STAR CANADA

A TECHWELL EVENT

T7

People & Teams

Thursday, October 18th, 2018 11:30 AM

Why Military Veterans Make Exceptional Testers

Presented by:

Brenda Hall

Brought to you by:

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Brenda Hall

Brenda Hall's "do whatever it takes" attitude is a large part of how her company, Bridge360, earns the praise of its customers. An industry-recognized expert on both the business and technological aspects of international product delivery, she has managed many project teams specializing in building global software. Having worked at IBM, Compaq Computer, BMC Software, Cirrus Logic, and several technology startups, Brenda has many years of industry experience, including serving as BMC Software/Austin's Globalization Manager, where she established the strategy, processes, and guidelines to support BMC's product offerings across Europe and Asia. On the national level, she serves as secretary and treasurer to the US District Export Council National Steering Committee (NSC) and chairs the NSC Technology & Communication Committee. She was a founding member of the World Congress for Information Technology and treasurer of the International Workshop on Internationalization of Products and Systems. Locally, she serves on the Vetarans4Quality board of directors and volunteers her time to the next generation of global business leaders through the University of Texas McCombs School of Business.

Why Military Veterans Make Exceptional Testers

October 18, 2018

Brenda Hall
CEO, Bridge360
President, Veterans4Quality

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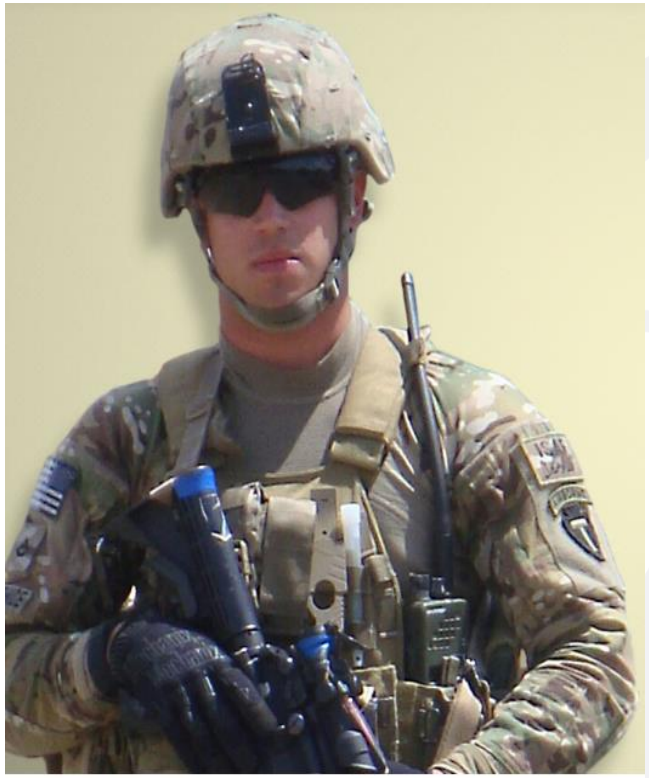
Agenda



Explore how well suited Veterans are for a role in Quality Engineering

Learn the genesis behind Veterans4Quality and how it is thriving today

Appreciate the value technical training, career skills and internships bring to our Veterans

Discover how your company can benefit from having Veterans join your ranks

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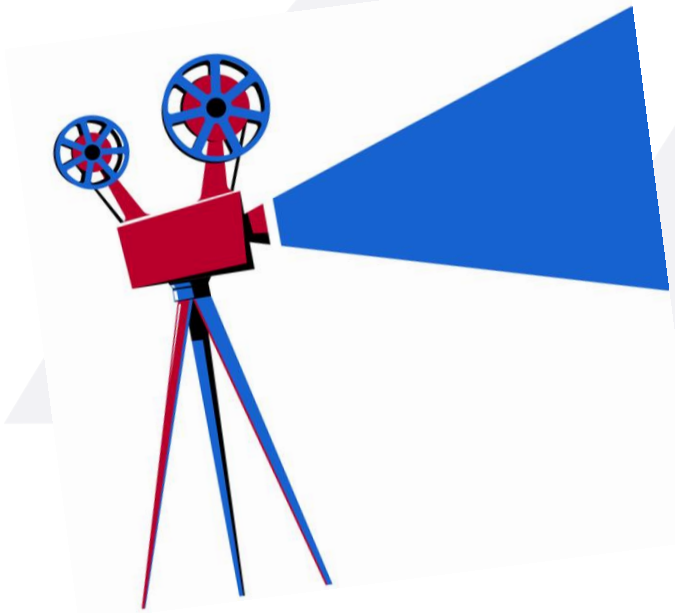
Program Overview

