

Changing the

Context

CAST 2012

**How a bank changes their software
development methodology**

@huibschoots
@huibschoots





- Context
- Challenges
- Change
- Next steps
- Lessons
Learned

Context Rabobank

Major Dutch
Cooperative
Bank

One of the world's
most sustainable
banks

Founded in the
Netherlands 110
years ago

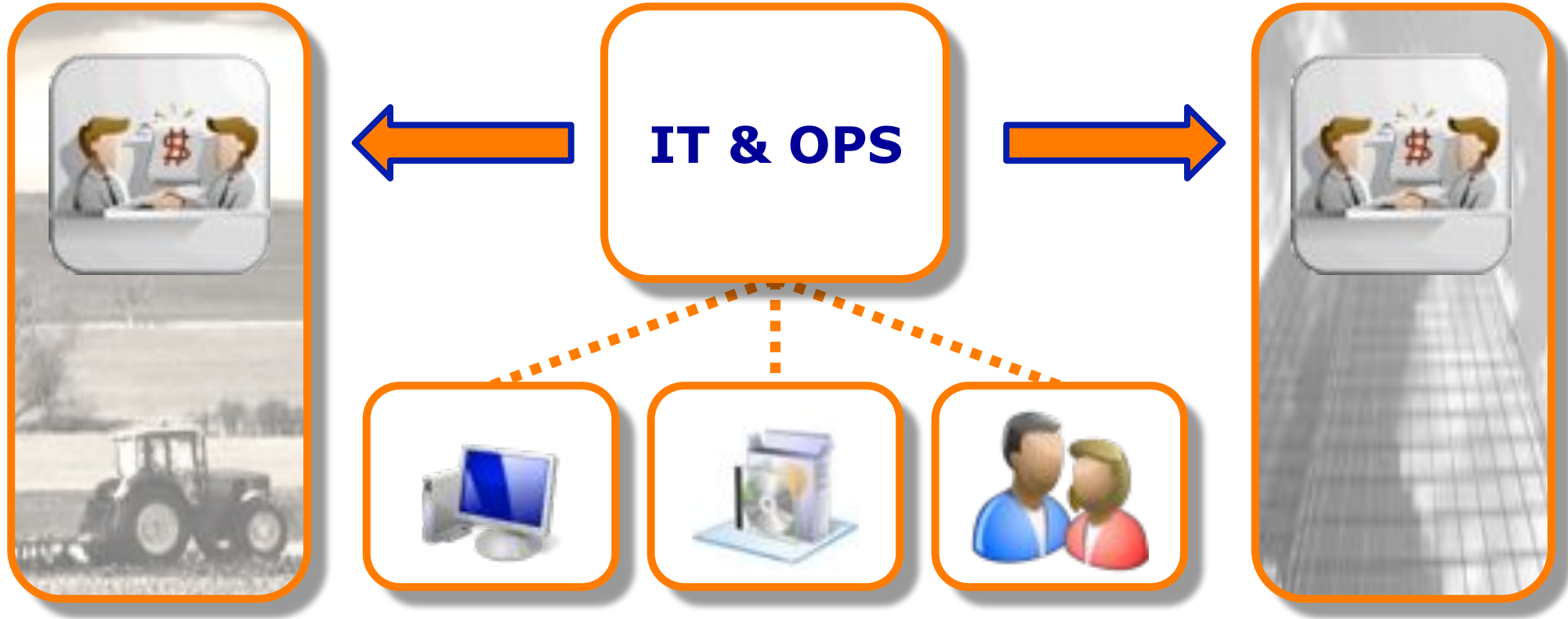
59,700 empl. (FTE)
10 million customers
44 countries

29th biggest &
8th safest bank in
the world
(according to gfmag.com)

Awarded high
rating by all
rating agencies

Roots in agriculture
practicing
cooperative banking
principles

Context Rabobank International



Context Info. Systems & Development



FO
Own Build
Web

BO (CB)
Large COTS
Batch

BO (OPS)
Large COTS
Batch

RISK
Build/COTS
Models

FIN
Large DWH
Ledger



Challenges



Challenges

- **Testing = operating**
- **Implementation of agile**
- **Process & req. driven**
- **Copy – paste templates**
- **Bad documentation**
- **No buzz or passion**

**So, what
happened?**





THE BAND
=THE
CONTEXT-DRIVEN
TESTING
COMMUNITY
(OBVIOUSLY)



**DO YOU
SEE THE
LIGHT?**



**WHAT
LIGHT
?**





**YES! YES!
JESUS H.
TAP-DANCING
CHRIST... I
HAVE SEEN
THE LIGHT!**

**HAVE YOU
SEEEEN
THE
LIGHT?**





Change



The “change”

- RST
- Heuristics
- Passion
- Thinking
- Skills over Knowledge

Agile as a lubricant





Agile as a lubricant

- **Different way**
- **Shorter time box**
- **Collaboration**
- **Low Tech Dashboard**

LOOK UP	TO DO	DOWN	DOWN
<p>REC'D</p>			
<p>Pool</p>			

UNGLASS	STARTED	READY FOR UAT

TO DO	STARTED	DONE

001 update (v1.0) - in detail phase
 ✓ Review document status
 ✓ Review document content
 ✓ Review document structure/links
 ✓ Review document metadata
 ✓ Review document security
 ✓ Review document accessibility
 ✓ Review document performance
 ✓ Review document compliance



**Being passionate is
contagious**





Passion = contagious

- **Testing Dojo**
- **Intervision**
- **Different conferences**
- **Conference speakers**

A large, curling blue wave crashing under a clear blue sky. The wave is the central focus, with a white, foamy crest. The water is a deep, vibrant blue, and the sky is a clear, bright blue. The overall scene is dynamic and powerful.

2nd Wave

An aerial photograph of the ocean showing a large, turbulent wave with white foam at the top, transitioning into smaller, more regular waves below. The water is a deep blue color.

2nd Wave

- **Concurrent testing**
- **Exploratory testing**
- **Mind Maps**
- **Work groups**



The road ahead



The road ahead

- **SBTM**
- **Test automation**
- **Coaching**
- **Practise**
- **Evaluate / retrospect**
- **Collaboration**

**What made
it work?**





What made it work?

- **Step by step**
- **Being passionate**
- **Adapt to context**
- **Community**
- **Persistence**
- **Questioning**

**What didn't
work?**





What didn't work?

- Only training
- One time only
- Project Pressure
- Big chunks
- Not willing to change

**What
brought the
change?
2 Hints!**



1.



2.



Saint Michael



← Devil!

Huib Schoots

www.magnifiant.com
@huibschoots
huib.schoots@gmail.com
+31 (0)6 - 24641033

