



SoftTest June 2008

Competency Based Tester Qualifications
The Next Step for the Testing Profession?

Topics

- Good and Bad aspects of Current Certification
- What do we need from OUR testers?
- Introducing Tester Productivity
- Introducing the Certification Framework
- Action Plan Underway

Lots to get our teeth into!

Good and Bad of Certification

Good

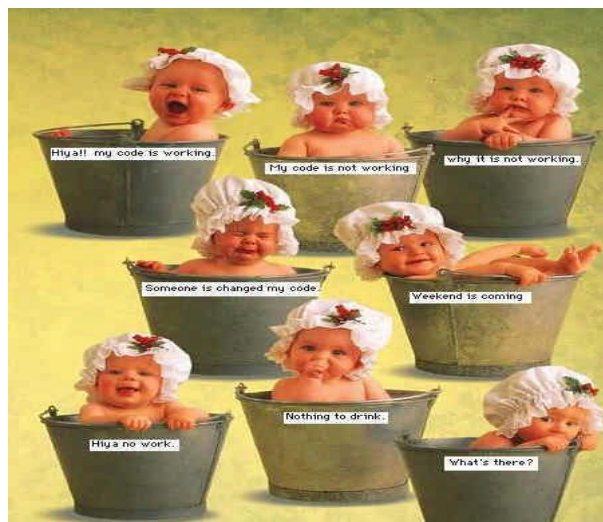
- Certifies Knowledge
- Has industry recognition
- Provides a common baseline for evaluation
- Provides a common language

Bad

- Employers think it means someone is an effective tester
- Achieving certification isn't difficult if you're good at absorbing information and passing multiple choice exams

**Just a summary – what is your experience?
Does it unite or divide us as a community?**

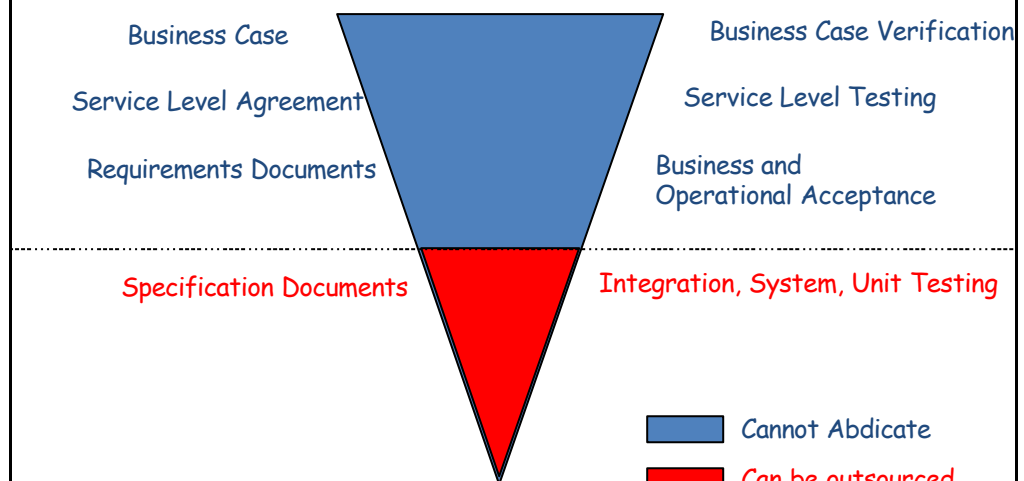
What do we need from OUR testers?



Industry Trends

- Still more outsourcing and offshoring being considered – even though some organisations have brought testing back in house
- Greater use of suppliers and packaged software
- Headcount freeze and reduced use of external contractors

Organisation Trends

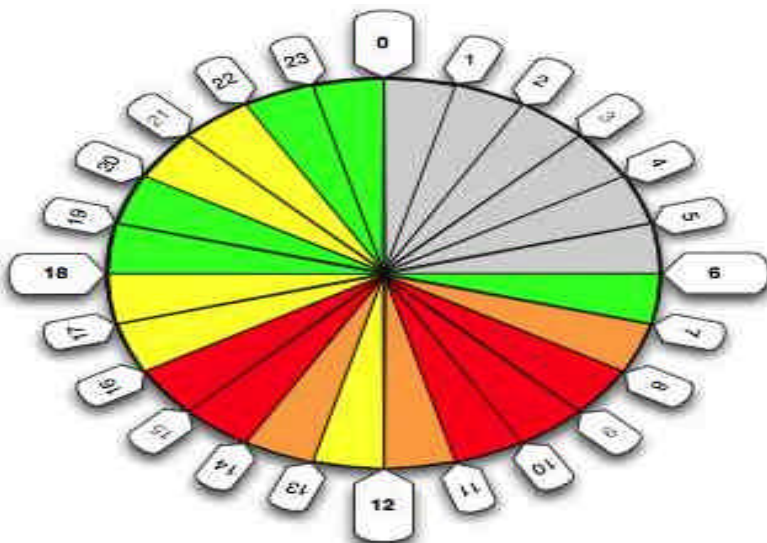


So, What Does that Mean?

