

March 9 & 10, 2011

at the PPA Event Center in Denver, Colorado

Featuring nationally renowned
keynote speakers **Michael Bolton**
and **Lee Copeland**



SOFTWARE QUALITY CONFERENCE

“Testing Concepts & Innovations”

‘11

NETWORK with other software professionals
HEAR cutting edge speakers
LEARN about new technologies and techniques
ADVANCE your professional goals

The Minds behind the Conference

The Software Quality Association of Denver (SQuAD) is a nonprofit organization that supports quality assurance professionals in the Mile High City and Denver Metro area. Founded in September, 1997, SQuAD has grown to approximately 800 members. Meetings are held the second Tuesday of most months. For exact times and to learn more about SQuAD, visit www.squadco.com

Thank you for supporting our conference!

Conference 2011

March 9 & 10, 2011
PPA Event Center in Denver

< Schedule Day 1 >

7:15am-7:45am	Registration & Continental Breakfast			
7:45am-8:00am	Opening Remarks by Melissa Tondi Conference Chair <i>Aspen</i>			
8:00am-12:00pm	Heidi Harnes-Campbell <i>Aspen</i> Security Testing	Michael Bolton <i>Blue Spruce</i> Test Framing	Jon Hagar <i>Evergreen A</i> How to Break Handheld and Embedded Software	Richard Lawrence and Paul Rayner <i>Evergreen B</i> Acceptance Test-Driven Development with Cucumber and Selenium
12:00pm-1:00pm	Lunch			
1:00pm-5:00pm	Lee Copeland <i>Aspen</i> Pragmatic Testing	Daniel Levy of Telerik <i>Blue Spruce</i> Hands on Test Automation	Bev Berry & Michelle Rocke of Prototest <i>Evergreen A</i> QA Leadership Summit	**Michael Bolton <i>Evergreen B</i> Test Framing

< Schedule Day 2 >

7:30am-8:30am	Registration & Continental Breakfast			
8:30am-8:45am	Opening Remarks by Melissa Tondi Conference Chair <i>Aspen</i>			
8:45am-9:45am	KEYNOTE – Lee Copeland Today's Testing Innovations <i>Aspen</i>			
9:45am-10:15am	Meet the Vendors			
10:15am-11:15am	*Susan Bockhoff for Connected Testing <i>Aspen</i> Test Automation with HP Quality Center Suite for Agile Development Projects	* Daniel Levy of Telerik <i>Blue Spruce</i> Silverlight Test Automation	*Lawrence Nuanez of ProtoTest <i>Evergreen B</i> Crash Proof: How the Cloud has Changed Load and Performance Testing	
11:30am-12:30pm	"Birds of a Feather" - Lunch & Learn - <i>Aspen & Blue Spruce</i>			
12:30pm-1:00pm	Meet the Vendors			
1:00pm-1:45pm	KEYNOTE – Michael Bolton - Testers Get Out of the QA Business <i>Aspen</i>			
1:45pm-2:00pm	Meet the Vendors			
2:00pm-2:45pm	Brad Swanson <i>Aspen</i> The Seven Deadly Sins of Agile Testing	Jim Hazen <i>Blue Spruce</i> Automation Tasks after Scripting	Pete Baston <i>Evergreen B:</i> REAL Software Quality Assurance for Managers and Administrators	
2:45pm-3:00pm	Meet the Vendors			
3:00pm-3:45pm	Steven R. Hill and Samantha Mizzi <i>Aspen</i> Transitioning QA to an Open Source Style of Development	Brian Kitchener <i>Blue Spruce</i> Automated Tests using Selenium and PageObjects	Melissa Tondi <i>Evergreen B:</i> Managing Offshore/Outsourced Resources: Dos and Don'ts	
3:45pm-4:00pm	Meet the Vendors			
4:00pm-4:45pm	Leslie Salazar-Bushell <i>Aspen</i> Accessibility & Compliance Testing: Standards & Guidelines	David Hall & Matt Rusten <i>Blue Spruce</i> Test Automation Framework using Selenesse	Jon Hagar <i>Evergreen B</i> Test Management Bootcamp: Test Management 101	
4:45pm-5:00pm	Closing Remarks & Grand Prize Drawing <i>Aspen</i>			

