

The Effect of Highly-Experienced Testers on Product Quality

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Topics of the Day

Testing / Testers at Microsoft

People

Career Paths



About This Study

Background

Interviews



Discoveries

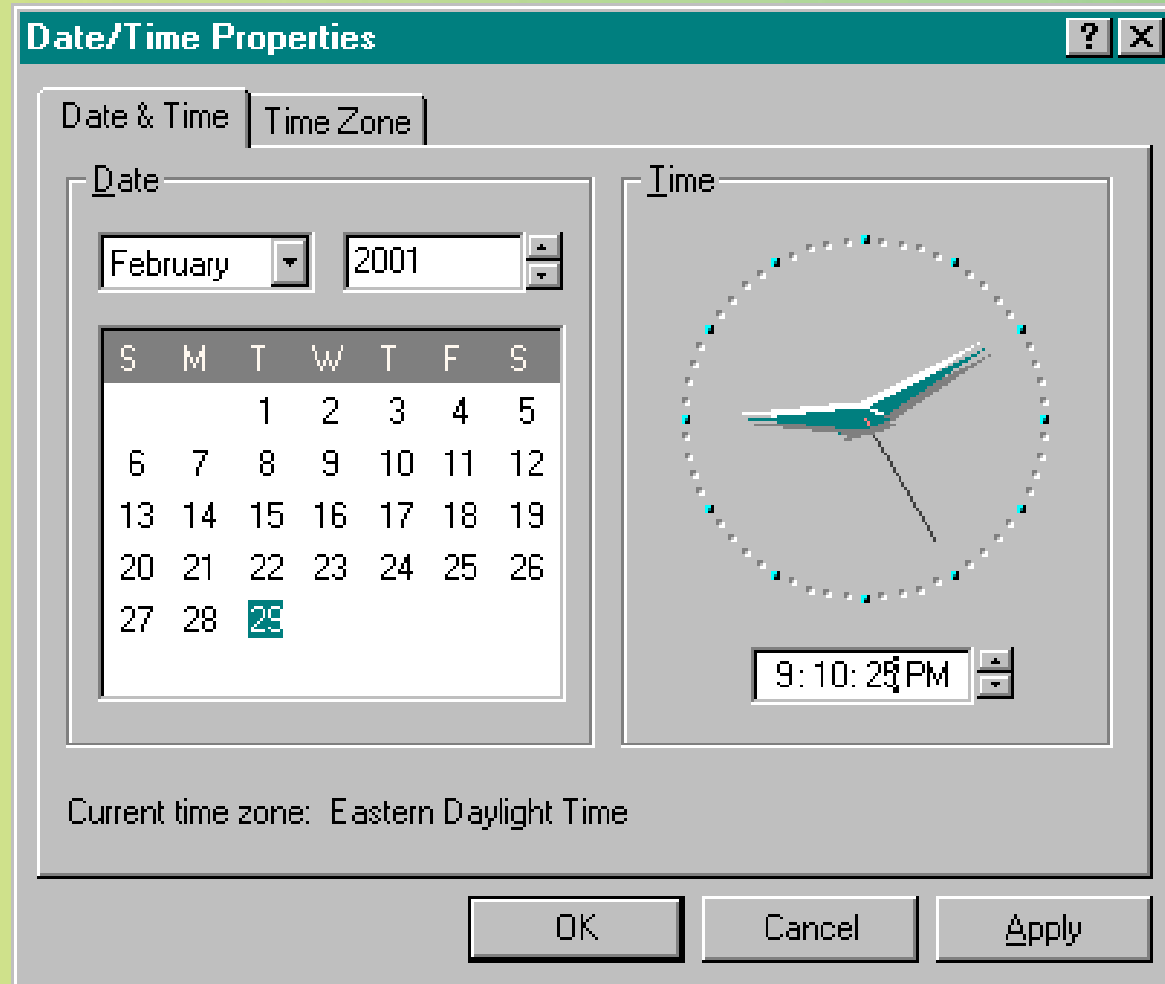
Trends

Future plans



Testing at Microsoft

- 10,000 Testers
- Technical competencies
- Equal career paths

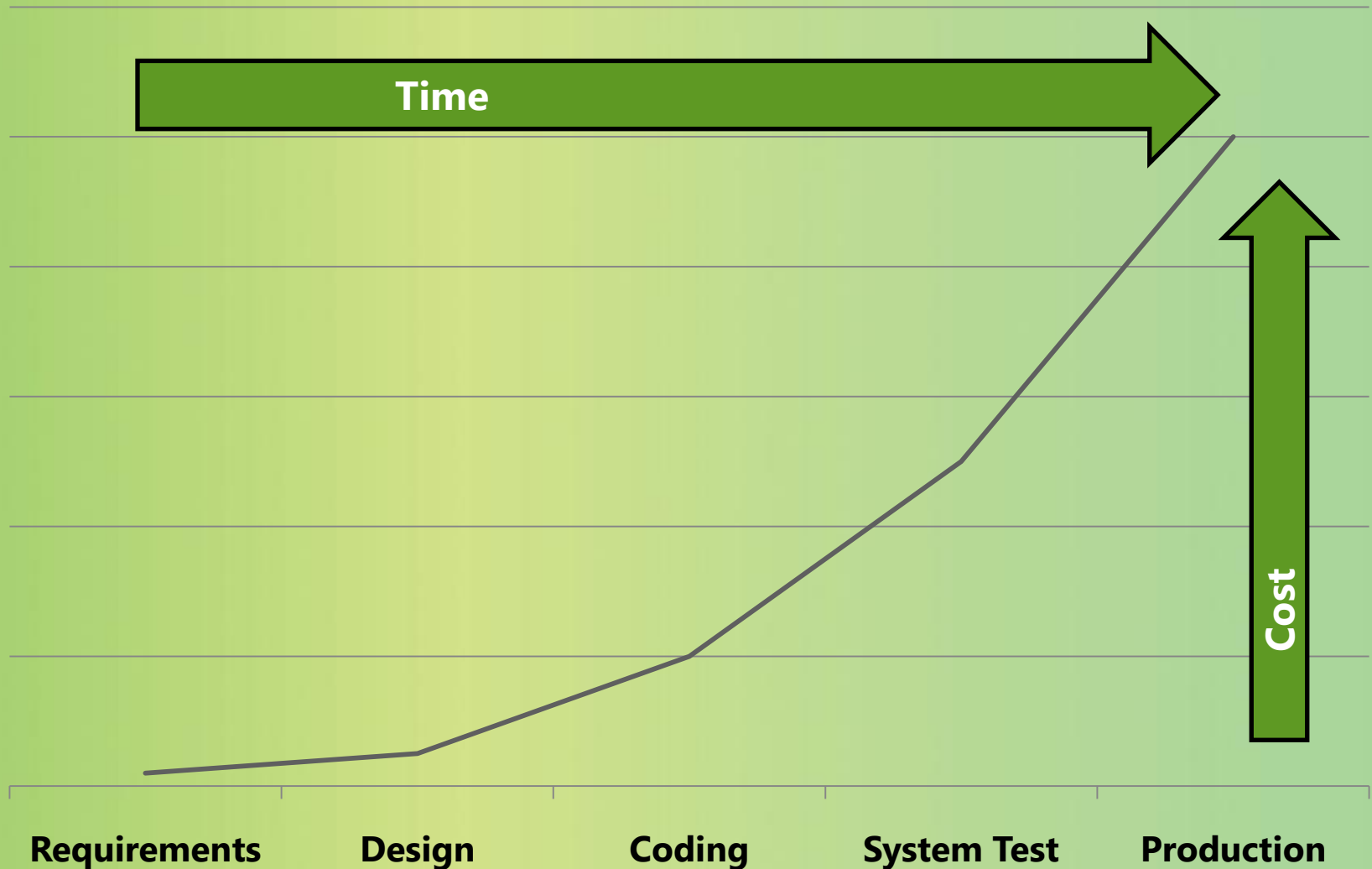


To what end?

