

*The Power of Risk*  
door Erik Boelen

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15 oktober 2009

voordracht georganiseerd door het



TECHNOLOGISCH INSTITUUT  
*Discussiegroep Software Testing*

met de steun van



*cronos*  
e-business integrator



systematically delivering success

*quasus*



tesco testing your software



*ps\_testware*  
Your devil's advocate

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Ingenieurshuis - K VIV, Antwerpen

# The Power of Risk

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# Bad example



*The Forecaster Risk Analysis Expert*

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LLC

*Umbrella  
as for  
sale*

## can you find out there?

*"A practical approach on the setup of a risk based assessment"*

*"Using a risk based approach to prioritize your test activities"*

*"Implementing a risk based approach to static testing"*

*a few  
sample  
papers*

## What will I NOT talk about?

Setting up a Risk Based Approach

Listing all possible theoretical advantages of setting up a Risk Based Approach

Giving you a book to take home on how to do it

## What will I talk about?

A practical guide on how to use the result of the Risk Based approach

*use -  
how?*

A focus on what the practical advantages of risk based testing really are for testers

*use -  
why?*

A statement on how to strengthen the position of the testers within the project by using risk based testing

*use -  
who?*

## A few definitions

A hazard is something that has the potential to cause harm to persons, property, plant or equipment

*Hazard*

A risk is something that can become an issue, because of the change that the project is doing

*Risk*

A risk assessment is the overview of how you treat these risks as a project to prevent them from becoming an issue

*Risk  
Assessm  
ent*

## Many parties involved

End user

Project lead

Test Coordinator

Development team

Analysts

**Everybody involved in the  
project**

## Our case

Customization of a package in order to do a full follow-up of all files and related documents.

Users had a mainframe solution of which the support would stop.

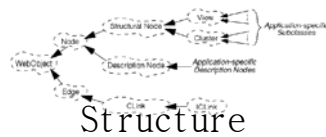
*The  
situati  
on*

# The well known steps

## Gather



*Step 1 - Information gathering* A bunch of people sit together and decide that what they will do might cause a few risks, nothing major. That's when they mention that it might be useful to have somebody looking after the testing. And there you are, the test coordinator of the project!



## Structure

*Step 2 - Structure the risks* You - as the test coordinator - have learned that there are many ways to give a clear overview of all the risks, and by doing this, you discover that there are a lot more risks than your team members thought in first instance. That's when you start listing them.

## Do your magic

*Step 3 - Establish Risk Assessment* You organise meetings, apply techniques and play a little magic with the list of risks and you come up with the Risk Assessment.



*3 steps  
to set  
up risk  
assessment*

# The result

Quality Characteristic	Importance
Usability	50%
Performance	35%
Functionality	10%
Reliability	5%
Portability	0%
Total	100%

## Concrete results

### PERFORMANCE TESTING

*We need a performance test environment*

*We need some experienced performance testers*

*We need the developers to focus on the issues in the performance*

## Concrete results

### USABILITY TESTING

*We need a usability test lab*

*We need a large group of end users for testing*

*We need an extensive beta testing period*

# The missing step

You start using the risk assessment to the advantage of the project and you benefit from it as well

*Step 4*  
*Be a*  
*test*  
*coordin*  
*ator*

# The real benefits



*Makes*  
*people*  
*talk*

## The real benefits

The starting point in all negotiations is the common base to start from

All parties agree on the priority settings

We have our common base, performance is important for all of us!

*"It's not me asking for this performance test environment"*

Save on the no-risk areas

*Common  
base to  
start  
negotia  
ting*

## The real benefits

In agile we have to function as one in order to get the biggest added value

I believe in the we-versus-them game

Like in sports, you set goals and objectives

Usability is different for a developer than for an end user

*The we-versus-them game will get you a usable and efficient application*

*Usabili  
ty is  
the  
goal*

*Risks  
stimula  
te team  
spirit*

# The real benefits

Project Management	Risk Management
Designed to address general or generic risks	Designed to focus on risks unique to each project
Looks at the big picture and plans for detail	Looks at potential problems and plans for contingencies
Plans what should happen and looks for ways to make it happen	Evaluates what could happen and looks for ways to minimize the damage
Plans for success	Plans to manage and mitigate potential causes of failure

You play an important role in the success of your project manager

*Play an important part in project management*

# The real benefits

## ***To designers***

**How will you mitigate the usability risk?  
How do you think the developers can make the mitigation work?  
How should testers anticipate on this mitigation in their test preparation?**

## ***To developers***

**How did you interpret the mitigation actions that the designers have set for usability?  
What are you doing to let the mitigation work?  
How will you check if the mitigation will work?**

## ***To testers***

**Did you understand the mitigation actions?  
Did you talk to the developer who's actually building the mitigation?  
How do you intend to prove that you have checked the mitigation?**

*Risks help you set up your weekly follow-up meeting*

## The real benefits

A challenge in a software project to realize the business aspects of what you do

*"What's the added value of the part that I'm testing?"*

Risks show the impact of what your piece of the software has

*Bring  
all  
team  
members  
closer  
to  
reality*

## Conclusion

We face a lot of challenges as test coordinators

planning

follow-up

cooperation between parties

reporting

Risks help up to face these challenges

*It's an  
effort,  
use it  
wisely*

# Real conclusion

Eventually testing will rule the world...

... and risks are bringing us one step closer



your reference in testing services

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*Where  
to find  
me?*