

Saturday, May 15, 2010

5:28:14 PM European Weekend Testers hi everyone, we got 2 more minutes according to my clock before starting

5:29:17 PM European Weekend Testers I'd propose to start with introductions now, before I give out the mission for today.

5:29:27 PM Jeroen Rosink Hi all

5:29:43 PM European Weekend Testers Is everyone familiar with the course? Or do I need to give some clarifications?

5:29:56 PM Ashik Elahi hi, i am Ashik.

5:30:46 PM Jeroen Rosink Im familiar with the approach

5:30:54 PM Markus Gärtner people seem to confuse the starting times due to timezone differences :)

5:31:12 PM Ashik Elahi yes i was confused too

5:31:32 PM Jeroen Rosink Having a starting time translator on weekentesting site would be evry supportive

5:32:23 PM Markus Gärtner ok, so, I'm Markus Gärtner, black-belt in the Miagi-Do school, co-founder EWT with Anna, Software Craftsman, blog: <http://blog.shino.de>

5:33:27 PM Jeroen Rosink I'm Jeroen Rosink, living in the Netherlands (seems to be GMT+2) and working in the field of software testing for about 11 yrs as consultant in several roles from test analyst towards test manager. Currently active as interim test manager. I love this field of business and keep learning when possible. I blog <http://testconsultant.blogspot.com> and Twitter: <http://twitter.com/jeroenro>

I'm proud to have the brown belt in Miagi-Do school of software testing

5:33:30 PM Ashik Elahi this is my firdst time joining EWT session. I participated once before at WT session.

5:33:54 PM Ashik Elahi hey congrates Jeroen :)

5:34:17 PM Jeroen Rosink Hello Ashik, congrats? :)

5:34:32 PM Ashik Elahi congrates on getting brown belt :)

5:34:51 PM Markus Gärtner oh, you're all from Miagi-Do? :)

5:35:28 PM Jeroen Rosink Thanks, have it for some while, recently make it more visible as Matt does a great job and recently markus also

5:35:55 PM Ashik Elahi hm...

5:36:10 PM Ashik Elahi every body knows some arts , i see

5:36:13 PM Ashik Elahi except me

5:36:14 PM Ashik Elahi :)

5:36:27 PM Markus Gärtner so, ashik, as you're a first-timer for EWT, let me give you a brief intro as well

5:36:35 PM Ashik Elahi ok

5:36:52 PM Markus Gärtner we'll run the mission for an hour until 4.30pm GMT, then do a discussion

5:37:20 PM Markus Gärtner bolton pointed out to us, that time as a tester is precious, and advised us to prepare reports for just copy & pasting as much as possible

5:37:37 PM Markus Gärtner therefore, after the first hour we'll have five minutes or so to prepare an individual report

5:37:48 PM Ashik Elahi ok got it

5:38:00 PM Markus Gärtner ok, so, let me get today's mission

5:38:05 PM Markus Gärtner Your boss asked you to give a report on your latest testing activities. He wants to make the decision whether or not to ship by the end of next week, and needs to inform the production line two days in advance. He wants to get the full program:

* high-level understanding * graphs * details where necessary * interactive questions

While preparing for the presentation, you come across ZoomIt (<http://www.google.com/url?sa=D&q=ht>)

5:38:40 PM Markus Gärtner Please report all your findings (bugs, final testing statement) until 4.30pm GMT to bugrepository, project EWT18

5:42:22 PM Markus Gärtner please feel free to ask any questions :)

5:42:27 PM Jeroen Rosink @EWT: which is the application under test? Is the mission: providing a presentation? Should we report about Zoomit to the "boss"?

5:42:57 PM Markus Gärtner the idea is to use zoomit during the presentation as an aid for the targets the boss gave

5:44:08 PM Ashik Elahi what does the boss mean by "testing activities

5:44:11 PM Ashik Elahi ?

5:44:53 PM Markus Gärtner anything you do on your project: automated tests, manual tests, session-based test reports, document reviews, etc.

5:45:47 PM Jeroen Rosink @EWT:Do you want to have an impression about the usability of zoomit? If the functionality fits? and can be used during the presentation? What about the information to use in the presentation? When will it be suitable and correct to use and when will the boss be pleased about the presentation?

5:47:08 PM Markus Gärtner there are at least five questions there, let me try to answer them independently

5:47:35 PM Markus Gärtner 1) impression about the usability - yet, that would be one part

5:47:51 PM Markus Gärtner 2) functionality fits, that would be a second part

5:48:03 PM Markus Gärtner 3) third part

5:48:36 PM Markus Gärtner 4) think about your last larger project, and try to do a stakeholder presentation for your boss

5:48:57 PM Markus Gärtner 5) that would result in some introduction to presentation techniques, I think

5:49:16 PM Markus Gärtner let me just restate the mission from earlier for ajay

5:49:30 PM Markus Gärtner [5:38:05 PM] Markus Gärtner: Your boss asked you to give a report on your latest testing activities. He wants to make the decision whether or not to ship by the end of next week, and needs to inform the production line two days in advance. He wants to get the full program:

* high-level understanding * graphs * details where necessary * interactive questions

While preparing for the presentation, you come across ZoomIt (<http://www.google.com/url?sa=D&q=http>)

5:38:40 PM Markus Gärtner Please report all your findings (bugs, final testing statement) until 4.30pm GMT to bugrepository, project EWT18

5:50:28 PM Ashik Elahi do we have to test the "zoomit" software to check whether it would help in the presentation or not?

