

TECHNOLOGY TRANSFER PRESENTS

RANDY RICE

**STRUCTURED
USER ACCEPTANCE
TESTING**

JUNE 15-17, 2009

**INNOVATIVE
SOFTWARE TESTING
APPROACH**

JUNE 18-19, 2009

RESIDENZA DI RIPETTA - VIA DI RIPETTA, 231
ROME (ITALY)



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ABOUT THIS SEMINAR

This is a practical hands-on seminar to convey effective methods to plan and conduct User Acceptance Testing. This is one of the few courses available that teaches a non-technical and easily learned process for testing computer systems from a Business process perspective. This course deals with Testing issues from both the process and human perspectives. You will learn the terminology, the unique issues, and the process for performing User Acceptance Testing. As a result of attending this seminar, you should have a good working knowledge of what it takes to plan and conduct a very effective User Acceptance Test in your own organization.

Structured User Acceptance Testing will help you become more comfortable and confident in designing and performing a test that models how an organization will use a particular application to conduct Business. You will emerge from this two-day session knowing how to develop test scenarios, test scripts and test cases. You will also have a working knowledge of how to coordinate all of the aspects of a user acceptance test into a smoothly flowing test.

Whether you are planning to test vendor-developed or in-house developed applications, the process and techniques covered in this course can enable you to identify the most effective tests and maintain a high level of test coverage.

User Acceptance Testing does not need to be overwhelming and intimidating. Learn the issues and processes for effectively Testing Business processes by attending this hands-on course.

WHAT YOU WILL LEARN

- Learn how to find costly and embarrassing problems before your customers find them
- Learn a proven process for designing a test that models your Business, not what's on paper
- Understand the key issues in dealing with the people issues of Testing
- Learn how to design tests that adequately cover your Business processes and the people and things you process through your Business processes
- Get the most out of your existing investment in Testing and how to leverage that investment for User Acceptance Testing
- Upon completion of this course, you will be able to:
 - Plan an acceptance test for any size computer system
 - Identify test cases that will simulate real-life conditions
 - Determine if a system meets acceptance criteria
 - Track the progress of an acceptance test
 - Deal with the many issues and attitudes encountered during a typical Acceptance Test
 - Write informative test reports
- Advance your career by broadening your Testing expertise

OUTLINE

1. Surviving the Top Ten Challenges of Software Testing

- The Top 10 Challenges
 - Lack of Training
 - "Us" vs "Them" Mentality
 - Lack of Test Tools
 - Lack of Management Understanding/Support of Testing
 - Lack of Customer and User Involvement
 - Not Enough Time for Testing
 - Over-reliance on Independent Testing
 - Rapid Change
 - Testers are in a "Lose/Lose" Situation
 - Having to Say "No"
- Solutions to Each Challenge

2. Testing Terminology

- Deming Workbench Model
- Software Life Cycle
- Test Terminology

3. Introduction to User Acceptance Testing

- What is Structured User Acceptance Testing?
- The Expectation Gap
- Methods of User Acceptance Testing
- When User Acceptance Testing Occurs
- The Challenges
- Management's Role in Testing
- Where Defects Originate
- Where Testing Resources are Used
- The Relative Cost of Fixing Defects
- The User's Role in Testing

4. User Acceptance Test Planning Process

- User Acceptance Testing Process Overview
- Definitions
- Structured User Acceptance Testing Relationships
- The Structured User Acceptance Testing Process
 - Phase 1 - Plan Tests
 - Phase 2 - Execute Tests
 - Phase 3 - Evaluate Tests
- Phase 1 - User Acceptance Test Planning
 - Step 1 - Define Test Strategy
 - Step 2 - Set Test Objectives
 - Step 3 - Define Acceptance Criteria
 - Step 4 - Develop Test Scenarios
 - Step 5 - Develop Test Scripts
 - Step 6 - Define Business Cases
 - Step 7 - Build Test Matrix
 - Step 8 - Estimate time and Resources
 - Step 9 - Finalize the Test Plan
- What to Look for in Team Members
- Set Acceptance Test Objectives
- How to Determine Test Objectives
- The Relationship Between Process and Data
- Business Cases
- Functional Test Cases
- The Test/Cycle Matrix
- Test/Function Matrix

5. User Acceptance Test Execution Process

- Step 1 - Select tools
- Step 2 - Train Team Members
- Step 3 - Execute Test Plan
- Step 4 - Track Progress
- Step 5 - Perform Regression Testing
- Step 6 - Document Test Results

