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Test Automation
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Testing as a Service: Forming a Service-Oriented Testing Team

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Noha Gomaa

Noha Gomaa is currently Senior Manager of the Software Quality Assurance department for the ALDO Group. She leads cross-functional testing teams and various initiatives, including SAP ERP implementations, digital transformations, and e-commerce projects spanning across multiple channels and solutions powered by Hybris technology. Noha is an experienced and passionate software test professional with thirteen years of experience in the financial, retail, telecom, cloud computing, marketing and software sectors. Her work focuses on Agile transformation, quality management, and software testing. She has been involved in a number of innovative initiatives, including the development and relaunch of the ALDO Group's e-commerce website and award-winning mobile apps. She also successfully introduced agile processes to software development teams and has helped a number of companies implement testing in different lifecycle models for major infrastructure transformations and projects dealing with specific and custom products. When not working, she enjoys practicing yoga, hiking, and photography.

Forming a *TOP-NOTCH* Service-Oriented Testing Team



Pain Points ?

Multiple SDLCs

Need for more value and lower costs

Lack of collaboration between teams

Layers in communication

Projects are more complex

Siloed workflows

Different customers, different needs

Demands for increased quality

Lack of efficient Team structure

Faster software releases

Victims mentality

Changing skill sets needed

QA Neglecton

Lack of understanding on QA purpose

Shared testing resources/skills/people/tools/approach/ideas across multiple SDLCs

3 steps to setting up a Testing Service Oriented Team

1. Decide which services you want to offer
 - a. Decide what you want
 - b. Discover what the customer wants
 - c. Deliver above and beyond expectations
2. Establish Core Services and Add services incrementally
3. Get feedback from my internal customers and Involve people in all process improvements

QA Services

Customer Facing

Business software products, content Management system, E-Commerce (mobile apps and websites)



- Mobile Application testing
- BI report testing
- Exploratory testing
- Business Processes
- Functional & Regression
- Non Functional Testing
- Order Management
- Root Cause Analysis
- Troubleshooting

Automation

Regress products effectively with each change, through the right use of processes, tools, best practices and automation framework



- Agile Automation
- Functional Testing
- Performance Testing
- Regression testing
- Mobile Application
- API/Web Service
- Acceptance Tests
- Business process testing

Backend

Testing: Web services, internal API/Cloud, Database testing



- Databases Testing
- APIs Testing
- Functional testing
- Regression testing
- Logs analysis
- Integration testing
- Data Migration Testing

SWAT

Testers that jump on projects on emergency basis, crisis management, using necessary tools, techniques, and data in order to find the important bugs quickly



- Investigation
- Automated Regression Testing
- Functional Testing

Strategic

Strategic QA process includes the management and implementation of testing processes and QA artifacts



- QA Process
- QA Metrics
- Analysis & Recommendations
- Risk Assessment
- Test Artifacts
- QA Project Sizing
- Tools selection
- Resources
- Expert Skill set
- Training and support
- Requirement Analysis
- Data preparation

