

Test Management Overview

1-2 Days Depending on Requirements



Course Overview

This course is intended to provide an overview of the main issues surrounding the testing discipline. It is often testers who attend courses only to have ideas flounder due to lack of understanding from senior managers. The course was developed in response to a direct plea from testers on a UAT course who said "...this is all good stuff, but my managers need to hear it".

Course Objectives

- Provide an overview of where testing fits into the systems development lifecycle
- Identify the key benefits of an independent test team
- Identify the test stages and their objectives

Who Should Attend?

- Senior Managers from the business or IT areas
- New managers
- Anyone with an interest in the costs, processes and techniques associated with software testing

Syllabus – Key points

A full syllabus menu is below. The key areas available are:

- Why do we test
- Testing & the development lifecycle
- Test process overview
- Testing principles
- Test management overview
- Supporting the test function
- Test tools

The standard one-day course can be extended to two days to cover these and other topics in more detail as required

Full Syllabus menu (one day course)

Session 1 – Why do we test?

- The risk factor
- Project and product risk
- Why do we need to test?
- Costs of faults
- Economics of testing

Session 3 – Test process overview

- Basic test process
- Common variations on the test process
- Stages of testing
- Functional and Non-functional testing
- Common solutions to project slippage - pitfalls

Session 2 - Testing & the development lifecycle

- The V model
- Late & early testing
- Static testing
- Dynamic testing
- Staged testing

Session 4 – Testing principles

- Controlled environments
- Test independence
- Base lined documentation
- Expected results

Test Management Overview

1-2 Days Depending on Requirements



Session 5 – Test Management Overview

- Communication
- Test plans and strategies
- Why integrated test strategies are difficult to do
- Test team structure
- What the test team does
- Organisational responsibilities across the SDLC
- Making sense of a test report
- Metrics and estimates
- Fault – fix – retest cycle

Session 6 – Supporting the test function

- How managers see testers
- How testers see managers
- How testers see developers
- People issues
- Environment
- Incident management
- Improving quality
- Stopping testing

Session 7 – Test tools

- Types of test tool
- Keys to success
- Tool selection
- Tool implementation

Alternative Courses

This course is for managers who require a high level overview of the testing process and a chance to discuss the implications of software test activities in their organisations. Other TSG courses appropriate for senior managers:

- STQ4M: a one day seminar for senior managers who require an overview of quality and testing

About tsg

The innovative Testing Consultancy that works with you to solve problems and help achieve your corporate objectives and maximize the return on investment made in people, process and tools in three key, linked areas:

Learning & Development

- ISEB and ISTQB certification training in the classroom, and online over the Internet through Learntesting™;

Co-sourcing

- Working in partnership with companies to deliver business as usual, coupled and aligned with a programme of maturity to reach an agreed goal over a period of time.

Measurement & Improvement

- Providing the right basis for measurable and quantifiable improvement.