



Dedicated to Software Quality Professionals

www.sqgne.org

WELCOME TO SEASON 25!

SQGNE is made possible by the support of our sponsors:



STPCon Fall 2019 will be held on September 23-26, 2019 at the Hyatt Regency Boston Harbor Hotel. Full conference info at www.stpcon.com. \$100 discount with code SQGNE. SQGNE special events forthcoming soon.

June 2019

Logo design: [Sarah Cole Design](#)

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WELCOME TO SEASON 25!

- All-volunteer **non-profit** with no membership dues!
- Supported entirely by our sponsors...
- Over **1,450** members on LinkedIn, **945** Constant Contact
- More than **550** members have joined our Meetup Group
- Monthly meetings - Sept to June on 2nd Wed of month
- **SQGNE Web site: www.SQGNE.org**



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Officers / Hosts / Mission

Current Officers:

- John Pustaver – Founder
- Stan Wrobel– President
- Robin Goldsmith – Vice President
- Barbara Wioncek – Treasurer
- Naiying Weigand -- Clerk

At-large Directors:

- Bill Basinski
- Mike Arnold
- Jim Turner

Our Gracious Host:

- Darin Kalashian

Mission

- To promote use of engineering and management techniques that lead to delivery of high quality software
- To disseminate concepts and techniques related to software quality engineering and software engineering process
- To provide a forum for discussion of concepts and techniques related to software quality engineering and the software engineering process
- **To provide networking opportunities for software quality professionals**
 - **Job openings**
 - **Needs and other announcements**

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Nomination Process

- Nominating Committee solicits nominations for all positions, including: President, Vice-President, Treasurer, Clerk, and three (3) At-large Directors.
- Nominating Committee ensures that all nominees agree to their being nominated and to conduct themselves in accordance with SQGNE By-Laws which are posted on the SQGNE website.
- Roles and responsibilities for offices are outlined in the By-Laws <http://www.sqgne.org/by-laws-Jan-2016.pdf>
- Nominating Committee can accept nominations up to the close of the May Meeting.
- At the June Meeting, Nominating Committee presents a slate of candidates for a vote. Write-in candidates are not accepted.

Nominating Committee Chair: Ann Cultrera <ann.cultrera@gmail.com>



June 2019

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Candidates for 2019-20

Office	Candidate
President	<i>Stan Wrobel (incumbent, interim)</i>
Vice-president	Robin Goldsmith (incumbent)
Treasurer	Barbara Wioncek (incumbent)
Clerk	Naiying Weigand (Incumbent)
At-large Director	Mike Arnold (Incumbent)
At-large Director	Bill Basinski (Incumbent)
At-large Director	Jim Turner (incumbent)

June 2019

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SQUNE 2018-19 Schedule

Speaker	Affiliation	Date	Topic
Johanna Rothman	Rothman Consulting Group, Inc.	2018 Sept 12	A Whole-Team (Dev+QA) Approach to Creating Your Successful Agile Project
Dipu Deshmukh	Yottaa	Oct 10	Basel - A Point-n-Click Toolset for Creating/Designing Automated Test Cases
Kevin Weiss	Philip Crosby	Nov 14	Classic QA's Relevance in Age of Agile
Robin Goldsmith	Go Pro Management, Inc.	Dec 12	Truly Transformational Shift-Left Proactive Testing™
Jim Turner & Panel	TSSG	2019 Jan 9	Agile Casual: What Could Go Wrong?
Eric Patel	Public Partnerships	Feb 13	Building a High-Performing QA Organization
Brian Shoemaker, Ph.D.	ShoeBar Associates	Mar 13	Agile for Safety-Critical Applications: Quality, Safety, and Compliance
Steve Berczuk		Apr 10	Using Testing Specialists to Grow Testing Skills in Agile Teams
Elliot Landon	SmartBear	May 8	Integrating Functional Testing Into the Pipeline
Bob Crews	Checkpoint Technologies	June 12	Testing Center of Excellence Annual Election of Officers

Please suggest topics and speakers 25th Anniversary celebration

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Tonight's Topic

Testing Center of Excellence

Bob Crews, President of SQGNE sponsor, Checkpoint Technologies, Inc.