Meet VETERANS 4 QUALITY®



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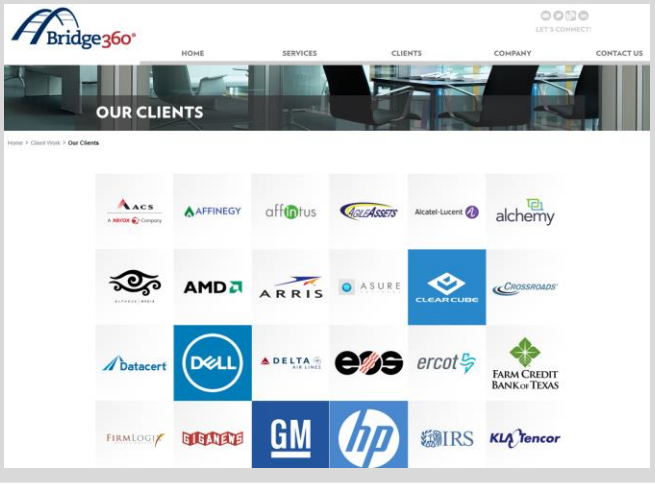
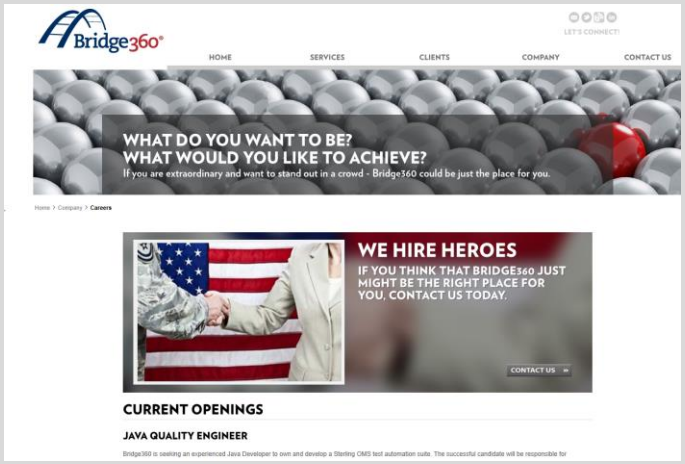
Our Challenge

- 2012: Hard to fill vacancies
- Low unemployment rate and high competition for talent
- Unskilled labor workforce – schools don't teach testing
- Immediate need on several key client projects





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What We Were Looking For

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Critical Thinking

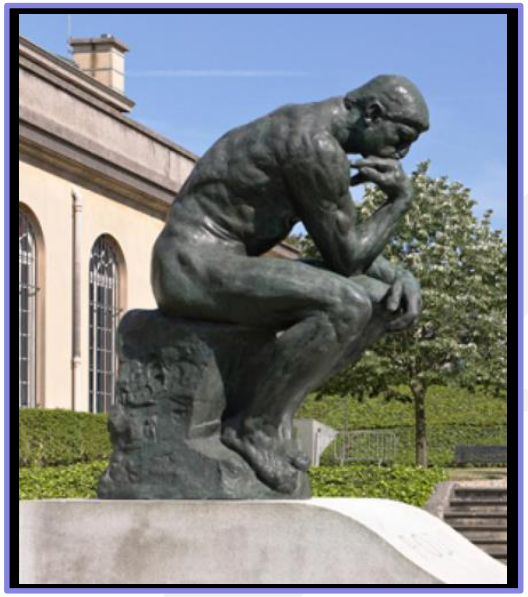

Image Credit: http://www.musee-rodin.fr/en/collections/sculptures/thinker

Standards:

- ✓ Clarity
- ✓ Accuracy
- ✓ Precision
- ✓ Relevance
- ✓ Depth
- ✓ Breadth
- ✓ Logic
- ✓ Fairness

Critical Thinking is ~

a general term given to a wide range of cognitive and intellectual skills needed to:

- ✓ Effectively identify, analyze and evaluate arguments.
- ✓ Discover and overcome prejudices and biases.
- ✓ Formulate and present convincing reasons in support of conclusions.
- ✓ Make reasonable, intelligent decisions about what to believe and do.

