



K1

Keynote

Wednesday, October 23rd, 2019 8:30 AM

A Framework for the Whole Team to Own Quality

Presented by:

Jess Ingrassellino

Salesforce.org

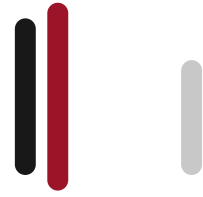
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Jess Ingrassellino

Dr. Jess Ingrassellino is the director of quality engineering for the Nonprofit and Education clouds at Salesforce.org. She is a frequent speaker at international conferences and focuses on community, collaboration, and improvisational practices for enriching professional life. In her spare time, Jess teaches software testing and Python, writes, and plays violin and viola.



A Framework for Whole Team Quality



The Collaborative Test Charter



JESS INGRASSELLINO, EdD
DIRECTOR, QUALITY ASSURANCE
FOUNDER, TEACH CODE



Welcome.

Gregorian Chant



Chant notation is approximate, relying on the memory and knowledge of the performers, which was gained through study over time. Knowledge of the framework is critical to success but not easily communicated.

Mozart

Allegro

The image displays a musical score for four instruments: Violino I, Violino II, Viola, and Violoncello. The score is written in treble clef for the violins and bass clef for the viola and cello. The key signature is one sharp (F#) and the time signature is common time (C). The tempo is marked 'Allegro'. A forte (f) dynamic marking is present at the beginning of each instrument's part. The score consists of five measures. The first four measures show a rhythmic pattern of eighth notes and quarter notes. The fifth measure features a change in the Viola and Violoncello parts, with the Viola playing a series of eighth notes and the Violoncello playing a series of quarter notes.

In western classical music, everything is notated exactly - what notes to play, how loud or soft to play. Knowledge of the framework isn't needed for performers to be successful.

Jazz Chord Chart

The image displays a jazz chord chart for the piece "C Jam Blues" by Duke Ellington. It consists of three staves of music, each starting with a common time signature 'C' and a treble clef. The first staff is in 4/4 time and features a C7 chord above the first measure. The melody is composed of eighth and quarter notes with rests. The second staff begins with an F7 chord, followed by a C7 chord above the third measure. The third staff starts with a G7 chord, has a C7 chord above the third measure, and ends with a (G7) chord above the final measure. The notation includes various rhythmic values and rests, typical of a blues-influenced jazz melody.

C Jam Blues by Duke Ellington. The melody is simply notated and chords are listed. Knowledge of the framework is not critical for success, and can be gained through multiple means. There are varied entry points for a wide variety of performers.