- More than testing knowledge for sure!
- Testing theory isn't ever enough
- Competencies and experience are MORE important
- We need testers to be productive and cost effective in our team/organisation
- We need to verify the accuracy of their CV when recruiting – interviews alone are ineffective!
- We need to have specific questions for interviews geared towards potential candidate weaknesses

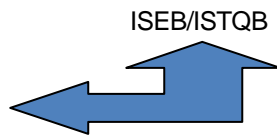
And what else?

Introducing Tester Productivity



Some Productivity Factors

- Competence
 - Communications skills
 - Independent working
 - Good practice test capability
 - Trustworthiness
 - Leadership skills
 - Critical Thinking
- Knowledge
 - Network of contacts
 - Relevant business knowledge
 - Understanding corporate structure and methods
 - Knowledge of industry best practice test methods
- Experience
 - Project testing experience
 - Understanding of system's under test
 - Relevant technology experience



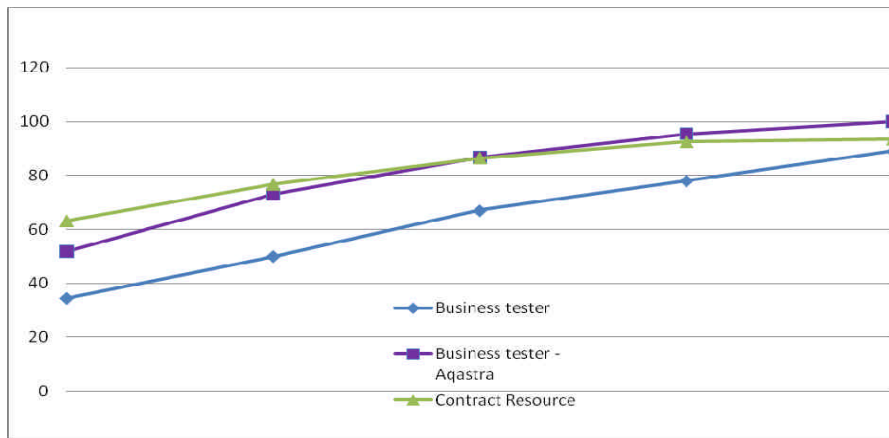
Not an exhaustive list!

Example of Weighted Factors

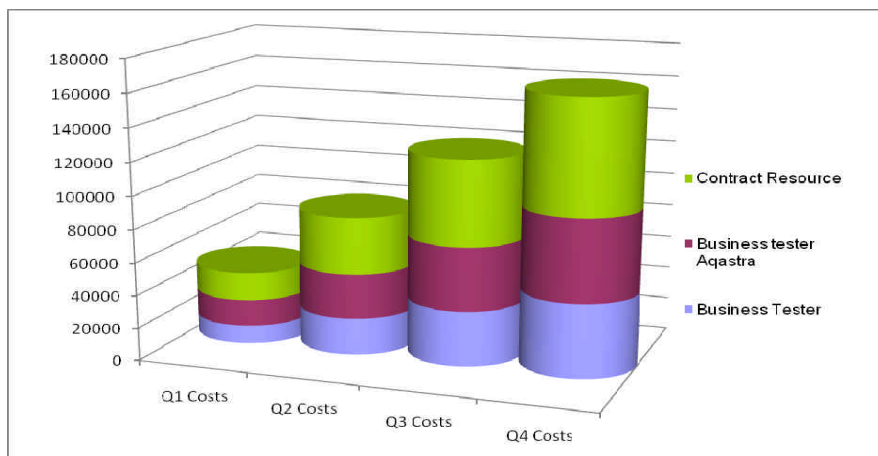
Productivity Factor	% Weighting
Network of contacts - in house/suppliers	10
Business Knowledge	10
Understanding Corporate Structure & Methods	5
Understanding the system under test	15
Good practice test capability	20
Project testing experience	25
Independent Working	5
Critical Thinking	10
Attribute	0
Attribute	0
	100

Create your own weighted factors and calculate your business case for career development

One year view of productivity



Cumulative Productivity Costs



Potential Certification Framework



Employer Centric Certification Programme/Project/Test Manager



How to Quantify and Certify?

- We use these for Assessment and Re-Training
 - Multiple Choice Questions (MCQ)
 - Case Study with Questions (CSQ)
 - Hands On Testing (HOT)
 - Known Document Review (KDR)
 - Delegate or Peer Review (DPR)
 - Trainer Certification Report (TCR)

What methods do you use, or would like to use?

Action Plan Underway



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Actions so far

- Decided to adopt “open” community framework with our deliverables and thoughts visible throughout – everyone can use the outputs
- Will consider/collaborate with existing scheme such as:
 - <http://www.freetestingcertification.com/>
 - <http://www.kaner.com/pdfs/OpenCertRequirements.pdf>
- Identified a core set of folk from within our industry to contribute to the Terms of Reference
- Date of 28th June fixed for first workshop to define scope and deliverables
- You can get involved too:
 - Review progress on www.uktmf.com forum set up for this activity
 - Contribute your ideas
 - Use the artefacts created in your own organisation
 - Provide feedback on their use
 - Get directly involved in one of the specialist sub-groups
 - Email me if you want to get more involved – it'll be additional to your day job!

Feedback, observations,
contributions – all very
welcome!

Email susan@aqastra.com