

Produced by  
**STeP-IN**  
Forum

# STeP-IN SUMMIT 2008

Hosted by



5<sup>th</sup> International Conference on  
Software Testing

## Building Effective Test Teams

Madhu Murthy Ronanki

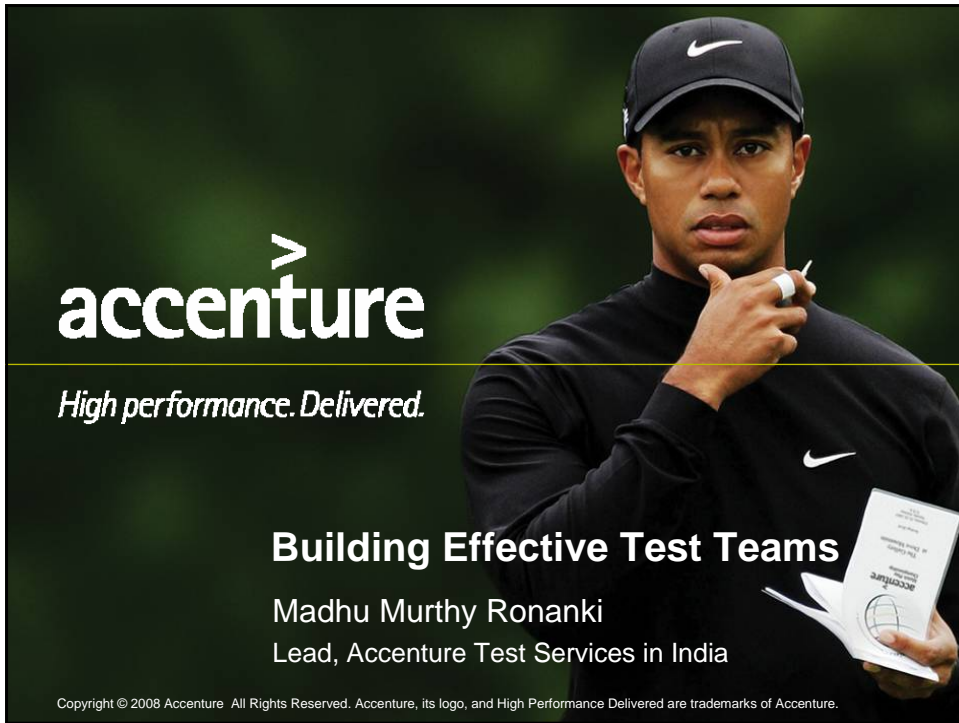
Accenture

[ronanki.madhu.murthy@accenture.com](mailto:ronanki.madhu.murthy@accenture.com)

Copyright: STeP-IN Forum and Quality Solutions for Information Technology Pvt. Ltd.

Published with permission for restricted use in STeP-IN SUMMIT 2008 in agreement with full copyrights from owner(s) / author(s) of material. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without the prior consent of the owner(s) / author(s). This edition is manufactured in India and is authorized for distribution only during STeP-IN SUMMIT 2008 as per the applicable conditions.

**Practices Experience Knowledge Automation**




**>  
accenture**

*High performance. Delivered.*

**Building Effective Test Teams**

Madhu Murthy Ronanki  
Lead, Accenture Test Services in India

Copyright © 2008 Accenture All Rights Reserved. Accenture, its logo, and High Performance Delivered are trademarks of Accenture.



**Disclaimer**

The views presented are my personal views based on my experience and publicly available studies, news and market research. These views do not necessarily represent the views of my employer.

Copyright © 2008 Accenture All Rights Reserved.

2

## Agenda

- The story of a test team
- Journey towards High performance
- Conclusion

Copyright © 2008 Accenture All Rights Reserved.

3



## The story of a test team


- Building the team was fun!
- How did they position themselves?
- How were they organized?
- What were their skills, competencies?
- What was their relationship with other stakeholders?
- How was their performance measured?

Copyright © 2008 Accenture All Rights Reserved.

