



Let's stop talking  
about testing,  
let's start thinking  
about value



**YOU TALK TOO  
MUCH**



**classic**

# Hello!

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# Most Influential Agile Testing Professional Person 2018



**VOTE ALEX!**



<http://agiletestingdays.com/miatpp/>



**Let's start**  
With a couple of rants...



**Testing is  
under  
appreciated**





#TestNet @alex\_schl @huibschoots

**Unable to  
explain what  
we do...**





#TestNet @huibschoots @alex\_schl

# Testing is not being valued

- X Lowered expectations for testing expertise by stuff like ISO standards and ISTQB
- X Avoiding controversy
- X We devalue our own work by becoming tool jockeys
- X We do not stand up for our craft
- X We do not learn or practice enough
- X We don't know how to talk about testing

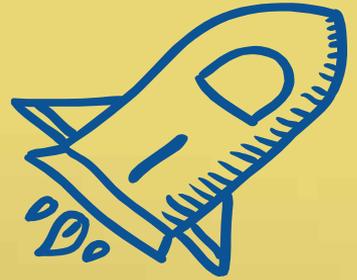


Are we okay with that?

*Our goal:*

***Start a revolution!***

*Learn to talk about quality  
and value!*



# Value?

## X What is value in the first place?

- Value is in the eye of the beholder
- Something the customer is willing to pay for (Taiichi Ohno)
- The importance or worth of something for someone (Cambridge dictionary)

## X What is the value of testing?

## X Why do we need testers?



# It's a trap!

- X I need to talk about testing! it is good for my soul to explain what I did and why...
- X But I don't know how to talk about my testing in a way that others understand...



# What are the traps?

Stories

decay into

Numbers

A performance

decay into

Deliverables

Test strategy

decay into

Test execution

Tool supported testing

decay into

Automation

Many kinds of coverage

decay into

One kind of coverage

Learning activity

decay into

Formalized static tasks

Balance risk and uncertainty

decay into

Certainty

Business Impact

decay into

Bugs

Product story

decay into

Testing jargon



<http://www.satisfice.com/blog/archives/1728>

We've executed 17 test cases in the system test, we've automated 50% of the test cases for area C and now have 30% code coverage. We found three major and five medium bugs, and I'm planning on adding 3 FTE's to do orthogonal pairwise testing. Today we focus on equivalence class analysis, self-verifying data and do the elementary comparison testing!



#TestNet @alex\_schl @huibschoots

# So what?

Maybe testers need to  
stop talking about  
testing?



The information  
from testing  
enables other  
people to do  
better work!





The testing is going well!

How is the product?



It sucks!



What is the role of testers?

We are not here to give confidence...

We are here to demolish unwarranted confidence!



# Testers are like oncologists

We have to establish our role: we deliver bad news most of the time... but that's part of the deal!



# What is the role of testers?

*We see things for what they are. We make informed decisions about quality possible, because we think critically about software.*

*Which means:*

- X Creating awareness about the state of the product*
- X Stay skeptical when everybody else is sure*



REVOLUTION

# Are we ripe for a revolution?

- X People ... are discontented
- X People feel ... held down by unacceptable restrictions
- X People ... think of themselves as belonging to a class, and there is ... bitterness between classes
- X The classes closest to one another are the most hostile



<https://insiderevolution.weebly.com/why-do-revolutions-happen.html>

# A real revolution?

*Maybe not... (no period of terror)*

*But the future is coming - and we need to be prepared.*



# What does the future look like?

- X Programming is one of the new literacies
- X Skills in communication and leadership define success
- X Complex, interconnected webs of human experience and technological integration
- X Data is gold if it can be turned into useful information and even knowledge
- X New uses and value as emergent properties (Unknown unknowns)



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A bright  
future for  
testers?

# Hmmm . . .

So how can we help?

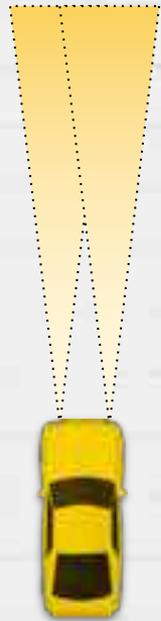
What should we be talking  
about??



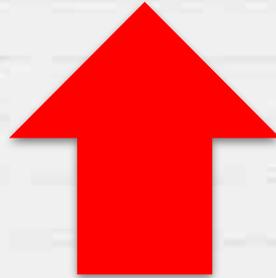
*Are there problems that threaten the on-time, successful completion of the product?*



# The Product Risk Knowledge Gap



What we need  
to know



What we know



Our knowledge of the product:  
How much do we already know?

The purpose of  
testing is to  
close the risk  
gap.

