

STAR **CANADA**

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.Â 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?



discover context





Wales
Cymru

Quality Assured
Visitor Attraction
Atyniad Ymwelwyr
O Ansawdd Sicr

**understand
what quality
means**

identify “people who matter”





and what
matters to
them

understand
potential
threats to
their values



CAUTION

**THIS WATER
HAS NOT
BEEN TESTED**

to our projects

POTHOLE RD

to ourselves

PERYGL DANGER

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

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

Gall yr heneb hon gynnwys y peryglon canlynol:

This monument may contain these hazards:



Grisiau anwastad, serthi a chul
Uneven, steep or narrow stairs



Toeau isel
Low headroom



Rhowch gyfle i'ch llygaid ddod yn gyfarwydd â'r golau-mannau tywyll
Please let your eyes 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



CADW
WELSH HISTORIC MONUMENTS



**clarify
problems
&
decisions**

IF YOU PUT PAPER
TOWELS IN THIS
TOILET AN ALARM
GOES OFF AND THE
WALLS CAVE IN.
IT IS MUCH SAFER
IF YOU PUT THEM IN
THE BIN...

surface our own heuristics
and “rules”



**St. James
Centennial United
Church**

Rev. Joe Gaspar B.A., M. Div.

Sunday Worship 10:30 am.
Sunday School 10:30 am.

**WE DONT KNOW EITHER
WWW WONDERCAFE CA**

**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

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

what did you discover?

system 1 thinking?

or system 2

tips

- 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?”
- 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 might fail...
- seek feedback for your work: decisions, interpretations, testing...
- take notes and review them
- take time to debrief your day and reflect: observations, learning, what worked/didn't

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