Abstracts & Speaker Biographies

< Day 1 Wednesday - 8:00 a.m. – 12:00 p.m. >

Saving Money and Saving Face by Making Cyber Security a Testing Priority

Presented by Heidi Harmes-Campbell

Today's software testers need cyber security knowledge to succeed. Properly trained testers can find vulnerabilities during development and testing —when it's cheaper and easier to fix them. Having worked as a QA professional and software tester, Heidi knows what testers are capable of doing in the test environment. Security testing should be included in every test plan/strategy and not wait until it can be tested in production. This presentation will introduce testers to cyber security and IT security, terminology associated with security, and major types of threats. The testing techniques associated with typical security vulnerabilities will include more than 15 types of authentication testing, common types of cookie testing, and simple SQL injections that anyone can use. Participants will learn how to find and test for security vulnerabilities, and immediately apply what they have learned to their own test plans.

> *Heidi Harmes-Campbell's* testing experience includes infrastructure and environmental testing, disaster recovery, failover, high-availability testing, performance testing, automated regression testing and authentication testing for a range of complex projects including banking software, brokerage and trading applications, calculation engines, real-time quoting programs, web services, large-scale file conversions, and variable life insurance proposal calculation engine. Heidi's professional certifications include Security+, CTFL - ISTQB, and Certified ScrumMaster.

Test Framing

Presented by Michael Bolton

Test framing is the set of logical connections that structure and inform your testing, from the test mission through the oracles, coverage, and techniques, down to the specific observations and test results. This interactive session presents a structure and approaches for developing this crucial testing skill.

In this new half-day workshop, written in collaboration with James Bach, I present a structure for test framing. Using at least one testing exercise (and likely several) followed by a debrief, I explain what test framing is. I identify the elements of test framing: a client; a product; a test agency (a tester or a test group, or a tool that extends them); a motivating question related to some risk; a design; a test procedure and; most importantly, a logical line of reasoning that connects them. Throughout, I emphasize test framing's role in fulfilling the testing mission; its importance in explaining testing to our clients; its power as a coaching framework; and its potential to help in preventing several testing pathologies.

> *See Michael's bio on next page.*

How to Break Handheld and Embedded Software

Presented by Jon Hagar

Embedded and handheld devices (smart phones) are the hot new area of software and testing these days. In the tradition of James Whittaker's book series How to Break ... Software, Jon Hagar teaches you how to apply the "attack" concept for testing handheld and embedded software systems. Jon explains when, who and how to conduct the attack, who should conduct the each attack, where it can be executed, why the attack works, and what to look for. To practice their new handheld/embedded testing skills, participants will have the opportunity to practice attacks on devices that Jon will bring to the class. If you are looking to get into contract testing in areas like Utest or expand your knowledge of testing domains, this session is for you.

> *Jon Hagar* is a software engineer, tester, and manager supporting software product integrity, verification, and validation with a specialty in embedded software systems. Jon has worked in aspects of software engineering, particularly testing/verification and validation for over thirty years. Jon publishes, trains, and mentors regularly in software testing, verification, validation, Agile, product integrity & assessment, system engineering, and quality assurance. He is a member of many groups, boards (past) and forums where he constantly learns, grows, and experiments in first-of-a-kind ideas and adventures.

Acceptance Test-Driven Development with Cucumber and Selenium

Presented by Richard Lawrence and Paul Rayner

Is your team adopting ATDD? Considering Cucumber as your acceptance test tool? Attend this hands-on workshop to learn how to write expressive Cucumber tests and automate them in a maintainable way using Java or Groovy to drive a web application with Selenium. This workshop is intended to get participants familiar with writing and automating acceptance tests with Cucumber. We'll work through concrete exercises to explore what makes for good scenarios and step definitions. After participating in this workshop, attendees should be able to: 1) Distinguish between ATDD and other kinds of agile testing, 2) Describe the individuals involved in ATDD and their interactions, 3) Explain why Cucumber is well-suited to ATDD, and 4) Write expressive Cucumber scenarios and refactor to improve their expressiveness and make them more readable and maintainable.

