



How to Talk About Testing

Storytelling for Exploratory Testers



De Agile Testers



Agenda

- ▶ Talking about testing
- ▶ Test Reporting: what & how?
- ▶ Three-part Testing Story



Main sources



<https://rapid-software-testing.com/>



<https://en.deagiletesters.nl/services/training/cpat>



The tool for today: Miro

https://miro.com/app/board/o9J_IHoEYoU=/

To make it easy, go to: http://bit.ly/MoT_99min_ST





Hi there!

Let's get to know each other a little better...

1. Where are you from?
2. What is your favorite thing to do outside of work?
3. What is your role within your company?
4. What is your experience with storytelling or test reporting?

Write your answers in the chat please!





What do you want to learn today?

Write your answers in Miro please!





What is test reporting?

Write your answers in Miro please!



What information does a test report share?

Write your answers in Miro please!



Exercise

'Parking cost calculator'



PARKING COST CALCULATOR

Choose a Parking Lot

Please input entry date and time AM PM

Please input leaving date and time AM PM

ESTIMATED PARKING COSTS \$ 0



Parking Cost Calculator!

- I want you to test this product **in 10 minutes**
- Think about what you want to test and why (mission & strategy)
- It is not about testing it fully nor about testing it deeply
- Test the app to **collect some data** to practice reporting later
- While testing, make concise notes!

Any questions?





Test reporting

- Write your test report on **one** sticky note **in 3 minutes**
- Please put your name on your sticky!



Write your answers in Miro please!



Let's talk about your testing!









| | | | |
|----|---|-------------------------|---|
| 1 |  | Safari Jeep with driver | ✓ |
| 3 |  | 3 Male + 1 Female | ✓ |
| 1 |  | Lunch in open air | ✓ |
| 3 |  | 2 Sunrise + 1 Sunset | ✓ |
| 14 |  | 4 Baby elephants! | ✓ |
| 6 |  | On the grass | ✓ |
| 7 |  | They all looked at us | ✓ |

ACCEPTED

Number of new Jira items.

Per September 1st, 244 new items were reported as a result of testing.

After the final testround only 37 JIRA items were not solved yet. None of them was a priority 1 bug.

About the final tests:

Week 45, build 7594, environment 6: 74% tested (1016 SRS out of 1372); FAIL/TESTED= 2,5%;

Week 46, build 7596/7606, environment 2: 71% tested (979 SRS of 1378); FAIL/TESTED= 0,4%

Week 47, build 7606, environment 6: 51% tested (697 SRS out of 1375); FAIL/TESTED= 1,6%

Week 47, build 7608, environment 6: 17% tested (233 SRS of 1375); FAIL/TESTED= 0,0%

For testing build 7606 a partial test is done, the changes were few and small and some risk.

For testing build 7808 only the affected SRS were tested, because of the small changes and low risks.

In week 45, 37 bugs were reported and prioritized. All prio 1 bugs were solved.

Week 46 and 47 were used for a final check.

Based upon the experience of the development team we decided a partial test of build 7606 and the final test of build 7608, given the score of testresults of build 7606.

Result is 0 bugs with prio 1, (...) bugs with prio 2 and bugs with prio 3.

The problem with Microsoft update 3003750 are known and will be communicated to customers.

Conclusion is that CA Client is ready for release.