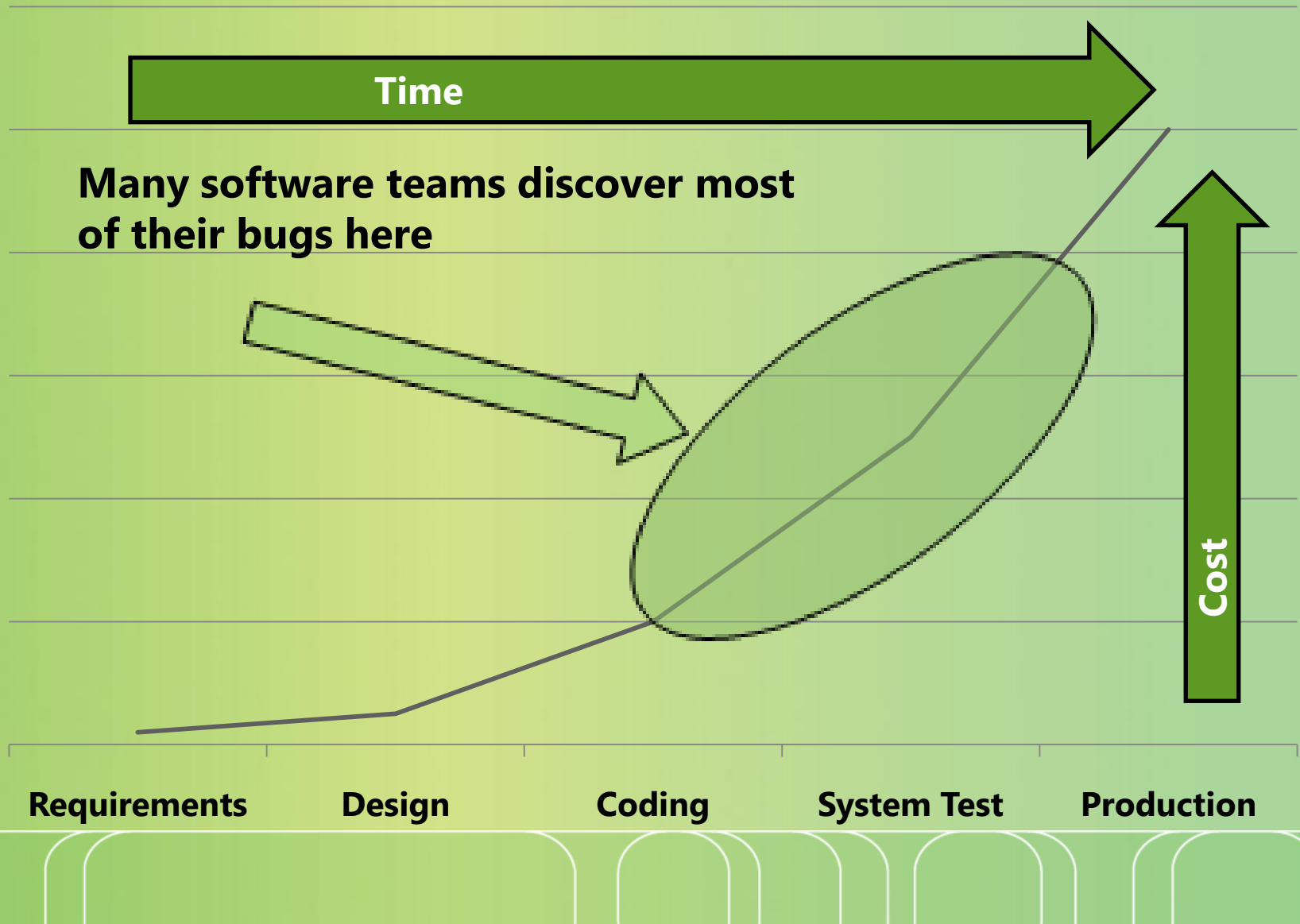
- Does it make sense to put some of your most senior talent (and salary) on testing?
- Is Testing easier?
- Is Quality better?



Cost of Change



Cost of Change



The Plan

- Select several of the most senior testers (non-managers) at Microsoft
- Interviews
 - Role
 - Influence
 - Testing
 - Quality
 - Life without them

Roles

- All different – all highly valued
- Role dependent on skills of employee and needs of the organization
- Mentoring, coaching, deep technical knowledge, quality “upstream” all represented



Lucretia

- Dependency analysis superhero
 - Teams base their componentization strategy on her work
- Ally and partner to windows core architecture team
- Her tools accomplish in 5 hours what used to take a 3-person team 1 week



Ed

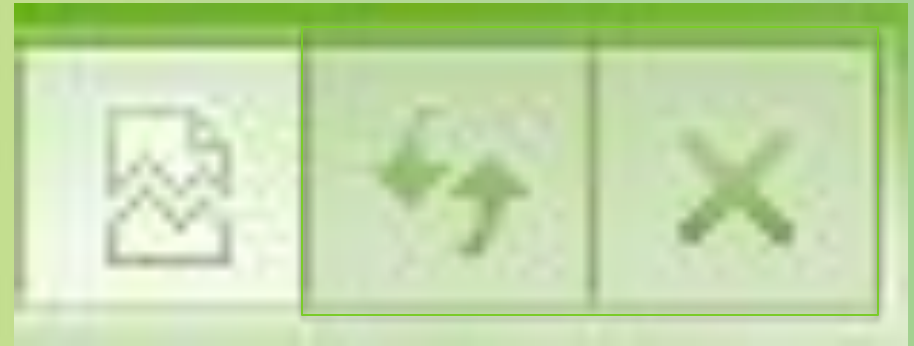
- Consultant
- Most influential tester in entire organization
- Technical leader who “teaches others to think for themselves”
- Company leader in declarative testing and model-based testing



Microsoft®
SQL Server® 2008

Jim

- Compatibility king
- High amount of influence
- Debugging / analysis case studies

