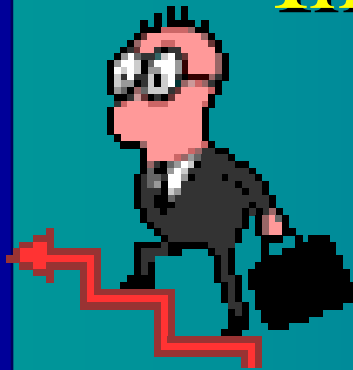




ISTQB Expert Level

Improving the Testing Process



Erik van Veenendaal

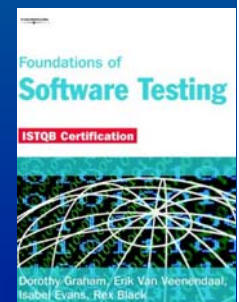
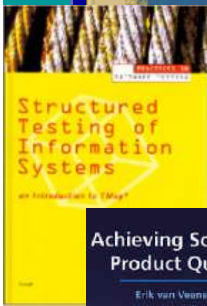
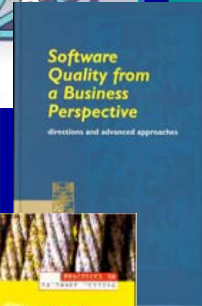
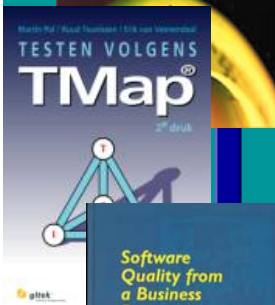
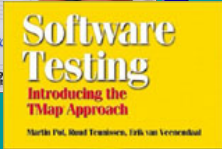
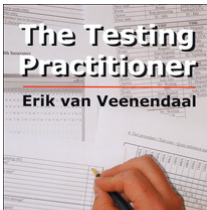
Vice-President ISTQB

(eve@improveqs.nl)

Erik van Veenendaal



- Founder and major shareholder ImproveQS
- In testing since 1989 working for many different clients and in many different roles
- Author “TMap”, “The Testing Practitioner” and many other books and papers
- Vice-President International Software Testing Qualifications Board (ISTQB)
- Vice-Chair TMMi Foundation
- Keynote speaker EuroSTAR and STAReast
- Winner of the European Testing Excellence Award 2007



Improve Quality Services BV

- International service organisation in the area of software quality and testing

SPI/CMMI
Quality Assurance
IT-Auditing
Requirements Eng.

Testing (TMap, TMMi)
Certification (ISTQB)
- incl. Advanced !!
Inspections / Reviews