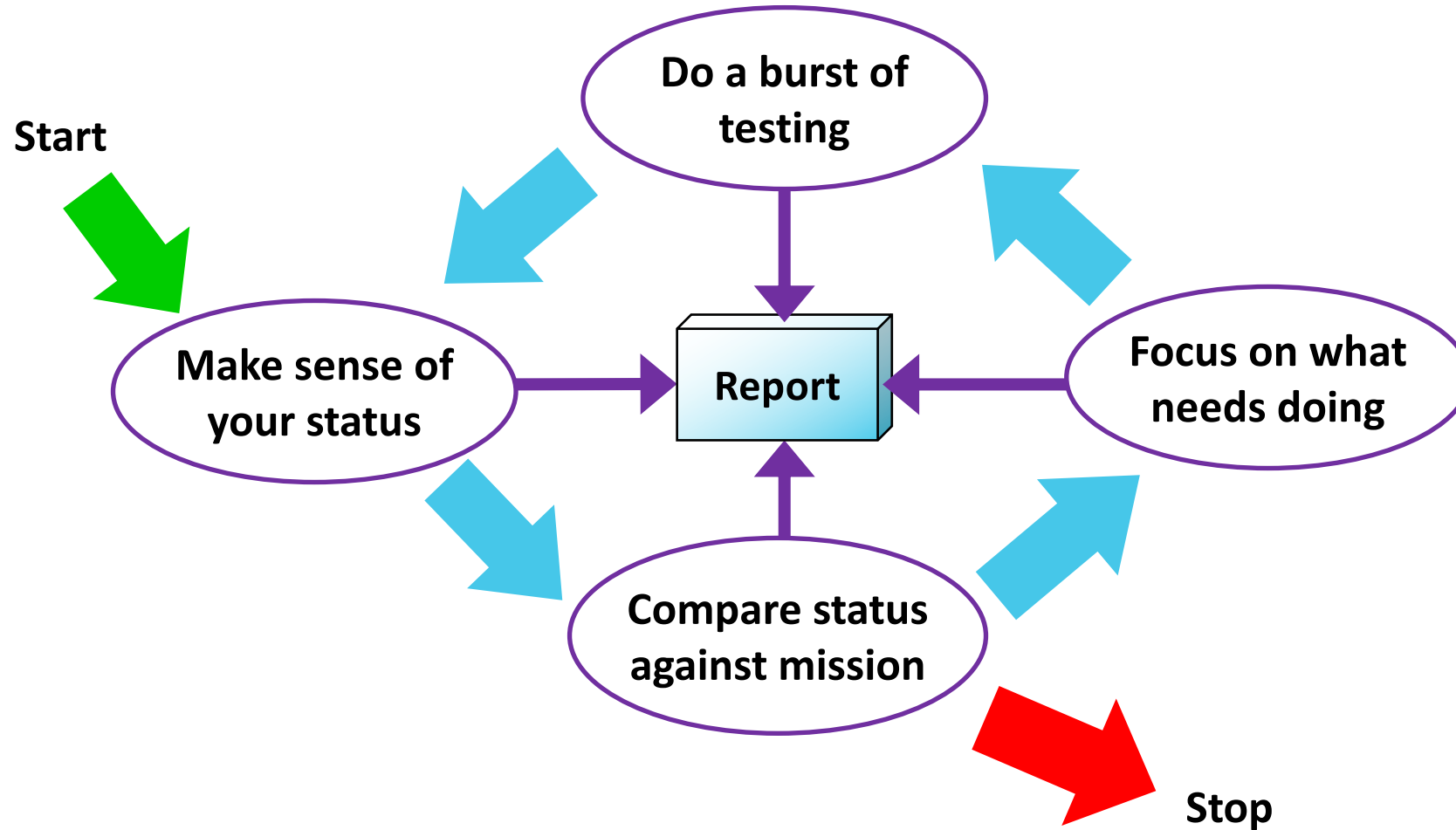


What is a test report?

- A test report is any **description, explanation, or justification** of the status of a test project
- A comprehensive test report is all of those things together
- A professional test report is one competently, thoughtfully, and ethically designed to serve your **clients in that context**
- A test report isn't (always) a document
- A test report isn't "just the facts." It's a **story** about facts