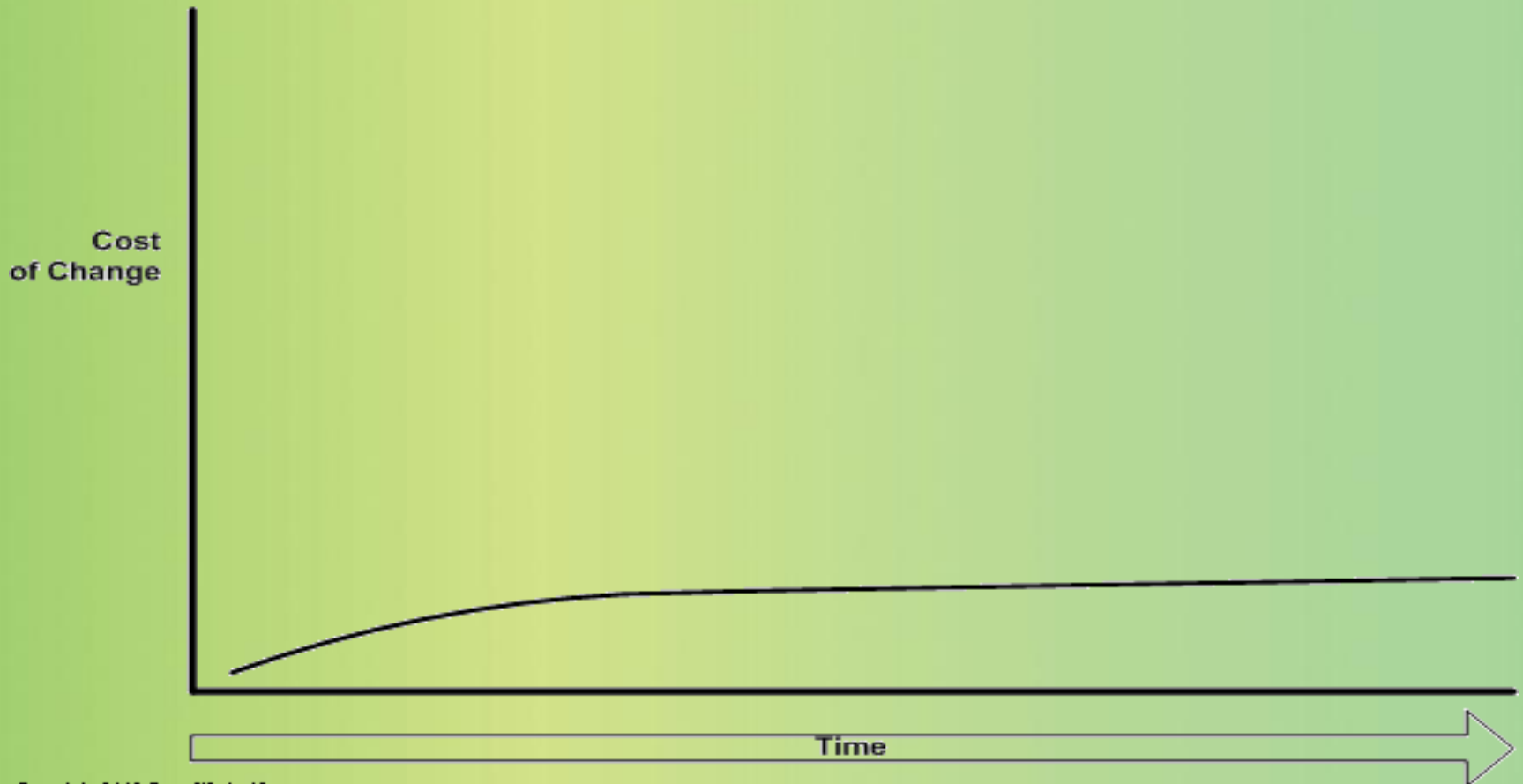


Windows®

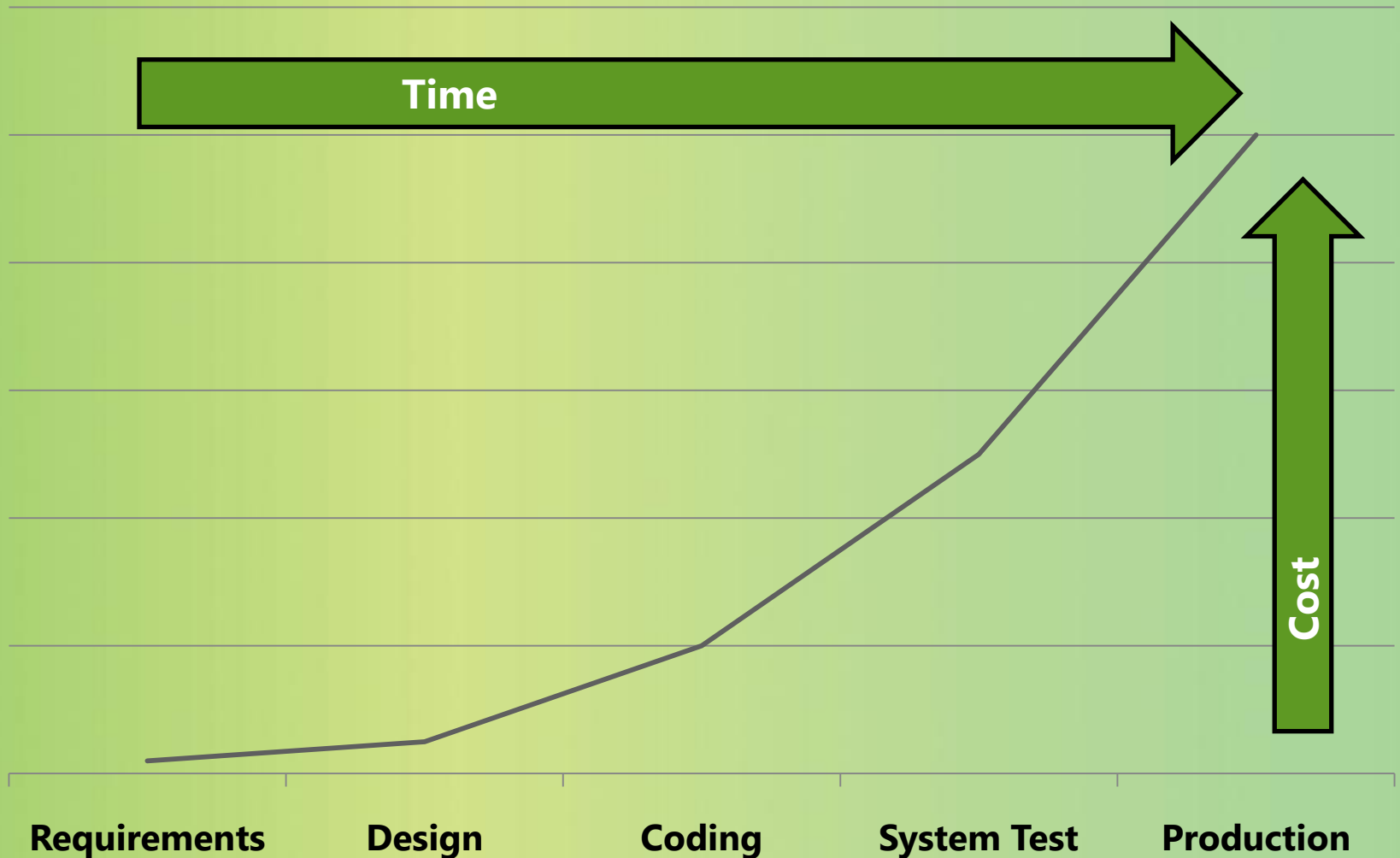
Internet Explorer® 8

Revisiting the cost of change

