

European Testing Conference 2016

Truth: The State Of Not Yet Proven False



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**FOR ALL THE THINGS THAT THE
HUMAN MIND CAN DO,
FILLING IN GAPS OF
INFORMATION IS ONE OF THE
MOST INTERESTING.**

FOR ALL THE THINGS THAT THE
HUMAN MIND CAN DO, **F**ILLING
IN GAPS **O****F** **I****N****F**ORMATION IS
ONE **O****F** THE MOST INTERESTING.

Input volume drives generalization



MacBook Pro 15-inch
with Retina display

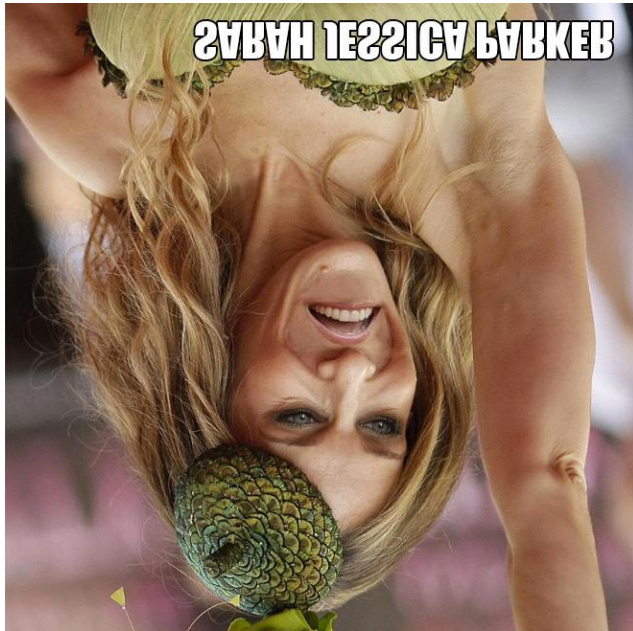
- **15.4-inch (diagonal) LED-backlit Retina display**
- **2.2GHz, 2.5GHz or 2.8GHz quad-core Intel Core i7 processor Turbo Boost up to 4.0GHz**
- **Up to 9 hours battery life¹**
- **Up to 1TB flash storage²**
- **2.04 kg³**



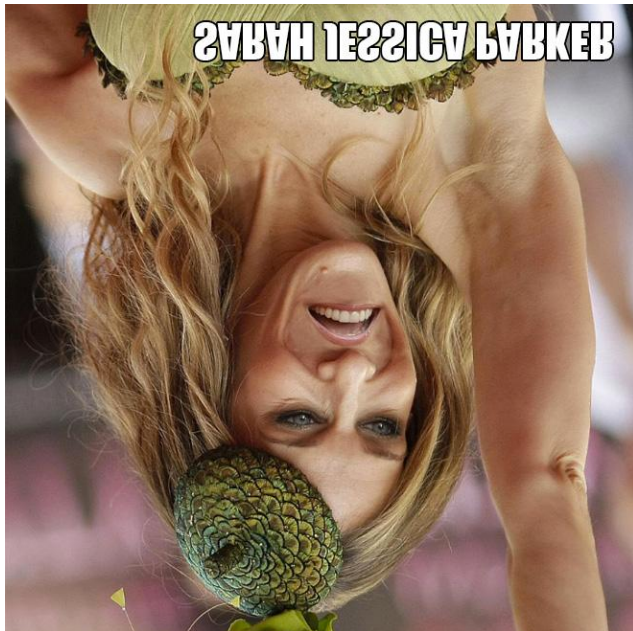
Homo Sapiens
with functioning brain

- **2 x 1in eyes plus inputs from 2 square meters of skin**
- **1.73 billion nerve cells connected by 10.4 trillion synapses**
- **Up to 122 years of battery life**
- **Up to 500 petabytes of memory**
- **0.142 kg**

Example: Face Perception



Example: Face Perception



This can't happen to us. We're QAs!



