

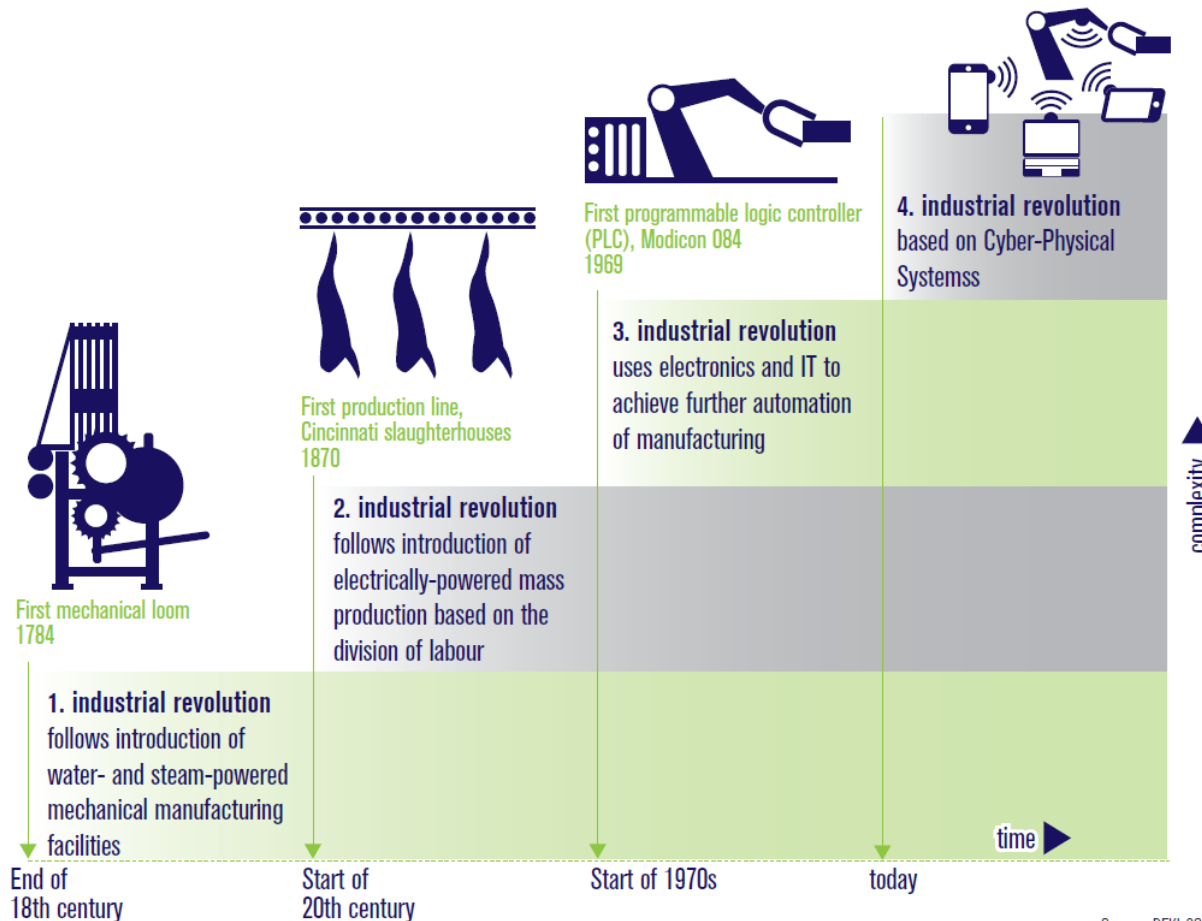


A new battlefield – how testers need to change in order to fight the quality fight in the 21st century

