

My Crazy Plan for Responding To Change

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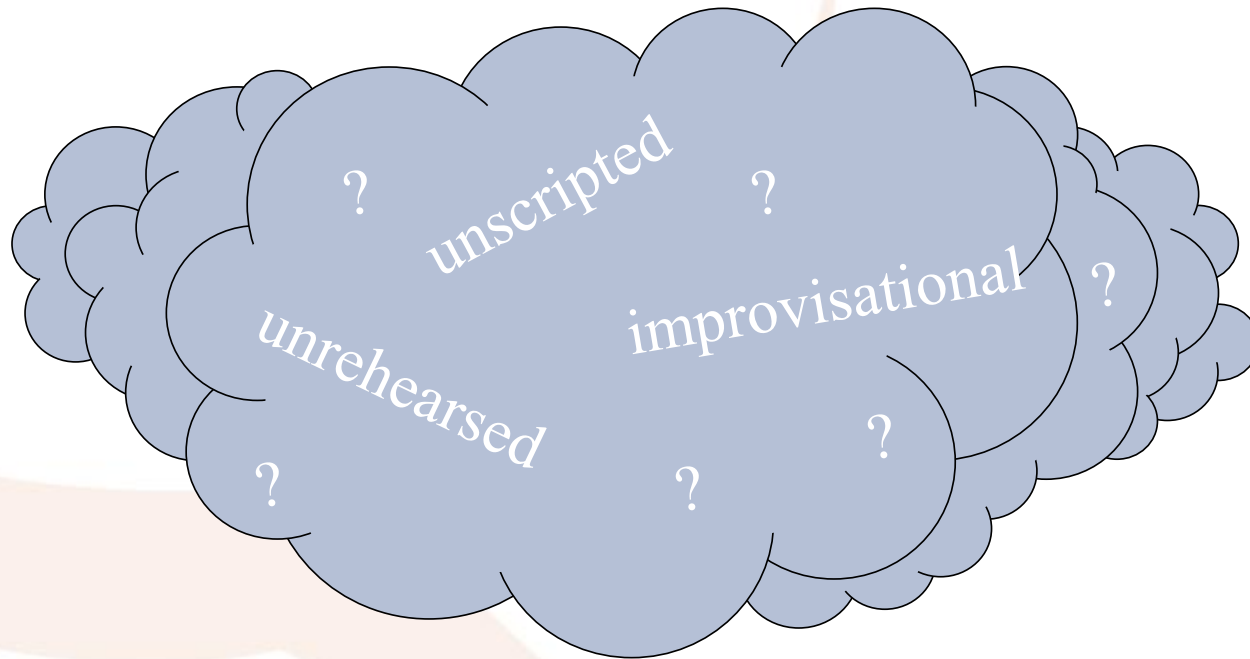
Key Idea

**If you're not free to think,
or learn,
and adapt
while you test,
it's not exploration.**

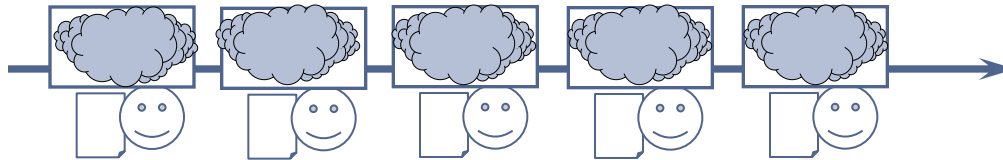
Exploratory exercise

Test this...

How could you accurately report your testing?



One Solution:



The “Session”

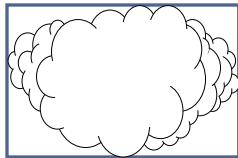
- 1) **Time Box**
- 2) **Reviewable Result**
- 3) **Debriefing**

Time Box: focused effort, fixed duration

Short: 60 minutes (+-15)

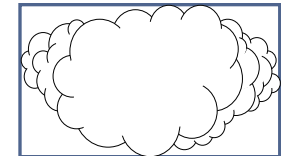
Normal: 90 minutes (+-15)

Long: 120 minutes (+-15)



- *Brief enough:*
 - for accurate reporting
 - to allow flexible scheduling
 - to allow course correction

- *Long enough:*
 - to get solid testing done
 - for efficient debriefings



The deliverable: a session report

Charter

- #AREAS

- **Metrics**

- #DURATION
- #TEST DESIGN AND EXECUTION
- #SESSION SETUP
- #BUG INVESTIGATION AND REPORTING
- #CHARTER / OPPORTUNITY

```
CHARTER
-----
Analyze MapMaker's View menu functionality and
report on areas of potential risk.

#AREAS
OS | Windows 2000
Menu | File | View | MapMakerView
Strategy | Function Testing
Sample
START
-----
5/30/00 03:20 pm

TESTER
-----
Jonathan Bach

TASK BREAKDOWN
-----

#DURATION
short

#TEST DESIGN AND EXECUTION
65

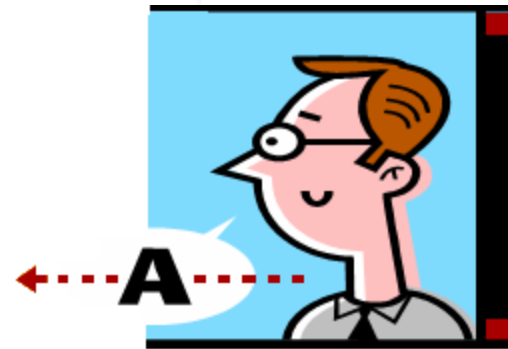
#BUG INVESTIGATION AND REPORTING
25

#SESSION SETUP
20
```