Abstract

Building and maintaining a cohesive testing team, all pulling in the same direction, can be a daunting task! Many organizations are establishing a TCoE (Testing Center of Excellence) to address the challenge. A Testing Center of Excellence is a centralized unit comprised of testing processes, tools and people operating as a functional group in order to provide testing services with optimal benefits across the test organization. A TCoE can present many benefits to an organization in terms of improved quality, lesser time to market and lower cost of ownership but it also creates a unique set of challenges. Join Bob Crews for this exciting presentation on strategies and ideas to create, or evolve into, a GREAT TCoE!

- The difference between Traditional vs. Centralized Testing Models
- Considerations based upon your SDLC (Waterfall, Agile, CI/CD, DevOps, etc.)
- Proven strategies to build, or turn your existing TCoE into, a great TCoE!
- Tips to create, motivate and sustain an excellent test team
- The importance and incredible value of an Assessment

Bio:

Bob Crews is a business owner, consultant and trainer with over twenty-eight years of I.T. experience including full life-cycle development involving development, requirements management, and software testing. He has consulted and trained for over 240 different organizations in areas such as effectively using automated testing solutions, test planning, implementing automated frameworks, risk analysis, and developing practices which ensure the maximum return-on-investment with automated solutions. Bob has presented at numerous conferences and user groups throughout the world including QAI, EuroStar (Copenhagen), HP Software Universe, LatinStar (Mexico City), and Software Test Professionals (STPCon).

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checkpoint
TECHNOLOGIES
Software Quality. Assured.

Putting
EXCELLENCE
in your testing CoE!

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A Bit About Me



In IT for
29+ years



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PUTTING
EXCELLENCE
IN YOUR TESTING COE

Agenda

- Traditional vs. Centralized Models
 - TCoE Overview
 - Process to Build a TCoE
- Importance of an Assessment
 - Q & A

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Poll

Does your organization currently have a TCoE implemented?



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Traditional “Silo” Model

- Separate project testing teams
- No resources focused on organization
- Cannot ensure consistent quality
 - Different management teams
 - Focused on particular business unit/project
 - Varying budgets



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Challenges with Decentralized Testing Model

- Overwhelming demands
 - New technology
 - Changing market trends
- Inadequate application quality
- High production costs
- Delays in delivery schedules
- Lack of quality standards



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Let's Discuss a TCoE

- Framework comprising strategic assets – process, people, and technology
- Governs how testing organization engages and delivers testing services to the larger enterprise
- Established goals, well-defined processes, a governance mechanism, multi-disciplined skill sets, and common tools and technology

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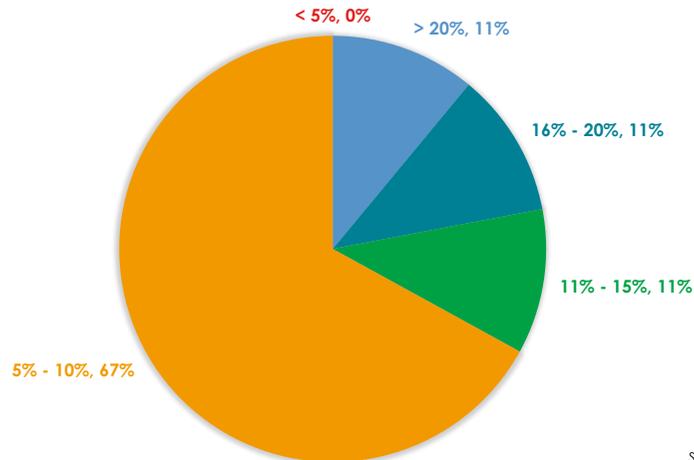
Benefits of TCoE

- Easier for team to:
 - Evolve existing testing services (more agile)
 - Offer new services with higher quality
- Promotes “culture of quality”
- Shorter time-to-market
- Decreased and optimized costs
- Enhanced delivery confidence
- Tighter alignment with business (organization)



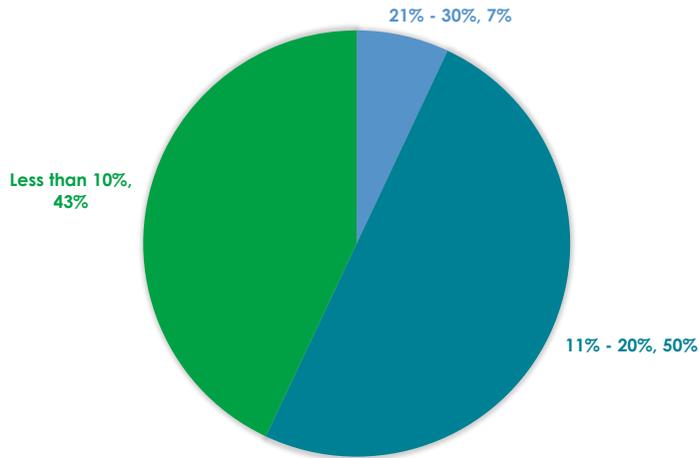
Source: 2016-2017 World Quality Report

REDUCTION IN TIME TO MARKET BY:



Source: 2018 , Infosys – Understanding Client Expectations from a TCoE

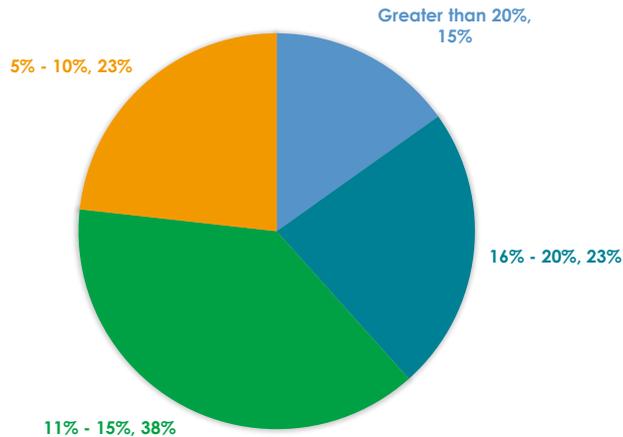
DECREASE IN COST OF QA BY:



Source: 2018 , Infosys – Understanding Client Expectations from a TCoE

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QUALITY IMPROVEMENT ACHIEVED THROUGH TCOE:



Source: 2018 , Infosys – Understanding Client Expectations from a TCoE

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TCoE Implementation Challenges

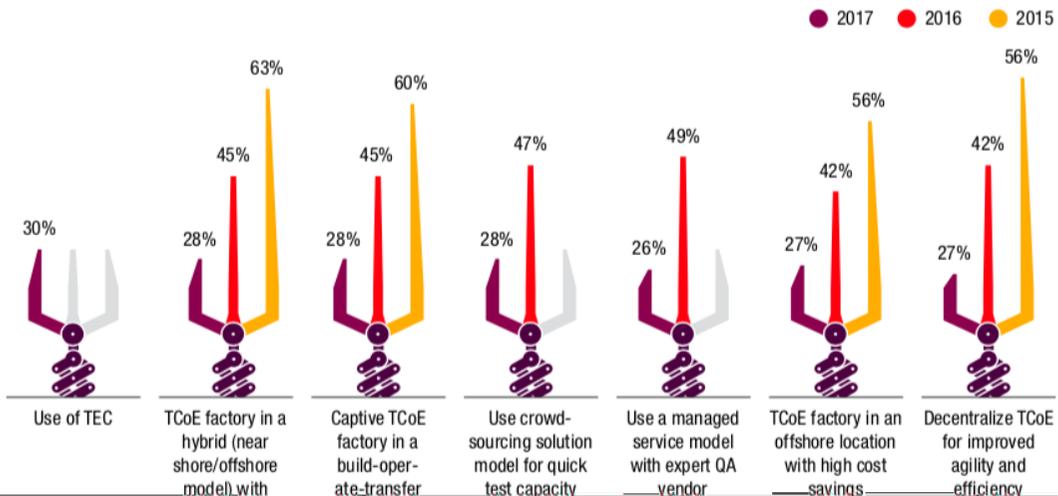
- Obtaining organizational commitment
- Setting of direction and priority
- Provision of skills and knowledge
- Lack of sufficient information (communication)
- Management of existing demands
- Lack of attention during end-to-end duration



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Approaches to Test Centers of Excellence

FIGURE 18



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Source: 2016-2017 World Quality Report