ThoughtWorks®

**Fine. I get it.
Our brain processes funny.**

**What does that have to
do with testing software?**

Let's look at some places where this can impact our day to day work.

Acceptance Criteria that challenges TL;DR

Create login for site

Description:

As a user

I want to login to the site

So that my information is saved each time I return

Acceptance Criteria

#	Given	When	Then
1.1	I want to log into the site with my email and password	I log into the site	I am able to view the landing page as the first page I see
1.2	I want to log into the site as an admin with my email and password	I log into the site	I am able to view the accounts page as the first page I see
2	I want to log into the site with my email but my password is wrong	I log into the site	I am not able view the landing page as the first page I see
3	I want to log into the site with a wrong email and password	I log into the site	I am not able view the landing page as the first page I see

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Create login for site

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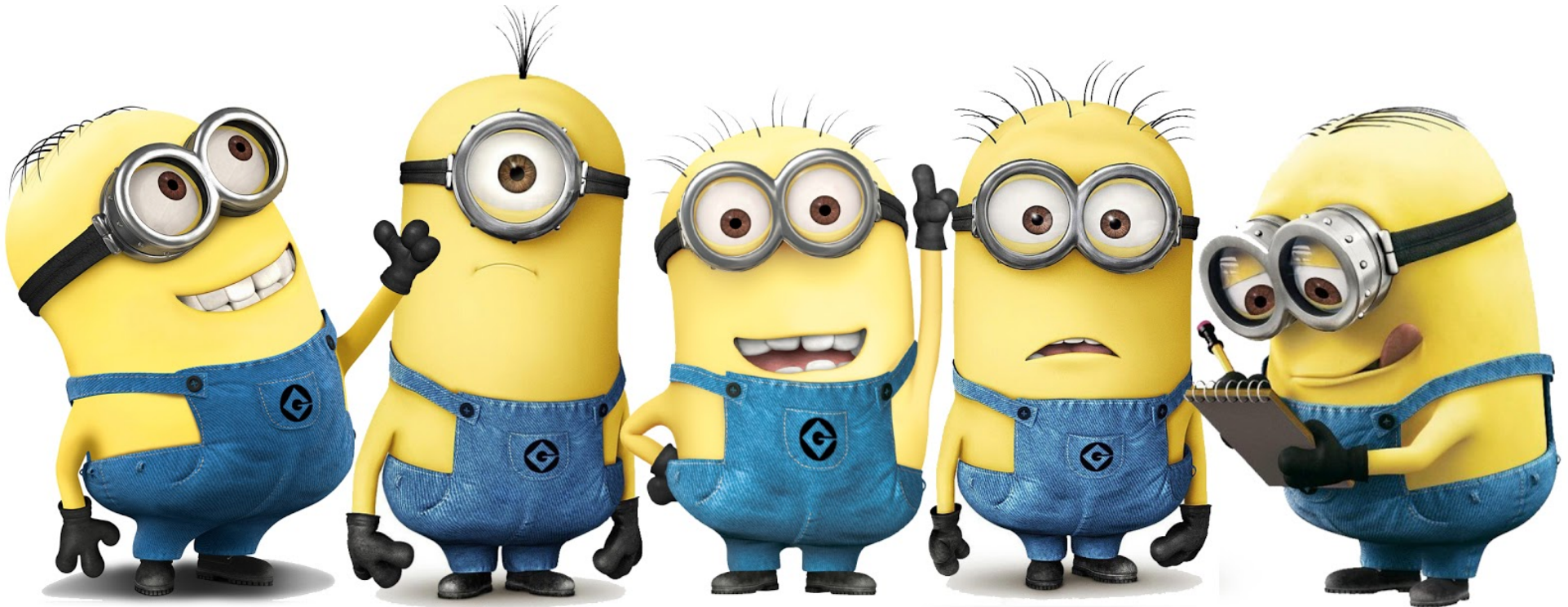
I want to login to the site