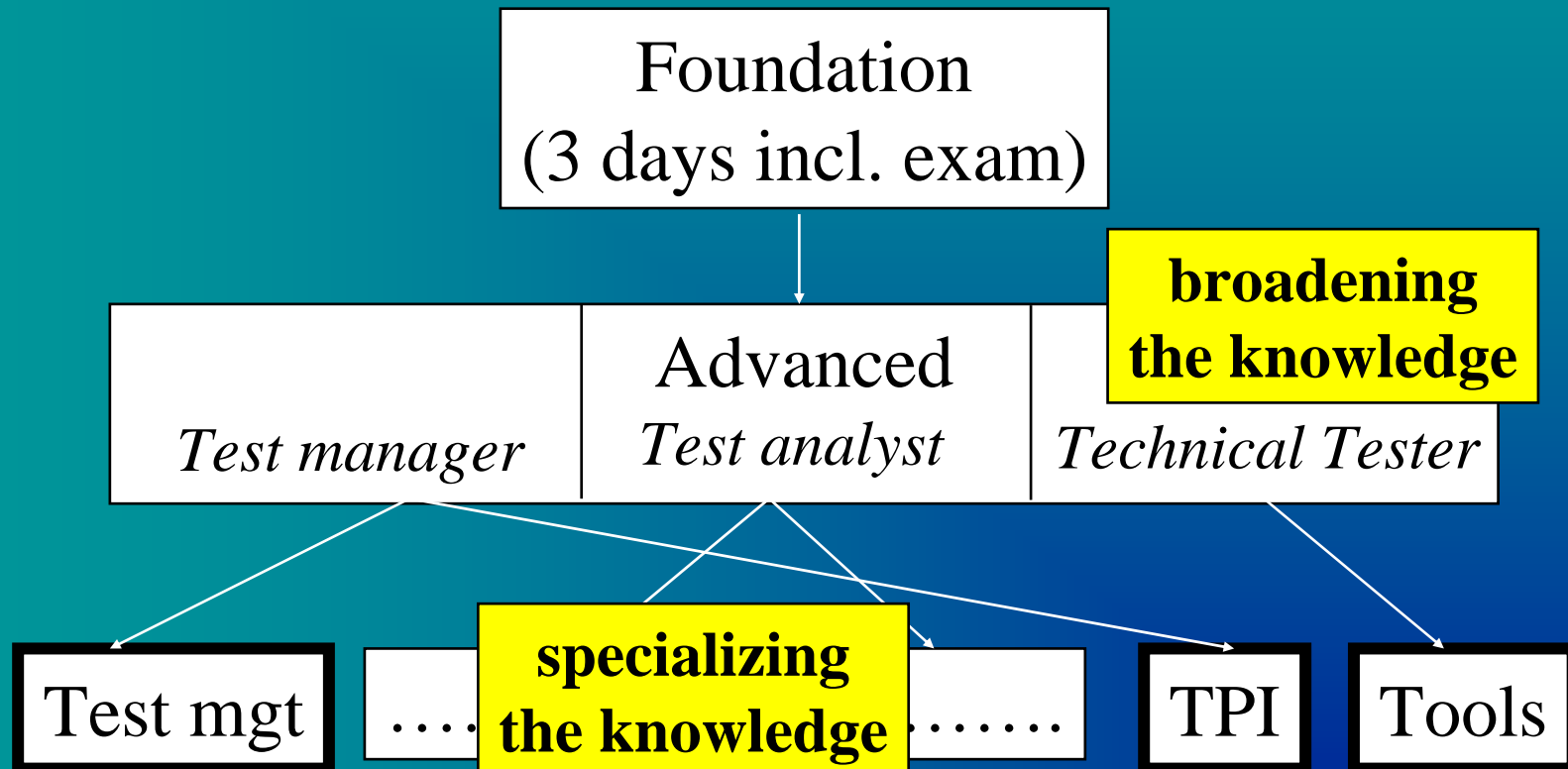
- Consultancy, Subcontracting and Training
- more information: www.improveqs.nl

The Testing Expert

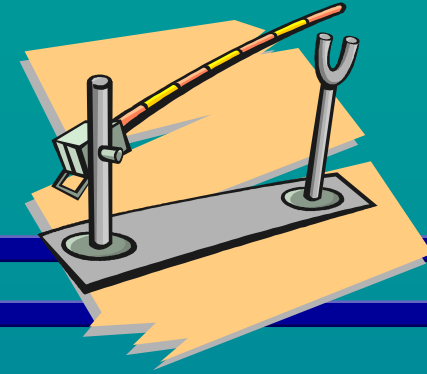


- A person with the special skill and knowledge representing mastery of a particular testing subject.
- Possessing and displaying special skills and knowledge derived from training and experience
- A broad understanding of testing in general, and in depth understanding in a special testing area

ISTQB structure



Entry / Exit criteria

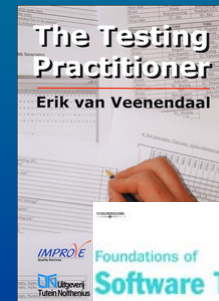


- Participants
 - ISTQB advanced
 - practical experience
- Lecturer
 - at least the certification criteria, 2nd lecturer
- Courses
- Course providers
 - also running ISTQB Advanced level
- Examination
 - essay type
 - higher K-levels
- Certification
 - passed the exam
 - 5 years of experience
 - 2 years in the topic
 - paper or presentation
- Certified Tester Expert Level (CTEL)

