CHAOS SURVIVAL GUIDE

Natalia Petrovskaia

ABOUT ME

Natalia Petrovskaia

Quality advocate

WTM Ambassador

Public speaking enthusiast

Mentor

Consultant

FACING CHAOS

THE CHALLENGES

Large/ legacy system

Complex business process

You are the first tester

No one there to help

Project has no testing

Project has some testing

WHAT IS NEEDED FOR TESTING

- Goals of testing
- Project objective
- Decision makers
- Timelines

STEP-BY-STEP GUIDE

FIRST STEPS

Project landscape:

- Development process
- Delivery expectations
- History of testing
- What is needed from testing now

GATHERING INFORMATION

WHO TO ASK

- Colleagues
- Lead / Manager / Product owner
- Architect / Business analyst
- Customer / Users
- Former employees

HOW TO GATHER

- Regular talk to people
- Structured interview
- Metrics
- Feedback from users
- Existing documentation

GATHERING INFORMATION

What to ask

- Release cadence

- Requirements for quality

- Who are the users

- Existing problems

- Any 3rd party integration

- What is minimum and optimal version of the product

GATHERING INFORMATION

- What?
  - Scope
  - Out of scope
- How?
  - Types
  - Levels
  - Approaches
- When?
  - Development model
  - Release approach
- What is needed?
  - Team
  - Data
  - Tools

needs testing

What?
- Scope of testing — 22
- Out of Scope — 2
- Whom to ask — 13

How?
- Which phases/stages of testing will we conduct? — 21
- What types of testing will be needed? — 4
- What levels of testing will be performed? — 7
- Will we automate testing? — 6

When?
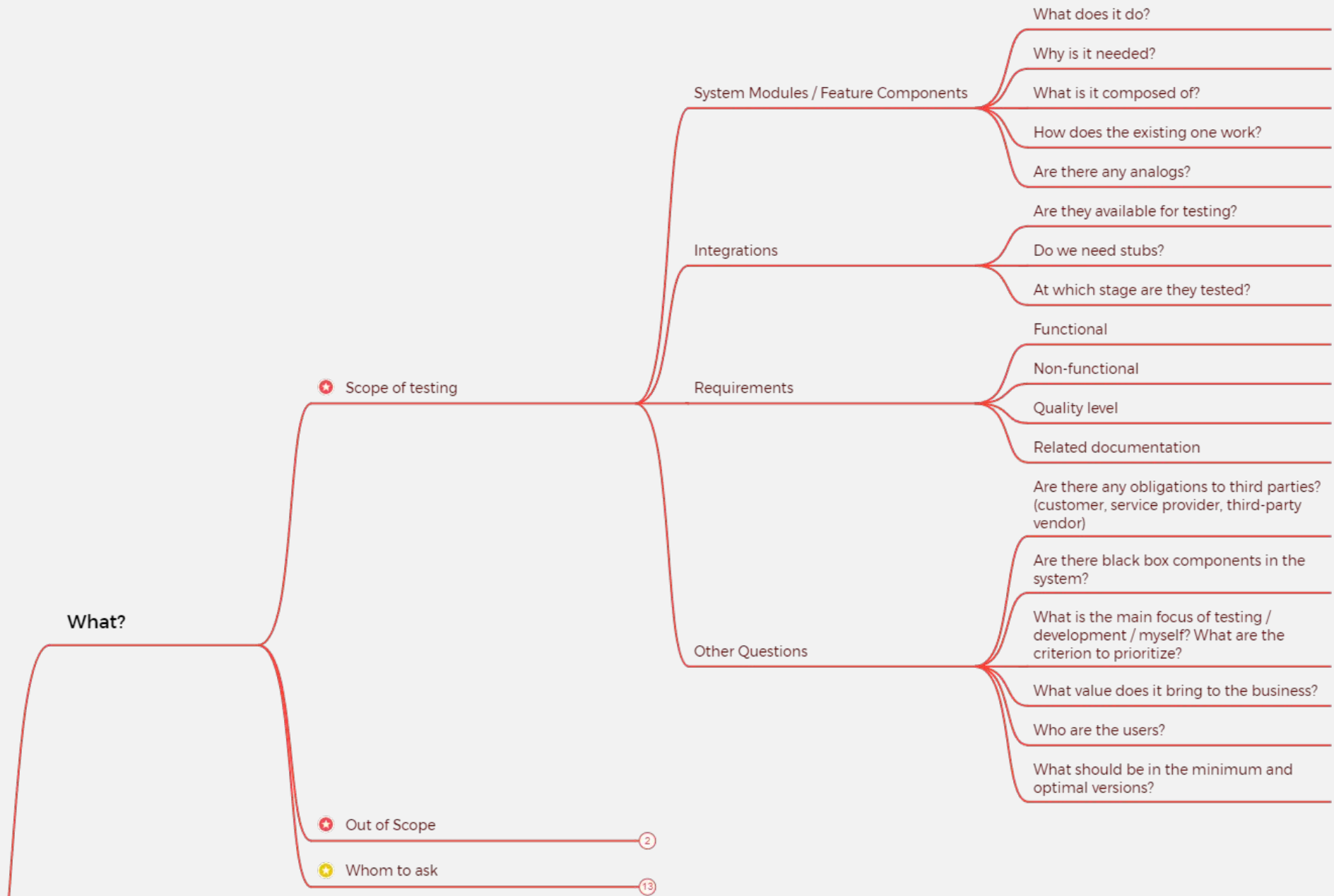- What is our development model? — 7
- How often do we receive code/features? — 3
- What is included in the release? — 6