So that my information is saved each time I return

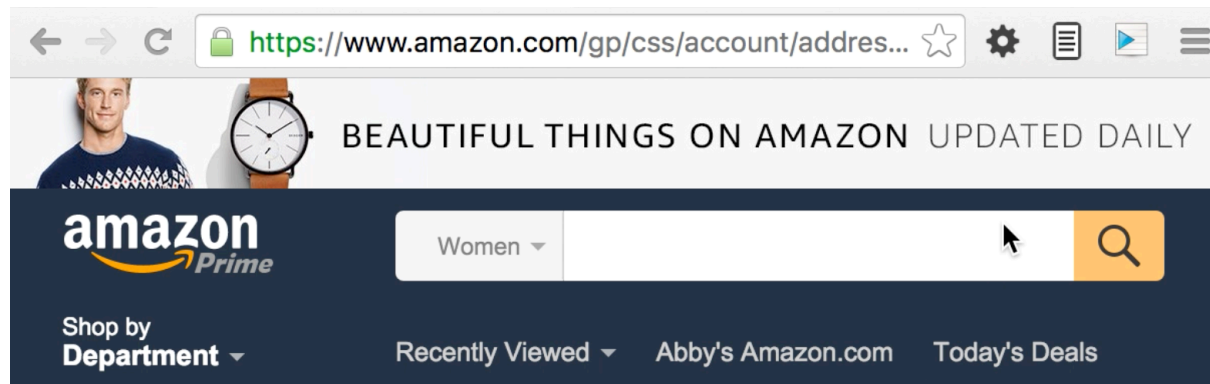
Acceptance Criteria

#	Given	When	Then
1.1	I am a general user	I use valid email and password	I see the landing page
1.2	I am an admin	I use valid email and password	I see the accounts page
2	a valid email and invalid password	I attempt to log into the site	I am not logged in
3	an invalid email	I attempt to log into the site	I am not logged in

“Glad we have Sarah, Mike is always taking short cuts!”



Humans do not enjoy repetition



[Your Account](#) > [Manage Addresses and 1-Click Settings](#) > [Add a New Address](#)

Future mailing labels will appear exactly as you enter them below. This change will not affect orders currently being processed. To change the address on an open order, select that order from your [Order History](#).

Add an address

Full name:

Address line 1:
Street address, P.O. box, company name, c/o

Address line 2:
Apartment, suite, unit, building, floor, etc.

City:

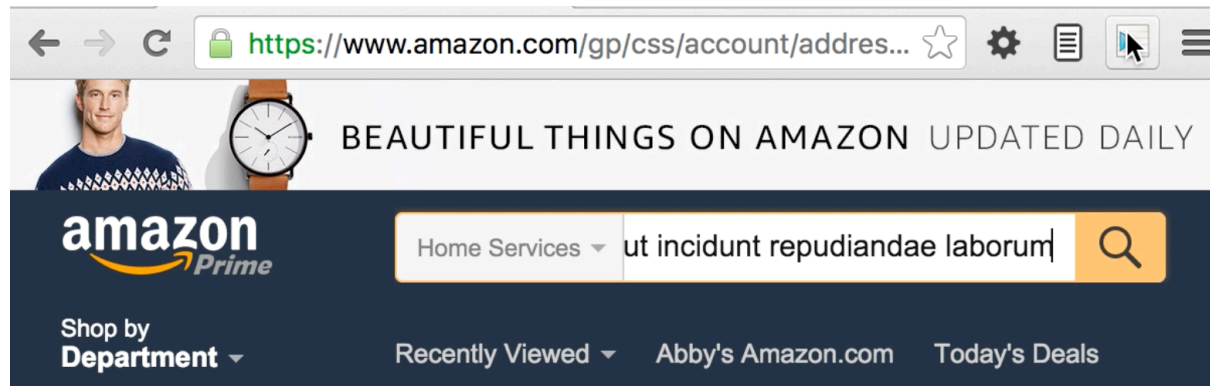
State/Province/Region:

ZIP:

Country:

Phone number: [Learn more](#)

Humans do not enjoy repetition



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[Add a New Address](#)

Future mailing labels will appear exactly as you enter them below. This change will not affect orders currently being processed. To change the address on an open order, select that order from your [Order History](#).