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Survey

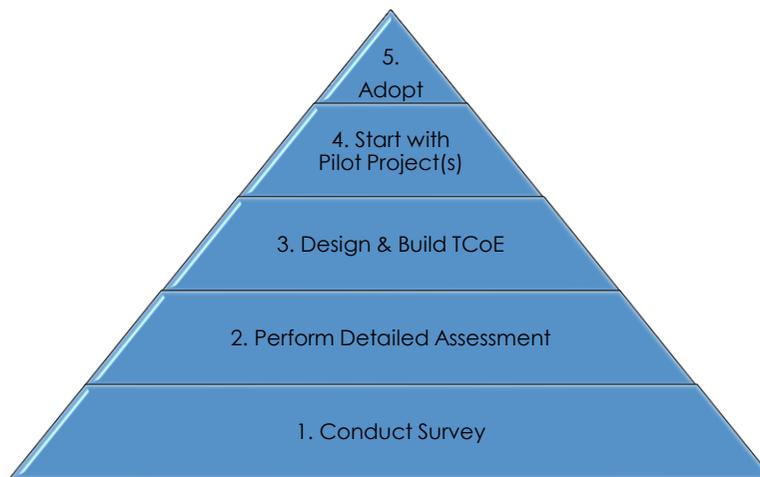
What do you believe would be your organization's main challenge in implementing TCoE?

- A. Getting executive buy-in and commitment
- B. Approval of necessary budget
- C. Obtaining expertise and skill sets
- D. Overcoming organizational politics



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Process to Build a TCoE



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1. Conduct Survey

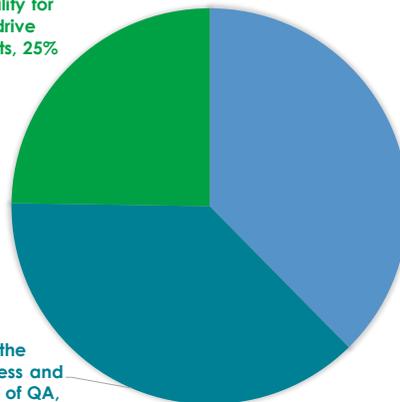
- Self-assessment
- Understand how your organization is ensuring quality today
- Focus on people, processes and technology
- Clarify and solidify objectives
- Identify all stakeholders
- Identify budget - money, time, and effort
- Obtain executive management commitment
- Obtain stakeholder commitment



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PRIMARY REASON ORGANIZATIONS IMPLEMENT TCOE:

To have single accountability for QA and drive down IT costs, 25%



The need to support large business or technology transformation initiatives, 38%

Raise the effectiveness and efficiency of QA, 38%

Source: 2018, Infosys – Understanding Client Expectations from a TCoE

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2. Perform Assessment

- An analytical process performed to better understand
 - Where you are & where you want to get to
 - How to get there
 - What the risks may be
 - Who will be impacted and involved
 - When will objectives be completed
- It is focused on people, processes, environment, solutions, challenges and objectives
- It can be tailored

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3. Design & Build TCoE

- Establish automated business processes
- Put in place a leadership structure
 - Executive sponsor
 - Steering committee
 - IT and business subject matter experts
 - Champions and mentors
- Define processes for Continuous Improvement
 - Lessons learned
 - Best practices



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4. Start with Pilot Project

- Can be more than 1 (recommend 3)
- Prove and succeed
- PDCA



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5. Adopt Across Enterprise

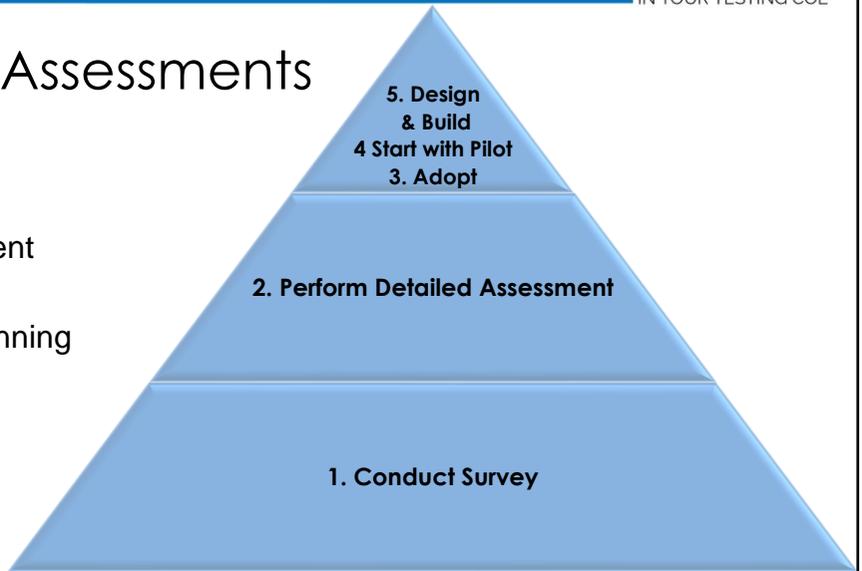
- Prioritize projects
- Enforce adherence
- Communicate capabilities
- Measure and track results
- Share wins



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Let's Focus on Assessments

- 60% - 70% of time spent on steps 1 & 2
- Detailed, strategic planning pays off



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What are the Benefits?