Cycles with Ongoing Status Reports



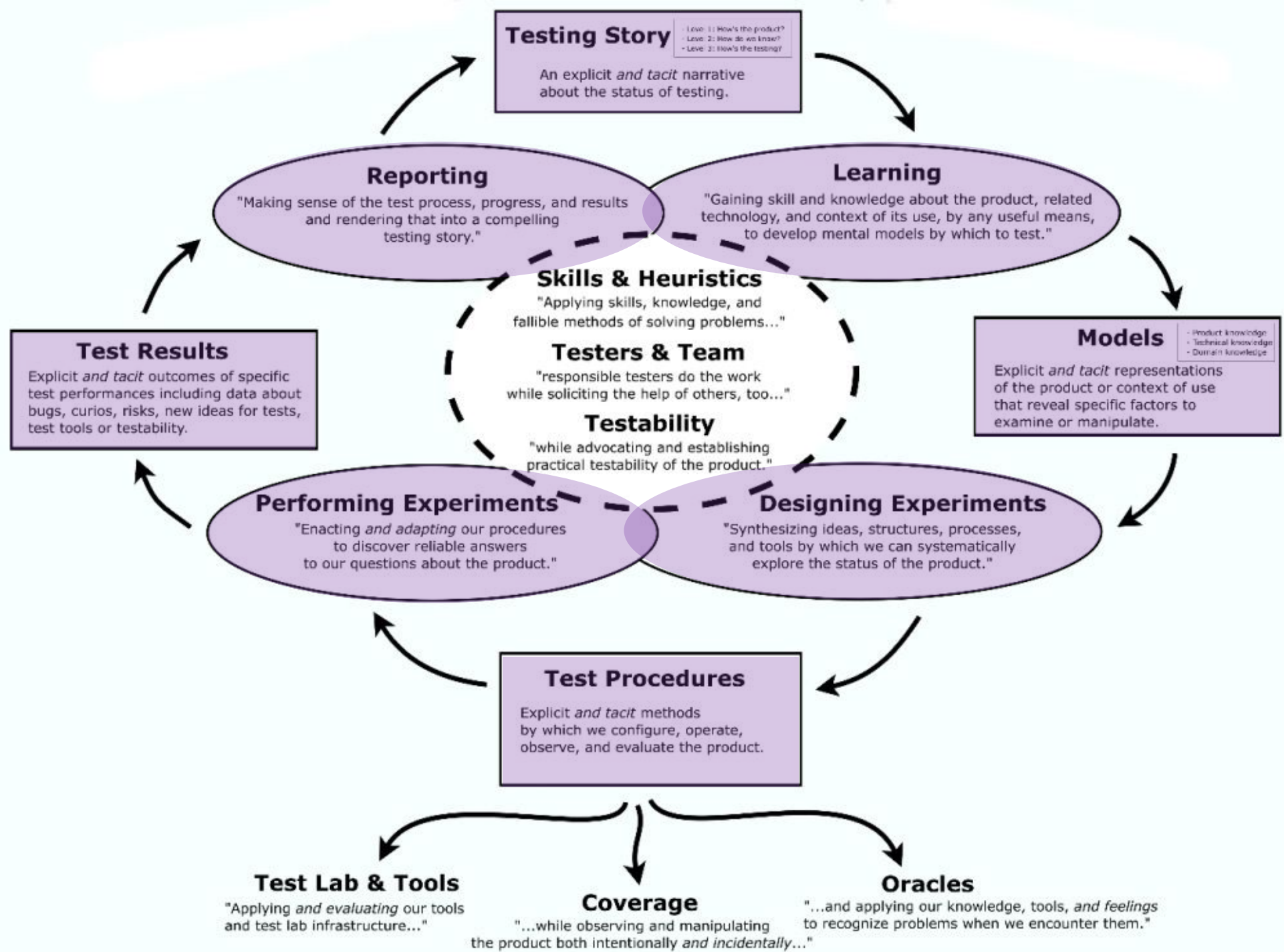


ET is a Structured Process

In excellent exploratory testing, one structure tends to dominate all the others:

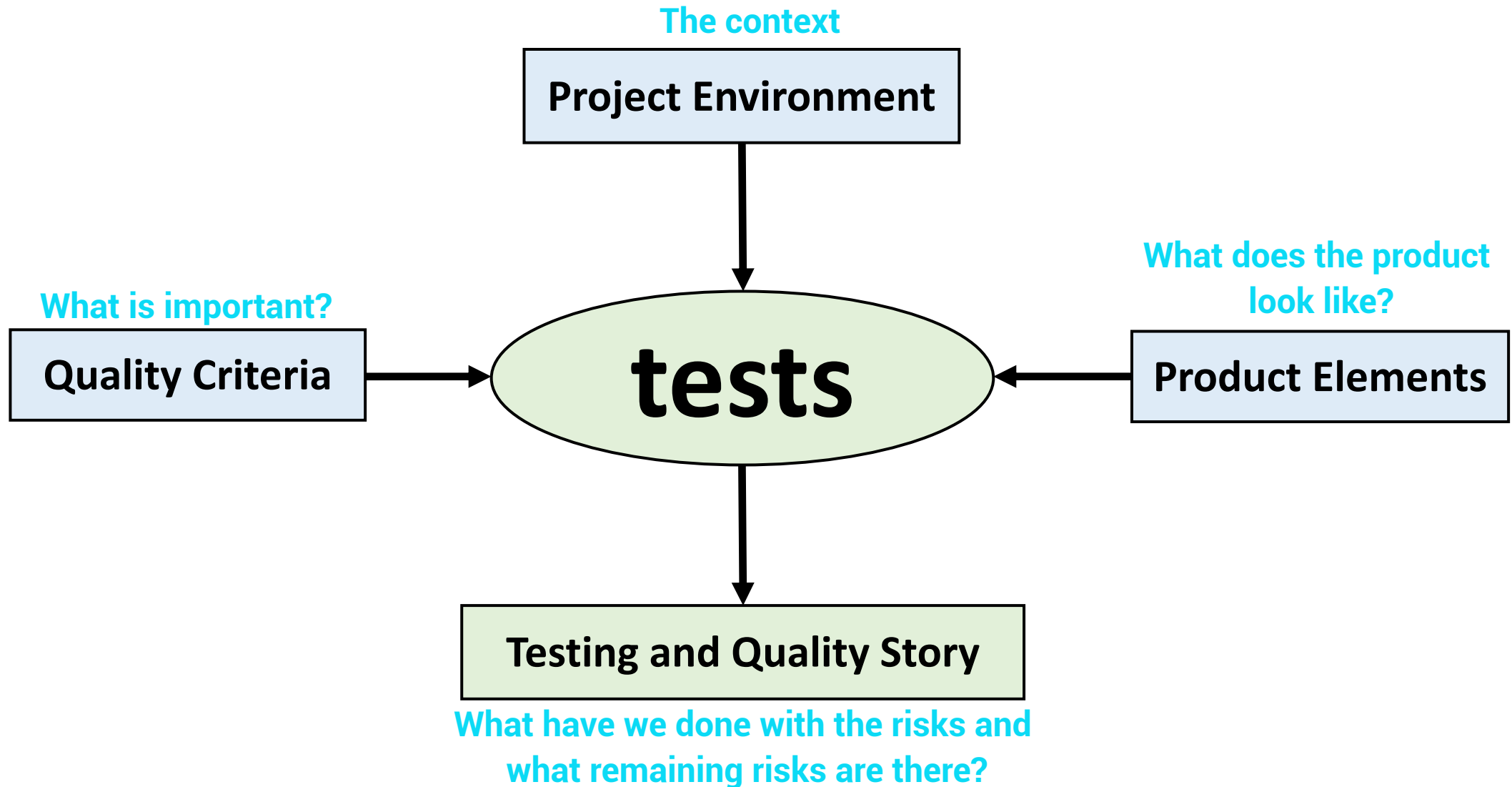
The Testing Story

Exploratory testers construct a compelling story of their testing. It is this story that gives ET a backbone.





A Heuristic Test Strategy Model





To test is to construct three stories

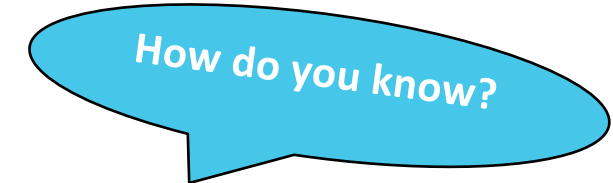
Level 1: A story about the status of the PRODUCT...