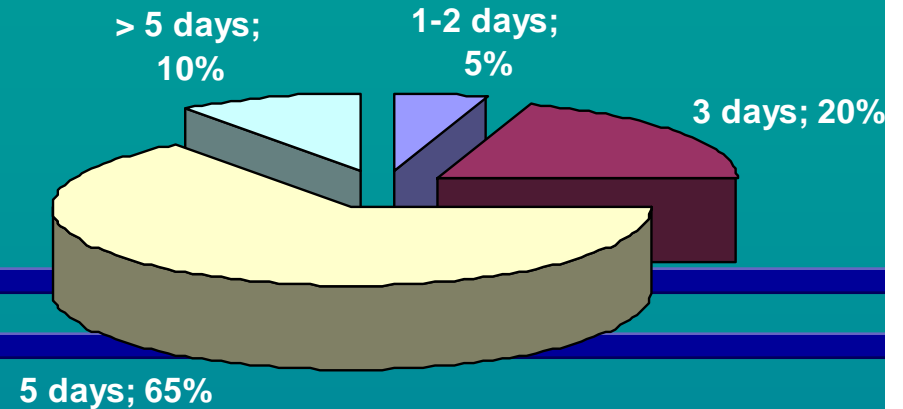
Continuous education



- 5 year cycle
- Re-examination or earn Certification Extension Credits (CEC) [200 points]
 - Professional testing activities
 - Attend training courses & conferences
 - Teaching courses or presentations
 - Publications (papers and books)
 - ISTQB / SIGiST working party activities
- Submitted to national board subject to audits



