

A TECHWELL EVENT

W9

Test Techniques Wednesday, October 17th, 2018 1:30 PM

Gaining Consciousness

Presented by:

Fiona Charles

Brought to you by:



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Fiona Charles

Fiona Charles is an independent consultant, specialising in the human side of software development and projects: teaching organizations to manage their software testing risk, and IT practitioners project skills - beyond process - hands-on practical skills essential to thrive and excel on any kind of software project. She consults with clients on testing and test management, works as an Agile testing coach, and acts occasionally as a program-level test manager on difficult projects. She speaks and conducts workshops at international conferences and in-house for clients, has recorded many webinars, and published many articles in test-related publications. Fiona is co-founder (with Anne-Marie Charrett) of Speak Easy, a volunteer organisation designed to increase gender diversity at tech conferences and help new speakers find their voice. Contact Fiona via her website www.quality-intelligence.com, and follow her on twitter @FionaCCharles.

Gaining Consciousness

StarCanada October 17, 2018

Fiona Charles



things we do consciously...

or not?

.....





Quality Assured Visitor Attraction Atyniad Ymwelwyr O Ansawdd Sicr understand what quality means

identify "people who matter"



Î

1 II



and what matters to them

understand potential threats to their values





to our projects

to ourselves



Byddwch yn ofalus wrth ymweld â'r safle hwn. Gall henebion fod yn beryglus. Rhaid goruchwylio plant bob amser.

Gall yr heneb hon gynnwys y peryglon canlynol:

PERYGL DANGER

Please take care when visiting this site. Ancient Monuments can be dangerous. Children must be supervised at all times.

> This monument may contain these hazards:





Toeau isel Low headroom



Rhowch gyfle i'ch llygaid ddod yn gyfarwydd â'r golau-mannau tywyll Please let your eycs adjust to the darkness

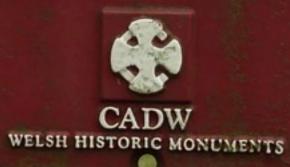


Lloriau anwastad neu lithrig Uneven or slippery surfaces



Dibynnau peryglus Unprotected drops

PEIDIWCH Â DRINGO'R HENEB DO NOT CLIMB ON THE MONUMENT





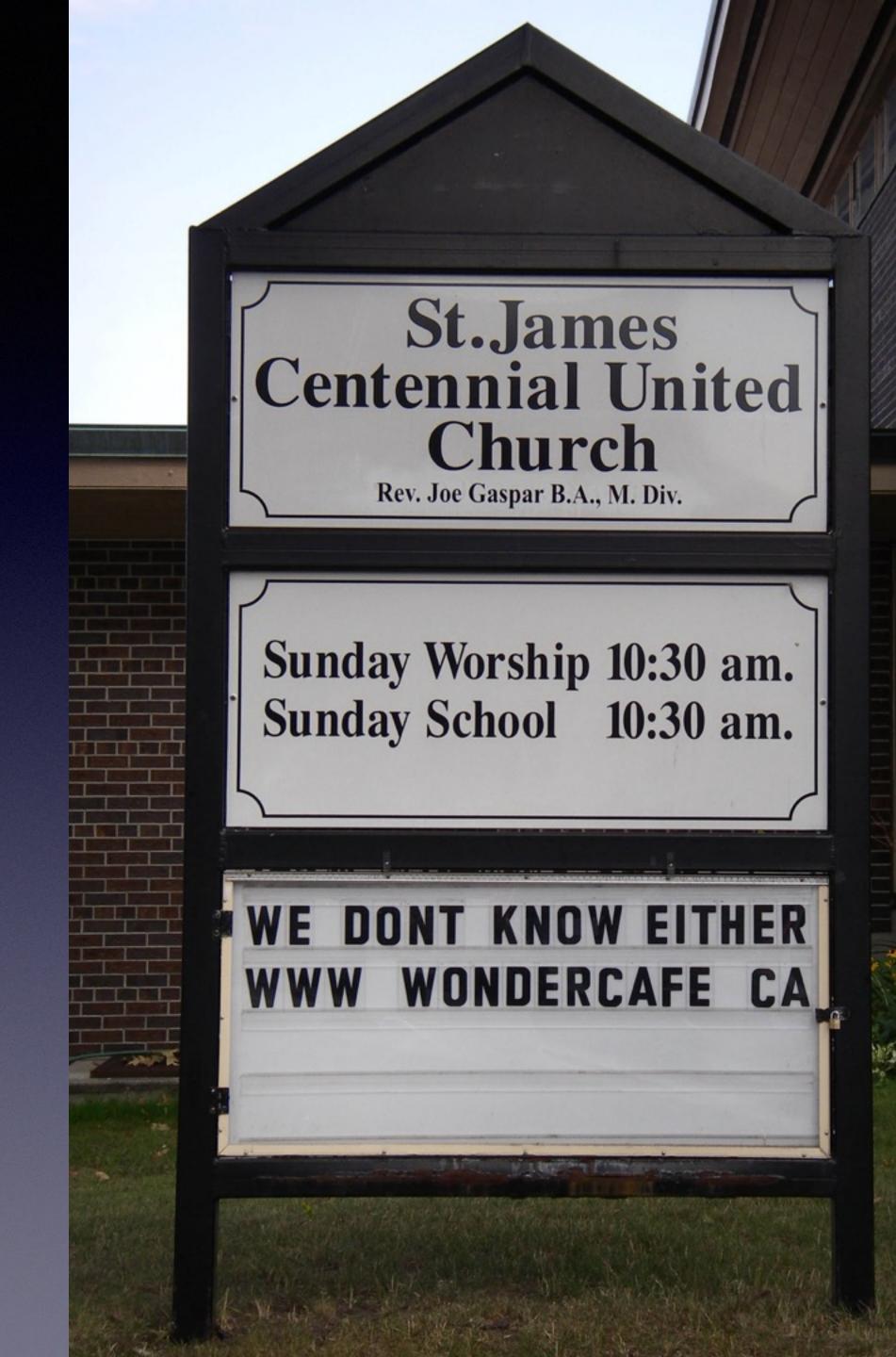
clarify problems & decisions

TF YOU PUT PAPER TOWFLS IN THIS TOILET AN ALARM GOES OFF AND THE WALLS CAVE IN. IS MUCH SAFER TT 1 1 PUT THEM IN THE BIN...





surface our own heuristics and "rules" SNIPEG



make uncertainty explicit

an exercise about discovering context

- everyone pair with someone you don't work with and don't know well
- one of you is the client; the other is the tester
- now, turn your back, and in 5 minutes, without sharing what you write:
 - CLIENT: write down the 10 most important things a tester from outside would need to know about your organization/ project context
 - **TESTER:** write down the 10 most important questions you need to ask to discover essential context

take 5 minutes to share with your partner

- your context that you did not identify?
- **BOTH:** what surprised you?

• **TESTER:** what has your client told you about the context that your questions did not address?

• CLIENT: what did your tester want to know about



what did you discover?

system 1 thinking?

or system 2

- ask the data question: "what did I see, hear, taste or smell..."
- ask "how else might I interpret this?"
- ask "what heuristic(s) am I using?"
- ask "what am I assuming?"
- might fail...
- seek feedback for your work: decisions, interpretations, testing...
- take notes and review them

• apply the Rule of 3 (at least 3): interpretations; options; ways to solve a problem; ways or circumstances a model/solution might work and ways/circumstances it

• take time to debrief your day and reflect: observations, learning, what worked/didn't



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Clwyd Gate

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