Add an address

Full name:	<input type="text" value="Emery Jacobson"/>
Address line 1:	<input type="text" value="Voluptatem earum necessitatibus quibusdam consequat Est"/> <small>Street address, P.O. box, company name, c/o</small>
Address line 2:	<input type="text" value="Cupidatat unde eum architecto minim recusandae Nulla sit qu"/> <small>Apartment, suite, unit, building, floor, etc.</small>
City:	<input type="text" value="Corrupti perferendis doloribus culpa quis mollit"/>
State/Province/Region:	<input type="text" value="Quas sit accusantium optio minim aliquip aut nemo"/>
ZIP:	<input type="text" value="11547"/>
Country:	<input type="text" value="Guinea-Bissau"/>
Phone number:	<input type="text" value="+123-36-4985898"/> Learn more

What was that about repetition?



What was that about repetition?



**Given this change in perspective,
let's reevaluate true and false**



Key Principle: build a learning culture

FAI
trule
SE

Given a problem statement..

If:

2, 4, 8

Instead of an proving an expectation right..

If:

2, 4, 8

Then of course:

16, 32, 64

Instead of an proving an expectation right..

If:

2, 4, 8

Then of course:

16, 32, 64

Hmm...looks like it may be doubling:

2, 4, 8

... that challenges your assumption

Hmm...looks like it may be doubling:

2, 4, 8

Then this shouldn't work:

2, 4, 6

... that challenges your assumption

Hmm...looks like it may be doubling:

2, 4, 8

Then this shouldn't work:

2, 4, 6

Which provides information for another question

Hmm ok...maybe it has to be even:

2, 4, 8

16, 32, 64

2, 4, 8

Then this shouldn't work:

5, 7, 9

Use personas to see a different perspective



Who am I?

Pauly D | 24 |
Student | part
time DJ | lives
with girlfriend
| drives
performance
car | web
savy

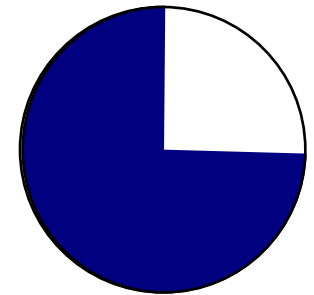
What do I want to do?

"Car insurance is
so expensive, and
getting someone
to quote me is
hard. I want to
know quickly if
I'm going to get a
good quote"

How will you support my goals?

Enter minimal
details | provide
quick quote | save
quote |
comprehensive
quote if interested

How important am I?