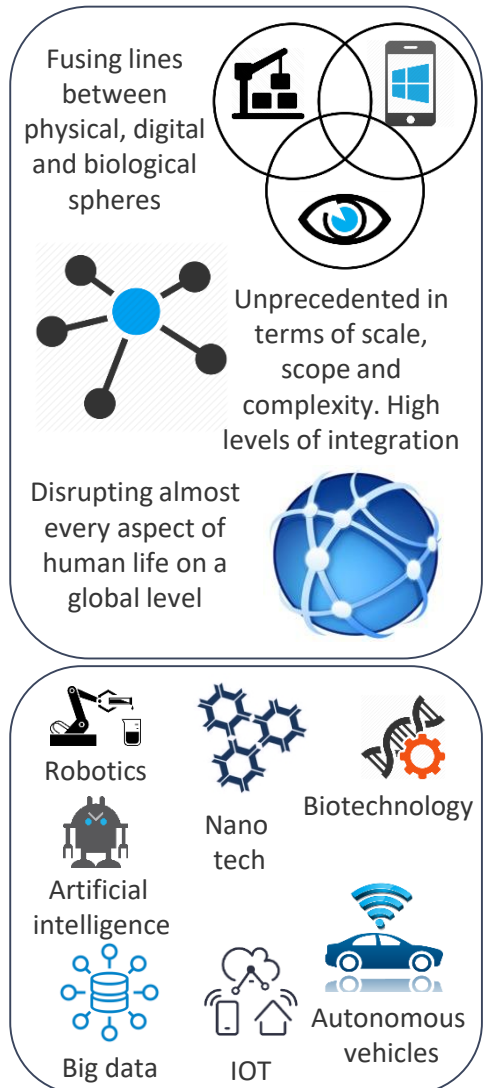
WW1 – a lesson from history



We are living through the 4th Industrial revolution



Source: DFKI 2011



What are the industry analysts saying this means for quality ?



- The profile of testing services has changed in the last two years, **no longer just about good testing** – it is about scale – funding development in **service portfolios and automation platforms**
- AI/cognitive will change the way DevOps and agile are conducted – from agile delivery to data led – driving intelligence from ITSM tools



- By 2020 agile and dev ops initiatives will cause at least **75% of enterprises to implement test automation**
- By 2020 60% of testing resources will need to have a **combination** of testing skills, application development skills and business process or industry skills

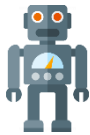


- QA and testing is rapidly re-inventing itself – the increased use of dev ops, predictive analysis and the increased automation of quality practices and a change in the skills required by **quality professionals**.
- **Security, customer experience and quality** are more important than ever.