5:50:47 PM Markus Gärtner that sounds like a good reframing

5:50:53 PM Ashik Elahi ok

5:52:20 PM Markus Gärtner any questions?

5:53:39 PM Ashik Elahi do we have to prepare any presentation or only report the experience of using zoomit?

5:54:16 PM Markus Gärtner you may want to use a presentation and see, if zoomIt helps you deliver the message

5:56:55 PM Jeroen Rosink The output of the mission is still unclear, I know we have to post our findings, I assume that this are findings related to the tool zoomit.

The presentation is not an objective at all. Although in the mission statement mentioned about The boss want the full packages, To me, this is not part of the mission. There is no relationship between the presentation about some tool of a larger scale project and the usage if zoomit fits or not. If I'm correct, the boss doesn't mind about zoomit. The presentation should be good. Only this is no output for today's session.

5:57:54 PM Markus Gärtner well, you want to decide whether or not to install zoomit and run it while giving the presentation to your boss

5:58:29 PM Markus Gärtner so, in order to avoid distraction from the presentation preparation, you decide to use a time-boxed testing session to see whether or not you should do this

5:58:30 PM Ajay Balamurugadas A request : if its possible, can I have the entire chat transcript of ewt18 pasted to me in private?

5:58:40 PM Markus Gärtner sure

6:04:58 PM Markus Gärtner I assume you're busy testing right now?

6:05:22 PM Ajay Balamurugadas :) few quick questions.

6:05:28 PM Markus Gärtner shoot

6:05:34 PM Ajay Balamurugadas 1. How long is the presentation going to be?

6:05:58 PM Markus Gärtner the boss is rather busy, so merely 20 minutes is all you got

6:07:20 PM Jeroen Rosink I trying to define my approach. I want to agree upon that the suitability of using zoomit during a presentation is the mission. Where it must be usable under the conditions of the presentation. Any issues or final report will be posted in the bugrepository

6:07:28 PM Ajay Balamurugadas The presentation is to be displayed on a projector? The slides are to be printed and handed over to the boss?

6:08:20 PM Markus Gärtner the presentation is done on the projector

6:08:43 PM Markus Gärtner you will have to provide some handout as well, maybe after the session

6:08:58 PM Markus Gärtner jeroen: i think you got it :)

6:12:41 PM Ajay Balamurugadas Which OS am I going to use to present?

6:13:06 PM Markus Gärtner good question, in your company there is a policy for using windows XP SP2

6:13:13 PM Markus Gärtner oh, sorry, SP3 :)

6:14:27 PM Markus Gärtner 15 more minutes to go

6:14:50 PM Jeroen Rosink @Ajay, good question indeed. Under XP SP3 it works, only the live zoom is only supported on Vista or higher. I think I bring my laptop to the presentation when allowed :)

6:16:59 PM Jeroen Rosink out of fun, try to set the timer on zero minutes, and run it :)

6:17:07 PM Markus Gärtner :)

6:19:57 PM Jeroen Rosink fun is only when also the show time elapse after expiration and you paste the value -1

6:20:32 PM Ajay Balamurugadas report to be submitted in bug repository - ewt18 project?

6:20:40 PM Markus Gärtner of course

6:20:46 PM Ajay Balamurugadas ok thanks.

6:21:20 PM Ashik Elahi in option break time it doesn't allow to give time more than 99 but at break time mood the timer can be increased more than 99. and after going back to 0.00. timer should stop but it continues to count to negative digits!!! the timer should stop when it reaches to 0.00.

6:22:25 PM Markus Gärtner give me three possible explanations for the timer to go negative when it comes to overtime

6:23:39 PM Ashik Elahi It may represent how much time has been over timed.

6:24:41 PM Ashik Elahi or used over limit.

6:25:34 PM Markus Gärtner so, do you think the timer should stop at zero or not?

6:26:12 PM Ashik Elahi depends on how one would want to use the functionality.

6:26:28 PM Markus Gärtner so, maybe turning it into an option?

6:26:56 PM Ashik Elahi hm... may be :)

6:27:12 PM Ashik Elahi it would give more option to use that app

6:27:25 PM Ashik Elahi and more usability

6:27:57 PM Jeroen Rosink Added new test approach to this session, for DEFOCUS starting with my dinner :)

6:28:28 PM Markus Gärtner one more minute left

6:28:54 PM Markus Gärtner there's no report up on bug repository right now, so you're all busy reporting, I suppose :)

- 6:29:41 PM Ashik Elahi** oh i am starting to do that
- 6:31:10 PM Markus Gärtner** pens down! :)
- 6:31:26 PM Markus Gärtner** everyone finished testing?
- 6:31:46 PM Ashik Elahi** me done
- 6:32:06 PM Markus Gärtner** ok, jeroen? ajay?
- 6:32:17 PM Ajay Balamurugadas** uploading
- 6:33:06 PM Markus Gärtner** so, I would ask you to prepare a short introduction for the discussion to copy & paste
- 6:33:30 PM Markus Gärtner** we'll give turns and ask questions about the individual learning and testing approach
- 6:33:39 PM Markus Gärtner** I think Jeroen calls his one the "DINNER" approach :)
- 6:33:58 PM Markus Gärtner** so, 4.40pm GMT is enough to prepare?
- 6:34:52 PM Jeroen Rosink** Im dinnerring and submitting the issues. if some one can start I will end my defocus mode wihtin a few minutes
- 6:35:49 PM Markus Gärtner** so, I'll pick however indicates to me that he's finished with his report
- 6:39:00 PM Markus Gärtner** one more minute
- 6:39:34 PM Markus Gärtner** ajay, ashik, anyone from you finished with their particular write-up?
- 6:40:03 PM Ajay Balamurugadas** Approach: I was travelling when the session started. I just finished the Bangalore Testers Meet and was on my way home., Reached home 30 mins into the session. Used the 30 mins to get into Skype, read what happened till now, the questions raised, the answers provided.
- Having tested the ZoomIt application in previous EWT session helped. The thought that if I clear the visible traps, it would be easy to meet the mission gave me confidence.
- Learning: 1. Clear mind and focus helps.
- Traps: 1. Find bugs in the ZoomIt application. 2. Learning the ZoomIt application. 3. Isolating the ZoomIt application from the presentation. 4. Not asking about the presentation environment. 5. Being confused with complexity.
- 6:40:58 PM Markus Gärtner** trap 4 was a good one, indeed
- 6:41:17 PM Markus Gärtner** so, you would describe zoomit as complex? compared to what?