4



## The team's journey



**EDD =**  
Expected Defect Density

**KLoC =**  
Kilo Lines of Code


**IT =**  
Integration Test

**ST =**  
System Test

Package	Release1			Release2		
	KLoC	EDD end IT	EDD end ST	KLoC	EDD end IT	EDD end ST
AAA	426	4	1.6	483	2.1	1.6
BBB	306	4.7	2.4	348	2.5	2.0
CCC	414	3.2	1.6	438	1.7	1.3

Copyright © 2008 Accenture All Rights Reserved. 5

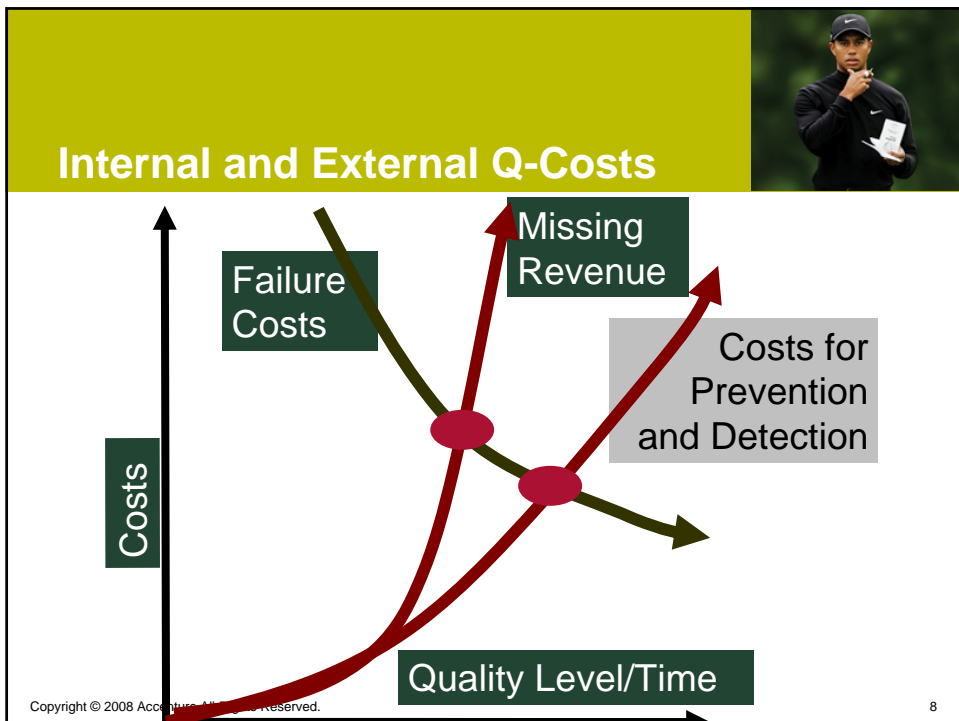
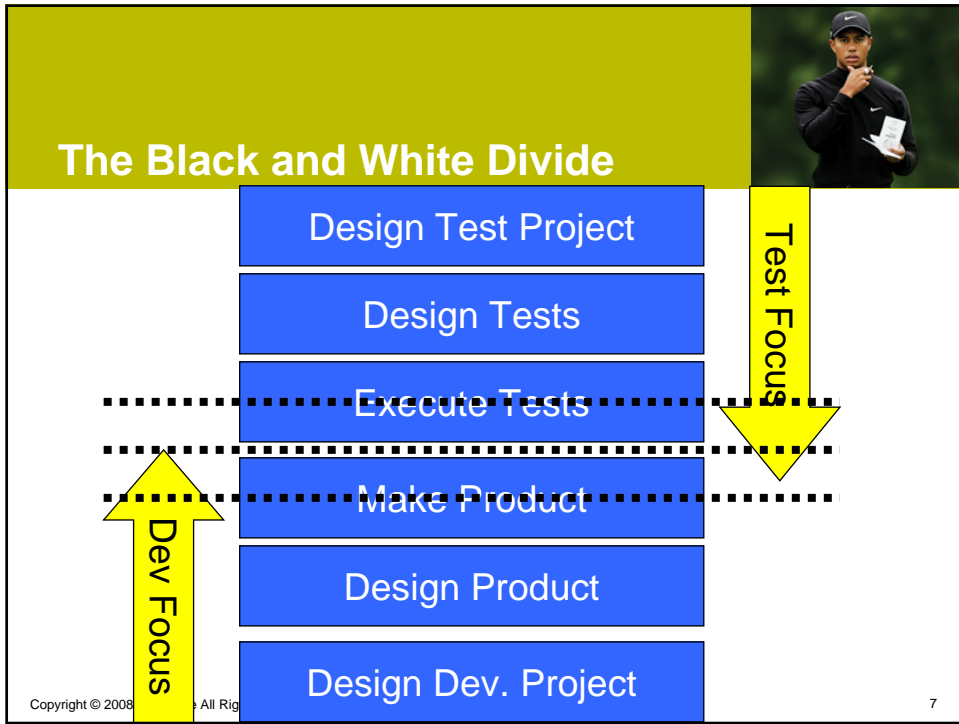
## Transition to a new organization