Threats and opportunities



THREATS



- Robots/AI/Automation replacing manual testers



- Organisations removing the role of tester



- Waterfall skills much less in demand



- Only multi skilled quality specialists will thrive



- Testers unable to lead the path to quality will be less in demand



- Testing which can be delivered offshore will become an industrialised norm

OPPORTUNITIES



- Increase in the need for technical / automation skills / digital competence



- User experience skills / customer focus



- Data analytics



- Agile / dev ops skills



- Holistic solution quality management leadership



- Specialism – combining QA skills with product/business knowledge

Be a professional tester



Specialise



Qualify



Collaborate



Learn & develop

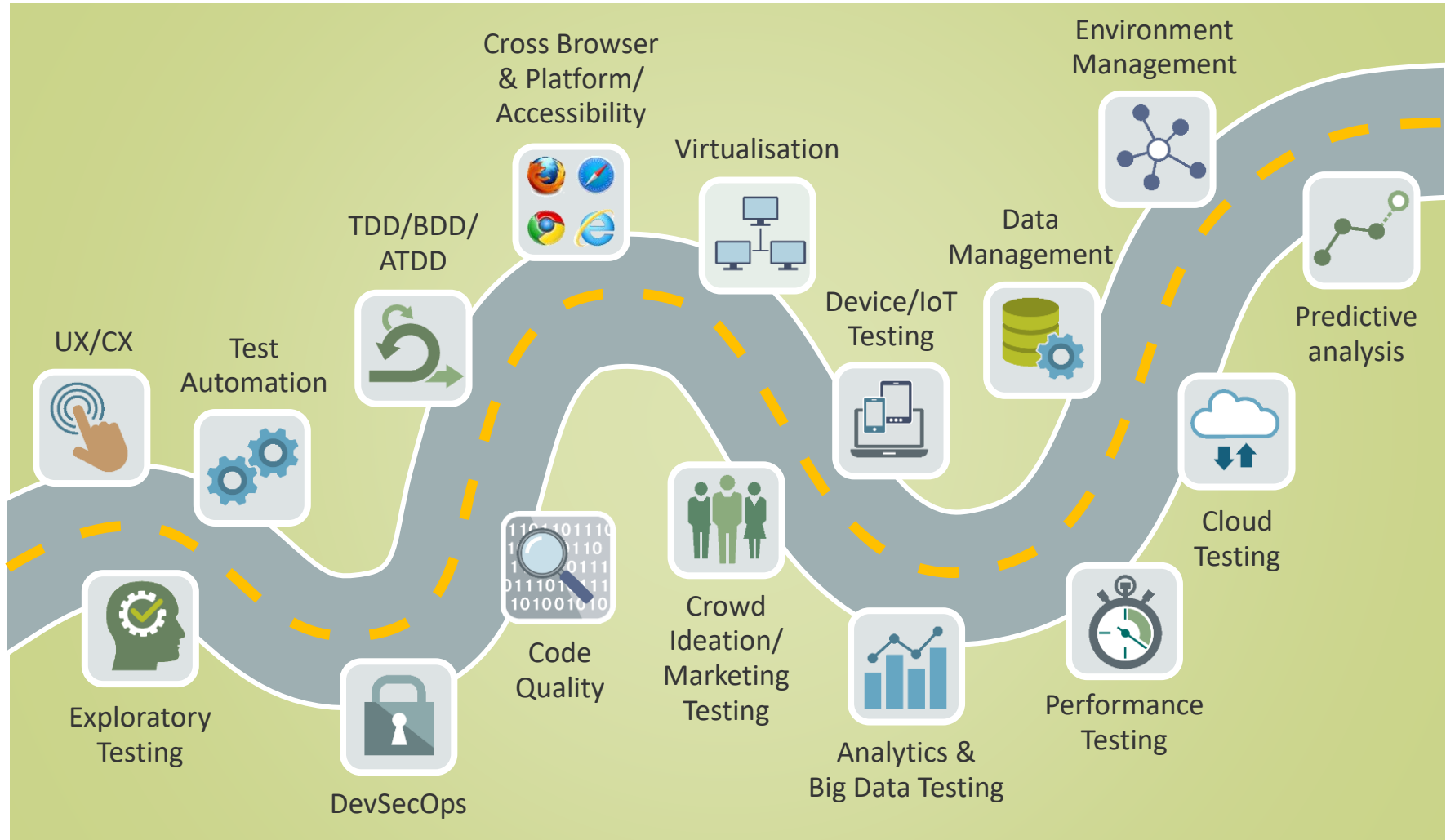


Lead



Be the
quality
conscience

Find a place in the digital transformation journey



Agile Test Management ?