- 6:41:28 PM Ajay Balamurugadas** Finally, you as a presenter wanted to know if you liked ZoomIt or not. Simple mission if you got that point.
- 6:41:37 PM Ajay Balamurugadas** Complexity of the mission and not the application.
- 6:41:47 PM Ajay Balamurugadas** Complexity as in number of traps.
- 6:42:12 PM Markus Gärtner** ah, so you found the mission complex?
- 6:42:32 PM Ajay Balamurugadas** No, I found it simple once I cleared the listed traps.
- 6:43:07 PM Markus Gärtner** ah, so you were confused by ambiguity :)
- 6:43:18 PM Ajay Balamurugadas** 0000311 is my Issue ID on bug repository.
- 6:43:32 PM Ajay Balamurugadas** No, I was not confused. I saw other testers confused.
- 6:43:39 PM Markus Gärtner** yeah, I read your entry, don't know about ashik and jeroen
- 6:44:00 PM Markus Gärtner** ah, so you listed the traps in general you noticed, I understand
- 6:44:51 PM Ashik Elahi** i have finished reporting...
- 6:44:51 PM Ajay Balamurugadas** Yes. One heuristic I learnt: If everyone is feeling trapped, there might not be a trap at all.
- 6:45:04 PM Markus Gärtner** that's a good one
- 6:45:15 PM Jeroen Rosink** nice traps Ajay, what about lessons you learned and what you want to share with us?
- 6:45:17 PM Markus Gärtner** similar to something from weinberg I read recently
- 6:45:29 PM Markus Gärtner** don't look where everyone's already pointing
- 6:45:45 PM Ajay Balamurugadas** Lessons: 1. Don't jump into Testing.
- 6:46:21 PM Ajay Balamurugadas** 2. Take time to analyze others questions, answers, thought process. Check what other things you might need to concentrate
- 6:46:49 PM Ajay Balamurugadas** 3. Have a clear goal, QUESTION, focus and achieve the mission. google and experience helps :)
- 6:46:53 PM Ajay Balamurugadas** DOne
- 6:47:29 PM Ashik Elahi** nice
- 6:47:43 PM Markus Gärtner** indeed
- 6:47:48 PM Markus Gärtner** questions to ajay?

- 6:47:54 PM Ajay Balamurugadas @Ajay:** Next time: Write your name in the Bug Summary. It helps.
- 6:47:56 PM Ashik Elahi** i like your traps very much..
- 6:48:01 PM Ashik Elahi** *very
- 6:48:20 PM Ajay Balamurugadas** Thanks.
- 6:48:38 PM Markus Gärtner** oh, I noticed on 1. and 2. that bolton uses a different approach (I think)
- 6:48:56 PM Markus Gärtner** rather than analyzing, he starts to interact with the product, and create a mental model while learning about it
- 6:49:19 PM Markus Gärtner** when unsure, there are some questions
- 6:49:39 PM Markus Gärtner** it's just my observation, which may be wrong
- 6:49:45 PM Ashik Elahi** may be clearing out the mission would be the first priority
- 6:49:56 PM Ashik Elahi** rather go to testing right way
- 6:50:07 PM Ajay Balamurugadas** I learnt a new term in the Bangalore Testers Meet this evening:
- 6:50:16 PM Markus Gärtner** yes, it's a trade-off, some mission clarification, some testing
- 6:50:37 PM Ajay Balamurugadas** Its 'Gaining the Context' instead of 'Setting the Context' via Pradeep Soundararajan.
- 6:51:29 PM Markus Gärtner** let's discuss this after ashik and jeroen provided their discussion also
- 6:51:38 PM Markus Gärtner** I sense that there might be some discussion on this :)
- 6:51:51 PM Markus Gärtner** so, I'd like to pick ashik next for the report
- 6:51:58 PM Ashik Elahi** ok
- 6:52:20 PM Ashik Elahi** my report goes like this
- 6:52:27 PM Jeroen Rosink** Hmm, there I want to hear more about: gaining the context. Lets discuss that afterwards
- 6:52:33 PM Ashik Elahi** In a nutshell nice tool to have during presentation.
1. the zoom feature seems very useful while pointing to some important area while doing presentation.
- 6:52:49 PM Ashik Elahi** 2. drawing features are excellent as it would help us drawing shapes and texts run time during presentation.

