



Changing the

Conte T

Implementing agile testing in our software development

Testing Forum Copenhagen 2012

@huibshoofs
@huibshoofs





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

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

Rabobank International



Information 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"

=

**CONTEXT-DRIVEN
TESTING COMMUNITY**

(OBTAINING)



**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 (urgent) - in detail phase
 ✓ Review document status
 ✓ Review to update - status
 ✓ Review English document/needs - 26-3
 ✓ Review test (26/27/27) - 28-30
 ✓ Review test environment - 29-31
 ✓ Review test in detail - 29-31
 ✓ Review test in detail (29-31) - 29-31
 ✓ Review test in detail (29-31) - 29-31



**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 a vibrant turquoise color, curling over to the right. The sky is a deep, clear blue. The text "2nd Wave" is overlaid on the right side of the image.

2nd Wave

An aerial photograph of the ocean showing a large, turbulent wave with white foam at the top, transitioning into smaller, more rhythmic 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**



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**

Agile Testing Tips





Agile testing

- **Agile (testing) mindset**
- **Collaboration**
- **Exploratory Testing**
- **Test Automation**
- **Testability**
- **Pair testing**
- **Continuous improvement**
- **Keep it simple**
- **Evaluate often**

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