**Dirty little secret**

**We can talk about testing...**

**... if we get better at it!**



## What can we do?

- X **Get better at describing and explaining your testing!**
- X **In a way others understand**
- X **About stuff that matters**



# Questions we must answer

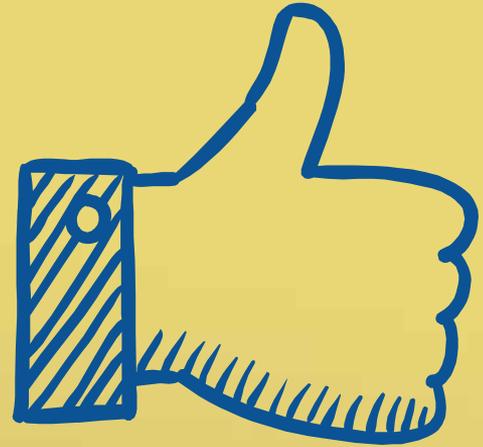
- X What does the client need to know right now?
- X What might hinder the successful completion of the product?
- X What role do I need to take on in this situation to ensure we achieve our aims?
- X Does this matter? To whom?



... can you think of any more concrete questions you can ask to ensure that you are contributing to value?

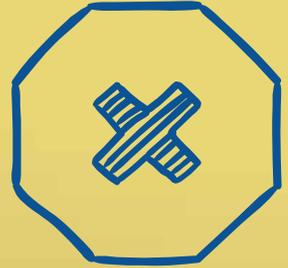
# Establish credibility!

- ✗ Focus on stuff that matters
- ✗ Responsible ways of telling there is a problem (and articulating why there is a problem)
- ✗ By using credible oracles



## How to avoid talking about testing (how not to be bugged)

- X Find enough problems so they don't have time to ask you questions
- X Tell a credible story so they do not care how you got the information
- X Tell people what they need to hear despite of what they want hear
- X If you have to talk about testing ... then prepare to be able to tell a damned good story about your testing



You should talk about

The product story

Risks & value



# Our testing principles

- X Deliver insight into status of the product
- X Practice (and enact) critical thinking
- X Enable testing: lead, coach, teach, support
- X Discuss testability
- X Explore & experiment
- X Promote waste removal / avoidance
- X Help to accelerate the team
- X Advocate continuous improvement
- X Foster quality culture
- X Keep critical distance and close social distance



Be the magic the team is  
afraid to miss



A story about Thomas

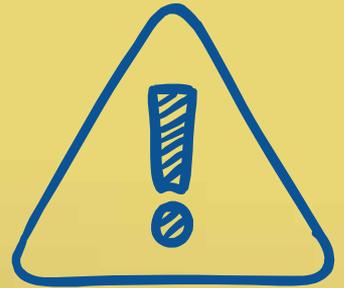
## So now what?

- ✗ **The future is coming, ready or not!**
- ✗ **And it's different enough that we need to change**
- ✗ **We need to revolutionise how we contribute and communicate**



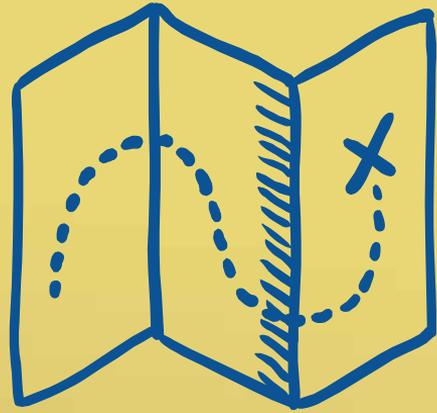
## Summary

- X *Stop talking about testing, talk about the product, risks and value.*
- X *Use the testing principles*
- X *Figure out your own testing paradigm*
- X *Beware of the unknown unknowns*
- X *Explore your way into a bright future*



The revolution starts  
here, right now!

What are you going to  
do different  
tomorrow?

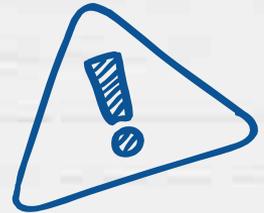
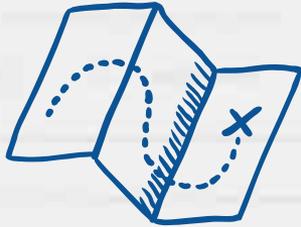


TRACY CHAPMAN

DON'T YOU KNOW  
THEY'RE TALKIN' 'BOUT A REVOLUTION



Any questions?



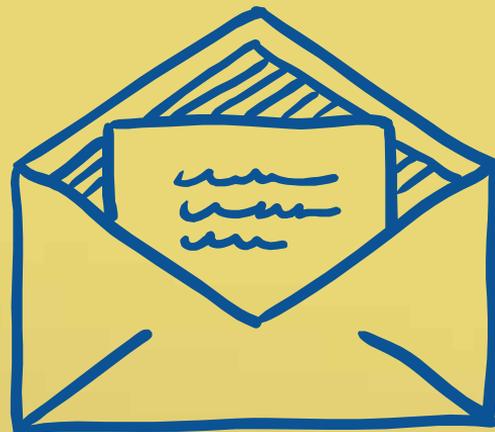
# Thanks!

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# Credits & thanks

## Credits:

- X Presentation template: <http://www.slidescarnival.com/>
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- X Nederlandschreeuwtomcultuur.nl
- X Jargon Free Fridays
- X Tracy Chapman

## Thanks:

- X Michael Bolton

