Leading Business Testers

NANCY KELLN

STPCON WEBINAR

@nkelln
@SoftwareTest Pro
#testing #qa #leading

Defining Business Testers

- What is a Business Tester?

- Business Testers are:
  - a representative seconded from a business division of the company;
  - who may or may not be part of the project team;
  - who are brought in to test the product;
  - and are likely not a professional tester.

Who are our Business Testers?

- Business testers may be seconded from:
  - Business end users
  - Subject matter experts
  - Super users
  - Call centers
  - Technical support
  - Co-op students / Interns
  - Managers / Leads
  - Others?

Why add Business Testers?

- Why do our organizations add business testers to the test team?

UAT

Timeframe

Budget

Industry Specific Knowledge

Do not understand the value of testing

Five Facts About Business Testers

Fact 1 – Are Not Testers

- Challenges
  - Likely do not understand or are uninterested in understanding testing approaches, terms, or practices;
  - Likely do not think like a tester;
  - May not appreciate the complexity of testing or may be intimidated by it.

- Considerations
  - Business testers have unique domain knowledge.
  - Exercise the system the same way they do everyday.

Fact 2 – Do Not Want to be Testers

- Challenges
  - Have a full time career in their business domain;
  - Likely do not want to be trained to be testers;
  - Likely view their role as a business tester for the project as a temporary assignment.

- Considerations
  - To be successful you do not need to train them to be testers;
  - They bring a business perspective and experience to the team;
  - Share a common language that they understand.

Fact 3 – Require Guidance and Support

- Challenges
  - Will require guidance for:
    - Scope
    - Approach
    - Execution
  - Will require ongoing support and encouragement.

- Considerations
  - Great opportunity to see how your business users use the software.
  - Gain unique insight into the expectations for your software.

Fact 4 – Require Expectation Management

Challenges

- Quality, stability or issues they see in the product
- May become overwhelmed about:
  - Amount of work there is to perform testing
  - Complexity of testing
  - About the time requirements for testing and having to work their full time job

Considerations

- Remind them that they are part of the team to help find problems.
- Set and manage expectations.
- Work closely with their managers and leadership to free up their time when testing deadlines are near.

Fact 5 – May Still Have a Full Time Job

Challenges

- Constant distractions
- Likely are not 100% allocated
- May still need to provide ongoing support to their team
- May be committed to other work
- Likely do not report to you or the project manager