...about how it failed, and how it *might* fail...
...in ways that matter to your various clients.



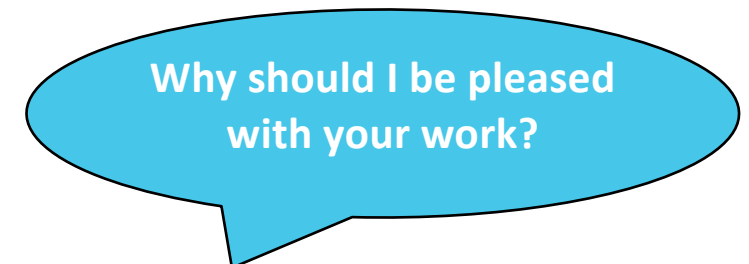
Level 2: A story about HOW YOU TESTED it...

...how you configured, operated and observed it...
...about what you haven't tested, yet...
...and won't test, at all...



Level 3: A story about the VALUE of the testing...

...what the risks and costs of testing are...
...how testable (or not) the product is...
...things that make testing harder or slower...
...what you need and what you recommend...





Exercise

'Parking cost calculator' – part 2



PARKING COST CALCULATOR

Choose a Parking Lot: Valet Parking

Please input entry date and time: MM/DD/YYYY 12:00 AM

Please input leaving date and time: MM/DD/YYYY 12:00 AM

ESTIMATED PARKING COSTS \$ 0

Calculate



Test reporting – part 2

- Write your test report on **one** sticky note **in 5 minutes**
- Now try to talk about all levels of the testing story:
 - Level **1**: **Product** story → Status of the **PRODUCT**
 - Level **2**: **Testing** story → How you **TESTED** it
 - Level **3**: **Quality** story → **VALUE** of the testing & remaining risks
- Please put your name on your sticky!

Write your answers in Miro please!



Let's talk about your testing!