- 6:53:55 PM Ashik Elahi** 3. Live zoom feature also useful . It would help doing normal activities while in zoom mode. like going to next slide or something like this..
- 6:54:45 PM Ashik Elahi** 4. Didn't get what break time option would help doing presentation.
- 6:55:13 PM Markus Gärtner** so, abstracting from the tool itself, what did you learn about your testing and the mission?
- 6:55:49 PM Ashik Elahi** lesson1: have to clear the mission first before doing testing.
- 6:56:21 PM Ashik Elahi** lesson2:what other people say about the mission helps understanding the mission
- 6:56:24 PM Markus Gärtner** did you fell for a trap on lesson1?
- 6:57:45 PM Ashik Elahi** yes, what to do first... testing or clearing the mission
- 6:58:10 PM Ajay Balamurugadas** testing includes *clearing the mission*
- 6:58:20 PM Markus Gärtner** interesting. Can we clear up the mission completely?
- 6:59:28 PM Jeroen Rosink** How can we clear the mission when we have different back-grounds, skills and experience in testing, when will the mission fit our common experience, is there a difference and is that acceptable?
- 6:59:36 PM Ashik Elahi** i think to clear up the mission completely is not possible
- 6:59:46 PM Markus Gärtner** that was going to be my next question, jeroen :)
- 6:59:50 PM Ajay Balamurugadas** why are we saying: Clear the mission?
- 7:00:00 PM Ajay Balamurugadas** clear the mission of what? clear what?
- 7:00:08 PM Ashik Elahi** as we can only try to meet the stakeholder's requirements
- 7:00:31 PM Ashik Elahi** of what to do or test
- 7:00:37 PM Markus Gärtner** so, clearing up the mission is accompanied with the question: have we cleared up the mission sufficiently to start testing, and testing is accompanied with the question "do I need to clarify my mission further?"
- 7:01:20 PM Ajay Balamurugadas** clarify the mission - understand the mission - gain the context
- 7:01:31 PM Jeroen Rosink** How much space is in testing space for pyschology/ social aspects next to technical approaches like focussing on the test object? What values above the testing output? Human value/perception or organizational value (KPI's)?
- 7:01:53 PM Ashik Elahi** first i try to understand the mission as much as possible then start testing then any question arises then ask and clear up the confusion

7:02:05 PM Ajay Balamurugadas nice Ashik

7:02:12 PM Markus Gärtner i think this is a very good approach

7:02:45 PM Ashik Elahi thanks

7:03:01 PM Jeroen Rosink Nice one Ashik, What i learned over the years is the perception and understanding of your confusion can be different then from others, they might not undertsand you

7:03:56 PM Jeroen Rosink Shall I post my 2 pennies of the mission? :)

7:03:56 PM Ashik Elahi hm

7:04:10 PM Markus Gärtner good one. ok, Ashik, do you have something left out? Maybe questions for ashik?

7:04:44 PM Ashik Elahi i think i am done. learned a lot.

7:05:00 PM Ajay Balamurugadas one question:

7:05:33 PM Ajay Balamurugadas do you think the issues could be reported in a single doc and then uploaded or a keyword can be used in summary to distinguish your issues

7:05:39 PM Ajay Balamurugadas in the bugrepository?

7:06:23 PM Ashik Elahi what keyword to use?

7:07:09 PM Ajay Balamurugadas Ashik - Issue 1

7:07:12 PM Ashik Elahi maybe reported in a doc would be the better approach

7:07:20 PM Ajay Balamurugadas Ashik - Issue 2 summary

7:07:23 PM Ajay Balamurugadas and so on

7:07:28 PM Ajay Balamurugadas just a suggestion

7:07:33 PM Ashik Elahi hm

7:07:56 PM Markus Gärtner we thought about a session on bug advocacy as cem kaner calls it, but this would need some more work for us :)

7:08:20 PM Markus Gärtner do you think, we should get some more thoughts on this?

7:08:22 PM Ajay Balamurugadas This message has been removed.

7:08:33 PM Ashik Elahi i think i have much to learn on bug reporting :)

7:08:35 PM Ajay Balamurugadas This message has been removed.

7:09:07 PM Jeroen Rosink perhaps we can end a session about what you want to learn next time :)

7:09:08 PM Markus Gärtner there is one particular thing, that troubles us: testers just report at the end of the session

7:09:34 PM Markus Gärtner ok, ajay, is your question answered? :)

7:10:04 PM Jeroen Rosink It seems that we are moving into another discussion, i want to share my part and also want to hear a bit about "gaining the context"

7:10:13 PM Ajay Balamurugadas Yes

7:10:22 PM Markus Gärtner ok, so, jeroen, go ahead

7:10:27 PM Jeroen Rosink Approach: - learn about the tool (documentation and it self) - check the functionality - use the tool a. as given on the screen which is open b. on a presentation, while not actively shown c. on an active presentation d. on a movie - preparing some kind of matrix with combination: Hot-keys and environment (application vs video/chart etc) - use the tool with respect to functionality and usage within a presentation - on video and chart - using different options - checking the behaviour of the tool about changing the standard settings

Recommendation: There are some handy options within the presentation form pointing and making marks. Only there is no possibility to store the remarks, so interaction about questions is hardly preserved.

Would I use it? No, it would take the speed out of my presentation. The charts and figures in combination with my presentation skills would be distracted by the usage of this tool as there is not directly some fancy functionality for me in it.

Lessons learned: Although some are not new, it is refreshing and valuable to mention - Sometimes it is not clear what a tool must do, only under which conditions like, using it on charts etc. - on a tool with a few number of functions it is easy to prepare some matrix to test - awareness about environmental conditions is something not to make assumptions, I noticed that all functions would work on my PC (Vista), this might not be the environment to present on - frequently participating on weekend testing trains your mind - Defocusing brings some peace in thinking process. - Asking questions first to make the scope clear for yourself provides a great guidance during a mission - I should train myself more on the questions, perhaps a "golden" heuristic might help.