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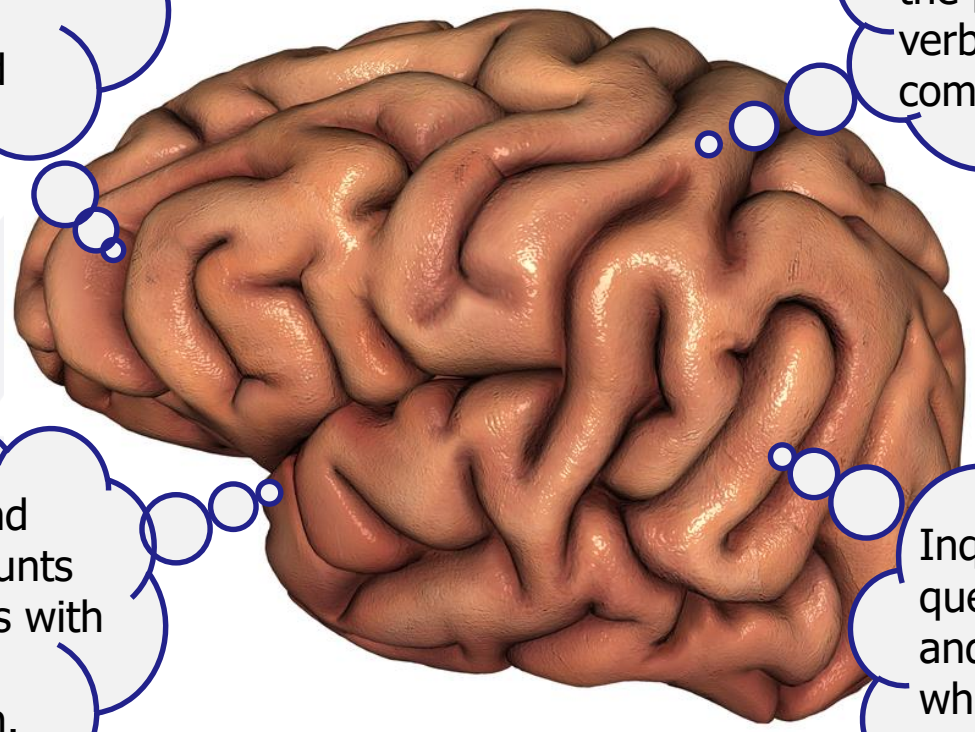
The Mind of a Tester



Team player. Adds value to the team by being productive and cooperative.

Excellent communicator. Gets to the point in both verbal and written communication.

Passionate and relentless. Hunts software bugs with tenacious determination.

Inquisitive. Asks questions to gain clarity and understanding while following directions.

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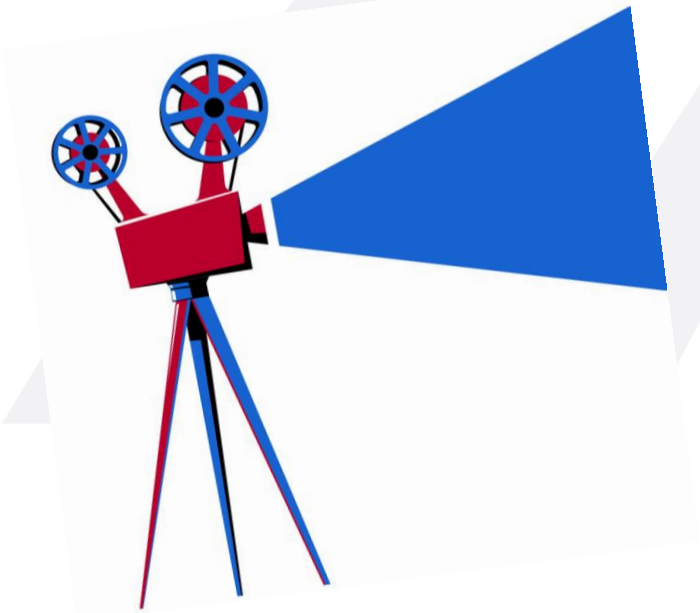
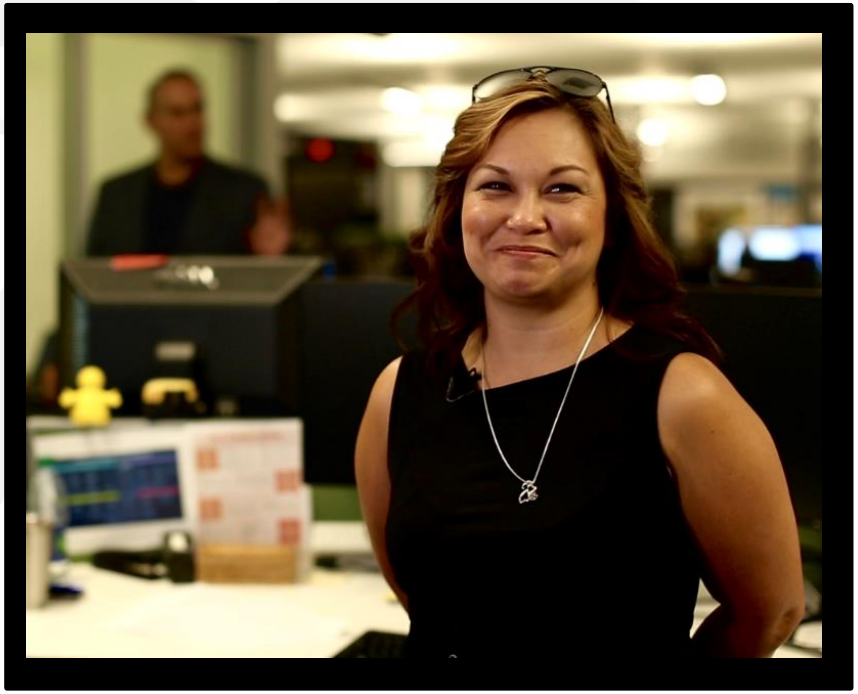
Program Overview