Ensure a strong independent test voice



Ensure corporate standards are complied with



Ensure the test effort remains state-of-the-art



QA the test effort

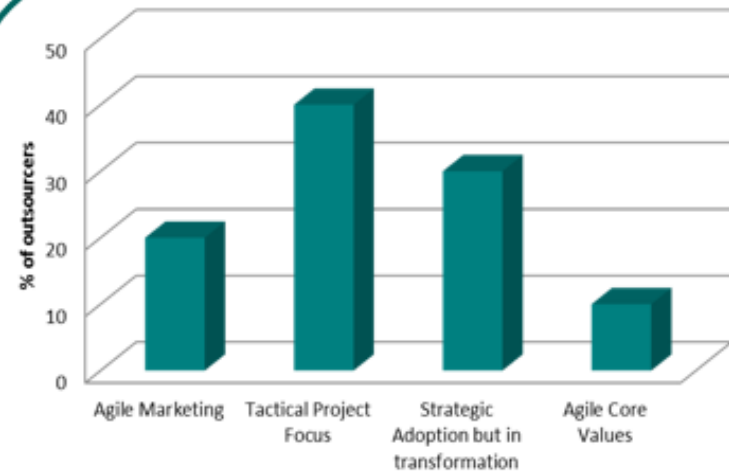


Manage effectiveness of the test effort



Manage efficiency of the test effort

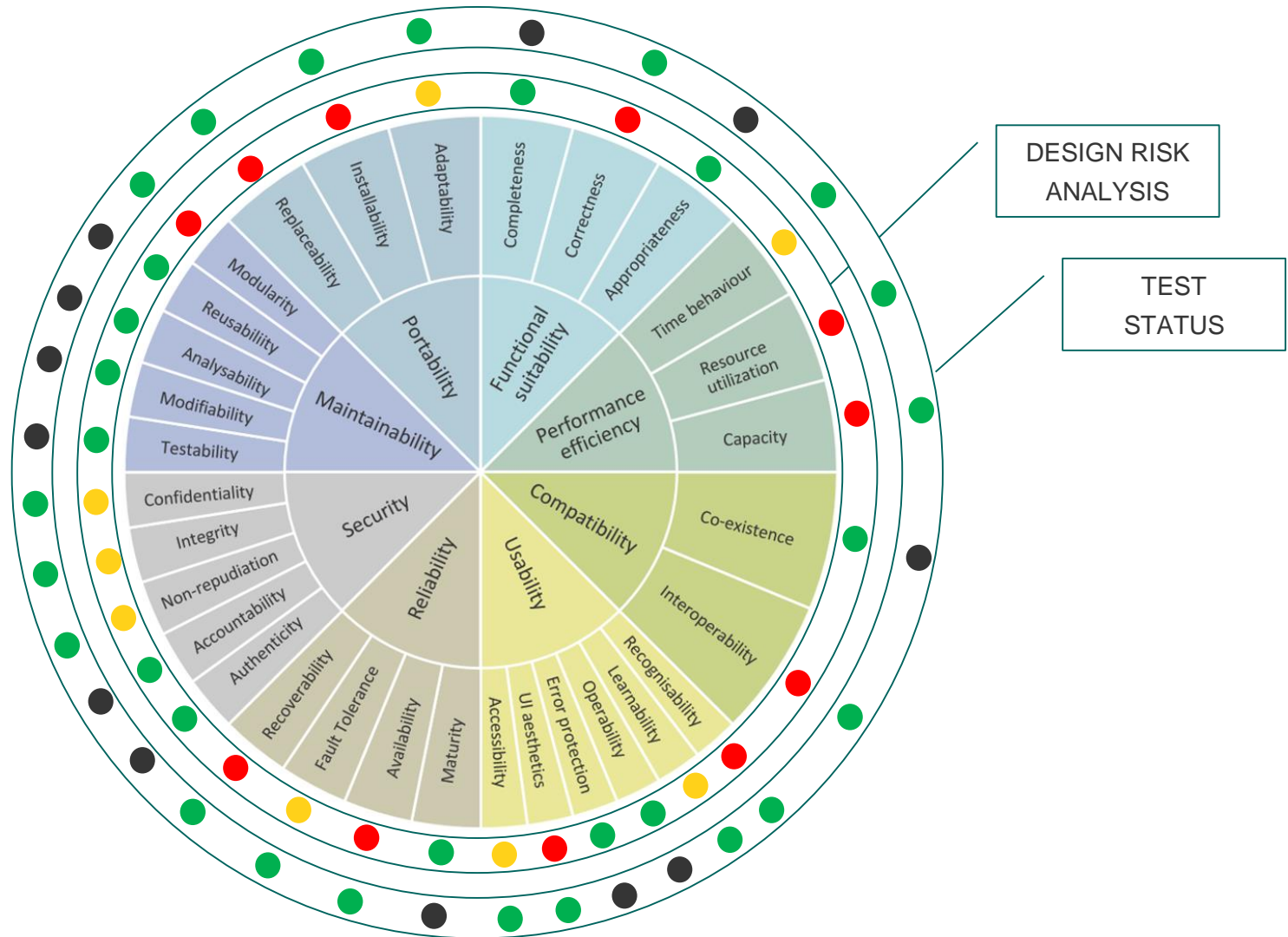
How agile are 'agile' outsourcers ?