7:12:01 PM Markus Gärtner good one, very elaborate

7:12:38 PM Markus Gärtner you covered most of the standard questions I would ask, maybe there are more questions?

7:12:48 PM Ajay Balamurugadas 1. Distract the presentation. What if I want to view a particular portion of slide, how would you zoom in considering that your presentation is a sell out and I'm at the end of the room.

7:13:01 PM Ashik Elahi yes nice indeed

7:13:42 PM Markus Gärtner ah, there is one thing, that just comes to my mind. No one asked about the resources in the meeting room for the presentation. Maybe there is a whiteboard or flipchart already, then the tool might be superfluous

7:13:58 PM Ajay Balamurugadas projector question.... ;)

7:14:12 PM Markus Gärtner well, you just asked about the projector :)

7:14:29 PM Ajay Balamurugadas ah ok.

7:14:29 PM Jeroen Rosink There are more questions, as you mentioned this week more often: look were other didn't look. this is also about asking the questions: I think there are more levels of detail you can look at. Using heuristics is a valuable mean to explore your thoughts

7:15:32 PM Jeroen Rosink @Ajay: If I have to zoom on a slide in a presentation, then the information on that presentation is too detailed, people should not focus on the slides, people should listen to the person presenting the message

7:16:45 PM Jeroen Rosink @Markus: nice twist, assumption about beamer and digital presentation is valid as tool was in scope this week:) flipover/whiteboard would be indeed a usefull oracle to compare with

7:17:10 PM Ajay Balamurugadas hmmm...

7:17:56 PM Jeroen Rosink Another lesson learned: dont dive only into technology when you can compare it with other CPU-less tools

7:18:12 PM Markus Gärtner =)

7:18:20 PM Ashik Elahi :)

7:18:24 PM Markus Gärtner questions?

7:18:44 PM Ajay Balamurugadas I'm sorry I did not get this:

7:18:45 PM Ajay Balamurugadas [10:47:53 PM] Jeroen Rosink: Another lesson learned: dont dive only into technology when you can compare it with other CPU-less tools

<<

7:19:00 PM Ashik Elahi what oracle or heuristic to use to clear up the mission/

7:19:08 PM Ashik Elahi ?

7:20:59 PM Jeroen Rosink @Ajay, application s we are testing are often used on PC's (using CPU (central processor units) sometimes that application is used to help us with our processes. in this case to support us with a presentation. The same means can also be found on tools without a CPU like a whiteboard/flip-over/black board/paper. you can compare it with those tools. therefore think beyond technologie is sometimes an option also

- 7:21:07 PM Markus Gärtner** ok, side topics reminders: - gaining the mission - how to test the mission?
- 7:21:30 PM Jeroen Rosink** @markus: your a true moderator, thanks!
- 7:21:55 PM Ajay Balamurugadas** hmmm, right, Thanks Jeroen.
- 7:21:58 PM Jeroen Rosink** I notcied that Ajay brought the gaining mission, perhaps he can start?
- 7:22:25 PM Markus Gärtner** I will leave out the side topics from the summary write-up
- 7:22:38 PM Markus Gärtner** so, gaining the mission, ajay, can you elaborate this a bit?
- 7:22:47 PM Ajay Balamurugadas** When presented with a mission,
- 7:22:59 PM Ajay Balamurugadas** we want to know more about the context.
- 7:23:08 PM Ajay Balamurugadas** if we care abt the context!!!
- 7:23:11 PM Ajay Balamurugadas** Right?
- 7:23:24 PM Markus Gärtner** oh, gaining the context, exactly
- 7:23:38 PM Ashik Elahi** hm
- 7:23:56 PM Ajay Balamurugadas** So, I was using the term: Setting the Context, clearing the mission
- 7:24:03 PM Jeroen Rosink** I agree on that. only how is gaining it? Can other gain more then you or me?
- 7:24:26 PM Ashik Elahi** may its about asking the right question
- 7:24:27 PM Ajay Balamurugadas** when Pradeep used the words: 'Gaining the context' rather than Setting the context,
- 7:24:42 PM Ashik Elahi** may be*
- 7:24:56 PM Ajay Balamurugadas** it stuck, yes, the context is already set. We are just gaining it from the one who set
- 7:25:16 PM Markus Gärtner** I'm unsure if gaining is the right fit. I'm thinking about gathering or trawling as well, but that doesn't quite hold
- 7:25:35 PM Markus Gärtner** I think it's more that testers start to explore the context when the mission gets clearer, isn't it?
- 7:25:39 PM Jeroen Rosink** is this the difference between the facilitator who set's the mission, and the participants who gain the mission. during the gaining process, the setted mission can change a bit which brings us to clrearing the mission?