6. Regression Testing

- What is Regression Testing?
- No Regression Testing: Hidden Defects
- Regression Testing: No Hidden Defects
- Regression Testing - The Process
- Regression Testing - What's Needed?
- Regression Testing Issues
- Regression Testing - How Much is Enough?
- Tips for Performing Regression Testing

7. User Acceptance Test Risk Assessment

- Building the Risk Assessment Team
- Presenting the Risk Assessment Tutorial
- Completing the Risk Questionnaires
- Scoring the Risk Assessment
- Reporting the Risk Assessment Results
- Summarizing the Risk Findings
- Presenting the Risk Findings

8. Test Evaluation and Reporting

- Prerequisites for Test Evaluation
- Test Evaluation and Reporting Process
- Test Reporting Attributes
- Types of Test Reporting
 - Defect Reports
 - Status Reports
 - Final Report
- System Test Evaluation - Defect Reporting
- Paper-Based
- Defect Tracking Tools
- The Role of the Defect Administrator

- The Defect Life Cycle
- Defect Tracking - Things You Need to Know
 - What is a Defect?
 - How is a Defect Reported?
 - What are the Defect Categories?
 - How much Detail should be Reported?
 - What does the Tester do when the Defect is Fixed?
- Sample Defect Categories
- Sample Defect Priorities
- Status Reporting
- Final Reporting
- Test Summary Report
- How Can This Data be Used?

9. People Issues in Testing

- The Role of Testing in a Project
- Working with Developers
- Working with Users
- Keeping Management Informed of Progress
- Managing Expectations
- What Can a Tester Reasonably Assess or Recommend?

WHO SHOULD ATTEND

- End-users and Customers of software
- Business Analysts
- QA/Test Managers
- Test analysts
- Testers
- Developers
- Software Vendors

Please, bring your laptop to the seminar.

INNOVATIVE SOFTWARE TESTING APPROACH

ABOUT THIS SEMINAR

This workshop is designed for software developers and testers that want to learn new and innovative ways to perform software testing. The topics covered in this workshop are appropriate for any level of Testing knowledge and experience, from foundation to advanced levels.

This workshop is 50% lecture and 50% interactive labs where you will be able to practice with others the techniques covered in the lectures.

In this workshop you will see added value to your Testing efforts by learning how to:

- Prioritize your Testing based on three views of risk - project, technical and Business
- Get the most Testing from the most compact set of test cases
- Identify the root causes of problems and correct them so they are not repeated
- Perform regression Testing so it does not become overwhelming
- Developers can perform unit Testing so that more defects can be found early in a project
- Design tests based on a variety of sources - Business and user scenarios, requirements, Use Cases and design models
- Implement test automation in new and creative ways

WHO SHOULD ATTEND

- Test analysts
- Testers
- Test Engineers
- Software Developers
- Project Managers
- Test Managers
- QA Analysts

Please, bring your laptop to the seminar.

1. Risk-based Testing

- How risk can be defined on software projects
- How to assess risk
- How to prevent being fooled by risk assessments
- Experience: Finding the risk in a project, finding the risk in software

2. Test efficiency (pair-wise, classification trees etc.)

- Why test efficiency is important
- The fault model behind pairwise Testing
- The research behind pairwise Testing
- How to create test cases using pairwise techniques
- Experience: Reducing the number of test cases from thousands to less than 100

3. Root cause analysis (defect analysis)

- What is root cause analysis?
- How to distinguish contributing causes from the root cause
- Examples from real life
- How to build a time line and causal factor chart
- Experience: Finding the root cause of a problem

4. Regression Testing

- What is regression Testing?
- How is regression Testing performed?
- How much regression Testing is enough?
- How to apply automation
- How to perform regression Testing in highly complex systems
- Experience: Defining a regression Testing strategy for a complex system

5. Exploratory Testing

- What exploratory Testing is
- What exploratory Testing isn't
- Common objections to exploratory Testing
- Benefits of exploratory Testing
- How to test when you have no specs or requirements
- How to perform exploratory Testing
- How to evaluate exploratory Testing
- How to get better at exploratory Testing
- Session-based Testing
- Experience: Performing a session-based test

6. Scenario-based Testing (Use Cases etc.)

- What is scenario-based Testing?
- How to find and/or define scenarios?
- Defining test cases from Use Cases
- Combining data with scenarios
- Controlling scenario-based Testing
- Experience: Designing a scenario-based test