Notes

- **Bugs**
 - #BUG
- **Issues**
 - #ISSUE

Debriefing: a talk with the lead



The tester answers questions
Session metrics are checked
Charter may be adjusted
Session may be extended
New sessions may be chartered

Anticipating Scrutiny

Agenda: "PROOF"

- P**ast
- R**esults
- O**bstacles
- O**utlook
- F**eelings



Past: What kinds of things did you do?

Results: What were your findings?

Obstacles: What slowed your mission?

Outlook: Where do we go from here?

Feelings: How are you feeling about what happened?

Jon Bach, 2001

Sample test notes from actual exploratory testing :

[et-jsb-010416-a.ses](#)

[et-jsb-010416-b.ses](#) *(for Issues)*

[et-jsb-010416-c.ses](#) *(a map for more ideas)*

[et-jsb-010417-a.ses](#) *(Claims Testing)*

[et-jsb-010417-b.ses](#) *(for Bugs)*

[et-jsb-010417-c.ses](#) *(for referenced notes)*

[et-jsb-010418-c.ses](#) *(more Claims)*

But, then...

...life intervenes...

Example Day

Plan

PNNL

Yaron – business call

Scott – to-do list

Shelly – rewrite of Derek article

Joe – video the SIG

PNSQC – slide prep

UW 490 – assign homework

Email: SBTM request

Newsletter content

Adam: last day on project

Interruptions

DM on Twitter

Find a file for a colleague

Forward an email

Remembered to call colleague

Respond to a question

Meet someone's deadline

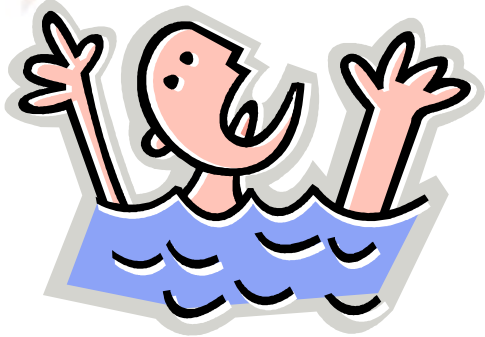
Fix the printer

Internet link: joke video

News events

Sonic boom

3 choices to meet CHANGE



Drown



Control or
Block



Surf

Key Idea

**Organize management
around
threads of activity
rather than
test sessions or artifacts.**

What is a “thread?”

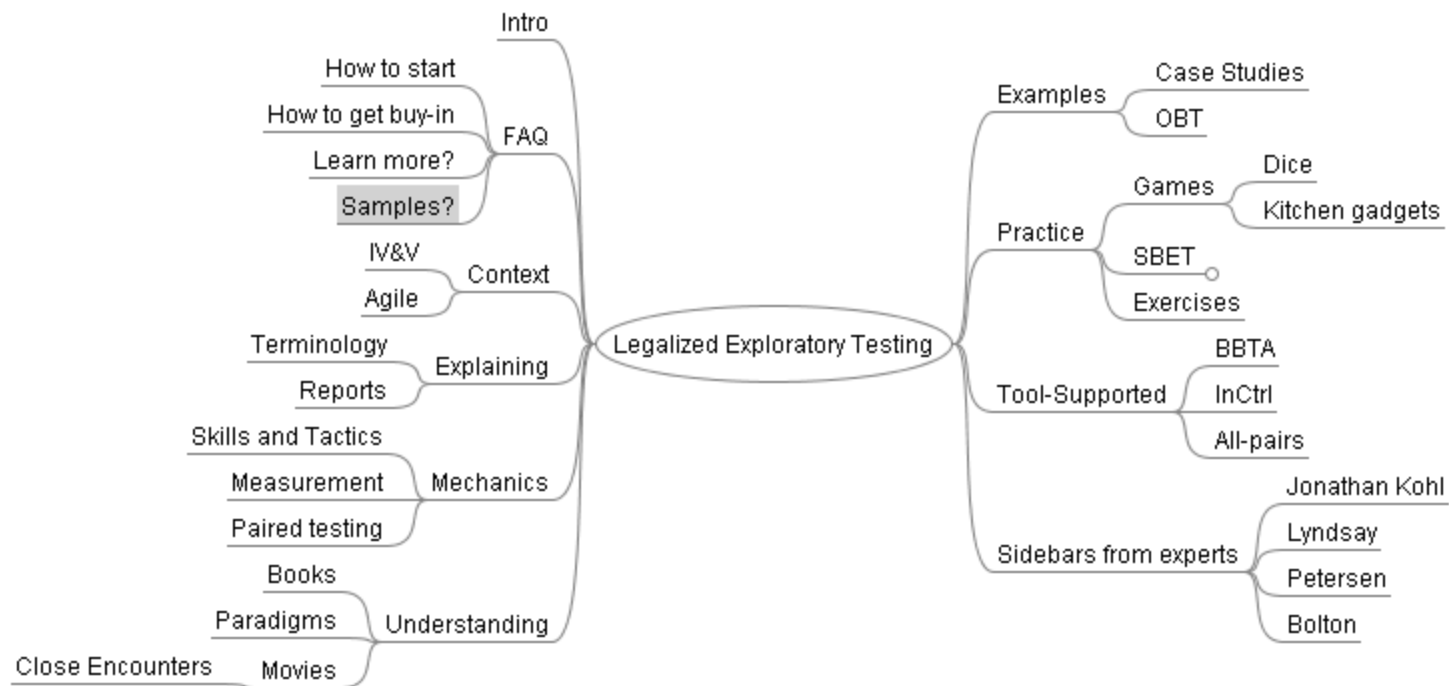
**A pursuit of
one or more activities around
solving a problem
or achieving an objective.**