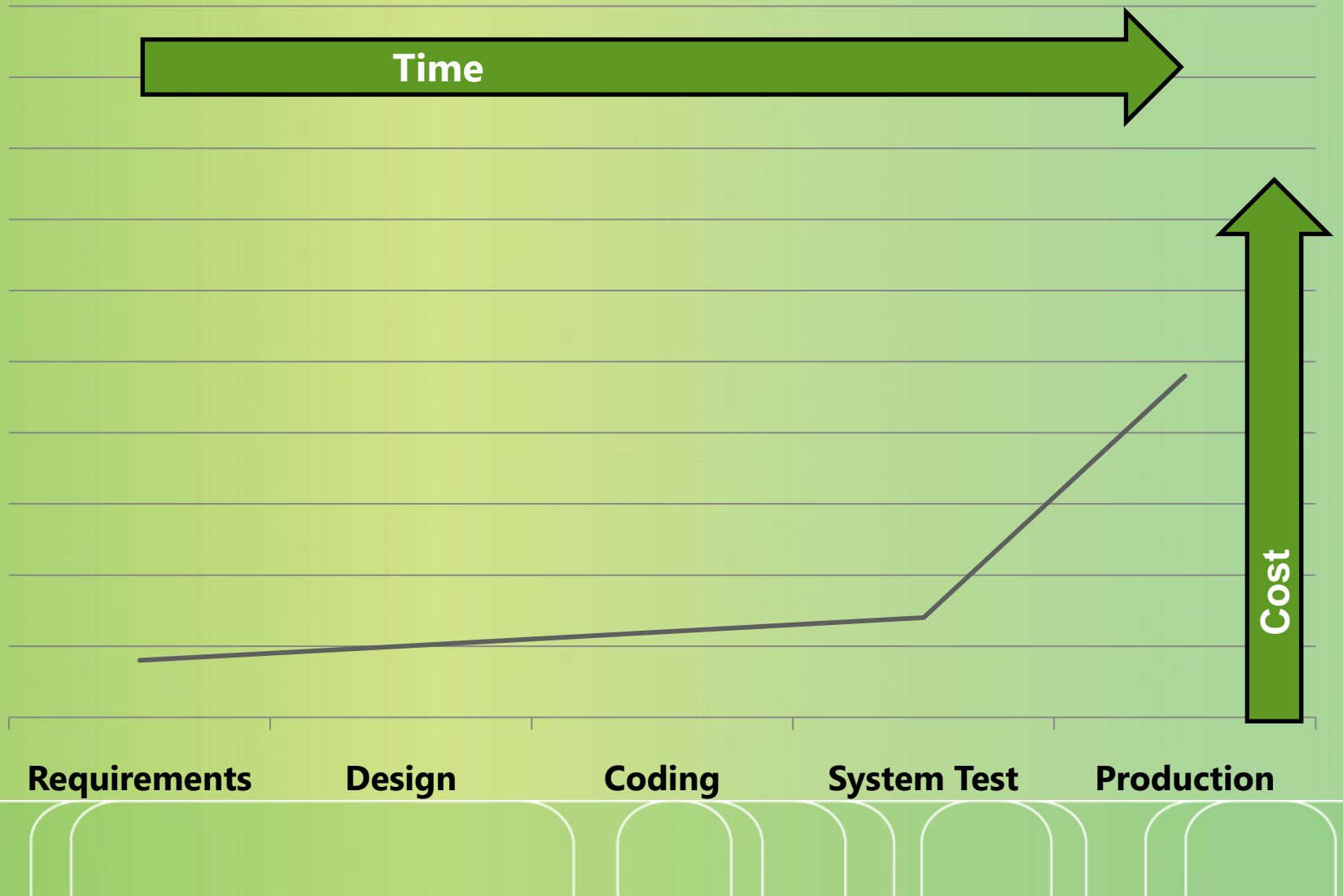
- Ambler / Beck cost of change curve



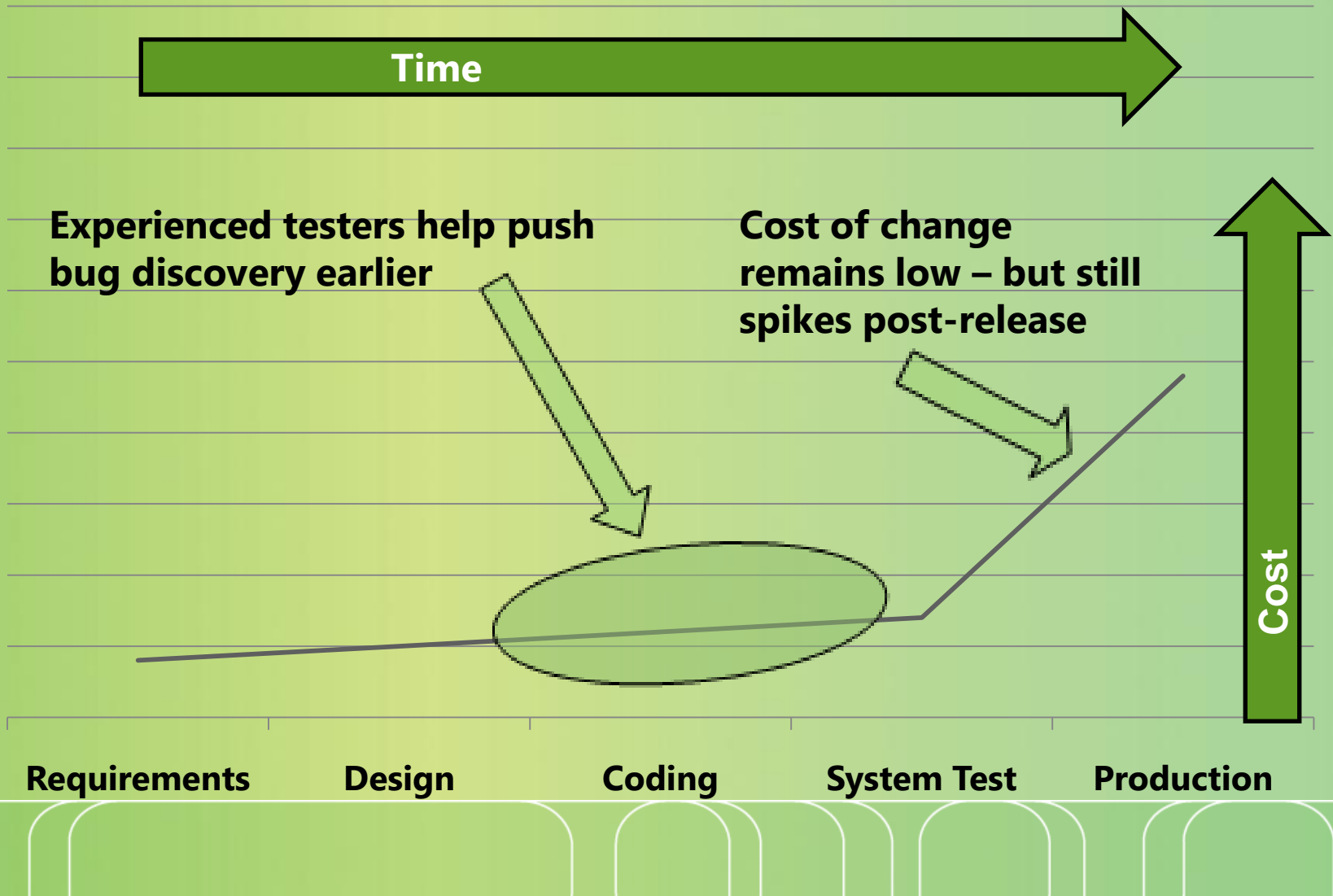
Cost of Change



