



# Leadership Lessons for the Test & QA Profession



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# 5 Key Lessons!

- 1. Waterfall Testing Vs Agile Testing
- 2. Testing Checklist 5 W & 2 H
- 3. Trade Off Economics in Testing
- 4. Software Testing Eco System
- 5. RCA (Root Cause Analysis)



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## 1. Waterfall Testing Vs Agile Testing (1 of 2)

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Area	Testing In Waterfall Model		Testing in Agile Model	
(1) Test Requirement		Complete & Base-line (freeze)     Separate Change Request / Enhancement		Incremental Req. as stories  To accommodate change/dynamic Req.  Req. prioritized based on: business values of customers, early realization & feedback
(2) Test Strategy		Detailed upfront test strategy     Covers e2e test scope		Initial test strategy     incremental changes during iterations/sprints
(3) Test Team Structure		<ul> <li>Independent team /mindset</li> <li>Test Manager: Project &amp;</li> <li>Resource Management (people &amp; lab)</li> <li>Defined &amp; Clear role</li> </ul>		Collaborative team (dev & test); common goal; Agile mindset  Test Manager:  Test Planning & Estimation (input to backlogs)  Resource Management (people & lab)  Scrum Master: Release/Scrum Management  Lack of role clarity & 100% buy-in on agile practices
(4) Test Cases (TCs) Development		<ul> <li>One time TC dev.</li> <li>Longer time</li> <li>Ver. level contribution (partial &amp; at the end) for acceptance tests</li> </ul>		Iterative/Sprint wise TCs dev. @ story level (Functional & Non Functional)     TCs for inter-relation between stories (within & previous iterations)     Story level acceptance TCs dev. with customers
(5) Test Automation		•Automation behind manual test phase •Typically separate manual, automation & performance test team		Iteration/Sprint based automation & in C.I.  Shortage of time (poor scope) leads to missing/detailed scenarios  Automation suite quality deteriorates - Poor Focus on:  Scripting standard/review  SDLC approach  Maintenance (Ver.2 Ver.)  No Synch.: code <-> automation  Lack of attention leads to: Random Failures, Longer time to run, GUI errors, where the issue: defect or automation suite?  Coverage metric



## 1. Waterfall Testing Vs Agile Testing (2 of 2)

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Area	Testing In Waterfall Model		Testing in Agile Model	
(6) Continuous Integration (C.I.)	ASAP Methodology Timeline  Manual Material Control of C	Not strict     Relatively longer time     Relatively less frequent builds		Strictly followed (early feedback/defects); back bone of agile     Efficient CI topology, architecture & timely automation suite are critical     CI pass rate metric
(7) Test Lab / Test bed		•Required just before the testing (due to phase approach)	e e	•Required from initial iteration onwards
(8) Test Execution	No.	Longer, dedicated & multiple test cycles     Late product/application visibility     Phase wise test cycles	Roand  The Line Course Ball to Course Ball	All the stories TCs tested within the iteration/sprint Continuous product/application visibility to testers Customer demo at each iteration Short test cycles for Non Functional Testing @ iteration end Same Test engineers to iteratively test & be an expert in:  - customer domain - test design - test automation / scripting - Non functional test - C.I.
(9) Defect Finding	DEBT	Pero defect target @ end of Ver. Relatively Defect backlog is larger Test cycle wise # defects trend (high-low-high-low)	251 251 251	Early & iterative defect finding     Less/zero iterative defect backlog     How much re-work metric     Iteration wise # defects trend (much controlled)





### 2. Testing Checklist – 5 W & 2 H



<u>Why To TEST</u>? To meet the Req., Architecture, Design, Code, Production Environment, Usability, Interoperability, Migration and their changes



<u>What to TEST</u>? Customer/Domain Requirements, Test Strategy, Weak & Strong Area, Test Iteration/Sprint Scope or Focus, Buggy Module,





<u>When to TEST</u>? Timeline asked for test iterations/sprints/phases/post\_release tests [R&D or Field tests)



<u>Who will TEST</u>? Functional/Non Functional testers; integration/field testers; ext. certification bodies, customer reps.



<u>Where To TEST</u>? Environment: Typical R&D Env, Integration (Platform/Component/Solution/Multiple Inter-operation Systems)



<u>How to TEST</u>? Test Techniques, Automation, <u>Script less Automation (Ref: Qualitia)</u>, <u>Model Based Testing (Ref: Conformiq)</u>, <u>Hypothesis Based Testing (Ref: STAG S/w)</u>



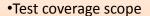
<u>How Long to TEST</u>? #Test Cycles, Release quality criteria, Iteration/ Sprints check point exit quality, Defects Trend, deadline/feedback based approach

<u>Note:</u> The same approach can be applied for Test Automation also. <u>Example:</u> Why to automate? What to automate? When to automate?....