Is it a to-do list?

1	Talk to Julie at PNNL
2	Write newsletter content
3	Work with Marshall on his first session
4	Debrief Adam's last session
5	Write case study for Phoenix client
6	Slide set for David's class
7	Grade homework for CSS 490
8	Prepare slides for PNSQC
9	Prepare slides for SAO
10	Confirm STAR East abstract to Lee
11	Lunch with Scott
12	Expenses for Phoenix
13	Receipts to Tom
14	Ship software to Val
15	Phone check in with Charlotte
16	Help Kristelle with Twitter

Is it a mind map?



Is it kanban?



Kathy Iberle: PNSQC 2010

Lean System Integration at Hewlett-Packard

“Lean Product Development isn’t identical to Lean Manufacturing. They both use the same fundamental concepts from queuing theory, but manufacturing deals mainly with predictable tasks of similar sizes and relatively low variability, whereas **product development deals with tasks that are inherently variable and dissimilar**. Since the nature of tasks is different, the application of queuing theory sometimes leads to different answers for Lean Manufacturing and Lean Product Development. (see Reinertsen 2009)”

Threads

Test Facilities

- Power meter calibration method
- Backup test jig validation
- Create standard test images

Test Strategy

- Accuracy Testing
 - Sampling strategy
 - Preliminary-testing
 - Log file analysis program
- Transaction Flow Testing
- Essential Performance Testing
- Safety Testing
 - warnings and errors FRS review
 - tool for forcing errors
- Compliance Testing
- Test Protocol V1.0 doc.

Test Management

- Change protocol definition
- Build protocol definition
- Test cycle protocol definition
- Bug reporting protocol definition
- Bug triage
- Fix verifications

Threads in a Session

- 1) Primary: “What thread is most important right now?”
- 2) Secondary: “On what thread can we make the most progress right now?”

```
CHARTER
-----
Analyze MapMaker's View menu
functionality and report on areas
of potential risk.

#AREAS
OS | Windows issues_list_follow-
up_xltx 2000
Menu | View
Strategy | Function Testing
Strategy | Functional Analysis
.....\sessions\apppr
oved\ot-1sb-010416-b_ses
START
-----
5/30/00 03:20 pm

TESTER
-----
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TASK BREAKDOWN
-----
PNSQC2010\Complexity_into_simpli
ty.pdf
#DURATIONComplexity_into_simpli
ty.pdf
short

#TEST DESIGN AND EXECUTION
65

#BUG INVESTIGATION AND REPORTING
25

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```

Differences: SBTM / TBTM

SBTM

- A session is often a combination of threads
- A session is a commitment
- A session is as uninterrupted as possible
- A session is meant to be finished

TBTM

- A thread is not bound by time
- A thread does not need to have a written report
- A thread can come and go several times a day
- A thread does not have to be finished

Working in threads is like...

Having a conversation

Help Desk CRM

“Deadliest Catch”

Looking at old conference notes

What You Can Do With Threads

<http://www.satisfice.com/blog>

Focus on one thread or many;

Drop threads;

Create new threads;

Pick up dropped threads;

“Comb” threads by creating a structure to organize them;

“Knot” threads by declaring a meaningful checkpoint in your exploration;

“Untangle” threads by uncovering new context or seeing a pattern that’s valuable to know;

Spawn child threads;

Realize an overarching parent thread...

Reporting: Daily huddle

**"Where are we
(threads pursued)
and what
(threads to pursue)
should we work on today?"**



Any additional information needed for final closing slide
(copyright info, contact info, call to action, or link for further information.)