

STAR **CANADA**

A TECHWELL EVENT

K4

Keynote

Thursday, October 18th, 2018 2:45 PM

From a Testing Team to an Organization Quality Chain

Presented by:

Sophie Benjamin

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Sophie Benjamin

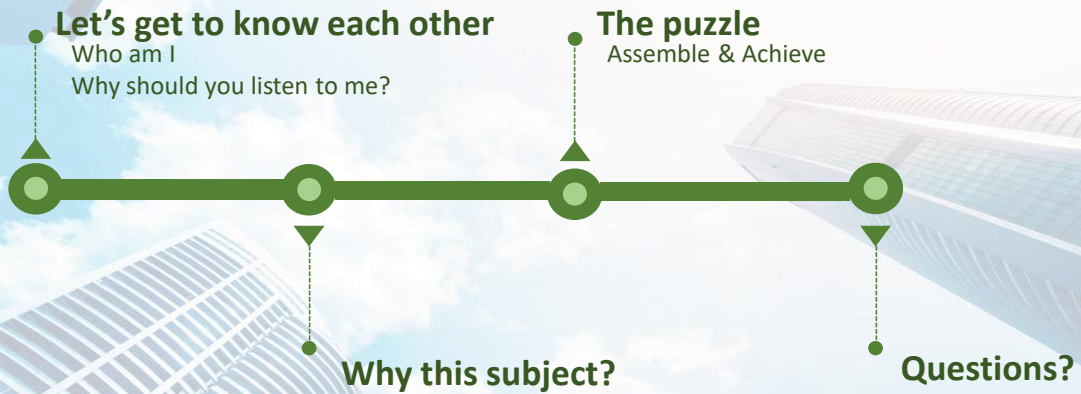
Once the one developer who didn't like to do testing, Sophie Benjamin committed to making software testing a well-respected career path. Sophie has been working in the IT world for more than twenty-five years, acquiring strong experiences in managing all IT roles. She has devoted the last seven years to building and remodeling QA and test teams. Her experience focuses on positioning QA and test teams as a strategic component of a strong partnership within IT departments in order to contribute to the enterprise's objectives. Sophie created a team of QA specialists that is now recognized as an ISTQB platinum partner. She is currently the head of the QA department at Videotron, a Quebec leader in the telecom field.

From a testing team to an organization quality chain

Sophie Benjamin
Head of the Application Development department at Kezber

Conference Overview

From a testing team to an organization Quality chain



Sophie Benjamin

24 years in software development, 10 years+ in QA

- Worked in IT department in several enterprises:
- Endorsed many roles of the IT world
- Managed all teams of development life cycle



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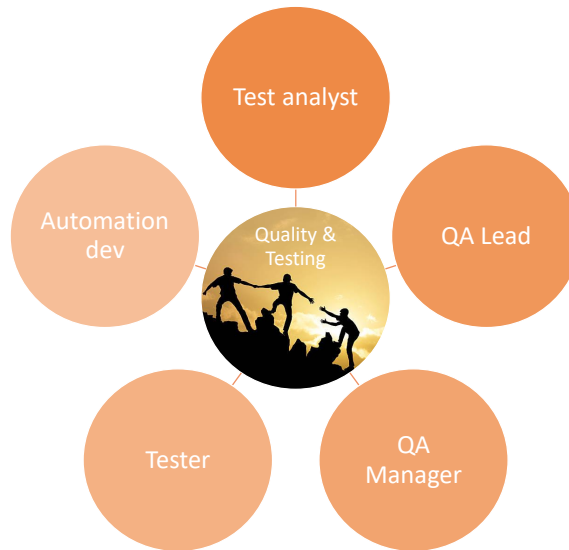
Why this subject?

Building a good Test Team is not enough

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Why go further than building a testing team?



