

## ***Welcome to IV&V Australia Testing Newsletter***

This e-newsletter provides a practitioner's view of how to manage and perform SOFTWARE TESTING in today's world.

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### ***Merry Christmas from IV&V Australia***

From all of us here at IV&V Australia we'd like to wish all of you, our friends and clients, a very merry Christmas and a safe and happy bug-free new year. We look forward to seeing you all in 2011.

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### ***Alice's Adventures***

#### **Chapter 8 – Evidence and party time!**

As the Test Manager on the Whizzbang Gadget Project, Alice knew that it was her job to find a set of metrics that would prove that their new way of doing the development and testing was going to benefit the company. From reading articles on metrics, she knew that they could collect information to improve things in their own area, but what to collect in order to relate that to the company as a whole? Alice realised that specific things they wanted to measure locally wouldn't be understood by other people outside the application development area.

She decided that her starting point was a chat with Max's dev team and her project manager Ursula. Since it was Christmas, there was a party atmosphere going on. The year had gone well and they'd all earned a rest, but this puzzle remained to be solved and she wanted to do it before the Christmas break. She had to make them focus, one last time.

Alice was impressed with the list of things the team generated. Some of them were entertaining – but unfortunately, unprintable. What was left included:

- Dev - Number of requirements versus lines of code versus development time (need accurate timesheet information for this)
- Test – Number and severity of defects found in test

- Test – Defect clustering metrics (on what features had they found the most bugs)

These were fine as a start, but they were not going to impress the management team. They really needed a measure that would get their attention. They all looked at Ursula. She was their management link and must have had some insight into what the company was most keen on knowing. (The fact that they didn't know was a problem for another forum).

Given that their product was targeting the finance industry, maybe that was a clue! The product needed to compete well with others and clearly ought to be beyond reproach when working out loans and ability to repay. The number of units sold and profit wasn't going to cut it. And besides, the things that were being measured needed to be things that Alice and her team could change through their efforts.

After a few mugs of coffee and a few plates of Granny's delicious Christmas cookies, in the end they decided that the best measure they could come up with, demonstrating effectiveness was ***defects found in the field***. After all, they had good metrics from their previous product to compare with (all they did was fix bugs!), even though the products were not the same. If they could show management that the number of defects found in the field per unit sold was much better, then improvement could be shown and problem solved!!!

Ursula, Max and Alice decided that they would ponder this further over the Christmas break. Meanwhile, the champagne was flowing and everyone toasted the many successes of the year!

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### ***Thought of the day***

It's that time of year again when we testers will find ourselves sitting around the table at Christmas lunch or dinner and once again we'll listen to our relatives describe our jobs as "works with computers" or "does something with satellites". Testing; it's a mysterious job, but somebody has to do it. Enjoy your summer break!

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### ***FEEDBACK***

Have you found this issue useful? We want to hear your comments and suggestions. Email us at [info@ivvaust.com.au](mailto:info@ivvaust.com.au).  
For more information about IV&V Australia, visit our web site at <http://www.ivvaust.com.au>.

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