



What happens over here and why you might care

A window into the Test Team

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Overview

- Testers and developers are often separated by a wall
- The wall is a normal and natural result of systemic social, methodological, and technological factors
- The wall can reduce the efficiency of development and testing, raising costs, lengthening projects, and lowering morale and quality
- Understanding these forces, a project team can reframe the tester/developer relationship and lower the wall
- Individuals can lower the wall in many cases, regardless of what the group does

What's being said:

Testers say:

Devs don't care about quality.
Devs don't care about testing
Devs are basically selfish
Devs shouldn't do testing.

Devs say:

Testers delight in breaking the product.
Testers are complainers.
Testers are technically inept.
Testing is "pounding the keyboard".

The Social Wall

- They don't understand us.
- They don't care about us.
- They don't care to understand.
- They're out of control, over there.
- They sometimes do things just to mess with us.

Exercise: Dimensional Analysis

Describe these things and conjecture what they do...

Why testing is hard

- It's all in your head -- conjecture and refutation
- Have to anticipate behaviors of an unknown user to examine a product that's ambiguous
- The product is more than just software
- Who's code is it (OS?)
- We can never know quality for certain
- Suitability, Testability, Compatibility, Scalability, Interoperability, Usability, Re-usability, Learnability, Reliability, Recoverability, Adapability, Localizability, Portability, Changability