What is needed?
- Who is needed in the team? — 2
- What is the current state of the team? — 2
- What tools are needed? — 11
- What test data is needed? — 5
- How many environments are needed? — 5
- What access is required? — 7

What are the risks? — 16

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Legend
- ⭐ Almost always
- ⭐ Often
- ⭐ Sometimes
- ⭐ For testing from scratch

What?

- ⭐ **Scope of testing**
  - **System Modules / Feature Components**
    - What does it do?
    - Why is it needed?
    - What is it composed of?
    - How does the existing one work?
    - Are there any analogs?
  - **Integrations**
    - Are they available for testing?
    - Do we need stubs?
    - At which stage are they tested?
  - **Requirements**
    - Functional
    - Non-functional
    - Quality level
    - Related documentation
  - **Other Questions**
    - Are there any obligations to third parties? (customer, service provider, third-party vendor)
    - Are there black box components in the system?
    - What is the main focus of testing / development / myself? What are the criterion to prioritize?
    - What value does it bring to the business?
    - Who are the users?
    - What should be in the minimum and optimal versions?
- ⭐ **Out of Scope** ②
- ⭐ **Whom to ask** ⑬

needs testing

What?
- 🔴 Scope of testing — (22)
- 🔴 Out of Scope — (2)
- 🟡 Whom to ask — (13)

How?
- 🔴 Which phases/stages of testing will we conduct? — (21)
- 🔴 What types of testing will be needed? — (4)
- 🟡 What levels of testing will be performed? — (7)
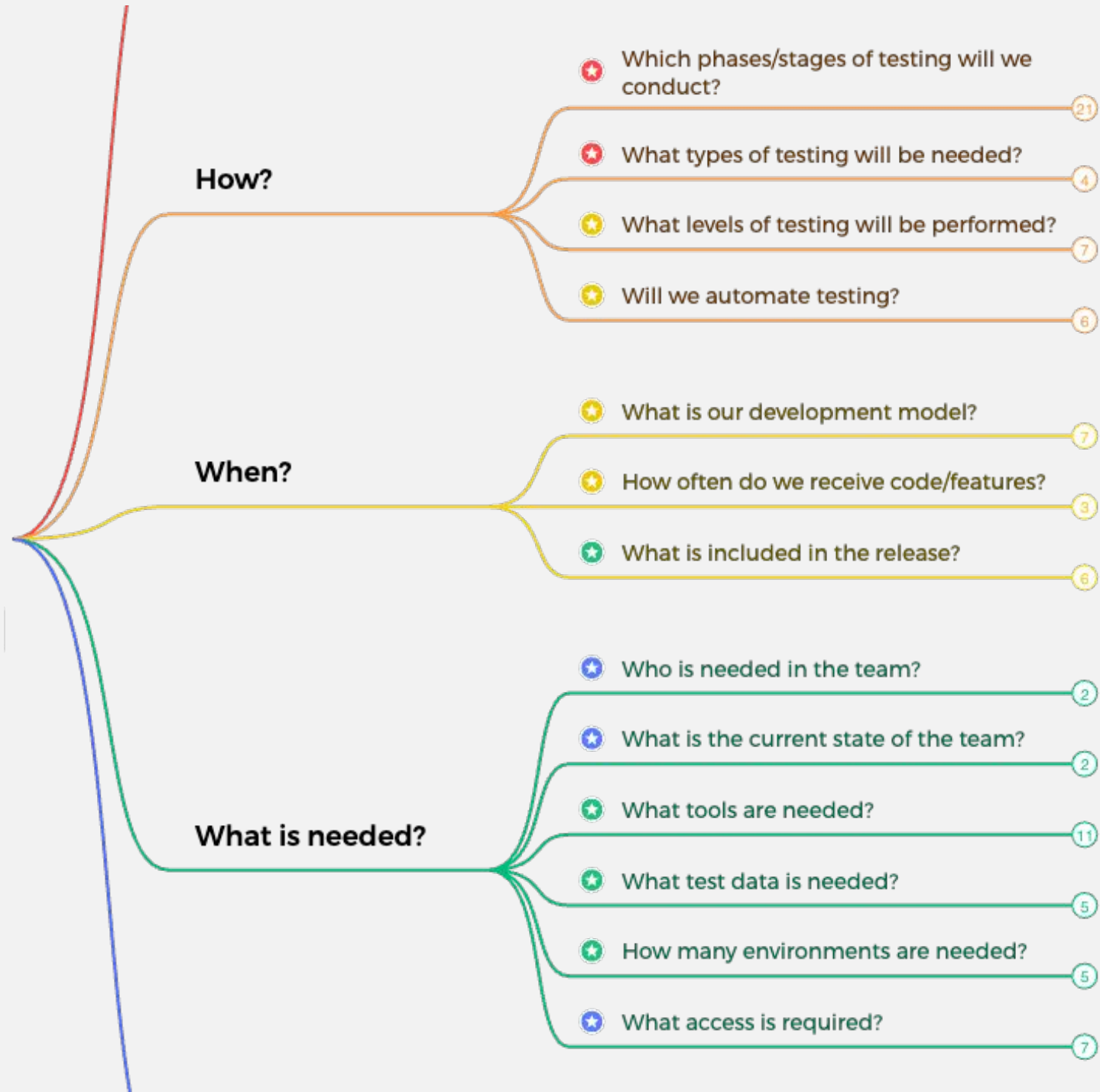- 🟡 Will we automate testing? — (6)