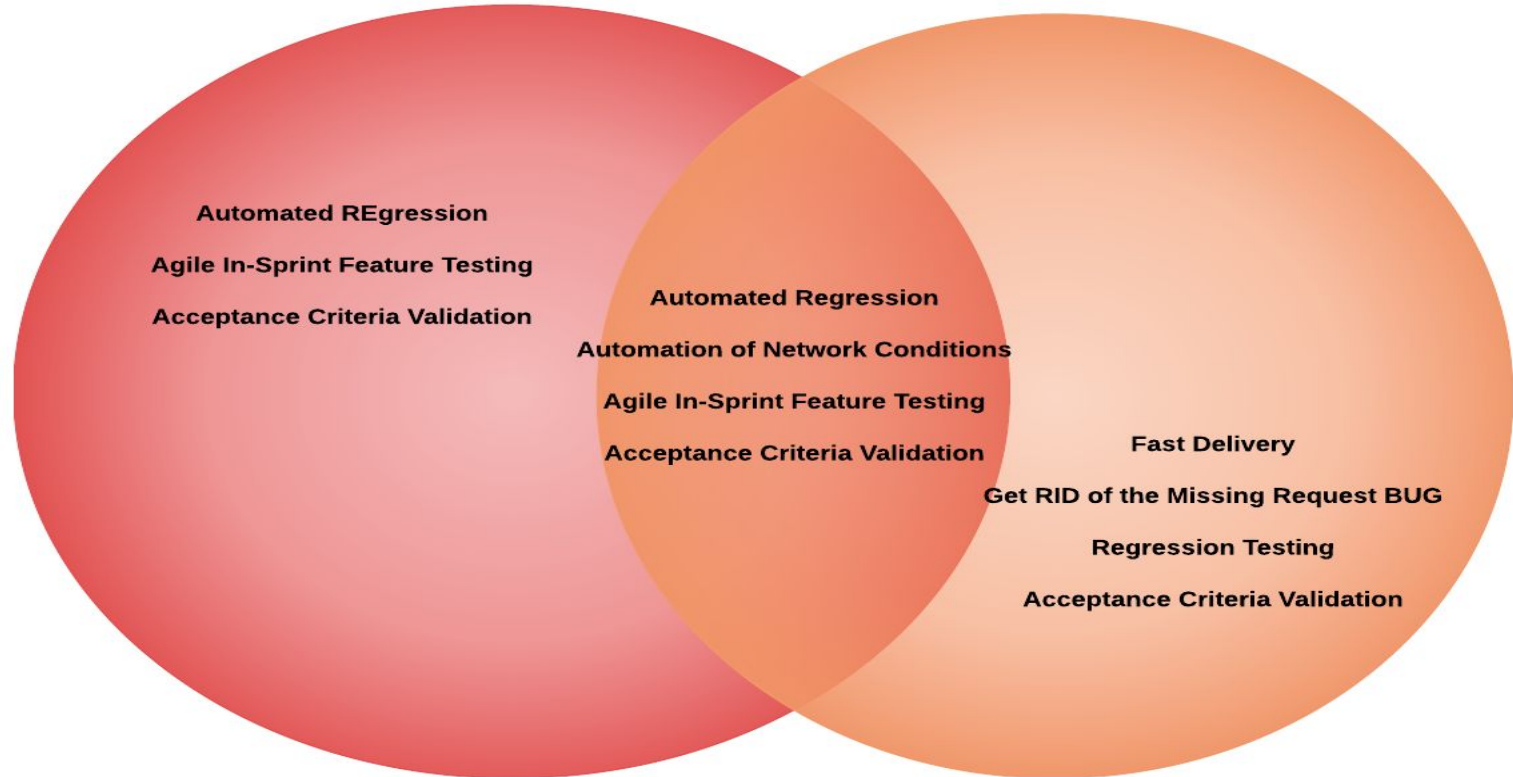
Decide which services you want to offer

Service Model - based on the secrets to Raving Fans Customer service

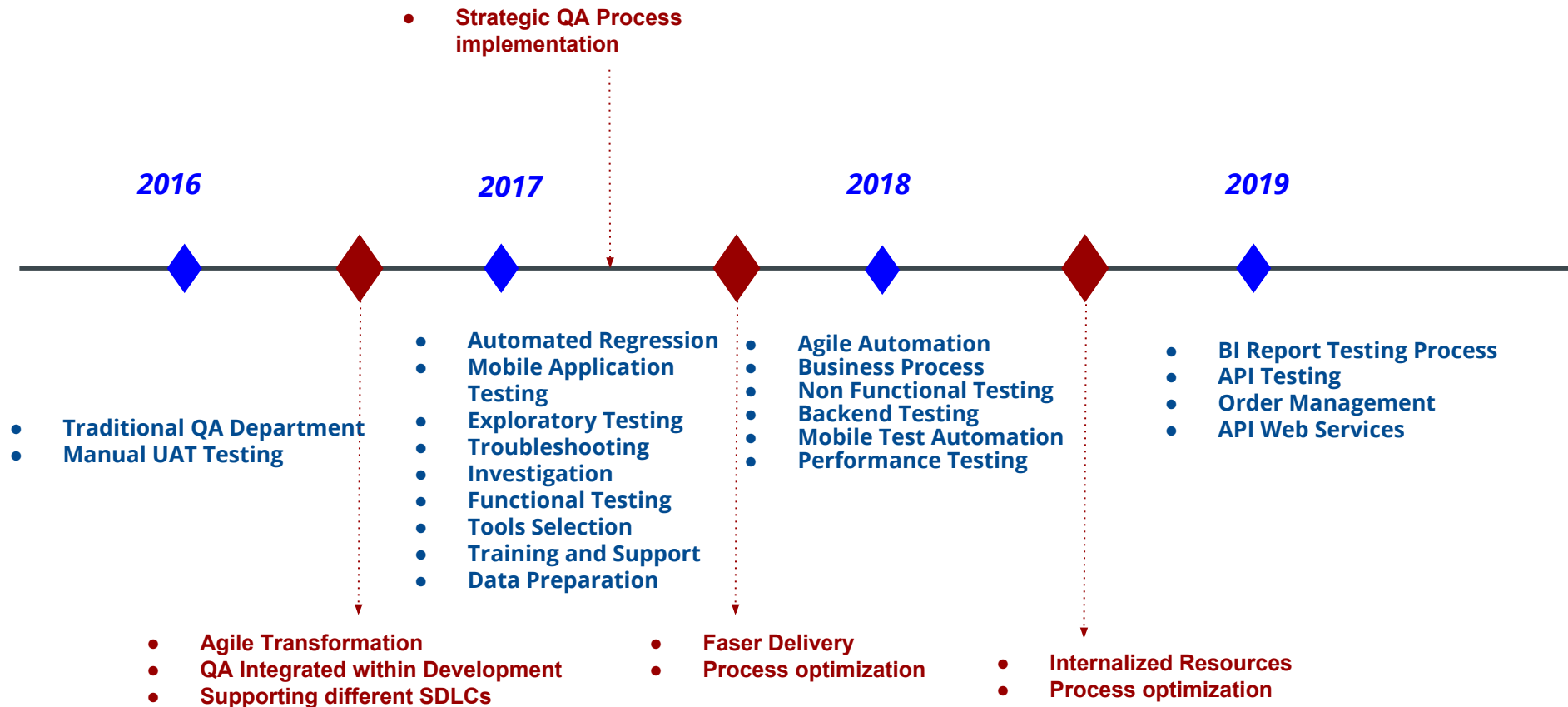
- Decide what you want
- Discover what the customer wants
- Deliver above and beyond expectations



Example



Establish Core Services and Add Incrementally



Get feedback from my internal customers *And involve people in all process improvements*

- Measures
- How did you do?
- It's all about the People



THANK YOU

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