



T19

DevOps/Continuous Delivery
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Make the Shift to Quality Engineering

Presented by:

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Melissa Tondi has spent most of her career working within software testing teams. She is the President of Software Quality Association of Denver (SQuAD) and Director of Quality Engineering at EMS Software, where she assists teams to continuously improve the pursuit of quality software—from design to delivery and everything in between. In her software test and quality engineering careers, Melissa has focused on building and organizing teams around three major tenets—efficiency, innovation, and culture—and has created the Greatest Common Denominator (GCD) approach for determining ways in which team members can assess, implement and report on day to day activities so the gap between need and value is as small as possible.

Make the Shift to Quality Engineering

StarEast 2018

Melissa Tondi

EMS, Director of Quality Engineering

May 3, 2018



What are we Talking About?

- QE is the new QA!
- Quality Engineering - What it is and What it isn't
- Continuous Everything – Innovation to Support it
 - Testing, Deployment, Improvement
- Shifting the Role – Traits to Consider
- Shifting the Role - Skills to Consider

QE is the New QA!

The Misperceptions of Quality Assurance

- There is one team that owns quality
- It is not a skill (i.e., “anyone who is a user can test”)
- If an issue is found Live or by a user, it’s QA’s fault alone

Quality Engineering - What It Is

“Define, Design, Build, Execute, Measure, Report”

Engineering

- Define – success, outcome and measurements
- Design – a comprehensive strategy
- Build – the solution
- Execute – the solution
- Measure – the results
- Report – the outcome

Quality Engineering - What It Is

“Influence the Building of the Software before the Software is Built”

- Balances Technical Acumen with User Advocacy – with Equal Emphasis on Both
- Context-Driven: Given the information we have, determine if it's enough and if not, we find more by:
 - More collaboration within Dev, PO, QE, Support, Customers, etc.
 - Reaching out to the QE community

Quality Engineering - What It Isn't

- Mistake Finders – although sometimes we do find these
- The “catch-all” for failed processes
- The only testing that happens within the SDLC

Continuous Everything – Innovation to Support it

Continuous Testing

“ABT” (Always be Testing)

- Bug Busts
- Testing Across Teams
 - Take advantage of “fresh eyes”

Continuous Everything – Innovation to Support it

Continuous Deployment

“ABA” (Always be Automating)

Use a P1-P3 Scale

- P1 Unit and Integration Tests
 - Unit and Integration tests executed upon every check-in and merge

Continuous Everything – Innovation to Support it

Continuous Deployment

“ABA” (Always be Automating)

- P2 Smoke = anything that would cause a HotFix if released in to Production
 - Executed upon merge and pre-prod deployments

Continuous Everything – Innovation to Support it

Continuous Deployment

“ABA” (Always be Automating)

- P3 = User Advocacy tied to key customers or end-to-end flows and – anything that would cause a Priority 1 from Product or the Business
 - Executed at least daily and on any other higher environments on deployment

Continuous Everything – Innovation to Support it

Continuous Improvement – Tie to Retrospectives or at least Quarterly

- How's it going?
- Anything need to change?
 - If yes, ask why and change it!

Shifting the Role – Traits to Consider

Early Adopters and Embracers of Technology!

- Curious
- Don't just ask, "How is this supposed to work?" but "What happens if I do this?"
- Old School – Where will this break?
- Ability to not only "think" like a user, but "act" like a user
- Measured Progression – Lateral and Vertical

Shifting the Role – Skills to Consider

Strike balance between traditional *Specialist* roles and moving more toward *Generalists*

- Test Automation – Start Small
 - Run, Troubleshoot, Edit
- Accessibility
- Functional Security
- Blending Soft Skills with Technology
 - Adapt to more forums of communication

Summary

- Why QE vs. QA? Stifle the misperceptions
- Know what QE is and what it isn't
- In the world of continuous *everything*, things shift left
- Adopt traits and skills that help the shift

Let's Talk!

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