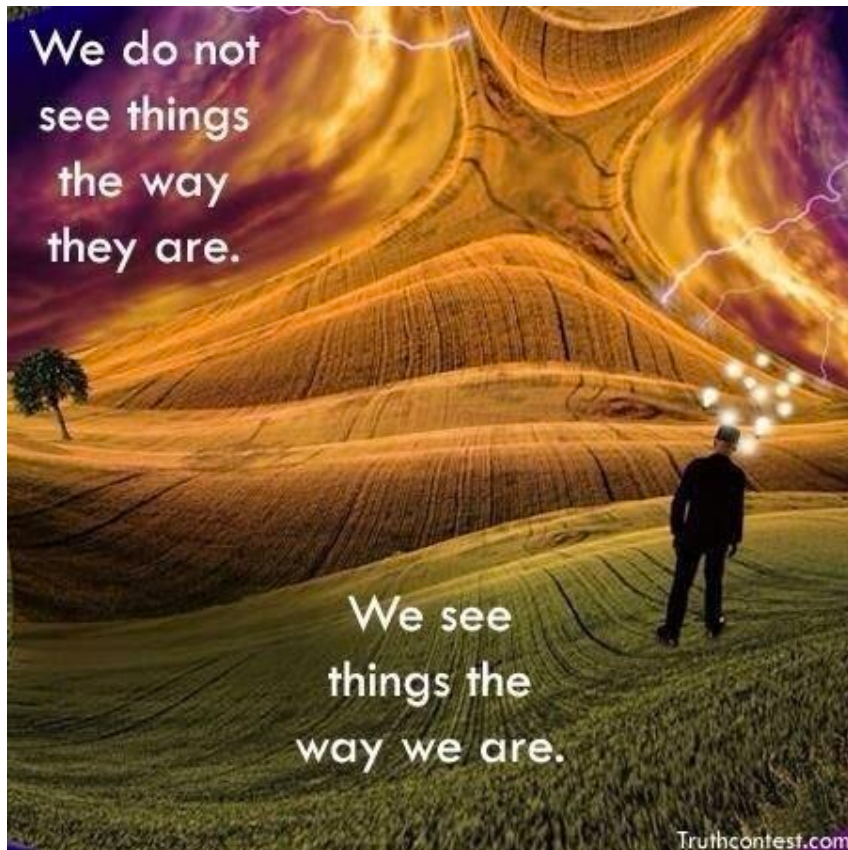
Intentional and active pairing



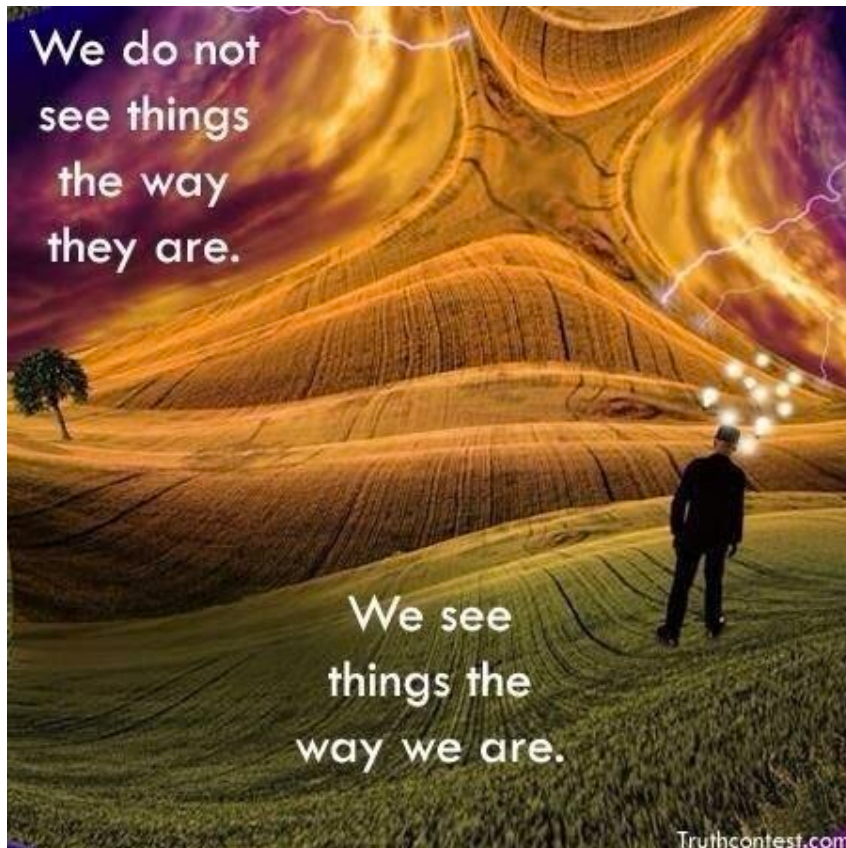
Don't discourage "obvious" questions when onboarding



We should all embrace the lens we bring



Here is how I bring mindfulness to my daily activities



- Embrace strengths / weaknesses by making information easy to digest
- Identify risk profiles in a transparent way as free from emotion as possible
- Consciously use computers to support repetition, but also find time to fuzz test
- Never be too confident to dismiss a question

THANK YOU!



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abbybangser

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