Experiencing a Product Owner's View of Testers & Testing

Created for:

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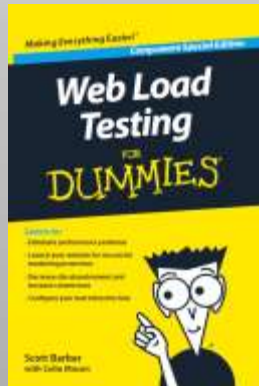**Chief Technologist**, PerfTestPlus, Inc.
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Warm-up

1. **Assemble into teams:**
   - **2 or 3 member teams preferred**
   - **At least one laptop per team**
   - **Choose a System Under Test**
   - **At least one team member significantly participated in Test Lab activities**
2. **As a team familiarize yourselves with the SUT:**
   - **Problem the SUT solves**
   - **Primary Use Cases & User Personas**
   - **Test Reports**
   - **Equivalent Dev Items**

Workshop Scenario (part 1)

1. **I am the Product Owner for the SUT:**

2. **You are an integrated Dev Team/Squad:**
    - **Collectively, you are responsible for:**
        - **Writing code**
        - **Testing code**
        - **Integrating & promoting code**
        - **Testing system functionality, performance, etc.**

3. **Your Product is…?**
4. **Your next release features…?**

I'm Responsible For…

Workshop Scenario (part 2)

Dev works in 2-week sprints/increments:
- Result of each sprint should be "release-able" (patch, update, or minor release)
- Dev team demos results of sprint – whole company invited
- 3 sprints per "marketable" release
- 6 sprints per "semi-major/major" quarterly release

Within the sprint:
- I participate in sprint planning
- I have a 10 min stand-up with Scrum Master daily
- I attend team meetings/stand-ups when asked, or I have new/critical info
- I meet with team weekly for updates
- I attend 2nd half of each retrospective
- I am available to all members of team at (virtually) any time

Exercise 1

1. Situation:
   - **It is work day 7 of "Sprint 2" in the quarterly cycle**
   - "Tomorrow" we will hold a "Product Owner Update"
     - **I get 1/3 time to tell you about "non-Dev" Product stuff**
     - You get 2/3 time to give me Sprint Status
2. For this exercise:
   - **Sprint Status part only (not "non-Dev" Product stuff)**
   - **Each team member assumes a role (Dev, Test, Build Guru, etc.) & tells me what they think I need to know.**
   - **To "save time" you may describe, sketch, etc. the briefing material you would normally use**
   - You may "embellish" what you know about Dreamler to better demonstrate what you feel you should be sharing with me

Exercise 1 - Debrief

What I liked

What I didn't

Why

Questions

My Experience (part 1)

Before I became a Product Owner I was a Tester

As a Product Owner I paid very little attention to Testers & Testing

Why?

No Executive ever asked me about testing or quality

They interrogated me about

sales, leads, renewals & market position

Reality

The average executive of a public company has 1 concern...

... to increase company valuation ...quarter over quarter.

Executives & shareholders value

profit

Products are the source of profit

Testing does not generate profit

Don't believe me?

I was told…

"I **don't care** about giving them **what they need**. I only **care** about giving them **what they'll pay for**!

"We were all put on this planet to **generate revenue**. If you are spending time on anything else, you are wrong."

"So what if *{product name}* **won't work** against *{technology}*. That's no reason not to sell it to them. You need to **meet your targets**!"

"We don't want to be the best, we want to be barely good enough to meet our revenue goals!"

Exercise 2

1. **Situation:**
   - It is work day 7 of "Sprint 3" in the quarterly cycle
   - "Tomorrow" we will hold a "Product Owner Update"
   - This update will focus on the "Minor Marketable" Release planned for the conclusion of this Sprint
2. **For this exercise:**
   - Re-assume your role & tell me the status of a story currently assigned to you.
   - Again you may describe, sketch, etc. the briefing material you would normally use
   - You may still "embellish" what you know about Dreamler to better demonstrate what you feel you should be sharing with me
   - But don't go overboard inventing "interesting things to brief"

Exercise 2 - Debrief

What I liked

What I didn't

Why

Questions

My Experience (part 2)

Remember me Saying…

As a Product Owner
I paid
very little
attention to
Testers & Testing

Yet, while paying very little attention to Testers & Testing
Product Quality Improved

How?

1. No "extra" Deliverables

I required 2 items:

- **Access to current build**
- **Work item/Story status**
  - **Not started**
  - In Progress (on track/behind/clarify)
  - **Blocked**
  - Complete

I had no interest in:

- **Test Plans**
- Bug Reports
- **Test Reports**
- Equivalent Dev Items

2. Joint Accountability

I made no distinction between team members:

- **Dev/Test/DBA/CM, etc.**
  - Sometimes I didn't even know who was which

All that *might* matter to me was:

- **Who "owned" the Work Item/Story**
- **Who it was assigned to**
- **Did they have what they needed**

3. Weekly "Show & Tell"

The whole technical team plus:

- **Me**
- **Sr. Pre-Sales Engineer**
- **Sr. Product Support Engineer**

Whomever Work Item/Story was assigned to:

- **Showed their desktop**
- **Provided one of the status's from previous slide**
- **"Showed & told"**
- **Answered questions**

Work Item/Story Owner (if not current assignee):

- **Added additional comments when necessary**

4. Sprint Demos

Open to the whole company:
- **Mandatory attendees**
  - **"Show & Tell" team**
  - **Marketing Lead**
  - **Sales Lead**
  - **Support Lead**

Work Item/Story Owner:
- **Explained rational behind item/story**
- **"Showed & told"**
- **Answered questions**

Leads/Product Owner:
- **Added additional comments when necessary**

5. Release Criteria

I chose to release when I could live with the feedback I was receiving from:

- **Pre-Sales Engineers**
- **Support Engineers**
- **Technical Marketing**
- **"Secret Advisors"**
- **Alpha Customers**
- **Me**

I did not use:

- **Reports**
- **Metrics**
- **Dashboards**

Exercise 3

1. **Situation:**
   - **It is work day 7 of "Sprint 5" in the quarterly cycle**
   - **"Tomorrow" we will hold a "Product Owner Update"**
   - **This update will focus on the "Major" Release planned for the conclusion of this Sprint**
2. **For this exercise:**
   - **Re-assume your role & tell me the status of a story currently assigned to you.**
   - **Same rules about "embellishment" apply**
   - **This time, adapt your briefing to fit with what I have shared with you (disregarding your own previous experiences)**

Exercise 3 - Debrief

What I liked

What I didn't

Why

Questions

My Experience (part 3)

Now I am a
Principal
Quality Engineer
(whatever that means)

But I really just think of myself as a part of the team who can help (particularly w/ testing)

Questions?

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