Meet VETERANS 4 QUALITY®





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Veterans To The Rescue

CLASS ONE on Graduation Day - 2014

Inaugural Employers

Alcatel / Nokia	Alchemy Systems	ARRIS / AT&T	Dell	Dept. of U.S. Treasury
Everi	General Motors	Harris Corporation	NewCommLink / Vyze	Whole Foods Market

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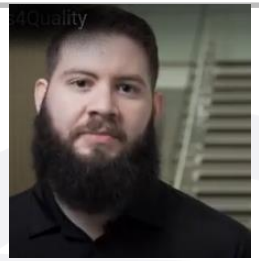
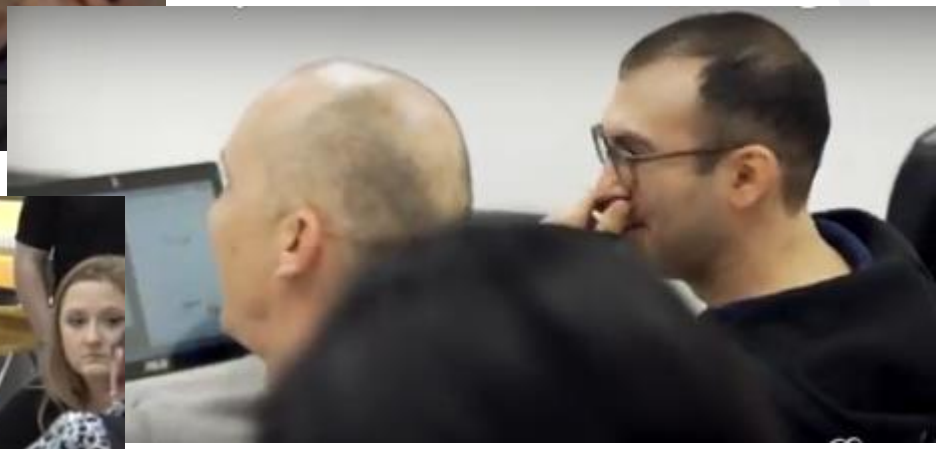
Building Careers





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Proof of Concept

November 2012
- Inspiration for Veterans4Quality

Fall 2013
- Bridge360 team builds curriculum and course materials

Winter 2013
- All volunteer team of instructors recruited

May 2014
- Veterans4Quality begins with Class 1!