Increasing likelihood to support successful agile adoption



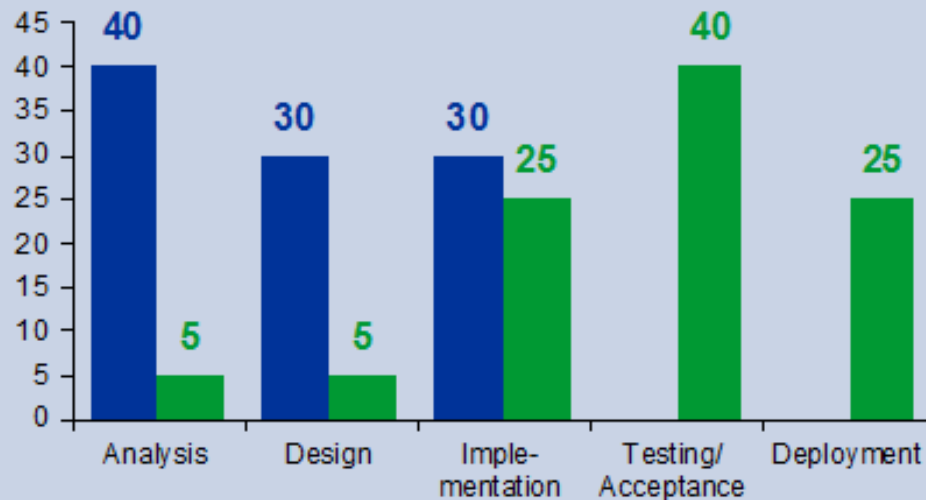
Look for obscure risk



Consider test as part of the fight for quality

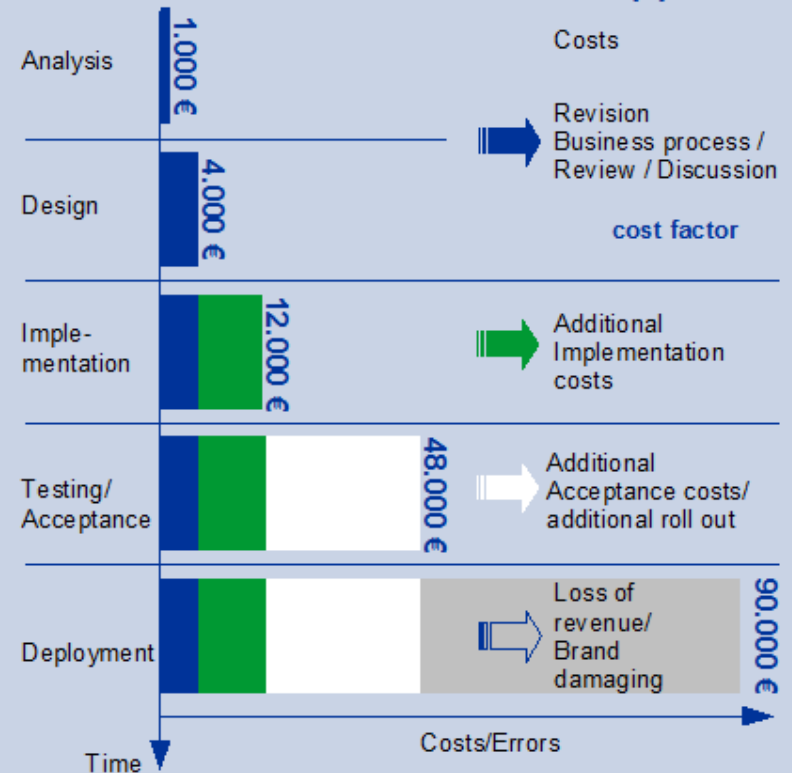


Typical defect distribution



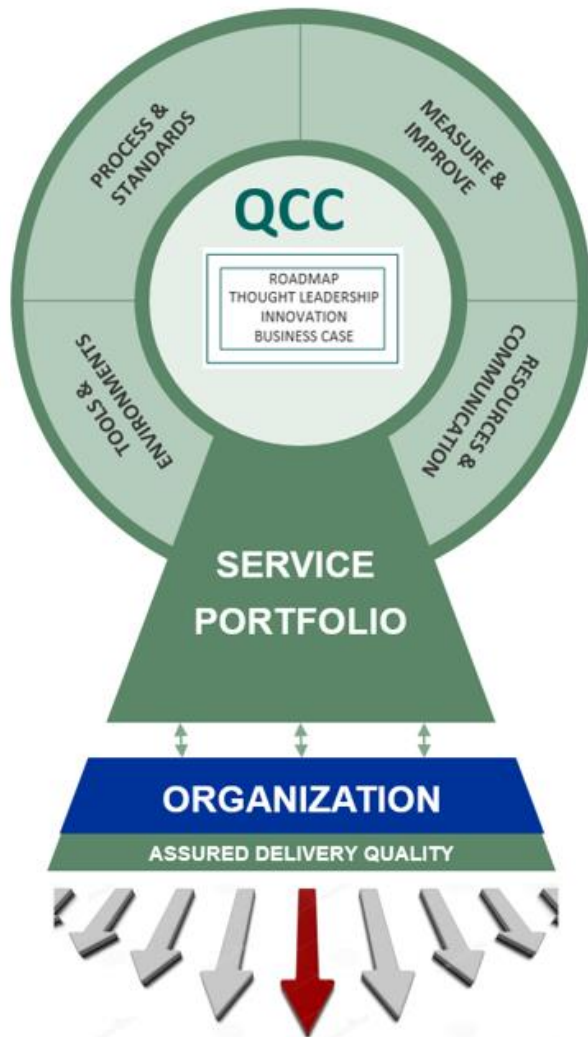
■ Typical distribution of error sources (%)
■ Typical distribution of the discovered errors (%)

Defect correction costs factors (*)









The earlier an error is detected, the lower the cost of its corrections

Position quality strategically



The Quality Policy

-  Build quality early & assure continuously
-  Maintain a shared quality conscience
-  Target customer confidence & acceptance
-  Build test assets with re-usability in mind
-  Apply appropriate heuristics and standards
-  Seek options to improve test efficiency