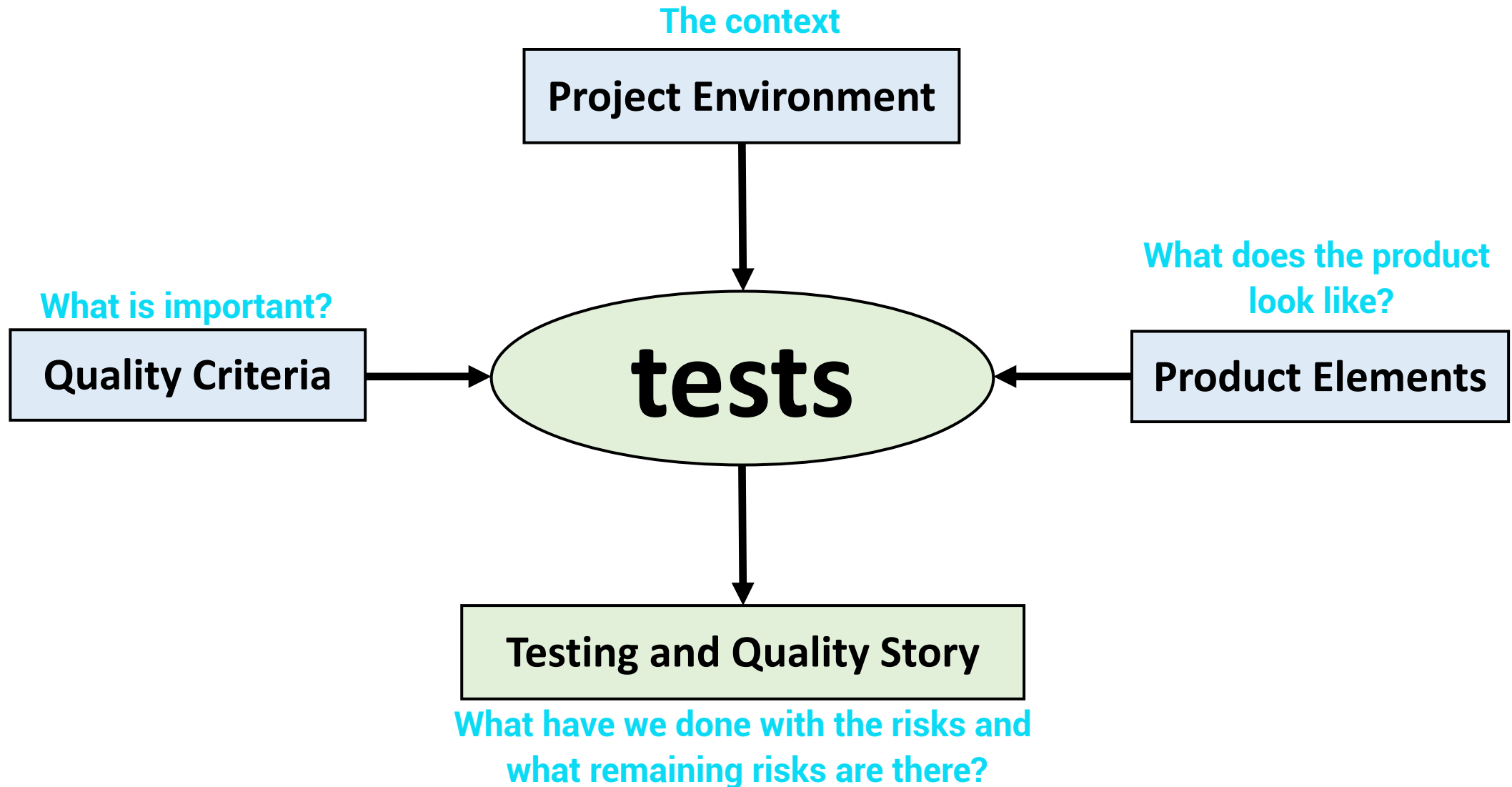


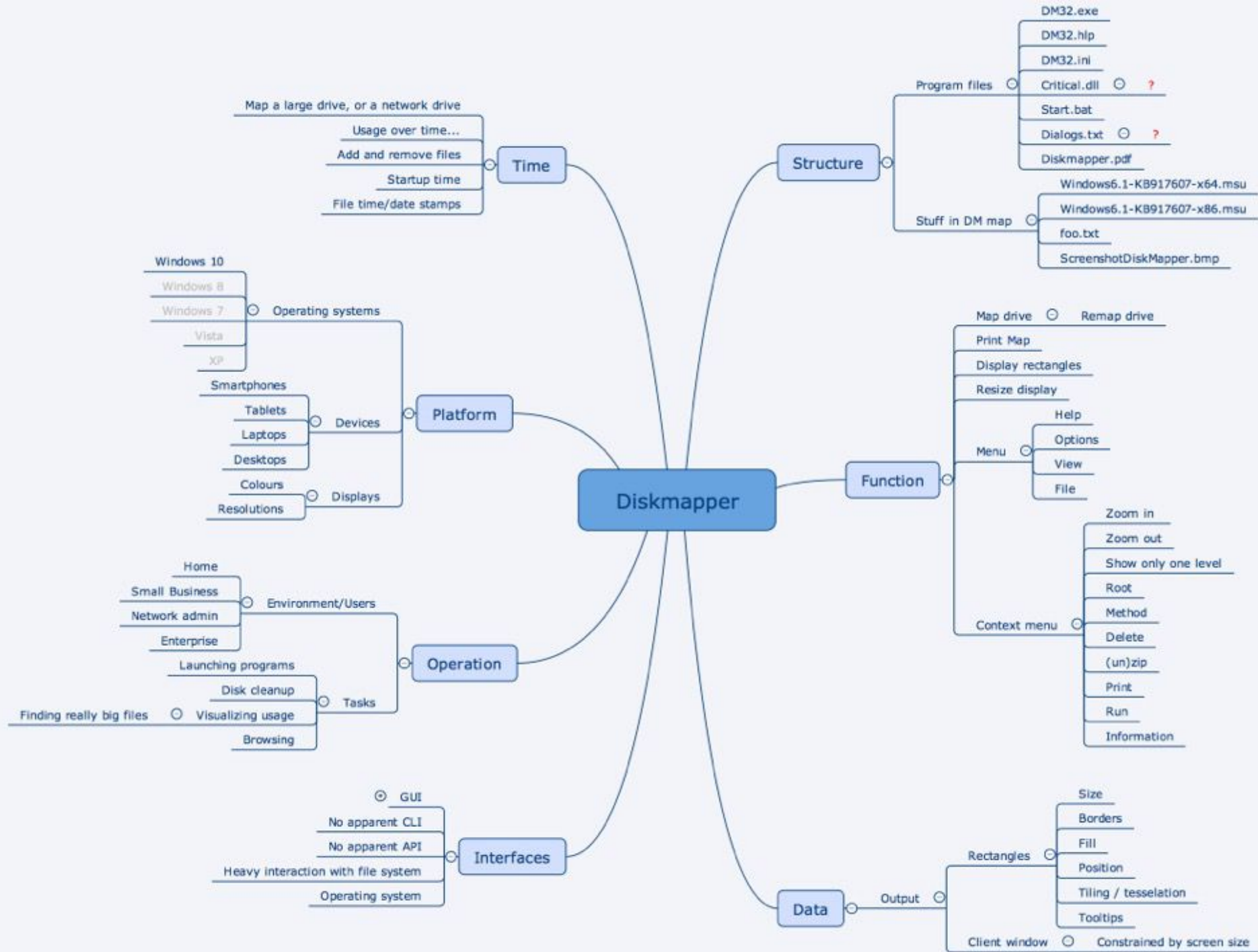


Story support



A Heuristic Test Strategy Model