7. Requirements-based Testing

- What is requirements-based Testing (RBT)?
- What's needed?
- How RBT is helpful
- Designing tests based on decision tables
- Experience: Designing tests based on a requirement

8. Model-based Testing

- What is model-based Testing?
- Examples of how design models can be used for designing tests

- How to perform model-based test design
- Experience: Designing tests based on a state-transition model

9. Creative uses of test automation

- Common uses of test automation
- Some open source and "do it yourself" tool strategies
- The benefits of small and random test automation

10. Workshop summary

INFORMATION

<p>PARTICIPATION FEE</p> <p>Structured User Acceptance Testing € 1500</p> <p>Innovative Software Testing Approach € 1200</p> <p>Special price for the delegates who attend both seminars € 2500</p> <p>The fee includes all seminar documentation, luncheon and coffee breaks.</p> <p>VENUE</p> <p>Residenza di Ripetta Via di Ripetta, 231 Rome (Italy)</p>	<p>SEMINAR TIMETABLE</p> <p>9.30 am - 1.00 pm 2.00 pm - 5.00 pm</p> <p>HOW TO REGISTER</p> <p>You must send the registration form with the receipt of the payment to: TECHNOLOGY TRANSFER S.r.l. Piazza Cavour, 3 - 00193 Rome (Italy) Fax +39-06-6871102</p> <p>within June 1, 2009</p> <p>PAYMENT</p> <p>Wire transfer to: Technology Transfer S.r.l. Banca Intesa Sanpaolo S.p.A. Agenzia 6787 di Roma Iban Code: IT 34 Y 03069 05039 048890270110</p>	<p>GENERAL CONDITIONS</p> <p>GROUP DISCOUNT</p> <p>If a company registers 5 participants to the same seminar, it will pay only for 4. Those who benefit of this discount are not entitled to other discounts for the same seminar.</p> <p>EARLY REGISTRATION</p> <p>The participants who will register 30 days before the seminar are entitled to a 5% discount.</p> <p>CANCELLATION POLICY</p> <p>A full refund is given for any cancellation received more than 15 days before the seminar starts. Cancellations less than 15 days prior the event are liable for 50% of the fee. Cancellations less than one week prior to the event date will be liable for the full fee.</p> <p>CANCELLATION LIABILITY</p> <p>In the case of cancellation of an event for any reason, Technology Transfer's liability is limited to the return of the registration fee only.</p>
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Rome June 15-17, 2009
Residenza di Ripetta - Via di Ripetta, 231
Registration fee: € 1500

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Registration fee: € 1200

BOTH SEMINARS

Special price for the delegates who attend both seminars: € 2500

If anyone registered is unable to attend, or in case of cancellation of the seminar, the general conditions mentioned before are applicable.

first name

surname

job title

organisation

address

postcode

city

country

telephone

fax

e-mail



Stamp and signature

Send your registration form with the receipt of the payment to:
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SPEAKER

Randy Rice is a leading author, speaker and consultant in the field of software Testing and software quality. Mr. Rice, a Certified Software Quality Analyst, Certified Software Tester, Certified Software Test Manager and an ASTQB Certified Tester – Foundation Level (CTFL), has worked with organizations worldwide to improve the quality of their information systems and optimize their Testing processes. Mr. Rice has over 29 years experience building and Testing mission-critical projects in a variety of environments. He is a member of the American Software Testing Qualifications Board and has been published by *the Journal of the Quality Assurance Institute*, *Crosstalk*, *Client/Server Computing*, *Powersoft Applications Developer* and *Enterprise Systems Journal*. He is a regular speaker at international conferences on software testing in North America and Europe, and is also publisher of *The Software Quality Advisor*. He is co-author with William E. Perry of the books, “**Surviving the Top Ten Challenges of Software Testing**” and “**Testing Dirty Systems published**” by Dorset House Publishing Co. Mr. Rice served as chair of the Quality Assurance Institute’s International Software Testing Conference from 1995 – 2000 and was a founding member of the Certified Software Test Engineer (CSTE) certification program. As author and trainer of many software testing training courses, he has had the privilege of training thousands of software testers throughout North America. He is a frequent speaker at major testing conferences, including EuroStar, StarEast, StarWest, QAI’s International Software Testing Conference, Practical Software Quality Techniques, and the Software Technology Conference sponsored by the U.S. Dept. of Defense. He was a judge for the 2005 Codie awards for excellence in software Testing tools. He also serves on the board of directors for the American Software Testing Qualifications Board (ASTQB).