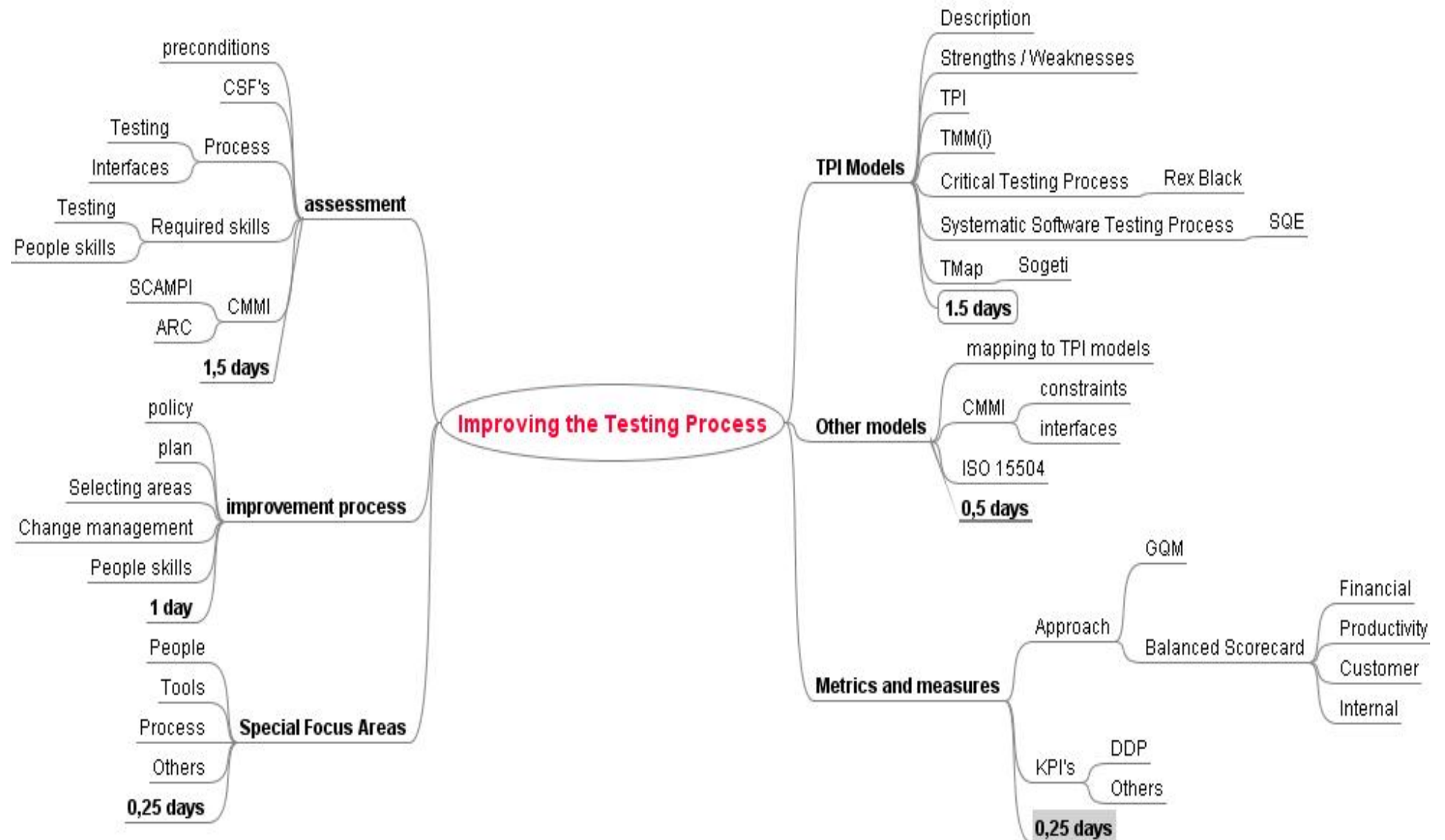
The modules



- Market survey performed
- Follows the AL structure / syllabus
- At least five days – not too narrow
- Test Management
- Test automation (incl. performance testing)
- Improving the testing process (oct. 2008)
-



Mindmap



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Model Based Improvement



- Test process improvement models
 - Test Process Improvement (TPI)
Continuous, Sogeti, TMap 
 - Test Maturity Model Integration (TMMi)
Staged, TMMi Foundation, CMMi
- Content based model
 - Critical Test Process (CTP), TMap, STEP
- Other, e.g. CMMI, ISO 15504

TMMi overview

Helps to set priorities
and focus the tpi process

± 2 year

± 1 year

2 : Managed

- Test policy and strategy
- Test planning
- Test monitoring and control
- Test design and execution
- Test environment

3 : Integration

- Software test organization
- Test training program
- Test life cycle and integration
- Non-Functional testing
- Peer Reviews

4 : Management and measurement

- Software quality evaluation
- Test measurement programme
- Advanced reviews

5 : Optimization

- Test process optimization
- Quality control
- Defect prevention

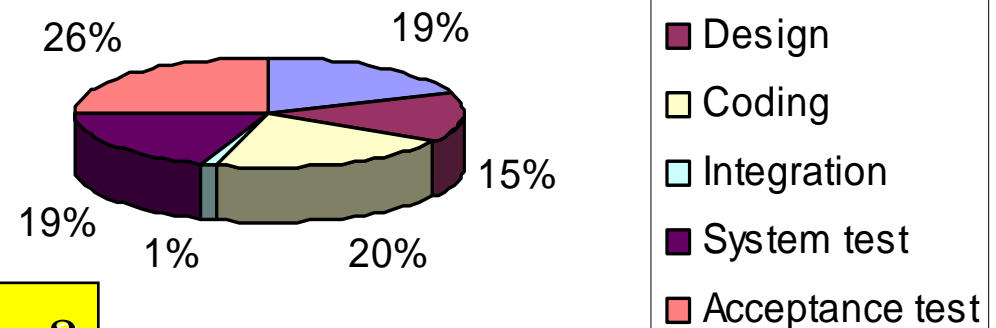
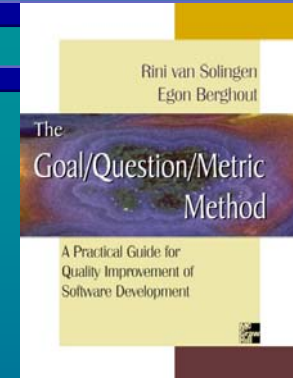


Certification

- Requirements defined regarding
 - Assessment process
based on ISO 15504 and ARC (B/C)
 - Lead-Assessor / Assessor
- Organizations and persons can be accredited by the TMMi Foundation
- Register of (lead) assessors
- Formal TMMi Certification possible