> *Richard Lawrence* is the creator of Cuke4Nuke, the .NET support for Cucumber. Since adopting agile in 2001, Richard has led and coached numerous teams to successfully deliver software projects using an agile approach. He is writing a book for Addison-Wesley on ATDD with Cucumber.

> *Paul Rayner* is a Denver-based independent consultant with more than twenty years of software development and consulting experience. He is the founder and president of [IASA Denver](#). Paul specializes in helping organizations struggling with their transition to agile software development.

Abstracts & Speaker Biographies

< Day 1 Wednesday - 1:00 p.m. – 5:00 p.m. >

Pragmatic Testing: When Your Testing World is Messy

Presented by Lee Copeland

Books, articles, and presentations often begin with “now that the requirements are complete”, “now that the testing process is defined”, or “now that the team is fully staffed”. For most of us, this is not our world. Lee Copeland describes a pragmatic approach to testing when your world is messy and then describes how to determine the root causes of your messiness and implement effective solutions. Join Lee for an examination of both pragmatic testing practices and effective improvement activities.

> *Lee Copeland* has more than thirty-five years of experience as a consultant, instructor, author, and information systems professional. He has held technical and managerial positions with commercial and non-profit organizations in applications development, software testing, and software development process improvement. Lee frequently speaks at software conferences both in the US and internationally and currently serves as Program Chair for the Better Software conference, the STAR testing conferences, and Software Quality Engineering's Agile Development Practices conference. Lee is the author of *A Practitioner's Guide to Software Test Design*, a compendium of the most effective methods of test case design.

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> *Michael Bolton* has been teaching software testing on five continents for ten years. He is co-author (with James Bach) of Rapid Software Testing, a course and a methodology and mindset for testing software expertly in uncertain conditions and under extreme time pressure. He has been Program Chair for the Toronto Association of System and Software Quality, Conference Chair for the Conference of the Association for Software Testing, and is a co-founder of the Toronto Workshops on Software Testing, and a testing columnist for Better Software Magazine. Michael lives in Toronto, Canada. He can be reached through his Web site, <http://www.developsense.com>

Hands on Automation: Plan, Automate, Execute and Analyze

Presented by Daniel Levy

This workshop will present an in depth interactive session where you'll plan, create, execute and analyze test automation results from a series of real world tests. Be sure to bring your laptop so you can follow along real-time and create your own tests with the supplied test automation software. This session is great for those looking to begin test automation or those already automating who would like to see the latest in test automation technology.

> *Daniel Levy* is a Solutions Consultant for Telerik's testing tools division, where they are building the next generation of automated testing tools. Daniel has been working in the software industry for over 15 years holding positions from Support Engineer to Director of Technical Services (and a few in between). Through this diverse experience Daniel has gained a true appreciation for the art of testing and of course the productivity gained from test automation.

QA Leadership Summit

Presented by Bev Berry and Michelle Rocke

This session is designed for QA Directors, Managers and for those responsible for QA in your organization. It will provide a forum for discussion and cross-pollination of ideas on specific challenges that QA leaders face today in their day-to-day workplace. We will be covering the tactics of implementing agile, the strategies for taking on QA's biggest challenges, the conceptual aspects of creating your QA brand in your organization, and speculation about where QA is headed in the future. This is a highly interactive session and we encourage your participation.

> *Bev Berry* is Vice President of Business Development for ProtoTest and has spent her career working in the software quality and test field as a resource manager, helping QA directors, managers, leaders find solutions to their QA and testing resource needs and challenges. Ms. Berry has been a member of SQuAD since 1999 and has served on the board of directors in the roles of Treasurer, Vice President and President since 2000.

> *Michelle Rocke* is the Director of Client Services at ProtoTest, with over 15 years of working and recruiting IT professionals in the Denver market. She also has over six years of experience specifically in the QA/Test niche.

Abstracts & Speaker Biographies

< Day 2 Thursday >

8:45am
9:45am

KEYNOTE – Today's Testing Innovations

Presented by Lee Copeland

Lee's insightful presentation will cover Innovations in Software Testing, including: Context-driven school, Test-first development, really good books, open source tools, test workshops, freedom of the press; testing in the cloud; sourced testing and the weekend testers. Lee will also discuss keys to future innovation. What will YOU think of next?

