Adopting Optimized Software Test Design Methods at Scale

Speaker: Justin Hunter, CEO and Founder of Hexawise

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Introduction

Justin Hunter
Founder & CEO of Hexawise
Today’s Presentation

Goals

Share change management experiences and lessons learned

Share useful insights and actionable recommendations

Content

I. Background and client experiences

II. Actionable recommendations
Background

William G. Hunter  George Box
Confirming Applicability of DoE in Testing (2000’s)

Differentiated capabilities

1st project - global award for innovation

16 more testing projects

Left Accenture and launched Hexawise
Founded Hexawise (2009)

Select test scenarios. Faster and smarter.

Achieve greater coverage. In fewer tests.

Understand risk. More precisely.

Create automated tests. With less coding.
First Client Experience (2009)

- Enormous success
- Used extensively
- Teams embraced it
- Transformational efficiency and thoroughness benefits
Roadblock

2nd client brought us back to reality...

“No thanks.
That’s not actually how we do testing here.
I don’t think it’s applicable to how I’m testing.”
What Happened?!

“10 years ago me” could only give superficial reasons:

- ‘Better’ leaders
- ‘Better’ testers and BA’s
- Higher percentage of “new projects”
Observations/Recommendations from the Last 10 Years

- Different tools require very different rollout strategies
- Clearly communicating goals and expectations is key
- Decide whether new approach will be mandatory or optional
- Appoint a dedicated expert to drive awareness and adoption
Mindset shifts and tool swaps require different rollout strategies.

**“Easy” Tool Swap**

![Microsoft Word → Google Docs](image)

- Creating OFAT tests

**“Tricky” Mindset Shift**

- Creating MFAT tests
Communicating Goals & Expectations

What and how managers communicate with end-users is key.

- Why are we making this change?
- How, specifically, will this change impact you?
- Is adopting this new approach mandatory?
Is this Mandatory or Optional?

‘How Mandatory?’

Usage of this new tool / approach is required…

… unless you determine that it is not a good fit.

… unless an actual expert determines that it is not a good fit.
“Demo and hope” is a common strategy. But an ineffective one...

Thanks for the demo. We’ll talk internally and let you know where we determine there’s a good fit.
We’ve found this alternative approach works better:

1. List out challenges addressed by the approach.
2. Find projects that face those challenges.
3. Have experts prioritize quick wins.

<table>
<thead>
<tr>
<th>Challenge / Context</th>
<th>Projects &amp; Contact Details</th>
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<tbody>
<tr>
<td>Concern Too Many Tests</td>
<td>---------------------------</td>
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<tr>
<td>Unknown Testing Coverage</td>
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<td>Desire to Automate More Tests</td>
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<td>New Development Efforts</td>
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<td>Teams Transitioning to Agile or BDD / Gherkin</td>
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Driving Awareness & Adoption

Evangelist strategy: “100% of 1, not 10% of 10”
Don’t under-invest in change management or underestimate the value of experts.
Recap of key takeaways

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- Clearly communicating goals and expectations is key
- Decide whether new approach will be mandatory or optional
- Appoint a dedicated expert to drive awareness and adoption