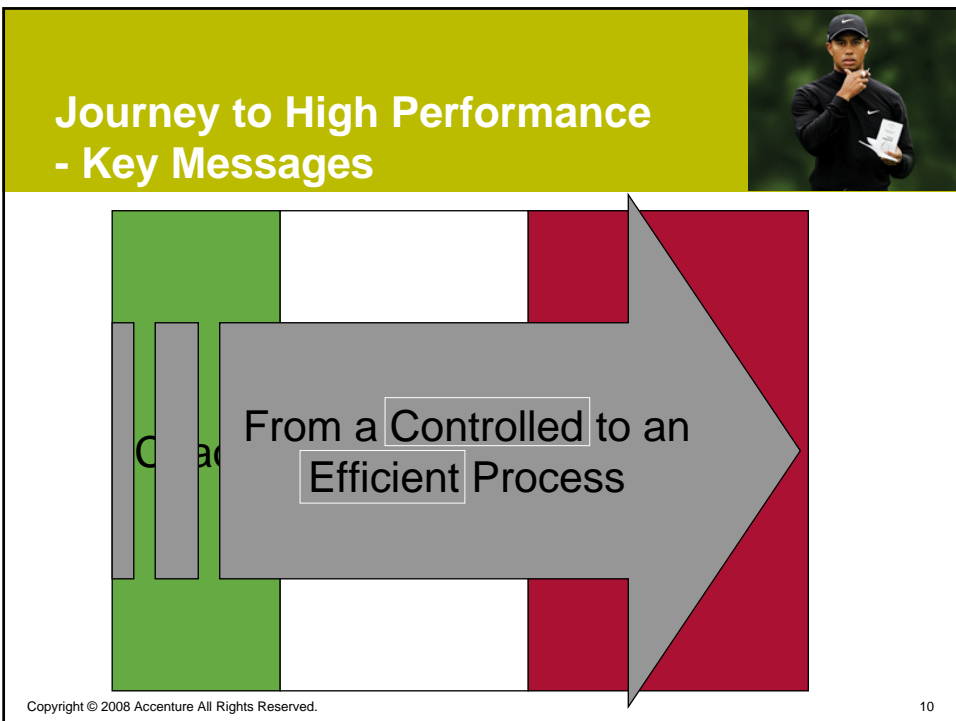
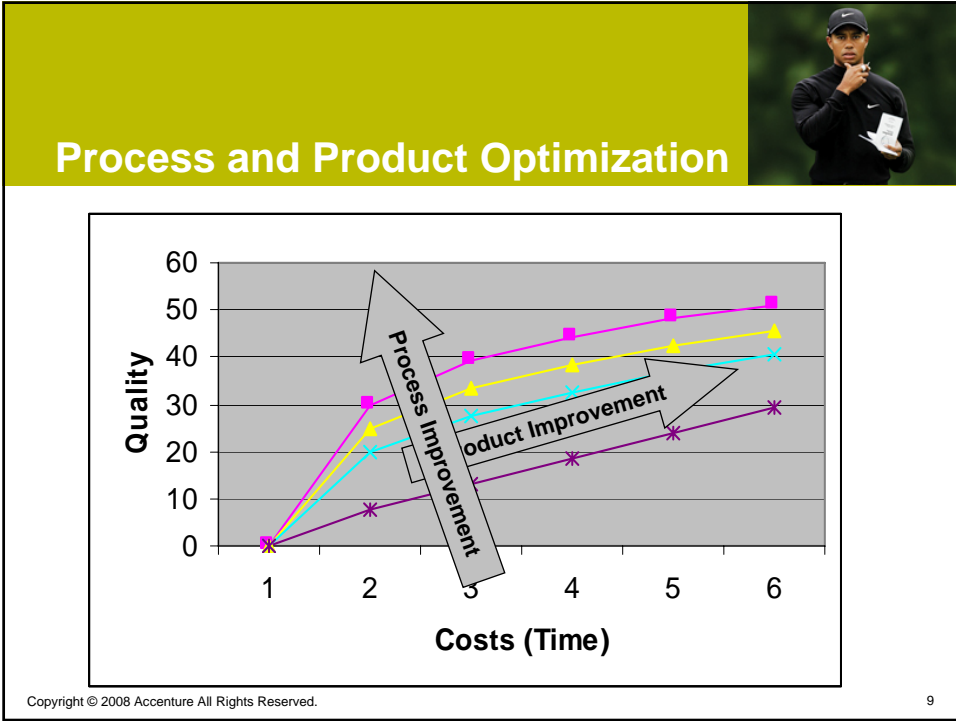