See Lee's bio on previous page

10:15am
11:15am

VENDOR PRESENTATION – Test Automation with HP Quality Center Suite for Agile Projects

Presented by Susan Bockhoff and Igor Gersovich

Learn how McKesson overcame Test Automation challenges and created an Enterprise-Wide solution using HP Business Process Testing (BPT), how partnership of Automation Engineers and Subject Matter Experts accelerated test automation development and acceptance in an Agile development environment. McKesson created a set of multi-leveled automated tests using HP Business Process Testing and Quality Center to run a successful test-automation project on a major product release. The team created an intelligent test automation architecture using BPT that allowed teams to quickly create meaningful, re-usable, and maintainable automated tests. This approach maximized the time of automation engineers as well as subject-matter experts to increase automated test output five-fold during the first year. We will review the test automation architectural approach as well as the automated test strategy to show how we got the most value from our automated tests, including smoke tests, regression tests, and acceptance tests on Agile development projects.

> *Susan Bockhoff* is a Software Quality Assurance Manager for Horizon Clinicals software at McKesson. She has managed the test automation effort on Horizon Clinicals products for the past five years.

> *Igor Gersovich* is president and principal consultant of Connected Testing, Inc., a developer of next-generation test automation solutions. Igor has spent the last 10 years working in software testing with particular focus on software test automation and performance testing. Igor is a frequent presenter at both domestic and international professional groups and conferences.

VENDOR PRESENTATION – Silverlight Test Automation

Presented by Daniel Levy

This presentation will cover Silverlight Automation best practices. It will include both lecture and live demonstration.

> *Daniel Levy* is a Solutions Consultant for Telerik's testing tools division, where they are building the next generation of automated testing tools. Daniel has been working in the software industry for over 15 years holding positions from Support Engineer to Director of Technical Services (and a few in between) - through this diverse experience Daniel has gained a true appreciation for the art of testing and of course the productivity gained from test automation.

VENDOR PRESENTATION – Crash Proof: How the Cloud has Changed Load & Performance Testing – A Case Study

Presented by Lawrence Nuanez and Justin Zimmerman

This case study shows the huge value that comes from performing load and performance testing to crash proof web applications. Finding issues during load and performance testing can save the customer considerable embarrassment, preserved their reputation, and help them better service their customers.

> *Lawrence Nuanez* is a Principal Consultant at LoadLabs & a Senior Staff Consultant at ProtoTest. Lawrence's focus is helping clients improve their overall software quality. Lawrence has over 15 years of experience in software development. He has worked as a developer, tester, QA manager, and software consultant. He has worked with IT and business executives from many diverse industries.

1:00pm
1:45pm

KEYNOTE – Testers: Get Out of the QA Business

Presented by Michael Bolton

The testing department is often misnamed "Quality Assurance", but testers don't assure quality. How can we, when we don't have control over the schedule, the budget, programmer staffing, product scope, the development model, customer relationships, contractual obligations, and so forth? Instead, our role is to provide ESP - not extra-sensory perception, but extra sensory perception. We're extra eyes, ears, fingertips, noses, and taste buds for the programmers and the managers; extensions of their senses. At our best, we're like extremely sensitive and well-calibrated instruments: microscopes, telescopes, super-sensitive microphones, vernier calipers, mass spectrometers, and bomb-sniffing detectors. We help the programmers and the managers to see and hear and otherwise sense things that, in the limited time available to them, and in the mindset that they need to do their work, they might not be able to sense on their own. The idea that we assure quality is misplaced. Those with the authority to change the code or to exercise control over the project assure quality, and it's our role to assist them.

See Michael's bio on previous page.

Abstracts & Speaker Biographies

2:00pm
2:45pm

The Seven Deadly Sins of Agile Testing

Presented by Brad Swanson

Using agile methods, many organizations have realized significant improvements in quality, time to market, and productivity. Yet many agile teams struggle to succeed, especially with applying agile testing practices. This presentation will describe seven of the most insidious agile testing sins to avoid.