- Proactively identify:
 - Considerations, challenges and issues
 - Opportunities for immediate improvement
 - Requirements and evaluation criteria
 - Gaps and deficiencies
 - Needs
- Start development of TCoE strategy and TCoE implementation plan

BENEFITS



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Approach

- Interview as many of those involved with QA and testing process as possible
- Explain what you're doing and why
- Exercise "Diplomatic assertiveness"
- Ask questions - challenge answers with more questions
- Use structured assessment report format
 - Outline
 - Evaluation sections each with granular recommendations



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TCoE Assessment Focus Areas

- I. TCoE Assessment Introduction
- II. Executive Summary Report
- III. Environment Overview
- IV. QA and QC Team Experience, Skills & Training Evaluation
- V. QA and QC Process Documentation Evaluation
- VI. Production & Test Environment Evaluation
- VII. Test Design Process Evaluation

(more)

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TCoE Assessment Focus Areas (cont.)

- VIII. Team Automated Tool Experience, Skill & Training Evaluation
- IX. Test Process Documentation Evaluation
- X. Test Execution Process and Metrics Evaluation
- XI. Defect Reporting and Management Evaluation
- XII. Roadmap & TCoE Implementation Strategy
- XIII. Summary

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I. TCoE Assessment Introduction

- No more than one page
- What, Why, Who, When, & Where
- Introduce
 - What is being assessed
 - Purpose (objective) of assessment focused on implementing a TCoE
 - Standards and guidelines used
 - Date and setting of assessment
 - Assessor and resources involved
 - Format of assessment



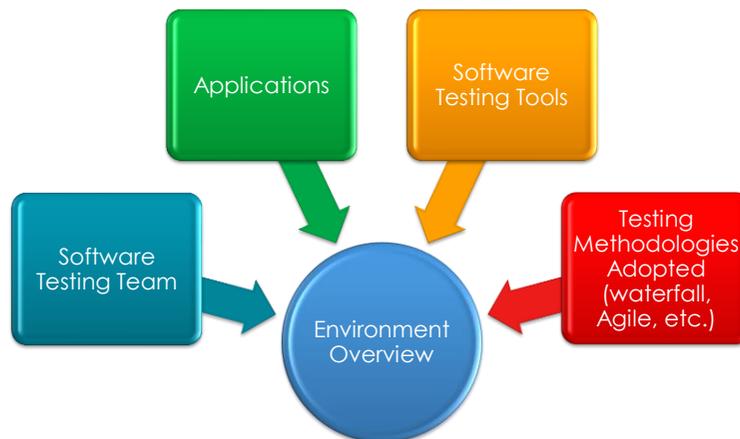
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II. Executive Summary

- Detailed outline of objective(s) of assessment
- Overview of:
 - Organizational challenges (why objectives are not being met)
 - Opportunities for Improvement
 - High-level, organizational recommendations
 - Benefits (Return-on-Investment)

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III. Environment Overview



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IV. QA/QC Team Experience & Training Evaluation

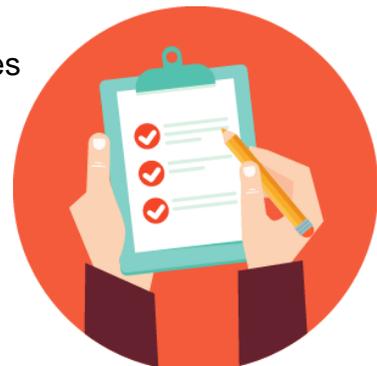
- Testing Skill and Knowledge
- Automation Skill and Knowledge
- Functional Automation
- Manual Testing
- Test Planning & Test Management



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V. QA/QC Process Documentation Evaluation

- *Process Documentation and Standards Best Practices*
- *Process Documentation Recommendations*
- *Process might be:*
 - Functional Automation
 - Performance Automation
 - Application Security Automation
 - Etc.