- 7:26:04 PM Ajay Balamurugadas** Jeroen, you have just gained the context :)
- 7:26:22 PM Markus Gärtner** hmmm, this holds to some degree
- 7:26:26 PM Ashik Elahi** hm
- 7:26:42 PM Ajay Balamurugadas** something where we clear, set and gain: there needs to be a word...
- 7:26:50 PM Markus Gärtner** one thing I noticed is that I just provided a mission, and there were a whole lot unanswered question for me, than for you
- 7:26:53 PM Jeroen Rosink** When I talk abt gaining, it is also a bit of earning. This means that you have to "earn" information by asking the right questions.
- 7:27:03 PM Markus Gärtner** so, the context is more a relationship between a person and the mission
- 7:27:17 PM Markus Gärtner** earning is also good
- 7:27:18 PM Ajay Balamurugadas** have I heard it before from MB?
- 7:27:29 PM Ajay Balamurugadas** [10:56:59 PM] Markus Gärtner: the context is more a relationship between a person and the mission
- <<
- 7:27:30 PM Markus Gärtner** of course you have :)
- 7:27:54 PM Markus Gärtner** the mission and the tester (or stakeholder) are in some relationship
- 7:28:10 PM Markus Gärtner** we need to understand this relationship from others in order to see where we may add value
- 7:28:25 PM Markus Gärtner** I'd call this exploring, not necessarily gaining
- 7:28:43 PM Ajay Balamurugadas** exploring is a huge set
- 7:28:54 PM Ajay Balamurugadas** mission is a subset
- 7:29:39 PM Ajay Balamurugadas** though simple, how's 'getting to know the context'?
- 7:29:41 PM Jeroen Rosink** [07:28:12 PM] Markus Gärtner: we need to understand this relationship from others in order to see where we may add value
- << Therefor I mentioned also to focus on other objectives beside those from the tool. When human interaction is involved we have to be careful jumping into conclusions which are focused only on the technology
- 7:30:46 PM Jeroen Rosink** Exploring in my opioning is a one way apprach, you can explore as a person the boundaries. gaining is also depending on the respons of the other party.

7:30:54 PM Jeroen Rosink I like gaining

7:31:00 PM Markus Gärtner I think the context may be some rather complex thing when a tester gets hit by it initially. Therefore the exploration stands more for the fact, that it is hard to understand the whole context

7:31:27 PM Markus Gärtner jeroen nearly convinced me :)

7:32:50 PM Ajay Balamurugadas (yawn)

7:33:05 PM Ajay Balamurugadas first signs of (yawn)

7:33:12 PM Markus Gärtner ok, I think gaining attributes also to the work we have to do with the context

7:33:20 PM Markus Gärtner interesting

7:33:21 PM Markus Gärtner ok

7:33:47 PM Jeroen Rosink How about gaining is a higher level then exploring. you can explore the context using the lessons learned from persons like Cem kaner, MB, JB and sometimes also MG. Using heuristics might help you defining your exploration direction. based on softskills you can turn the outcome of exploration to gain more information about the context. Sometimes the context is not written and you depend on the willingness of the stakeholder if he is ready to share information. You have to earn it. This can be done on asking valuable questions

7:34:27 PM Markus Gärtner Jeroen said: [...] and sometimes also MG. [...]

7:34:40 PM Markus Gärtner it scares me :)

7:35:16 PM Markus Gärtner ok, gaining the context interesting concept, will add this to my "mentally explore" list :)

7:35:18 PM Jeroen Rosink MG: don't be: you have an own style I appreciate and learning from it

7:35:26 PM Jeroen Rosink Not yet copying it:)

7:35:41 PM Ajay Balamurugadas I'm known in my office to create a spark

7:35:44 PM Markus Gärtner pradeep just asked me, if he can add something to our discussion

7:35:47 PM Markus Gärtner let me add him

7:35:58 PM Ajay Balamurugadas I can't believe I did it here too

7:36:20 PM Markus Gärtner hi pradeep

- 7:36:33 PM Jeroen Rosink** Exploring and gaining are not excluding eachother, they should amplify eachother, one doesn't go without the other
- 7:36:46 PM Markus Gärtner** we were discussing how gaining the context looks like, and if exploring the context could be a better term
- 7:36:58 PM Markus Gärtner** we came to the conclusion, that they might be at different levels
- 7:36:59 PM Pradeep Soundararajan** hello, I am sorry to be jumping in but I saw a tweet on gaining context associated to me so checking the same.
- 7:37:04 PM Pradeep Soundararajan** ok
- 7:37:25 PM Markus Gärtner** but maybe, you got some insights on how you came up with "gaining" :)
- 7:37:56 PM Pradeep Soundararajan** ok
- 7:38:27 PM Pradeep Soundararajan** That's a good ask.
- 7:39:14 PM Pradeep Soundararajan** So here is something: I want you to test an alarm system. What would you do?
- 7:40:00 PM Markus Gärtner** ask questions to get some basic understanding sufficient enough to start testing and knowing which kind of value my report would give you
- 7:40:39 PM Markus Gärtner** so, clarify the mission to some degree, and reach an understanding of the context of my work
- 7:41:12 PM Jeroen Rosink** And also ask those questions to provide you information that I'm certain about the findings I have in combination with preparing for the ability to tell you about it and when possible to provide you a demo about it
- 7:41:15 PM Pradeep Soundararajan** What if I dont have an answer to your questions?
- 7:41:47 PM Markus Gärtner** then I would need to come up with some research
- 7:42:02 PM Jeroen Rosink** If you don't have an answer I might explain what values me to check if our value standards meet echt other.
- 7:42:05 PM Markus Gärtner** maybe try to understand what you value and make conclusions from it, maybe
- 7:42:54 PM Markus Gärtner** as a facilitator, I notice that I have overdrawn nearly 15 minutes already, so, how much time should we leave to the discussion? :)
- 7:43:35 PM Markus Gärtner** hi michael
- 7:43:52 PM Markus Gärtner** I don't know to which degree ajay already briefed you about the ongoing discussion

7:43:53 PM Ashik Elahi or would try to find out the standard of what other same type of application

7:44:22 PM Pradeep Soundararajan So, if I want you to test something and I dont answer your questions or help you, you'd have still gained a context of the project.