> **Brad Swanson** is a Certified Scrum Coach and Principal Consultant at Propero Solutions. He started his software career on the Apple IIe, and now has 16 years of experience in management, project and program leadership, testing, and software development in both start-ups and large companies. Brad has led the adoption and implementation of agile and Scrum methodology with many teams in the US, Europe, and Asia. He has deep experience with agile software development, starting with eXtreme Programming (XP) in 1999, and also Scrum, Lean and Kanban methods. He is active in the Agile community as a co-Director of Agile Denver, speaker at agile community events, volunteer for Agile conferences and speaker at international conferences.

Think you're done? Automation Tasks after Scripting

Presented by Jim Hazen

Hurrah! You've built the automation framework and test scripts, and you're all done. Think again! You've only solved half of the equation. This presentation will discuss the "other" things to do as part of an overall automation solution, and how to avoid the headaches caused by them. The presentation will cover areas such as how to classify and organize test suites, setting up for unattended test execution, leveraging a VM farm for distributed test execution, creating 'tool' scripts to do Pre/Post execution cleanup and configuration setup & validation, reporting & review of execution results, maintenance of framework/scripts, and training of "other" staff on the automation implementation.

> **Jim Hazen** is a veteran of the software testing trenches. He has over twenty years of experience testing applications on the PC and Web platforms. Mr. Hazen has been involved with the start-up of testing groups at multiple companies and has done consulting work for the last 10 years. He has helped clients implement tools for functional automation, performance testing and test management and worked with clientele management to achieve efficiency gains and the financial benefits associated with testing. Mr. Hazen has been a speaker at STPCon, STARWest and other QA & Test conferences.

REAL Software Quality Assurance for Managers and Administrators

Presented by Pete Baston

Many non-technical decision-makers — from managers and administrators to senior corporate executives — have only a vague idea of what Software Quality Assurance (SQA) is, how to judge if an SQA program is being successfully applied, and what could be the long-term consequences of bad or non-existent SQA. This seminar clearly explains the full ramifications of SQA policy decisions, with practical advice about how to/how not to and a look at best practices across the full spectrum of SQA programs. The focus is on exploring the ramifications of SQA decisions on the operations of the whole company and interactions between SQA and other departments.

> **Pete Baston** is a Quality and Systems Engineer with 40 years experience in quality assurance, product development, systems engineering and project management. He has led troubleshooting and insurance company due diligence investigations in Africa, Europe and the U.S. After years as a turn around specialist for major US financial and VC companies who needed rapid understanding of complex technology issues, He put that experience to work to help a broad spectrum of companies strategically implement successful new business development. Pete has a passion for "doing it right in the real world" and a reputation for accomplishing the seemingly impossible.

3:00pm
3:45pm

Transitioning QA to an Open Source Community Style of Development

Presented by Steven R. Hill and Samantha Mizzi

Integrating software projects from recently acquired small companies into large fortune 500 companies can be tricky at best, and impossible at worst. When Jabber Inc was acquired by Cisco we adopted an open source community style of development and the QA team had to develop a formal QA process around it. The transition has dramatically improved our process, test and code coverage. It has also allowed for our team to work across multiple projects while accomplishing more. It has the added benefit of providing team members a way of working on new and exciting projects outside of their own BU while still providing major gain to their own BU all while not having to leave their team.

> **Stephen Hill** has been working as a software QA engineer in the Denver region for the past four years. Most recently he has been working for Jabber Inc and Cisco Systems, which acquired Jabber. Stephen Hill received his Bachelors of Science in Engineering Physics with a Minor in Russian Language from CU Boulder in 2002.

> **Samantha Mizzi** earned her degree in MIS and Marketing from the University of Maryland, College Park. After changing careers and states, she ended up in Denver and has been working in Quality Assurance for four years. Samantha currently works for Cisco Systems.

Abstracts & Speaker Biographies

3:00pm
3:45pm

Writing Advanced Automated Tests Using Selenium2 and PageObjects

Presented by Brian Kitchener

In this presentation you'll receive an overview of what's new in Selenium2 and the PageObject model. You'll also see case studies on how a Visual Studio project implemented both models and discuss implementation goals to take back to your project. Brian will walk through a basic test on Google, and then talk about the typical pitfalls with Selenium2 and how to handle them.

