



Changing the Context

How a bank changes their software development methodology

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@esconfs
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www.eurostarconferences.com





Changing the

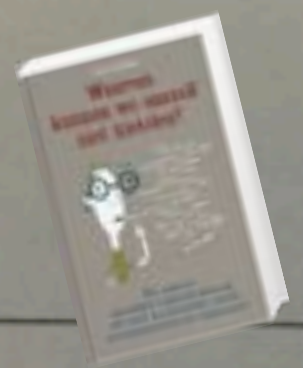
Context

How a bank changes their software development methodology



Rabobank

Hoofdstuk 4



Getallen, spelletjes en tijdverdrijf

Is there a good way to remember pin codes?

? Is er een goede manier om pincodes te onthouden?

Veiligheidsexperts zeggen ons altijd meteen dat je pincodes niet moet opschrijven, maar ze bieden geen behoorlijk alternatief. Maar als ze echt slim waren geweest, hadden ze ingezien dat een vierlettercode veel meer mogelijkheden biedt en bovendien ook nog gemakkelijker te onthouden is.

@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

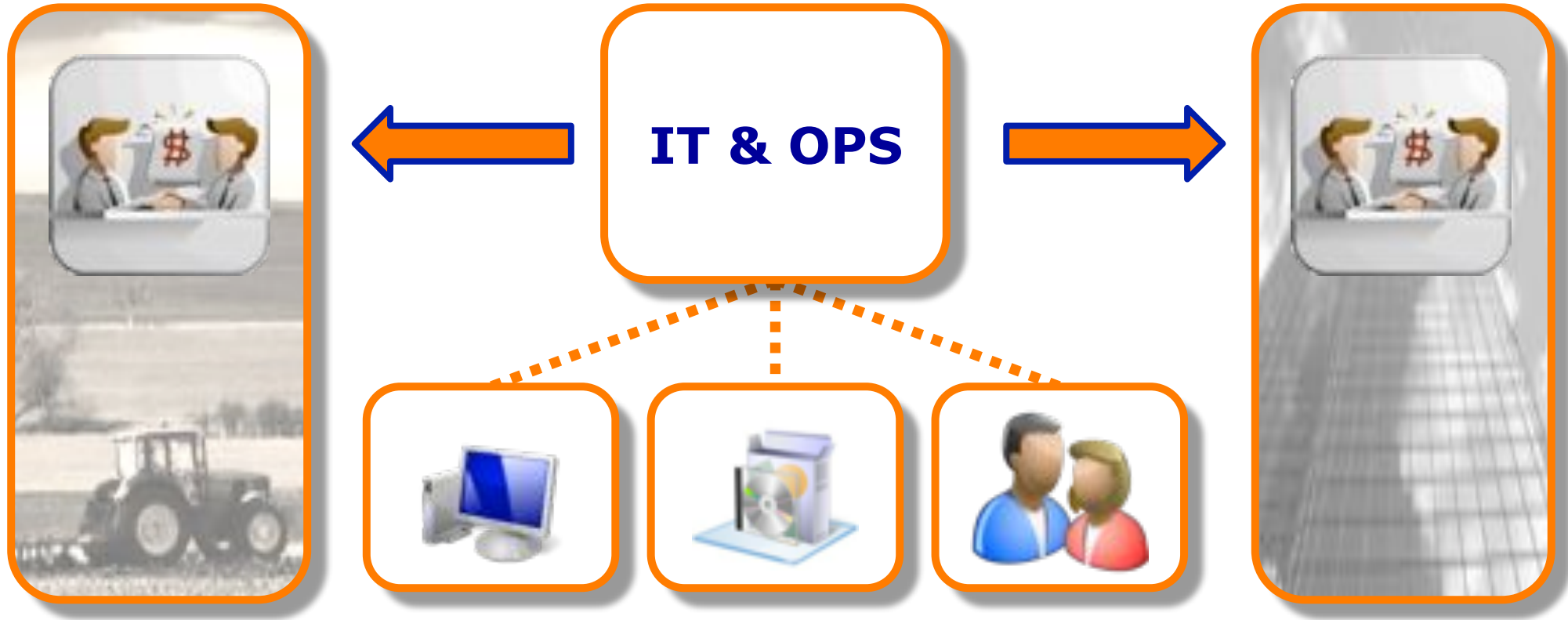
59,700 empl. (FTE)
10 million customers
44 countries

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
App/Web



BO (CB)
Large COTS
Batch



BO (OPS)
Large COTS
Batch



RISK
Build/COTS
Models
DWH



FIN
Large DWH
Ledger



Challenges



Challenges

- **Testing = operating**
- **Implementation of agile**
- **Process & req. driven**
- **Bad documentation**
- **Copy - paste templates**
- **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”

- **Rapid Software Testing**
- **Context-driven**
- **Passion**
- **Thinking**
- **Skills over knowledge**

Agile as a lubricant





Agile as a lubricant

- **OpenUp / agile**
- **Different way**
- **Shorter time boxes**
- **Collaboration**
- **Low tech dashboards**

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
 ✓ Review document integration



**Being passionate is
contagious**





Passion = contagious

- **Testing Dojo**
- **Intervision**
- **Learning: books, blogs, 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

- **“Agile testing”**
- **Exploratory testing**
- **Mind Maps**
- **Workgroups**
- **Testability**

Tools?





Tools?

- **HP Quality Centre**
- **HP QTP / TTCN-3**
- **MS TFS**
- **Unit testing tools**
- **“Home made”**
- **Mind Manager**
- **Excel**
- **Other**
- **And more to come...**



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**

Who's next?





You're next!!

- **Rapid Software Testing**
- **Passion!**
- **Think**
- **Question everything**
- **Testing is a social science**
- **Explore**
- **Learn:**
 - **Coach & get coached**
 - **Practice a lot!**
 - **Read**
 - **Discuss**

Find the resource lists at my website:

<http://www.huibschoots.nl/links>



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