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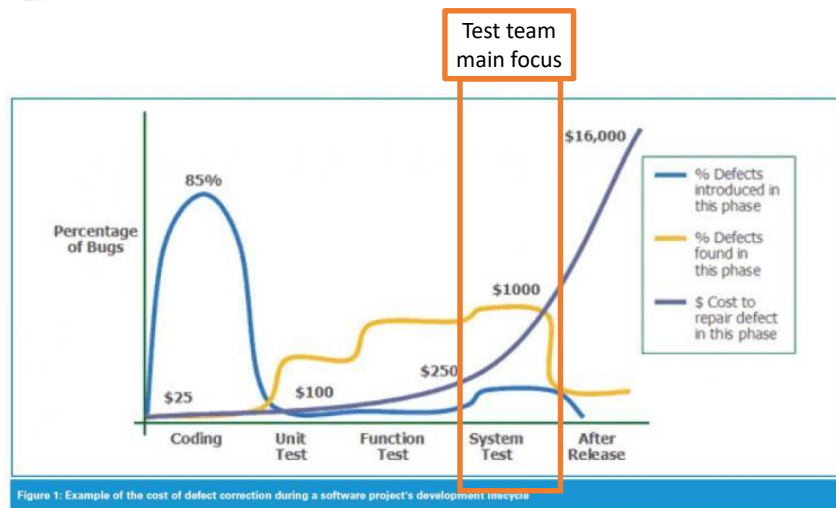
Executives want Return on investment (ROI)



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Where is the ROI?



Cost of defect correction

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Why this subject?

**Because delivering quality solution with
a good ROI
is broader than testing teams**

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Ultimate goal

What will you be leaving with at the end of the presentation ?

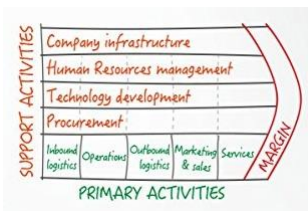
Lots of questions + Toolbox = Your PUZZLE



The Puzzle

Few tools – puzzle pieces

Value Chain



Quality principles from



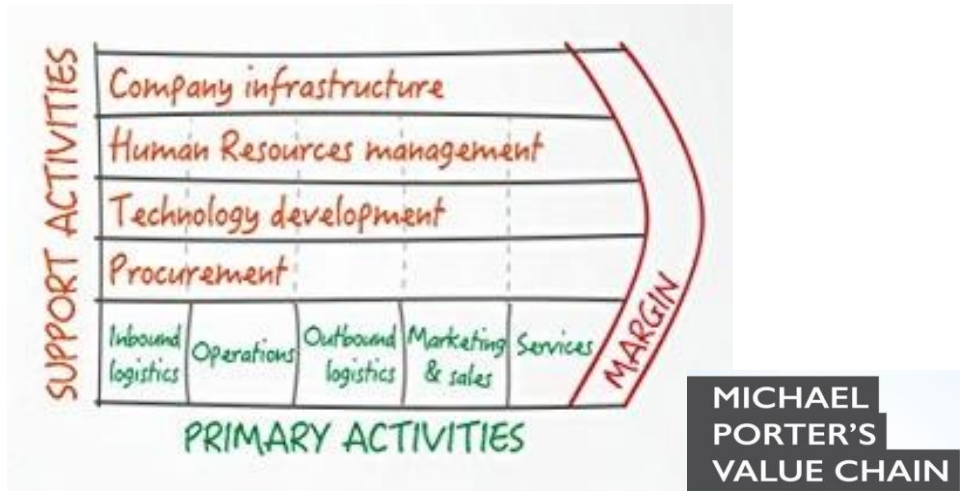
Quality Chain



Quality Value Chain



What is a Value Chain?

