Change Management of QA

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Quality in Review

- Driving Quality in a Software Project
- Automation: Evaluation of Tools & Selling the ROI to Management
- You Can’t Automate that, can you?
- Pitfalls & Perils of Data Testing in a Warehousing Environment
- Security Testing
- Performance Testing
- Systems Integration & Interface Testing
- Session-Based Testing Demonstrated

Managing the Change of Quality

- Definition of QA/QC
- Misperceptions of QA
- Quality Lifecycle
- Effectively managing Change
- HOW? Examples
- Now What

Definition of QA/QC

Quality Assurance (QA)

- The Big Picture; the Vision
- The Umbrella that defines the approach of how to manage the Quality of a product

Quality Control (QC)

- Techniques of delivery
- tools, documents, tangible artefacts (in most cases) that help to quantify the Quality of a product

Common misperceptions of QA

- Testing = Quality
- You can test Quality into a product
- ‘We’ know how to test
- QA doesn’t understand our business, so how can they effectively test?
- We have a QA team, but we still have production problems.
- Pitfalls of QA teams, don’t change, or want to implement new process without sampling.

Software Quality Lifecycle

- Study published in 2002 by America's National Institute of Standards & Technology (NIST) software bugs cost the American economy $60billion a year
- Digital and physical worlds are so intertwined that nothing happens unless relevant applications are up & running.
- As rise in complexity of applications and their integrations; inevitable that we're going to run into problems.
- No Secret – Build software quality assurance throughout the entire useful lifespan of the application.
- QA Business Systems; integrating people process and technology, many companies still not aware of this concept.
- Consider the dimensions of organizational issues, process, people and technology

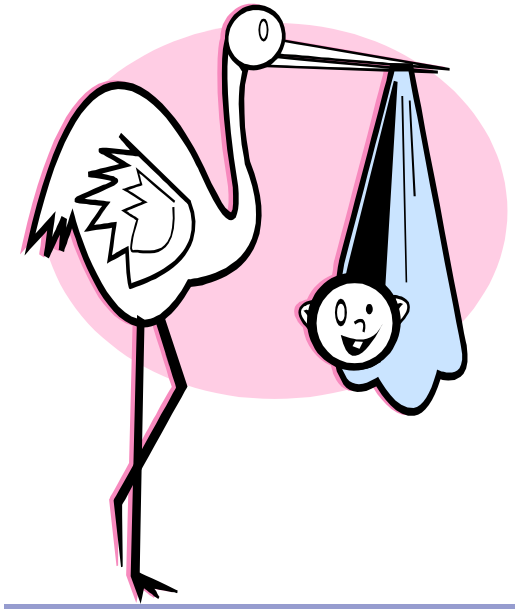
Quality View

The Beholder

- Solve a problem
- Satisfy audits
- KPI
- Manage Risk

The Implementer

- Provide solutions
- Comply with Standards
- Pride of Work
- Minimize Risk



PLAN:

-Sometimes it isn't planned; reactive, deal with current issue at hand "fire-fighting"

-Implementing structure, allows for auditability, repeatability.

-Lay out methodology, and follow through

- Quality Management

In the Beginning:

- Flexible mindset, assess what QA processes exist, what problems exist or needs to be solved?
- What are your Buisness / IT dept's needs or wants?
- Introduce concept of standardization; brings stability and level of control to help to manage reactive situations
- Establish a methodology that works for Business Culture
- Goal is to be able to make SMART informed decisions.

DO:

-Establish Test Tools, process, methods that need to be followed,

-Educate as required

-Monitor to gather metrics to assess your successes / failures

- Quality Management

Embracing the Change:

- Just because you're comfortable with new approach doesn't mean everyone is.
- Buy-in takes time 'proof is in the pudding'
- Collaboratively review
- Have tools that are easy to follow, be time sensitive, and brutally honest regarding usefulness of tools.

CHECK:

-Metrics gathered help to revise your plan.

-Maturity of product, project and resources; factors in changing approach

-Don’t get “stuck-in-a rut”

- Quality Management

Organizational Change

- Processes are established, all parties understand their importance
- Strong support system (people, process and technology)
- Have liberty and encourage ability to deviate and modify the PLAN to make it “work” for the current situation.
- Transition of QA functions

Examples

- JDE Implementation EnCana (AEC)
  - No Formal Testing Methodology; used JD Edwards approach
  - “20 years ago”
  - Test Plan, Test Artifacts, Formalized OMW, Regression, Performance Testing
  - Evolved into Centralized QA team at EnCana
  - Focus going back to De-Centralized QA Team
- PAS Project – Devon
  - QA Audit; recommendations
  - Formalized QA Methodology for implementation of PAS
- Others

Summary

- Successful change management recognizes the growth pattern of a product, project, group.
- Acceptance of the variables of the lifecycle: Beginning, Middle and sometimes End
- Diplomat; understanding quality perception, cultural needs, technology, mindset, economic realities

Food for Thought

- Global Mindset, always opportunity for new & improved ways to do QA.
- Understand the Climate / Culture
- Stay current, attend workshops, network

- www.google.ca
- www.qaproject.org
- www.identify.com
- www.stickyminds.com

Questions

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