When?
- 🟡 What is our development model? — (7)
- 🟡 How often do we receive code/features? — (3)
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What are the risks? — (16)

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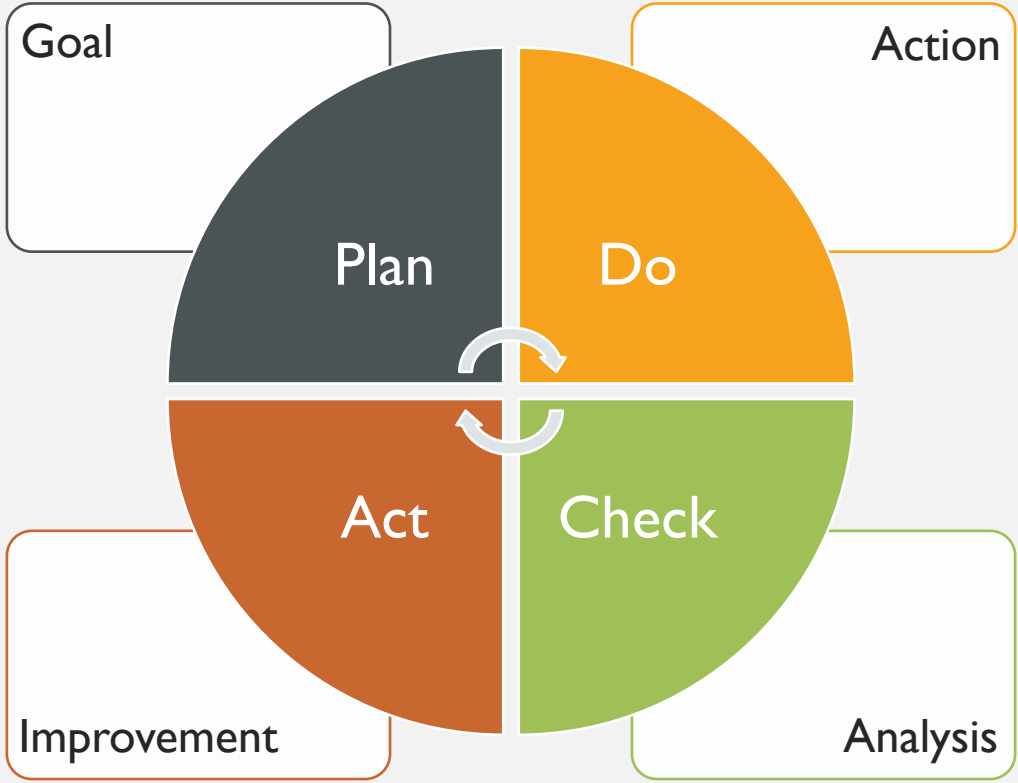
GOALS AND PRIORITIES

- Formulate the goals

- Confirm them with Stakeholders

- Select what is essential for achieving the goals

- Decompose the goal to tasks

- Set priorities according to the goals

- Assess risks

WHAT'S NEXT?