Cost of Change Redux



Cost of Change Redux



Sounds great – I'll take three!



Grown, not Made

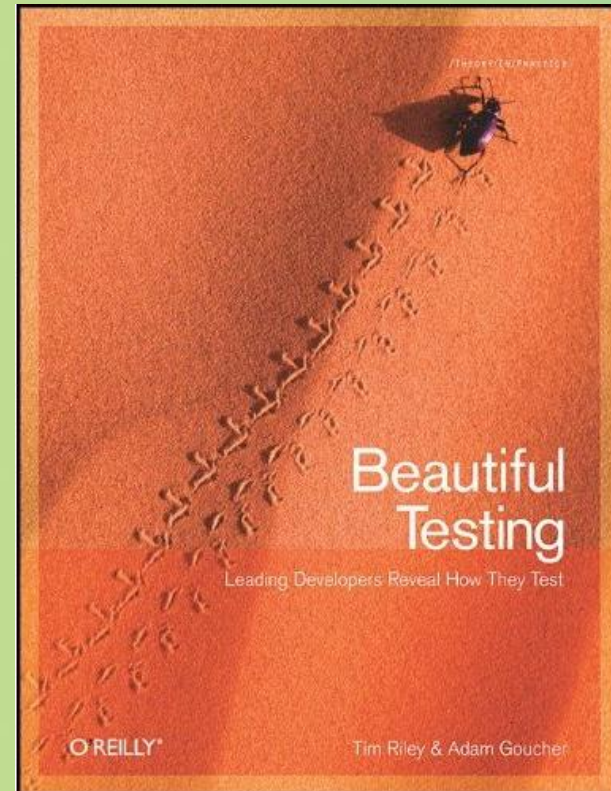