<u>Development Unit</u>	<u>Development Unit</u>	<u>Development Unit</u>
DM/ATM	DM/ATM	DM/ATM
Test Team1	Test Team2	Test Team3


<u>Development Unit</u>	<u>Development Unit</u>	<u>Development Unit</u>
DM/ATM	DM/ATM	DM/ATM
Test Team1	Test Team2	Test Team3
<b>Centralized System Test Team</b>		
<b>Test Tool Expert Center</b>		
<b>Test Process Consultancy Services</b>		
<b>Functional Consultants/BAs</b>		

6






**Journey to High Performance  
- Key Messages**



From Quality Measurement to Quality Management

Copyright © 2008 Accenture All Rights Reserved. 11


**Journey to High Performance  
- Key Messages**



From Reactive Quality Proving to Proactive Quality Improving

Copyright © 2008 Accenture All Rights Reserved. 12


**Journey to High Performance  
- Key Messages**



From Downstream  
Subcontractor  
to Upstream Co-maker

Copyright © 2008 Accenture All Rights Reserved. 13


**Journey to High Performance  
- Key Messages**



From Development  
Driven to Customer  
Focused

Copyright © 2008 Accenture All Rights Reserved. 14


## What does it mean for Test Engineers?



- Finding the Bugs
- Retesting the Solutions
- Delivering Test Resources

Copyright © 2008 Accenture All Rights Reserved. 15



## What does it mean for Test Engineers?



- Reviewing Req., DS and FD
- Unit Definition/WBS
- Integration Definitions
- Business Process Definitions
- Designing Testing Aspects of Projects
- Test Preparation and Execution
- Defect Root-Cause Analysis
- Product Quality Assessments
- Managing Test Projects
- Etcetera

Copyright © 2008 Accenture All Rights Reserved. 16


## Development Vs Testing

## Conclusion

	Release #1 Team	Release #2 Team
Primary Goal	Create an enthusiastic Team	Understand the needs of external stakeholders
Secondary Goal	Inform the stakeholders of what the team has decided	Create team cohesion and organization
Team Building	Come together as a team by learning about each other and sharing knowledge	Come together as a team while learning about the stakeholders
Type of interaction with the environment	One way: Inform	Two way: Diagnose/Feedback/Invent
Overall focus	Build a team	Help the organization achieve higher end quality

Copyright © 2008 Accenture All Rights Reserved. 18





**>  
accenture**

*High performance. Delivered.*

**Thank You!**

[ronanki.madhu.murty@accenture.com](mailto:ronanki.madhu.murty@accenture.com)

Copyright © 2008 Accenture All Rights Reserved. Accenture, its logo, and High Performance Delivered are trademarks of Accenture.