EXAMPLE

You need to set up testing for the **game mobile app**, which is already **in production** and has its users. There were no testing as a separate stage, but some activities were **done by PM and dev team**. Team is working under **Kanban** method.
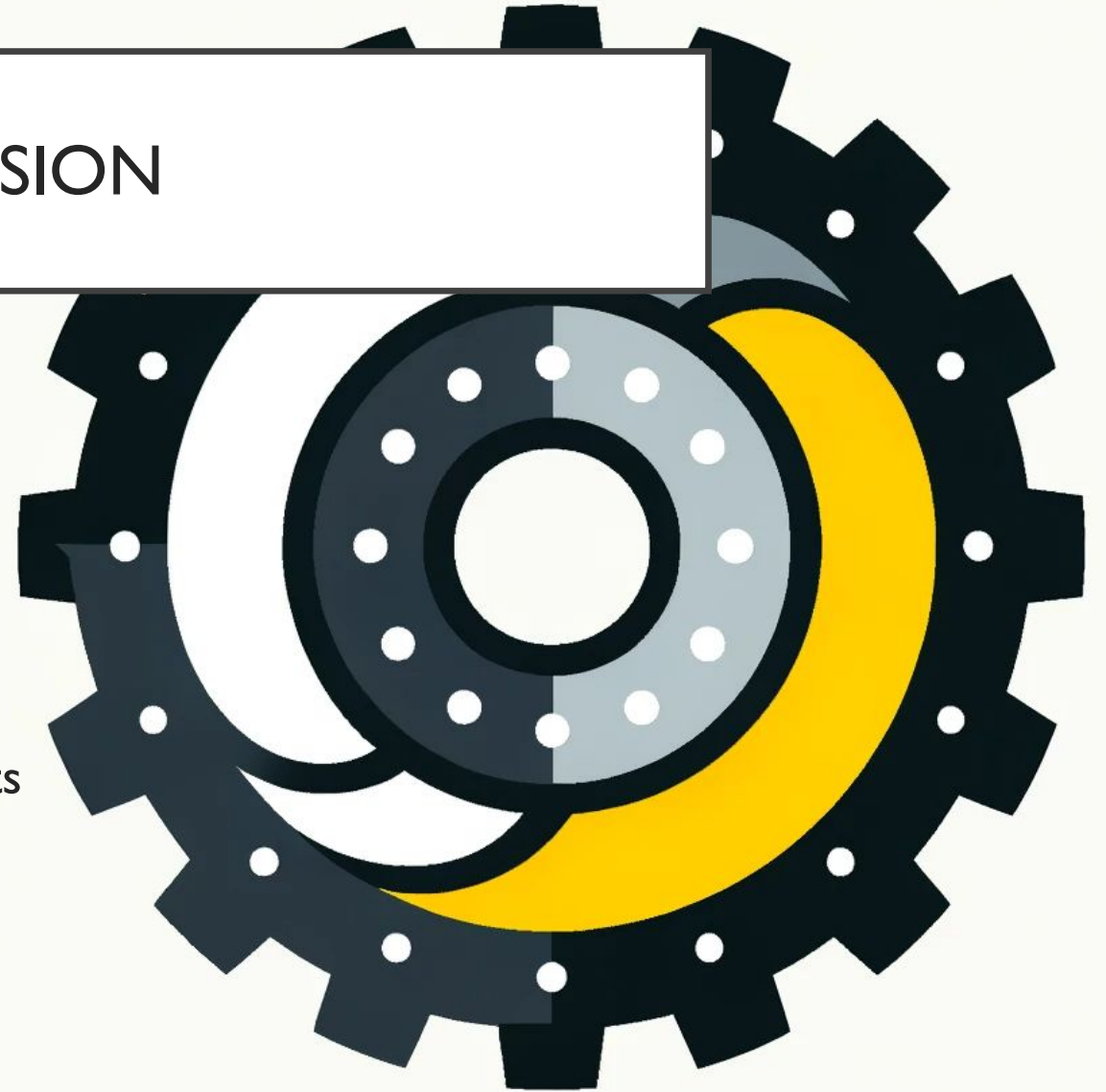
Business stakeholders think that there is low number of users because of bugs.

What should you do as a first tester?

CONCLUSION

- Do not be afraid of chaos

- Gather information

- Understand the goal and create a plan

- Communicate with others

- Use templates, guidelines and checklists

- Make improvements sequentially

THANK YOU!

Checklist to handle the chaos