7:44:25 PM Michael Bolton Not at all.

7:44:39 PM Jeroen Rosink Sometime I have to teach you about what possible values are. this means that I have to be able to define certain characteristics of the object. (like exploring markus mentioned before) based on the outcome I have to translate it in value and ask questions to see whether you have the same values. if so I can go further in the context and based on the approach I can gain information from you and the object to define the context.

7:45:52 PM Ajay Balamurugadas Michael, 'Not at all.' in reply to Markus or Pradeep?

7:45:56 PM Michael Bolton Markus.

7:46:04 PM Markus Gärtner ok, in summary, we were discussing "gaining the context" as opposed to "exploring the context" as a description for clarifying the mission.

7:46:18 PM Michael Bolton What's the difference?

7:46:44 PM Markus Gärtner that's interesting)

7:47:24 PM Markus Gärtner gaining means to me that you need to work at understanding the context on your own, while exploring may mean that you perceive it or work actively at it.

7:47:33 PM Pradeep Soundararajan Exploration involves discovery, investigation and experiments. Gaining involves feeling satisfied of information to start off with. A combination of both is what we usually do.

7:47:38 PM Markus Gärtner Exploring on the other hand hints at the complexity the context and/or mission sets

7:48:00 PM Michael Bolton I'm not finding these distinctions helpful so far.

7:48:57 PM Pradeep Soundararajan Well, I dont mind not having a distinction on it. I used the word "gaining context", to indicate that when the context information is not available, we need to pull the information towards us by asking questions.

7:49:28 PM Ajay Balamurugadas Exploring = Knowing what is what in the current situation. (as it is) Gaining = Getting answers to your questions out of your exploration.

7:49:45 PM Pradeep Soundararajan Everything is exploratory to some nature.

7:50:14 PM Michael Bolton It seems that there are several opinions on what gaining and exploring means. May I suggest a different approach?

- 7:50:18 PM Jeroen Rosink** [07:47:34 PM] Pradeep Soundararajan: A combination of both is what we usually do.
- «< Thanks, that was what i was thinking also, one doesn't exclude the other, it amplifies
- 7:50:31 PM Pradeep Soundararajan** So, if we start to use the word explore as in "exploring context", what are we trying emphasize there?
- 7:50:59 PM Michael Bolton** What's the problem you're trying to solve here?
- 7:51:16 PM Markus Gärtner** that the person and the mission are in a relationship to each other, which is complex
- 7:51:47 PM Michael Bolton** Which person? The tester? Or the client?
- 7:51:51 PM Markus Gärtner** both
- 7:52:08 PM Jeroen Rosink** With person I think it is as well the tester as the client.
- 7:52:16 PM Markus Gärtner** the mission and the stakeholder, the mission and the tester, and finally the stakeholder and the tester each form relationships
- 7:52:54 PM Michael Bolton** This sounds theoretical. What problem are you trying to solve here and now? (Recall, I missed the session today.)
- 7:53:41 PM Markus Gärtner** no particular problem, we are just exploring the pros and cons of language for clarifying the mission
- 7:54:38 PM Markus Gärtner** maybe a thought experiement :)
- 7:55:02 PM Michael Bolton** With testing vs. checking, there was a more concrete set of ideas in play, I think. Gaining vs. exploring doesn't have the same resonance for me. It seems less to me like a thought experiment than a thought theory.
- 7:55:03 PM Jeroen Rosink** To me the problem is how to extent the borders of a mission. Focus only on the application under test and getting the context clear based on basic questions or is there more to ask? how about inter human relations? when are you done and can you start the mission? When do you know your stakeholder enough to provide information
- 7:56:13 PM Michael Bolton** Are you guys familiar with the Context Model? Or with the CIDTESTD part of the Heuristic Test Strategy model?
- 7:56:29 PM Markus Gärtner** yeah
- 7:56:44 PM Markus Gärtner** but I can just speak for myself
- 7:56:49 PM Jeroen Rosink** I heard/read about it need to practice it more
- 7:57:45 PM Michael Bolton** CIDTESTD. Customer, Information (sources), Developer Relations, Test Team, Equipment and tools, Schedule, Test Item (that is, the thing being tested) and Deliverables.

7:58:57 PM Michael Bolton One information source is the program itself (the Test Item). It seems to me that exploring the program would yield some information. Is that what people mean by "exploring"?

7:59:15 PM Markus Gärtner no

7:59:36 PM Markus Gärtner if you take the mission as the test item itself, maybe

7:59:57 PM Pradeep Soundararajan When you ask questions about CIDTESTD, and you get responses from the client, you are gaining contextual information that you didn't have when you started off.

8:01:53 PM Jeroen Rosink Seems that the objectives are in place with that heuristic. Only what I noticed often is that information is not always released, even when the right and valid questions are asked. Therefore it seems a bit to me about gaining information in terms of earning. This can be done based on respect. Assuming this I see that gaining is more than just exploring the boundaries using static questions. Instead you have to use human skills also, you have to earn information to provide value, you have to gain it. Perhaps there is something here to build the bridge towards craftsmanship?

8:03:20 PM Michael Bolton @Markus: the mission is not the test item.

8:03:43 PM Michael Bolton The test item is the thing being tested. The mission is "what does our client want from us?"

8:04:24 PM Markus Gärtner so, how do we clarify the mission?

8:04:46 PM Pradeep Soundararajan Michael, when you ask questions to learn the context, is there something you gain?

8:04:54 PM Michael Bolton It starts with asking the client "How can I help you?", I'd say.