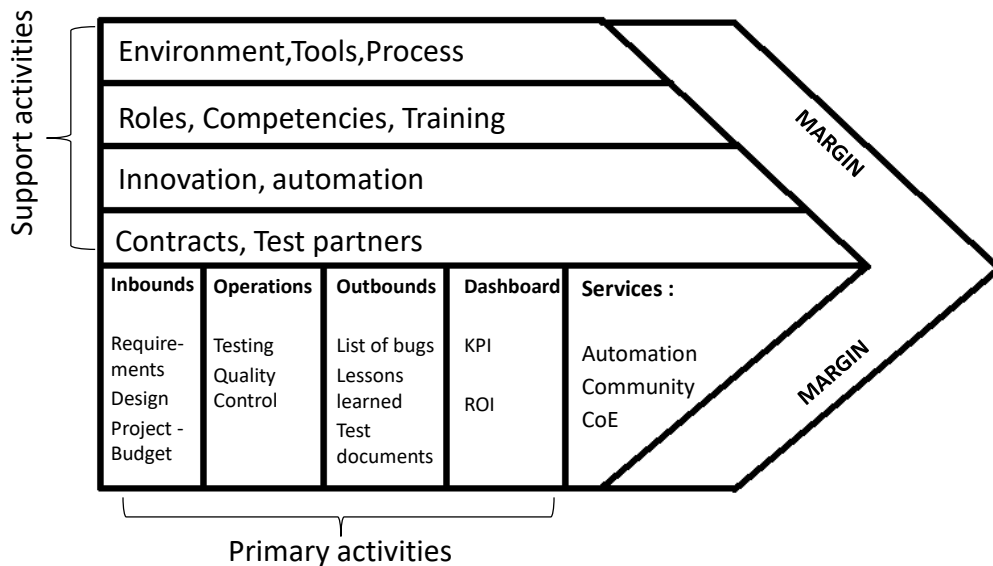


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Value Chain in Testing World

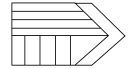


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Value Chain : Attendees' notes



- I consider testing department broader than my testing team department.
- Testing activities are under development and business responsibilities too.
- Do improvement in the way it will be beneficial to all test phases.
- In one action, you always think about the complete quality chain.
- Work toward having development executives as allies or sponsors to push and support your initiatives
- Every support activities must be addressed in order to get “margin” to your main activities.
- The barriers between QA department and others need to fall to have better ROI



Quality principles

Agile principles :

- Quality at every step
- Acceptance criterias (quality embedded)
- User stories as test cases (BDD, TDD)
- Automation is key to short cycles



DevOps and Continuous testing principles:

- Test early (& fail early)
- Test often (& fail often)
- Test fast (Automate as much as possible (and efficient))





Quality Principles : Attendees' notes



- All those new methodologies and concept put emphasis on Quality.
- Surf onto those principles to push improvement on quality activities along the delivery cycle.
- Put emphasis on every single element that should have quality activity apply to.
- Get out of test methodology and jump into software development life cycle.
- Show references to uphold your recommendations.
- You, as a QA leader, should always be around the table from the start (Enterprise transformation, IT methodologies workshops, and so on).
- Don't miss your chance to be the leader your organization needs!



What is a Quality chain?

Software Development Life Cycle:

- Everyone has a role to play to deliver the solution
- Everyone has a role to play to deliver **QUALITY** into the solution

Testing team should not be the only group concerned about Quality
Where are the weakest links?





Quality Chain : Attendees' notes



- I see it like a chain of quality and testing activities
- If you skip one, it will be expensive in time and effort to try to overcome that weak link
- Weak links? The vocabulary, the roles, the test phases, etc.
- I always worked with the development teams to make them understand that a weak link cannot be compensated by a stronger one.
- Come to them with solutions, with your test department expertise to train them, coach them to do better testing, recommend some testing tools.
- The quality department need to work on all links of the quality chain
- Executives react on the FIRST answer. carefully choose the one you want to answer first!

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The Puzzle

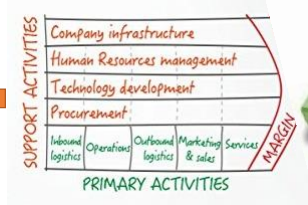
Assemble & Achieve

Questions

Value Chain

Principles from

Quality Chain



Quality Value Chain

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The Puzzle : Attendees' notes

- Started on the basics : a clear and standard test methodology, a stronger QA team and lead the improvement of the software delivery life cycle.
- Take the challenges : playing other role as a Quality manager.
- Find allies and partnership to show value added and ROI through collaboration.
- Invest time and efforts to influence on the implementation of quality within « new » delivery models, be part of it, be a leader within those processes
- Finally : see quality as a chain and work on the weakest links

Achieve : Quality Value Chain

Get the weakest link stronger
Your Organization Quality Chain will be stronger



From a testing team
to an organization quality chain

Questions ?

KEZBER

We incite evolution

- Founded in 1996 by Alan Kezber
- More than 100 employees in 3 Quebec offices
 - Magog (head office), Brossard and Drummondville
- Kezber's services
 - Consulting services
 - Cloud services
 - IT infrastructure and support
 - Custom application development
- Microsoft Partner Gold certifications
 - Application Development
 - Small and Midmarket Cloud Solutions
 - Datacenter
 - Collaboration and Content
- Microsoft Cloud Solution Tier-1 certification



Microsoft
Partner

Gold Application Development
Gold Small and Midmarket Cloud Solutions
Gold Datacenter
Gold Collaboration and Content