Flexible

Frameworks

A Story of Collaboration

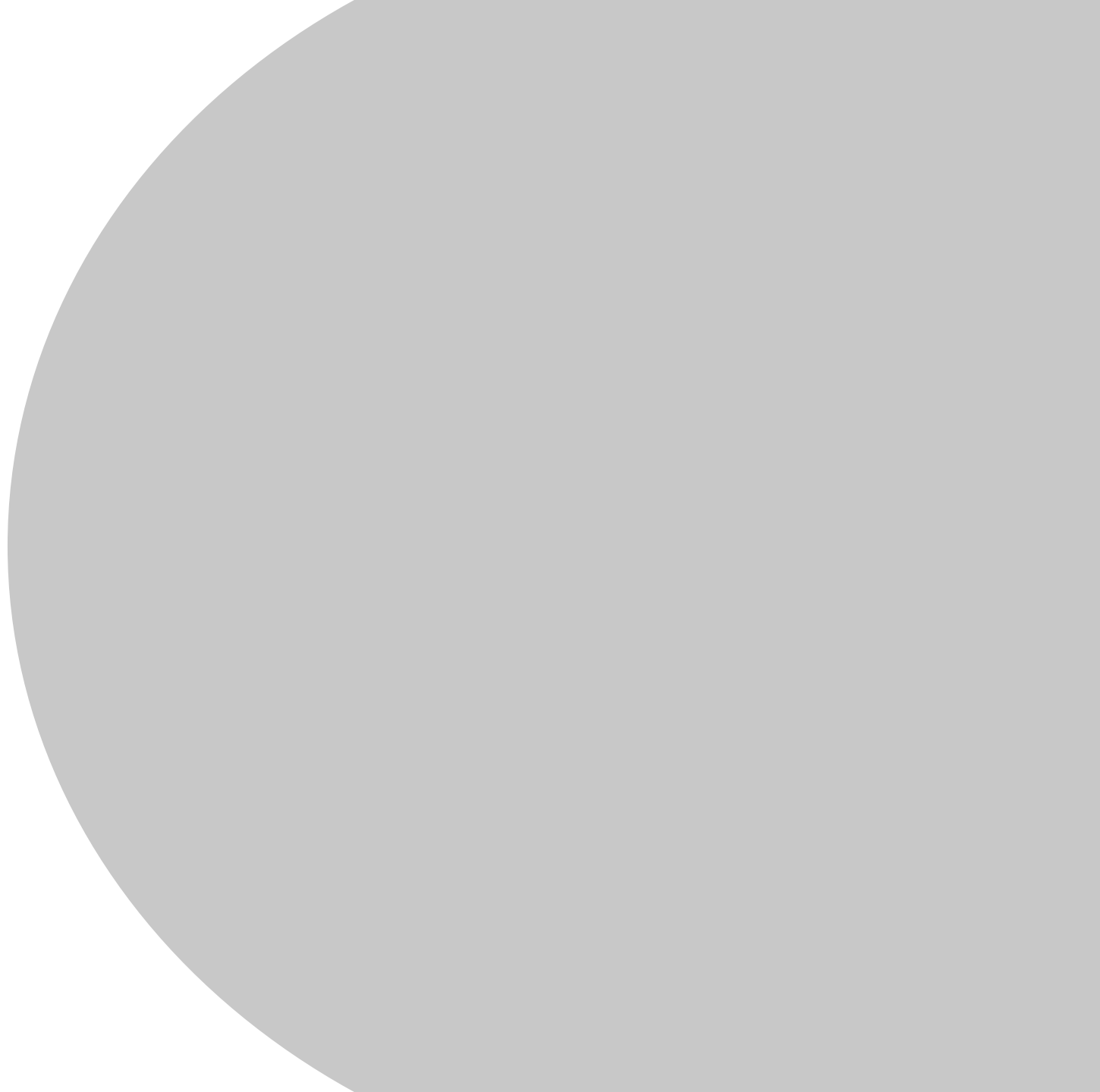
The power of narrative as a key to collaboration; improvisation and flexibility as a response to need.





What does Whole Team Quality Mean?

Charter Framework



Framework Evolution



2016

1 exploratory tester working across three products and helping test a new product.

1 automation tester

* Documentation

Work Item # :

Pull Request :

Issue # :

Branch :

Documentation :

Data Files :

Screen Casts :

Expected Release # :

2017

2 Exploratory testers

Developers, doc writers, customer centric engineers, and product managers mob together to create test charters using a basic template.

2018

7 exploratory testers

1 automation tester

Developers contribute to test charter framework by adding areas for github links and work-item links

New testers add areas for time tracking, doc details to prevent doc rot, test plans and claims

* Total Time Spent and/or Sessions

Now  TOTAL TIME SPENT : 4.5 HOURS

OR, SESSIONS : 1 SESSION (2 HOURS)

	A	B	C	D	E
1	Date	Start Time	End Time	Duration (hrs)	Type of Effort
2		10:00 am	12:00 pm	2.00	Meetings
3		1:30 pm	3:30 pm	2.00	Testing (ACs)
4		3:30 pm	4:00 pm	0.50	Bug Investigation
5				0.00	

Now



QE Test Charter Template



	A	B
1	AUTHOR	Your Name Here (If cross team impact, can list other QE contributors)
2	CREATED DATE	Date Charter is Created
3	WHY	Description (Example: To provide a standard Test Charter Template for Salesforce.org T&P QE's to organize their testing efforts and to provide a uniform format for collecting metrics.)



2019

16 exploratory testers → 19 exploratory testers

2 automation testers → 5 automation testers

Accessibility testing added to charter

Risk-Based testing is added to charter

The Impact

hundreds

Charters

100 +

Team Members

hundreds

P0 & P1 Issues
Found pre-release

P0 < 10

Production
Issues

Winning with a Collaborative Framework

What can you do?

- Practical Considerations
- Iterative Implementation
- Feedback
- Flexible and Responsive

Keep in touch!

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