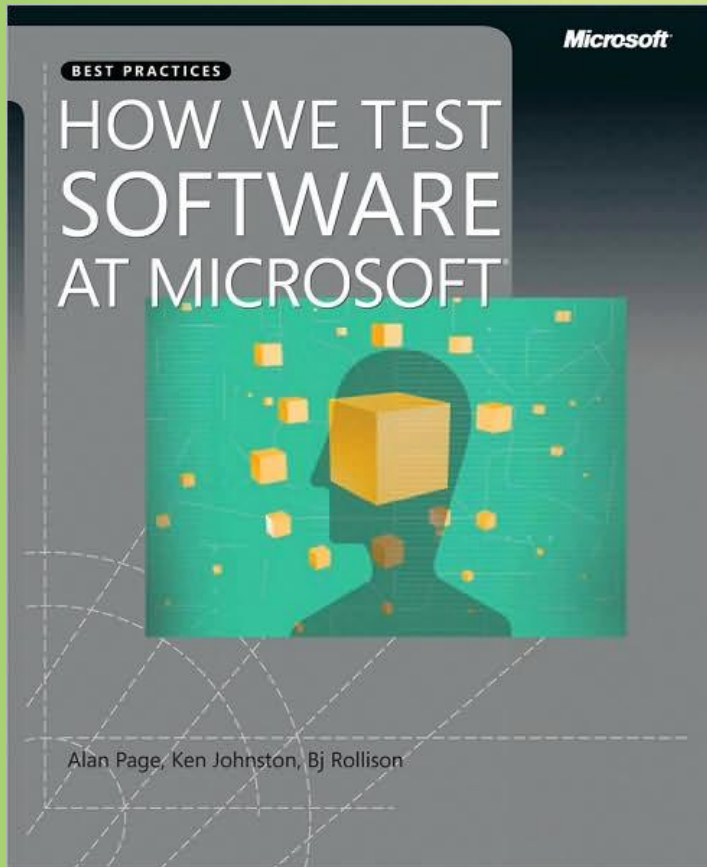
- Challenge testers to solve hard problems
- Provide leadership opportunities
- Cultivate a passion for learning