> *Brian Kitchener* is a Software Quality Engineer at eCollege. He has a Bachelor's degree in Computer Science from DU, and has been working in the SQA industry since 2001. He has a background in Manual, Automated, and User Acceptance testing, with a focus on open source and inexpensive automation tools, such as Selenium, Fitnesse, TestComplete, Webload, xUnit,

Managing Offshore/Outsource Resources: Dos and Don'ts

Presented by Melissa Tondi

Managing an onshore QA team presents its own challenges, but when you also have an offshore or outsourced QA team, that adds in a whole new level of obstacles. Melissa will walk through case studies, dos and don'ts, communication tips, and present a successful model on how Pearson's offshore team collaborates with the Onshore teams and meets expectations.

> *Melissa Tondi* has over 12 years experience in Quality Assurance and Testing with over six years experience in consultant management and process engineering. She has implemented many efficient QA and test processes in dozens of companies. Melissa focuses on creating and implementing efficiencies that both adhere to industry-standard practices, and align with the company's culture.

4:00pm
4:45pm

Accessibility & Compliance Testing: Standards & Guidelines

Presented by Leslie Salazar-Bushell

Accessibility is an ever-evolving standard that seems to have a vague fog around it. What does it mean to be accessible? Why should we do so much work, for such a small population? Do I really have to test against all the guidelines listed? How can we ensure our products are accessible? In Leslie's presentation we will look at the different governing standards that affect eCollege and Pearson employees and the different ways we can identify the accessible nature of developed code. When it is important to pursue code modifications, and when can simple fixes get you to the main goal of accessible content.

> *Leslie Salazar-Bushell* has worked in the Interaction Design and Usability world for 11 years, focusing on web-based applications for the majority of her career. She has worked for companies that specialize in telecommunication, mobile devices, private security, and governmental contracts and now brings her talents to the education industry working at eCollege.

Test Automation Framework using Selenesse (Selenium and Fitnesse)

Presented by David Hall & Matt Rusten

Taking a manual testing focused SQA team and transforming it into a team that relies more heavily on test automation and agile testing practices are never an easily accomplished task. In addition to this scenario, add an IT organization's adoption of agile development processes, as well as continually increasing demands on a limited pool of shared SQA resources available for testing. How can a team that is comprised of a finite number of SQA resources and operating on a limited budget begin to achieve all of these goals without sacrificing quality? In this presentation we will discuss just how we accomplished that at IHS, Inc., using Selenesse, a combination of the Selenium and Fitnesse frameworks, as our test automation framework of choice.

> *David Hall* has been in the IT industry for almost 20 years and in the software testing area for 15 years. Currently employed by IHS, Inc. since 2009, David previously held software testing, project management, and development roles at Sun Microsystems, Avolent, Corporate Express and American Management Systems. David has a B.S from the Indiana University Kelly School of Business and a M.S. in Information Systems from the University of Colorado.

> *Matt Rusten* is a Sr. SQA Engineer, IHS, Inc. Since graduating from the University of Northern Colorado in 2007, Matt has worked in the IT industry in the roles of web developer, test automation engineer, and SQA engineer. Currently employed by IHS, Inc. since 2010, Matt has previously worked with companies like Integrated Asset Services and Key Equipment Finance.

Test Management Boot Camp: Test Management 101

Presented by Jon Hagar

So you got the big promotion, either recently or in the last 20 years, and now you are managing a test team. You were a pretty good tester, but management comes with new challenges. You have a test team. You have senior management. You have a customer. You have a product to test. You do not have enough time and budget. What is a test manager or lead to do? This short boot camp introduces the areas you should know about and practice as good test manager. Being a test manager or lead can be learned, but it is different from the technical side. This track is based on 25 years of leading test teams, solving problems, dealing with managers and customers, while having successful project releases within schedule and budget (the bottom line).

See Jon's bio on previous page

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the 2011 **SQuAD** conference!

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