efficiency, and More

General Description

As a test manager, you're probably looking for ways to do better and ways to demonstrate your team's value and to find ways to improve it. This tutorial delivers. You'll learn techniques to assess your team that are driven by insightful questions and careful data analysis. By applying the ideas in this tutorial to each of the twelve critical testing processes, you'll know where you and your team stand.

This one-day tutorial is very hands-on. There is minimal lecture material, and the presenter will use that material primarily to stimulate discussion. After each process is discussed, attendees will work through exercises that estimate performance metrics for their own test teams. After each exercise, attendees have a chance to discuss their results.

Learning Objectives

Through presentation, discussion, and hands-on exercises, attendees will learn to:

- Understand the value of testing to their organizations
- Adapt a generic testing process to their specific needs
- Calculate the effectiveness of testing
- Adapt a generic test context identification process to their specific needs
- Identify alignment issues between testing and the rest of the organization
- Adapt a generic quality risk analysis process to their specific needs
- Assess the extent to which testing properly addresses the quality risks
- Adapt a generic test estimation process to their specific needs
- Calculate the return on the testing investment
- Adapt a generic test planning process to their specific needs
- Measure the quality of the test plan for all the entire project team
- Adapt a generic test team development process to their specific needs

- Identify skills strengths and weaknesses within the test team and across the team as a whole
- Adapt a generic test system development process to their specific needs
- Measure test coverage against documented specifications and against quality risks
- Adapt a generic test release management process to their specific needs
- Quantify the percentage of test execution effort spent to test release overhead
- Adapt a generic test execution process to their specific needs
- Measure the extent to which test results are properly interpreted
- Adapt a generic bug reporting process to their specific needs
- Assess the extent to which the bug reports meet the needs of the various readers
- Adapt a generic test results reporting process to their specific needs
- Assess the extent to which the test results reports meet the needs of the project team
- Adapt a generic change management process to their specific needs
- Assess the extent to which the change management process takes into account the testing process
- Understand how to apply the results of the assessment exercises to measure and optimize the test process

Course Materials

This course includes the following materials:

<i>Name</i>	<i>Description</i>
Course Outline	A general description of the course along with learning objectives, course materials and an outline of the course topics, including approximate timings for each section.
Noteset	A set of approximately 100 PowerPoint slides covering the topics to be addressed.
Test Process Assessment Survey	A survey designed to gather useful information to help understand where test teams stand across the profession

<i>Name</i>	<i>Description</i>
Bibliography and resources	A set of further readings, Web sites, tools and other resources to help implement the concepts.

The printed course materials are provided in a binder in a way which makes it convenient for course attendees to remove portions as needed for reference; e.g., during exercises.

Session Plan

Introduction, Course Objectives, and Overview

Test Process

Test Process Assessment Exercise

Test Context

Test Context Assessment Exercise

Quality Risk Analysis

Quality Risk Analysis Assessment Exercise

Test Estimation

Test Estimation Case Study

Test Estimation Assessment Exercise

Test Planning

Test Planning Assessment Exercise

Test Team Development

Test Team Development Assessment Exercise

Test System Development

Test System Development Assessment Exercise

Test Release Management

Test Release Management Assessment Exercise

Test Execution

Test Execution Assessment Exercise

Bug Reporting

Bug Reporting Assessment Exercise

Results Reporting

Results Reporting Assessment Exercise
Change Management
Change Management Assessment Exercise
Conclusions and Final Discussion

Recommended Readings

Critical Testing Processes, by Rex Black.