Considerations

- Work to clarify the role and project allocation up front
- Expectations for channels of communication when pulled away for other assignments
- Be realistic about other commitments
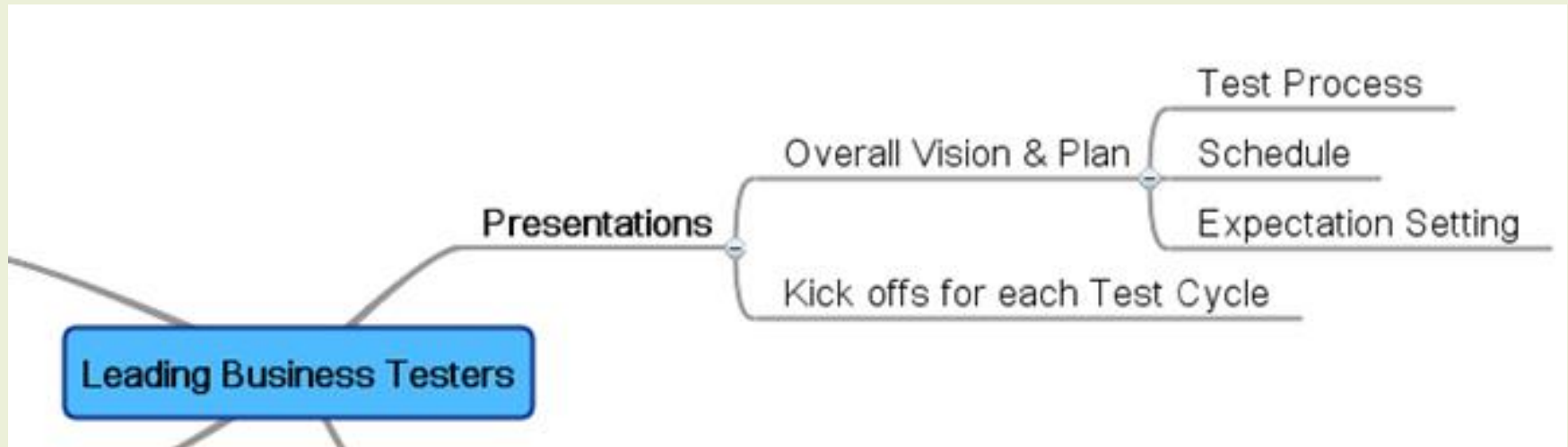- Learn to influence rather than manage
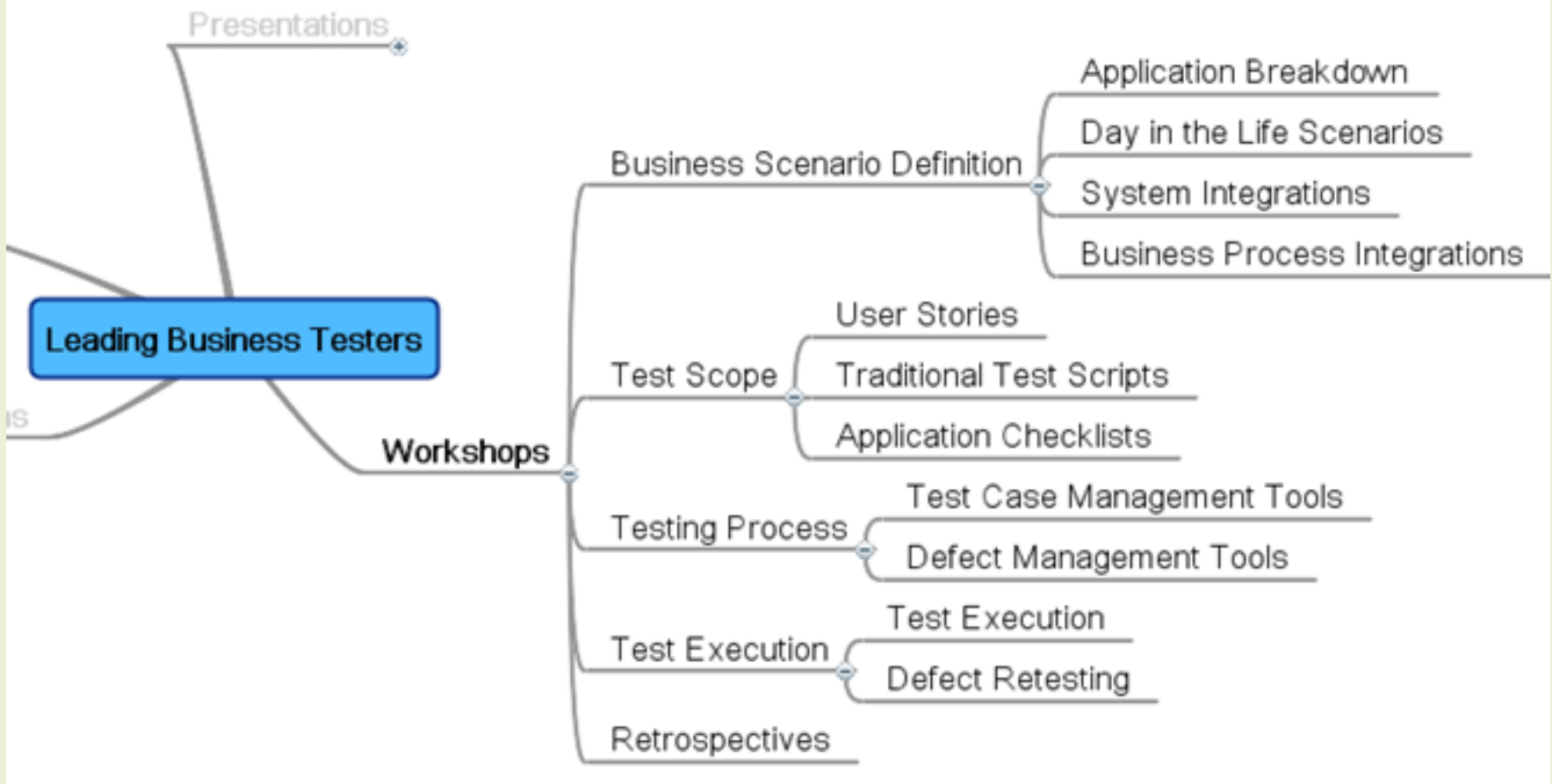
Setting the Team up for Success

- Remember business testers are not testers.