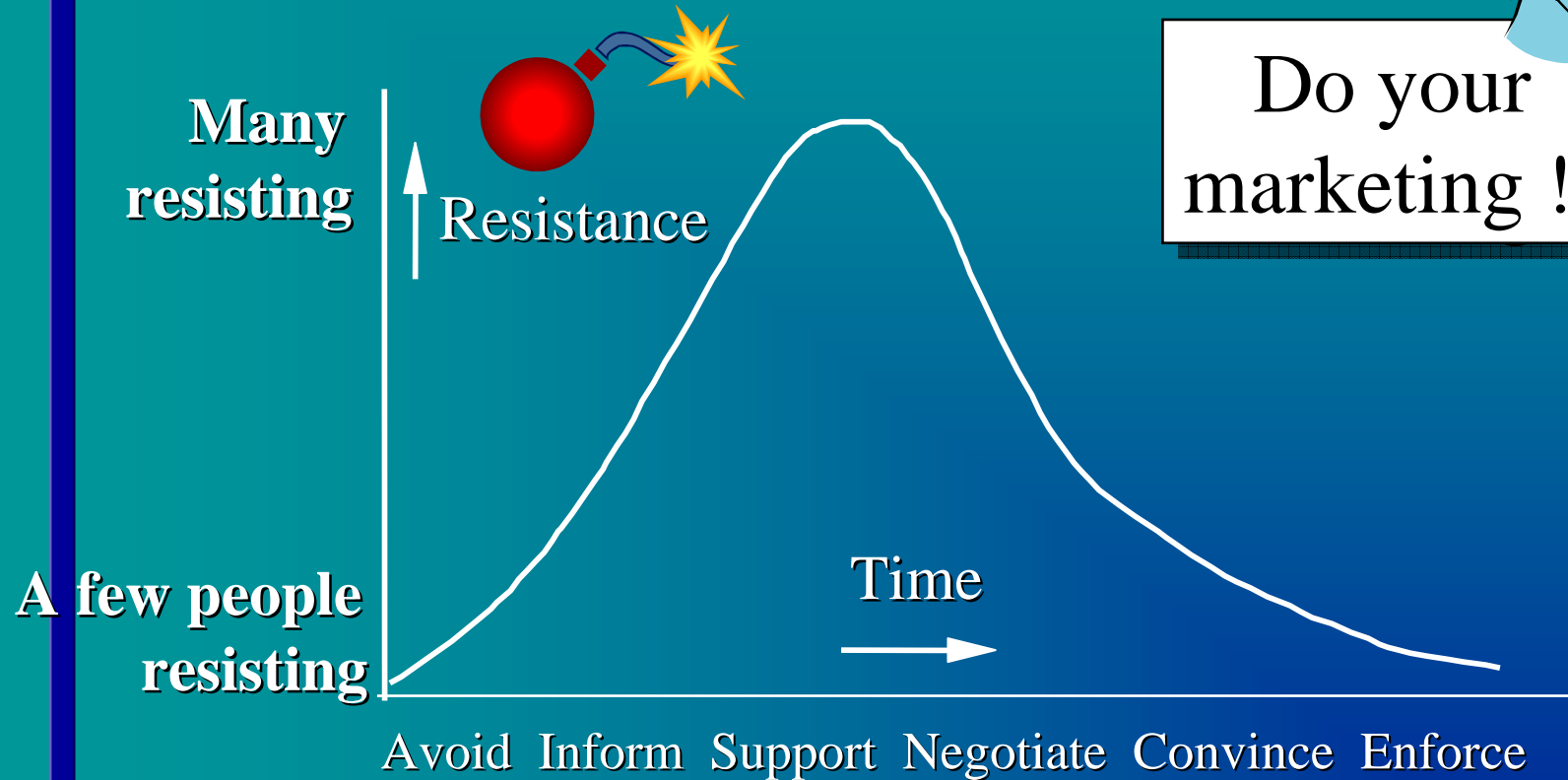
Analytical Based Approaches

- Causal analysis
 - Ishikawa, Pareto analysis
- Goal oriented measurement (GQM)
- Test Metrics



What does this tell us ?

Change management



Conduct of change agent / team

CSF's: "Getting Started"



1

- Test policy
- Management commitment

2

- Improvement is a project
- Resources and effort percentage

3

- Maturity of development organization

CSF's: "Getting the job done"

- Set both long term and short term goals
- Use what is available
- Organize a stable project team
- Don't make an external consultant responsible
- Institutionalize the improvements
- Review against the overall objectives almost continuously



A gold circular badge with a red and blue ribbon, containing the text "ISTQB expert".

**ISTQB
expert**

.....

**See you at the Expert Level
courses and exam!**



Thank you!

**More information on
ISTQB at www.istqb.org
TMMi at www.TMMiFoundation.org**