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VI. Production & Test Environment Evaluation

- Prod & Test Environment Overview
- Prod & Test Environment Best Practices
- Prod & Test Environment Recommendations



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VII. Test Design Process Evaluation

- Integration of Automated Testers, Manual Testers, and the Business
 - Findings
 - Recommendations
- Overview of Existing Test Cases and Test Case Library Management
 - Findings
 - Recommendations



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VIII. Team Automated Test Execution Process and Metrics Evaluation

- Automated Test Execution Process Evaluation
- Automated Test Execution Process Recommendations
- Automated Test Execution Metrics
 - Automated versus Manual Defect Catch Rate
 - Successful versus Non-Successful Test Runs

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IX. Test Process Documentation Evaluation

- Completeness
- Clarity
- Accessibility
- Adherence by team and organization as a whole
- Findings
- Recommendations



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X. Test Execution Process and Metrics Evaluation

- Provision of meaningful information
- Adoption and behavior change
- Accountability
- Standardization



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XI. Defect Reporting and Management Evaluation

- Reporting and Tracking Process
- Remediation Process
- Standardization
- Traceability
- Ability to replicate



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XII. Recommended Roadmap & TCoE Implementation Strategy

- Detailed action items to succeed
- Timeline and targets
- Milestones
- Specify:
 - Need
 - Dependencies
 - Responsible resource(s)
 - Target dates
 - Potential roadblocks
 - Any other critical info (costs, options, etc.)



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XIII. Summary

- Limited to one page
- Next steps
- Author information



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Summary

- Traditional vs. Centralized Models
 - TCoE Overview
 - Process to Build a TCoE
 - Importance of an Assessment
- Content of Detailed Assessment Report

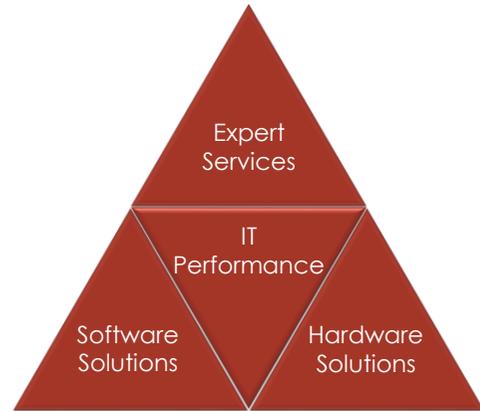
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Questions?

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About Checkpoint Technologies

- ✓ Incorporated in January, 2003
- ✓ QA and QC expertise focused on functional, performance and application security testing
- ✓ Proud partners with Micro Focus, Atlassian, Tricentis, Kobiton, and Mobile Labs
- ✓ QAI Training Partner



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Expert services

STAFF AUGMENTATION	<ul style="list-style-type: none"> • Long-term contract services, on-site and remote • QA leads, manual testers, automation experts etc.
CONSULTING	<ul style="list-style-type: none"> • Automation Audit, process assessments, configurations, analysis etc. • Long-term and short-term, on-site and remote
OUTSOURCING	<ul style="list-style-type: none"> • US based functional and performance testing • Software testing performed at our test lab by expert resources
TRAINING	<ul style="list-style-type: none"> • QA, software testing and solutions training • On-site, virtual or public
MENTORING	<ul style="list-style-type: none"> • Customized training essential to your team – in your environment • Cost-effective \$\$\$

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THANK YOU



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Social Media

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LinkedIn: [linkedin.com/company/checkpoint-technologies](https://www.linkedin.com/company/checkpoint-technologies)

Twitter: @BobCrews_CPTech

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Meet Vivit

- Non-profit organization started by customers in 1993
- Over 32,000 **members** worldwide
- Your only source of information on Micro Focus that is **completely unbiased, uncensored and field-tested**
- Vivit is not just for **practitioners but managers and executives too**
 - 50% of members work hands-on with the Micro Focus products
 - 50% of members are in decision-making roles

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New England Vivit LUG

- **Leader**
 - Ramesh Subramaniam
- **LUG Meeting Location**

Harvard Pilgrim Health Care
93 Worcester St.
Wellesley, MA 02481
- **Next Meeting**
 - Thursday, June 13th, 2019 (**TOMORROW!**)
 - 5:00 PM until 8:00 PM
- **NOTE: In conference rooms 1038 & 1039**

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