- As their lead we need to:
  - Set the direction
  - Build & communicate the plan
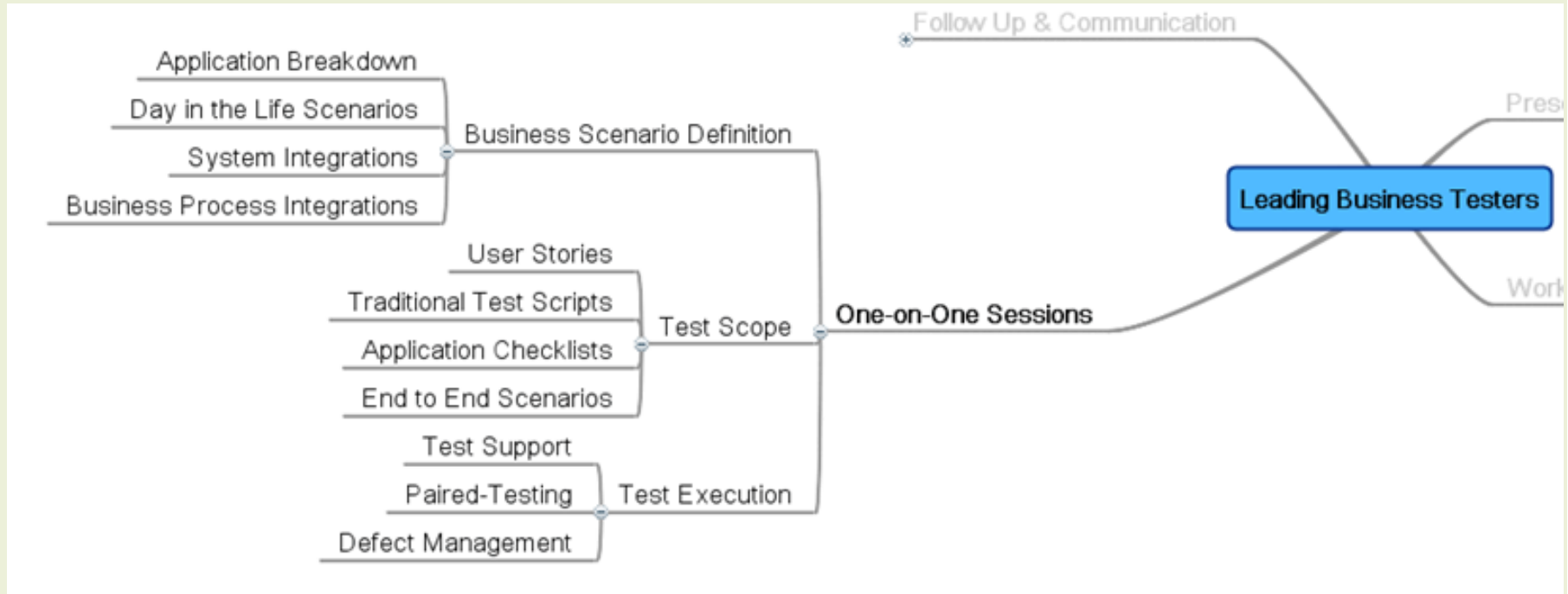 - Give them ongoing guidance and support
  - Coach to success

Nancy Kelln

Setting the Direction

Build and Communicate the Plan

Individual Guidance

Application Breakdown
Day in the Life Scenarios
System Integrations
Business Process Integrations

Business Scenario Definition

User Stories
Traditional Test Scripts
Application Checklists
End to End Scenarios

Test Scope

Test Support
Paired-Testing
Defect Management

Test Execution

One-on-One Sessions

Follow Up & Communication

Leading Business Testers

Pres

Work

Continuous Support

Strengthing relationships

What they can expect from you

Managing Expectations

What you can expect from them

Follow Up & Communication

Face to Face

Frequent Touch Points

Leading Business Testers

Business Speak - Not Tester Speak

Keep Documentation Light Weight

Prese

Work

Benefits to You as the Leader...

- You will gain new insight into the business and the application's users.

- Be their guide and support. It will pay off in many ways.

- Builds relationships and trust that can be leveraged going forward.

- Leading business testers is a surprising, rewarding experience, both for yourself and for the software testing industry.

Summary

- Remember the 5 facts.
- Provide continuous guidance and support.
- Utilize light weight documentation and in person communication.
- Remember the reason your organization uses business testers.
- Embrace the benefits to you as a leader of the business test team.

Questions?

Nancy Kelln

Unimagined Testing
Airdrie, AB Canada
nancy.kelln@unimaginedtesting.ca
www.unimaginedtesting.ca

References Page

- Becoming a Technical Leader - Gerald M Weinberg
- Behind Closed Doors: Secrets of Great Management – Johanna Rothman & Esther Derby
- Who Moved My Cheese – Spencer Johnson
- The Fred Factor – Mark Sanborn