8:05:22 PM Michael Bolton @Pradeep: Presumably, but the question is too abstract for me.

8:07:19 PM Ajay Balamurugadas so, it's just a word... Gain the context; Set the context; explore the context?

8:07:24 PM Markus Gärtner I think the underlying question could be, "is there value in understanding how to clarify your mission for your stakeholder?" If we can answer this safely with no, then this thought-model may be too theoretical

8:07:40 PM Pradeep Soundararajan Ok, Michael, as you ask a question "How can I help you?", I need to know what is your understanding of the word "gain"

8:08:41 PM Markus Gärtner please note that we're about 40 minutes over time right now :)

8:08:46 PM Michael Bolton @Markus: Re: "Is there value in understanding how to clarify your mission for your stakeholder?" What if the answer to this were "no"?

- 8:08:49 PM Jeroen Rosink** I wished I could stick to this discussion longer, i have other duties to fullfill. I wished I could have spend more time. There might be something beautiful beyond the meaning of gaining. Perhaps something which also might come with some kind of cultural understanding
- 8:09:09 PM Jeroen Rosink** CU all next time, thanks for this weekend
- 8:09:19 PM Markus Gärtner** bye jeroen
- 8:09:31 PM Michael Bolton** I don't undersand the fascination with the word "gain" here, frankly. But in any case, bye for now.
- 8:10:23 PM Michael Bolton** "Gain", like every other word under the sun, doesn't mean anything in particular outside of a context.
- 8:10:39 PM Pradeep Soundararajan** ok
- 8:11:08 PM Pradeep Soundararajan** I need time to think about this and shall get back. Would that be okay?
- 8:11:33 PM Markus Gärtner** I had the same feeling some while ago
- 8:11:38 PM Michael Bolton** Fine with me. Don't sweat it too much.
- 8:12:28 PM Markus Gärtner** I think the discussion could be pointless or too theoretical to be of any use, but it's been a pleasure to think it through from my point of view
- 8:12:37 PM Ajay Balamurugadas** ok.Thanks Michael, Pradeep, Jeroen, Markus & Ashik.
- 8:12:51 PM Markus Gärtner** indeed, thanks from my side too
- 8:12:55 PM Ajay Balamurugadas** I'm more confused now.
- 8:13:07 PM Markus Gärtner** we'll be running a session on test automation next weekend
- 8:13:14 PM Markus Gärtner** hope to see you all back then
- 8:13:20 PM Ashik Elahi** Thanks and i had a great time and agree with ajay i am more confused
- 8:13:36 PM Ashik Elahi** :)
- 8:13:37 PM Ashik Elahi** bye
- 8:13:50 PM Pradeep Soundararajan** I have a suggestion to those who are confused
- 8:13:59 PM Michael Bolton** Again, don't think too much. :)
- 8:14:17 PM Ajay Balamurugadas** LOL. I thought I had to think it through.
- 8:14:20 PM Pradeep Soundararajan** Its not bad about being confused. Its a good thing. It helps you move and not stay. Feel happy about it.

- 8:14:25 PM Michael Bolton** Yes.
- 8:14:28 PM Michael Bolton** NOTE!
- 8:14:34 PM Ashik Elahi** hm
- 8:14:43 PM Michael Bolton** Jon Bach was talking about this in his class at STAR East.
- 8:14:55 PM Ajay Balamurugadas** how do you think?
- 8:15:08 PM Markus Gärtner** saw the rebell alliance video from him
- 8:15:11 PM Michael Bolton** At one point, in the middle of some testing work, Jon said to James, "I'm confused."
- 8:15:39 PM Michael Bolton** James replied, "Hmm. That's a signal that there's probably something confusing here."
- 8:15:54 PM Michael Bolton** The trick is to be okay with being confused.
- 8:16:03 PM Michael Bolton** Things are sometimes confusing for a while.
- 8:16:23 PM Markus Gärtner** hmmm, confusion is the beginning of a new understanding
- 8:16:34 PM Michael Bolton** That's EXACTLY right.
- 8:16:40 PM Michael Bolton** It's the precursor to learning something.
- 8:17:09 PM Markus Gärtner** the satir change model teaches exactly this
- 8:17:10 PM Ashik Elahi** hm
- 8:18:17 PM Markus Gärtner** ok, thank you all, and feel free to blog about this session
- 8:18:46 PM Michael Bolton** Being comfortable with confusion is a key testing skill.
- 8:19:05 PM Ajay Balamurugadas** agree...
- 8:19:18 PM Ashik Elahi** points noted :)
- 8:19:26 PM Ajay Balamurugadas** when confused/frustrated with product, there's something wrong
- 8:19:43 PM Ajay Balamurugadas** either my knowledge or the product
- 8:19:44 PM Michael Bolton** SOMETHING, yes.
- 8:19:48 PM Michael Bolton** Exactly.
- 8:19:58 PM Michael Bolton** Possibly both!
- 8:19:23 PM Pradeep Soundararajan** yes, a skill that can take you out of confusion and put you in shape.

8:20:32 PM Michael Bolton Well, being comfortable with confusion doesn't do anything on its own. But it prevents paralysis.

8:20:38 PM Ajay Balamurugadas I'm ready to evolve. Is the product ready to evolve? :)

8:20:43 PM Michael Bolton Heh. :)

8:21:44 PM Ajay Balamurugadas I want to sleep today (9 mins left). So, thanks and bye :)

8:21:59 PM Michael Bolton Bye!

8:22:11 PM Ashik Elahi bye again :)