Next Steps

- More interviews
- Objective measurements
- Educate executive management
- Better software quality

Questions

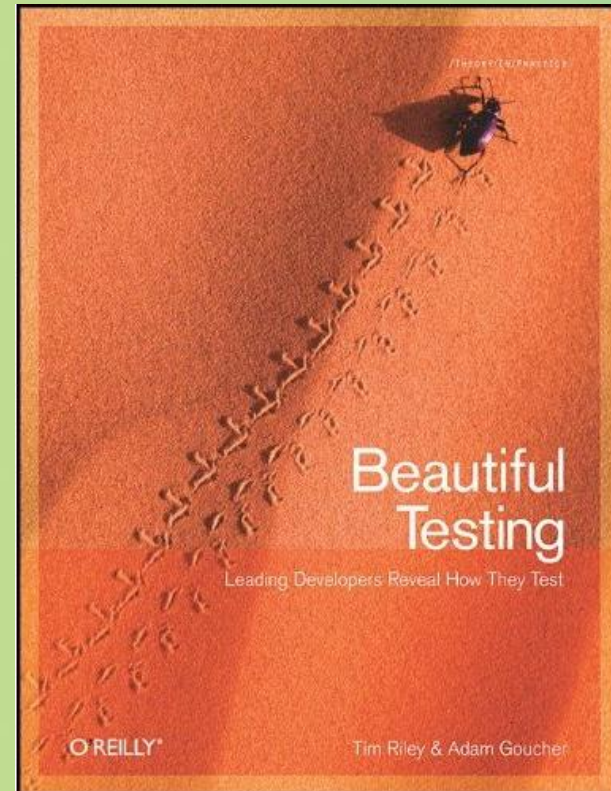
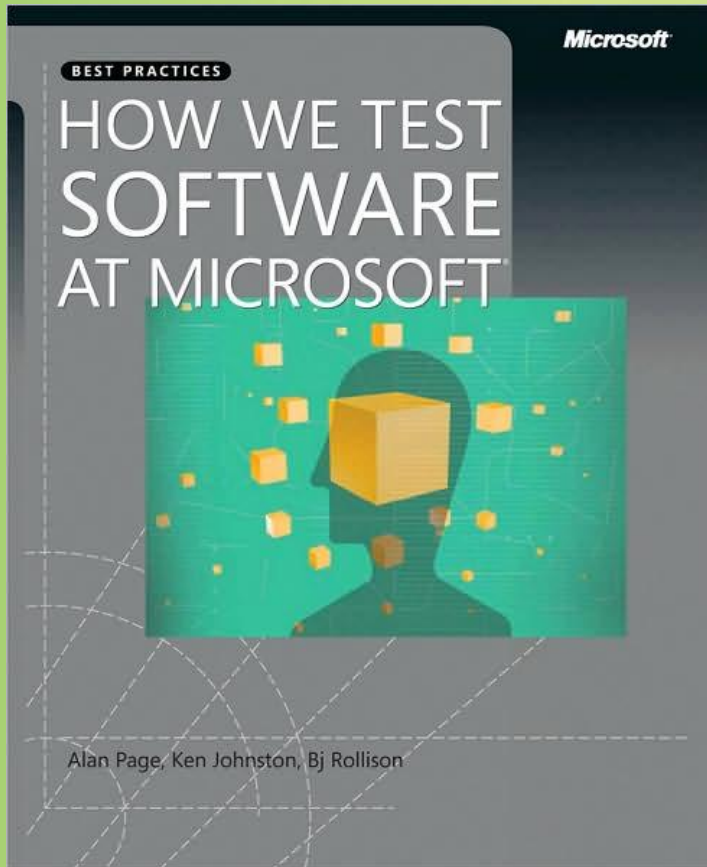


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Questions



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Org Structure Implications