September 2015
- Veterans4Quality earns 501(c)3 status

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Building the Courseware

VETERANS 4 QUALITY®

Class Schedule

	Class #	Description
	1	Class requirements and Program Overview
	2	Area Executives and Program Alumni take student questions
FUNDAMENTALS & THEORY	3	Covers the introduction to Testing including: • Terminology and Test Plans • Test Case Development • Agile Methodology & Release Management • Session Testing, Ad Hoc and Edge Testing • What Makes A Good Defect and Jira
	4	
	5	
	6	
	7	
	8	
	9	
CAREER SKILLS	10	Building a Resume and Preparing to Interview
	11	Mid-Term Exam
HANDS ON	12	Covers Hands-On Testing Skills including: • Test Tools • Test Automation • Introduction to Selenium • Specialty Testing (Mobile, Security)
	13	
	14	
	15	
	16	
	17	
CAREER SKILLS	18	Final Exam Networking Social Media Tools The Importance of Continuous Learning

BEFORE:

- ✪ Confirm the instructors and their course content
- ✪ Build the schedule

DURING:

- ✪ Collect exam questions from instructors
- ✪ Collect class feedback from students
- ✪ Confirm internship availability

AFTER:

- ✪ Reconvene instructors for retrospective
- ✪ Update curriculum with latest technology changes
- ✪ Identify new instructors and new classes

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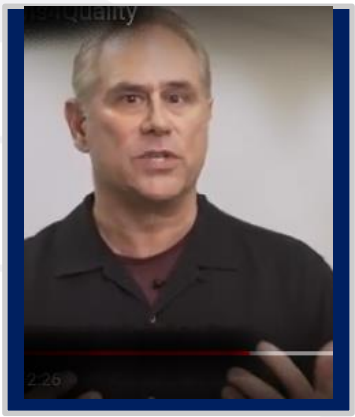
Taught by Experts

- Instructors are….
  - Subject Matter Experts
  - Industry Leaders
  - Mentors
  - Internship Providers



- Courses adapt over time….
  - Current Testing Tools
  - Resumes and Interviewing
  - Test Automation
  - Distance Learning

- What's Ahead….
  - Specialization Testing
  - Coding
  - Coast to Coast
  - Company Sponsored

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Process Timeline

STEPS TO COMPLETE	Two Months Ahead	One Month Ahead	**CLASSES BEGIN**	One Week After	One Month After
Program Management	Complete project plan	Complete class schedule	Build internship pipeline		
Logistics	Confirm classroom location	Arrange distance learning and Atlassian access	Order snacks and beverages for first class		
Instructors	Invite new and confirm returning instructors	Collect courseware and exam questions	Introduce new instructors at the start of each class	Schedule retrospective	
Students	Announce class to network	Process applications	Welcome students to the 1st night of class	Conduct feedback surveys and build alumni roster	Follow up on internship placement

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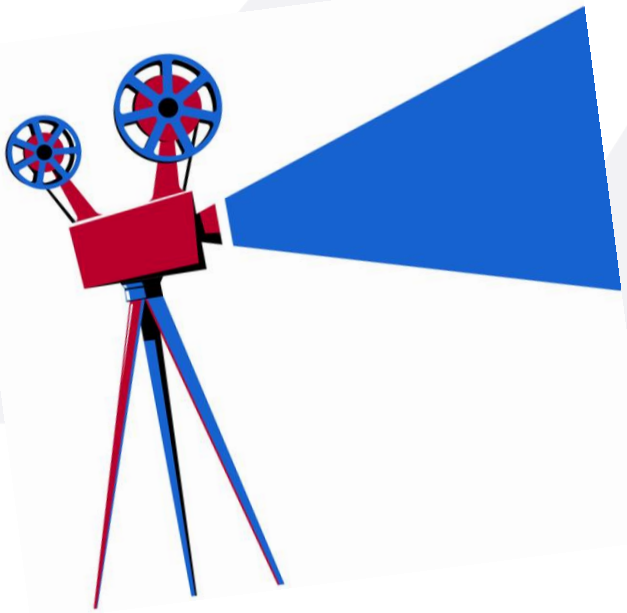
Internships are Essential

- 24 Corporate Partnerships and Growing!



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Results

- 130 Veterans Trained
- 89% Employed the End of the Program
- 87% Graduation Rate
- Distance Learning Launched

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Never Stop Learning

- Graduates go on to coding bootcamps
- Graduates attend industry events
- Graduates stay connected and network

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Helping Veterans Advance

- Graduates become Managers and sponsor Internships

- Graduates create technology breakthroughs for their team and community
- Graduates start their own businesses

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Time for YOUR Battle Plan

Next Class: January 2019

VETERANS 4 QUALITY®

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Want More Information?

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