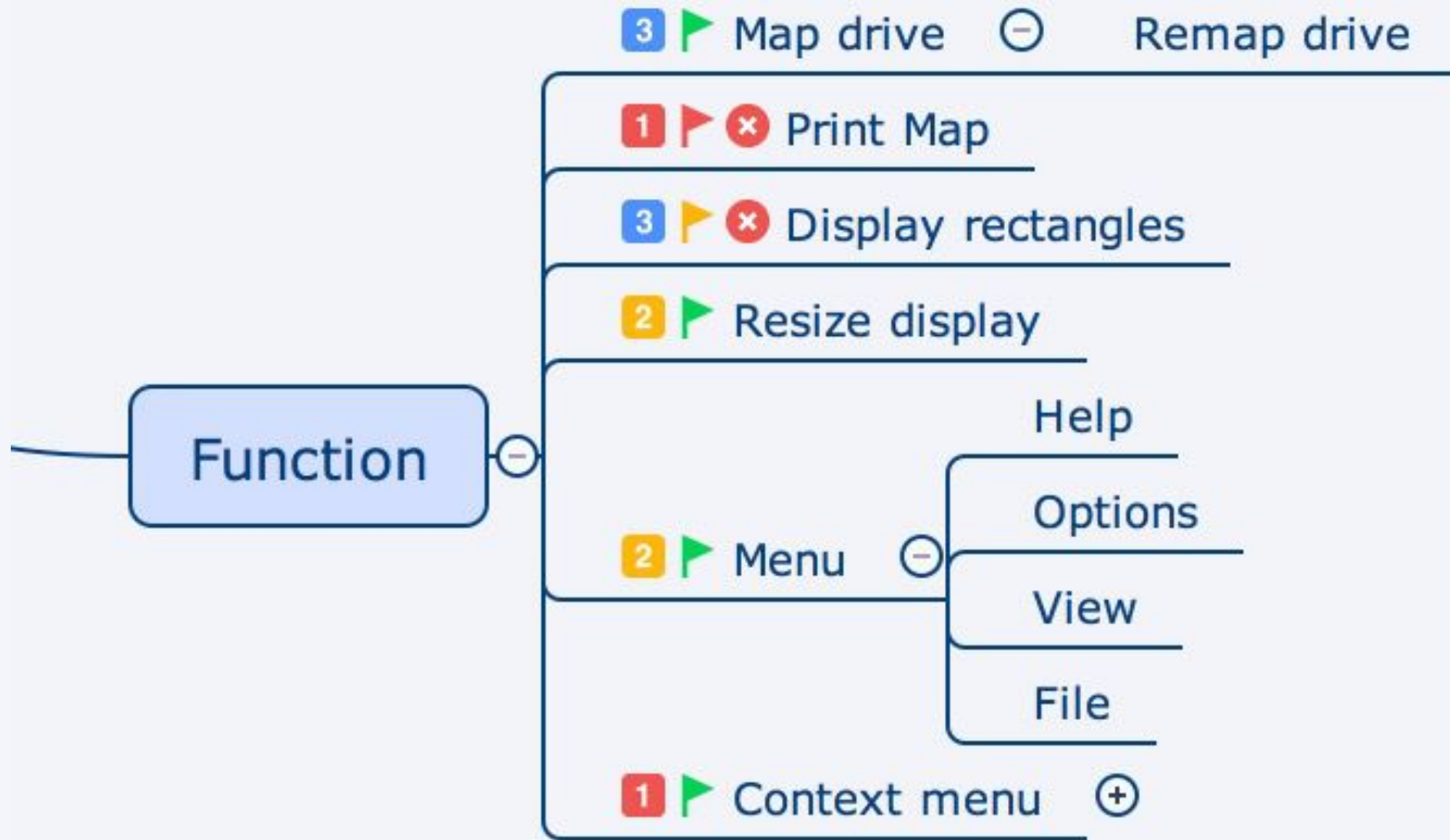


Watch my video

Product coverage outline

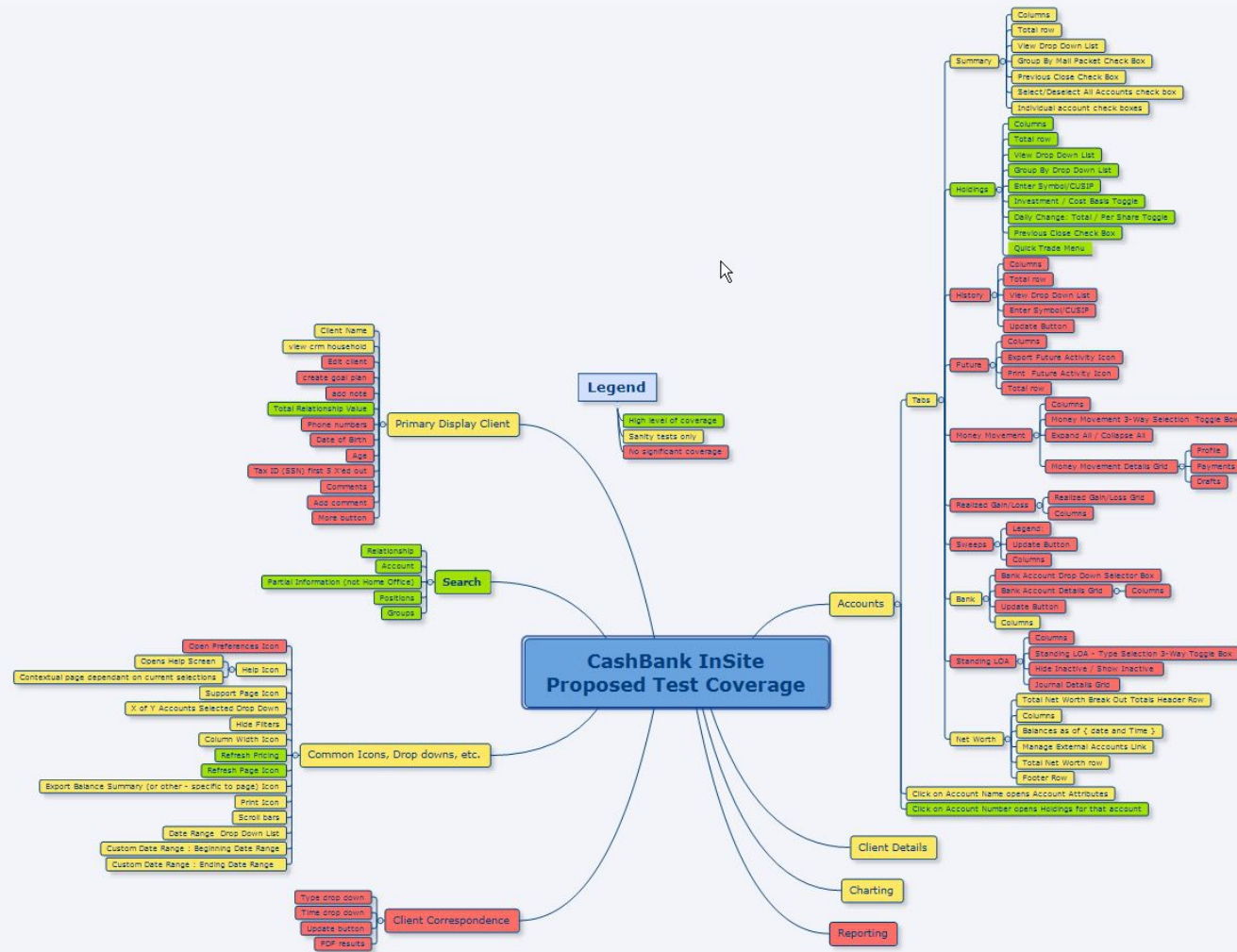
Huib Schoots
www.huibschoots.nl/blog

<http://youtu.be/NUojNfDjIjw>
(or <http://bit.ly/productcoverageoutline>)