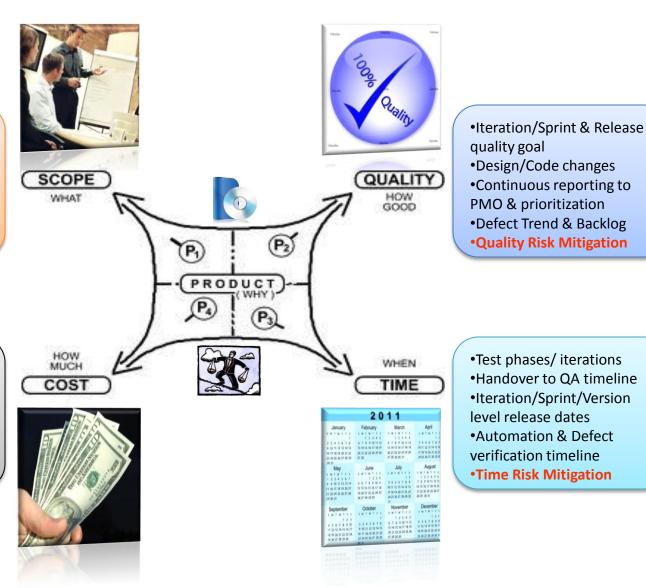
### 3. Trade Off Economics in Testing



- •Iteration/sprint wise plan
- Test priorities
- Automation scope / goal
- •Late features / stories
- •Test Scope Risk mitigation



- •Test bed/lab need
- Quality based (defect trend/backlog) test cycles
- Automation cost
- Cost Risk Mitigation





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### 4. Software Testing Eco System



Technology (DB, OS, Platform, IDE & Configuration/Topology, Standards & Protocols)



Management / Client



QA / Testing Capital / Budget

Software Testing / QA



Development (add/delete/modify/ enhancements)



Program Office / Product Owner



Competency Development Framework



Quality & Release Process Framework (SDLC or PDLC, Agile/Lean/ISO/CMMi etc)



IT Support / Professional Services / Field & Tech Support



Access to Customers /
Clients / Remote
Environments / Cloud
Production Environments /
HQ



Human Resource (On-site, Offshore, Customers' site, Vendor partners)



Defect Management System & Project Tracking Tools



Test Automation & Tools Centre / CoE



Software Configuration Management



Software Build & Continuous Integration



System Test Lab /
Test bed / Third party
certification or
benchmark / Cloud
Test environment

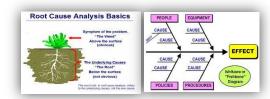


Document Repository /
Test Artifacts &
Knowledge Management
Framework





### 5. RCA (Root Cause Analysis) 1 of 2



Focus: within the version



RCA on defects must be used like

"preventive health check-up" to live longer

& healthy (In-Phase Quality)

☐ The software we build & test to have in-phase RCA at every checkpoints/ iterations/ sprints to ensure no defect slippage to next stage ☐ Each phase/iteration/sprint to demand quality from previous one and ensure to next one ☐ Quality to be achieved continuously!



RCA on defects should "not" be like investigating "dead body" during postmortem (Post Release Quality)

☐ Often (in waterfall model) the RCA is done at the end of the project to improve the "next" release (not before death of the patient) ☐ In this case the poor quality impact is already made to S/w customers. (RCA learning in this case saves other patients, not the one who is already dead!)

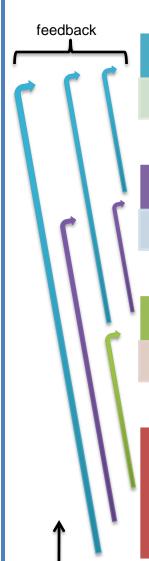






### 5. RCA (Root Cause Analysis) 2 of 2

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(I) Requirement Analysis & Architecture Phase Defects RCA

with Corrective & Preventive Actions

RCA Scope: Requirement Documents /
Architecture

RCA on: Requirement & Architecture
Defects

RCA by: Sys. Analyst/Architects/Product owner; Source: Review comments, Defects

(II) Design & Development Phase/Iterations/Sprints Defects RCA

with Corrective & Preventive Actions

RCA Scope: Design, Source Code

RCA on: Design Issues; Unit & Module Test
Defects

RCA by: System Architects & Developers
Source: Review comments, Defects



(III) Testing Phase/Iterations/Sprints Defects RCA

with Corrective & Preventive Actions

<u>RCA Scope:</u> Test Cases/Automation suite of New & Old Features / Maintenance Fixes

RCA on: Product / Application Defects

RCA by: Testers

Source: Defects & Customers Feedback



(IV) SDLC [Software Development Life Cycle] Defects RCA with Corrective & Preventive Actions

RCA by: Quality Engineers; Source: Defects (in-phase/post release)

<u>RCA Scope</u>: To analyze root causes on slipped defects & where/how the defects got originated/injected.

Outcome: Report on systematic improvements w.r.t. SDLC phases/iterations/sprints/release

customer

Iteration /sprint/release wise feedback to previous SDLC phases. Teams to conduct iterative/in-phase/Post Release RCA. Thus team can improve/prevent on defects slippage in next iteration/sprints/release.



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