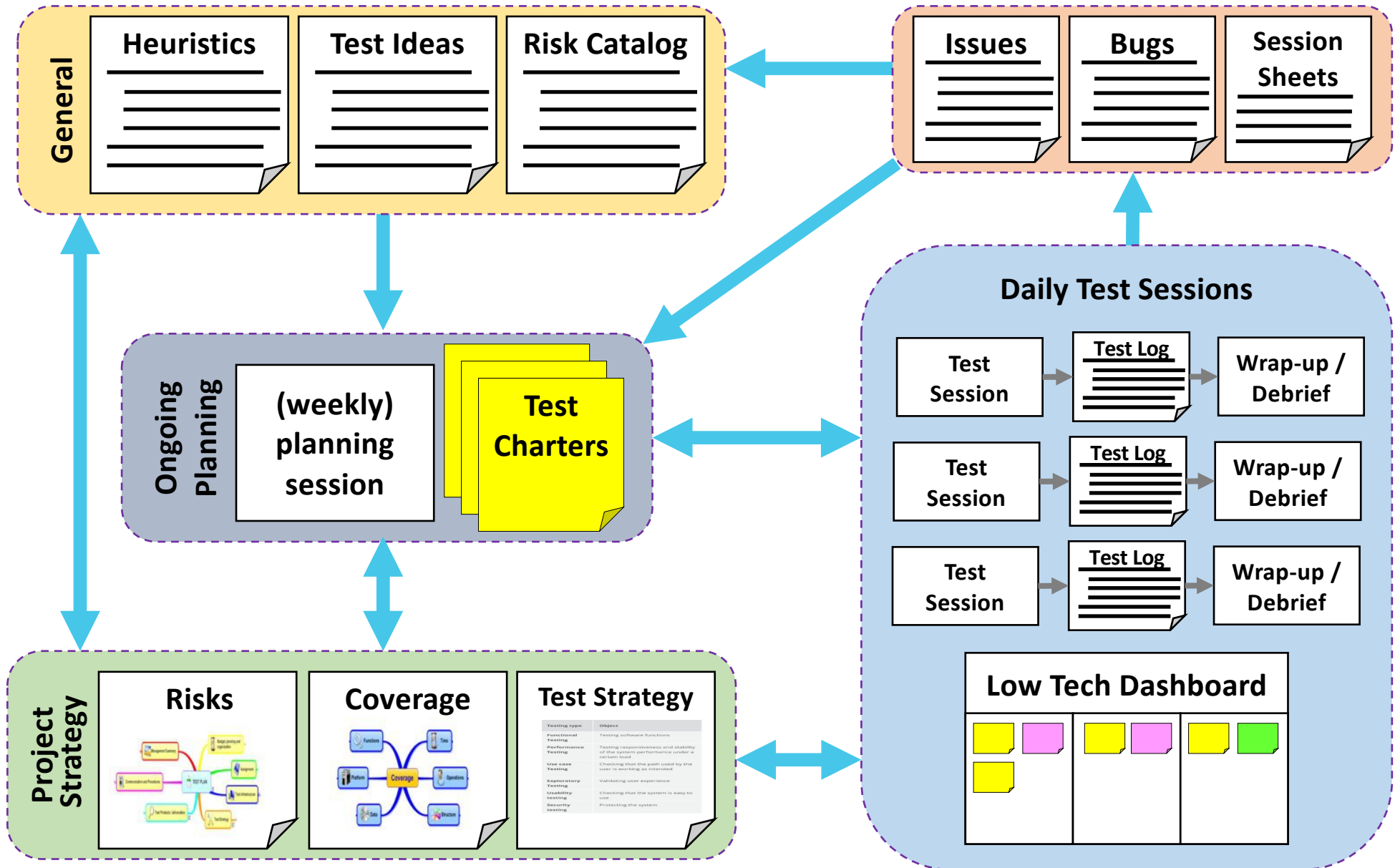


Coverage Reporting





| Testing Dashboard | | | | Updated: 2/21 | Build: 38 |
|-------------------|----------------|----|----|-------------------------|---------------------|
| Area | Effort | C. | Q. | Comments | |
| file/edit | high | 1 | 😊 | | |
| view | low | 1+ | 😐 | 1345, 1363, 1401 | |
| insert | low | 2 | 😊 | | |
| format | low | 2+ | 😐 | automation broken | |
| tools | blocked | 1 | 😞 | crashes: 1406, 1407 | |
| slideshow | low | 2 | 😞 | animation memory leak | |
| online help | blocked | 0 | | new files not delivered | |
| clipart | none | 1 | 😐 | need help to test... | |
| converters | none | 1 | 😐 | need help to test... | |
| install | start 3/17 | 0 | | | |
| compatibility | start 3/17 | 0 | | lab time is scheduled | |
| general GUI | low | 3 | 😊 | | |





Debrief - PROOF

- Past:** What happened during the session?
- Results:** What was achieved during the session?
- Outlook:** What still needs to be done?
- Obstacles:** What got in the way of good testing?
- Feelings:** How does the tester feel about all this?

Create insight, build story, check, help, retrospect and learn!



Advice for Product Status Reporting

- Build credibility (by being credible)
- Know the context of your tests (test framing)
- Don't use numbers out of context (e.g. no test case counts)
- Highlight general test activities (put testing work in context)
- Highlight product risk (put bugs in context)
- Practice "safety language" (avoid misleading speech)
- Tell a three-part testing story (status ← testing ← value)
- **Tailor the report to the context and mission**



**Comments, feedback,
stories or questions ??**

Thank you!



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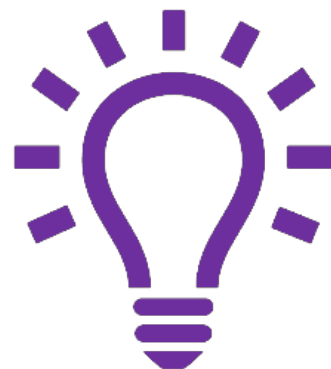


More info on storytelling

- ▶ The science behind storytelling - <https://www.harvardbusiness.org/the-science-behind-the-art-of-storytelling/>
- ▶ Future of StoryTelling - Paul Zak - <http://youtu.be/DHeqQAKHh3M>
- ▶ Testers Tell A Compelling Story by Connor Roberts - <http://pixelgrill.com/testers-tell-a-compelling-story/>
- ▶ Braiding The Stories (Test Reporting Part 2) - <http://www.developsense.com/blog/2012/02/braiding-the-stories/>
- ▶ Delivering the News (Test Reporting Part 3) - <http://www.developsense.com/blog/2012/02/delivering-the-news-test-reporting-part-3/>
- ▶ Books:
 - “Storytelling Animal” by Jonathan Gottschall
 - “The Storyteller’s Secret” by Carmine Gallo

Must see TED talks:

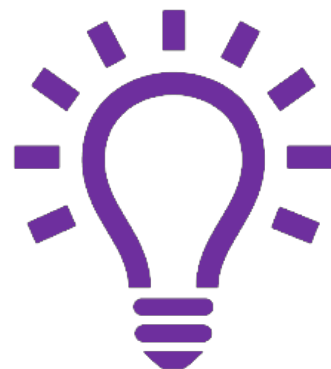
- ▶ Andrew Stanton: The clues to a great story - <https://youtu.be/KxDwieKpawg>
- ▶ Julian Friedmann: The mystery of storytelling - <https://youtu.be/aI3-KI4BDUQ>
- ▶ Suzanne Duncan: The dark side of storytelling - <https://youtu.be/3SUIiF-ifIM>
- ▶ Nancy Duarte: The secret structure of great talks - <https://youtu.be/UfQF3DXG-S4>
- ▶ David Phillips: The magical science of storytelling - <https://youtu.be/Nj-hdQMa3uA>





References and more info

- ▶ Rapid software testing - <https://www.rapid-software-testing.com>
- ▶ CPAT - <https://en.deagiletesters.nl/test-skills/cpat>
- ▶ Example Test Report - <https://www.satisfice.com/download/test-report-example-audit-testing>
- ▶ Heuristic Test Strategy Model - <https://www.satisfice.com/download/heuristic-test-strategy-model>
- ▶ Creating a Test Strategy - <https://www.huibschoots.nl/wordpress/?p=2726>
- ▶ Considerations when testing a software application in a context-driven way - <https://www.huibschoots.nl/wordpress/?p=2781>
- ▶ Test Eye Software Quality characteristics - http://thetesteye.com/posters/TheTestEye_SoftwareQualityCharacteristics.pdf
- ▶ About (mental) models - https://fs.blog/mental-models/#building_a_latticework_of_mental_models
- ▶ Collected useful links on my website - <http://www.huibschoots.nl/links>





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