IBM Software UKINOVATE2010 The Rational Software Conference

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Smarter software for a smarter planet.



Are We Ready for Go-Live? Sorry, Too Late John Straathof HRUG @ IBM Forum 27 Mei 2010 ZYNTAX Mational. software

Smarter software for a smarter planet.







Agenda

- Background
- Title and Business Problem
- Concerns and Needs
- Available Data and Tooling
- Solution and Walkthrough
- Demo
- Closing





Background

- Automated testing 20 years
- Zyntax 10 years
- IBM Advanced Business Partner
- Focus: Quality Management
- Products: RQM+CR, RPT, RFT, Appscan, ReqPro, RMC, CQ, (RTC/CALM)





Title and Business Problem

- Requirements
- Test Plans, Test Cases
- Test Scripts
- Work Items
- Defects / Change Management

- All for Multiple Projects





Different People, Different Needs

Zyntax-Configured Roles, Concerns, Needs

- IT Managers
- QA Managers
- Test Managers
- Test Analyst
- Tester

Stakeholders





Concerns and Needs

- Mgmt Concerns
 - on Target? within Budget? in Compliance?
 - ready to Go Live?
 - Where do I need to steer?
- Mgmt Needs
 - Reduce cost, manual effort, outdated data
 - ► Consistency \rightarrow trending \rightarrow steering
 - Communication to team, stakeholders
- Better decisions, more accurate, be able to defend





Available Data

- Requirements
- Test Plans, Test Cases
- Test Scripts
- Work Items
- Defects / Change Management

- All for Multiple Projects





Available Tooling

Rational Quality Manager Dashboards

- Built-in Reports
- Customisable Queries
- Supports only live

Rational Publishing Engine

- Supports only live
- **Rational Common Reporting**
 - Supports live and trending





Information Basis for Common Reporting







RQM Common Reporting

Free with RQM!

- Rational Insight; license-restricted to RQM schema
- Supports Trending
- Base for Rational Reporting going forward
- Dashboards; Role-based
- Schedules; Versions; Email

Key Components

- ETL (Extract, Translate, Load)
- Data Warehouse server
- Reporting server





RQM CR Dashboard



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Test Coordinators	9 Ar	pril 2010 13:39:59	More
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		Name 🗢							
	[] ►	Defect and their Severity Grouped by Owner (stacked bar)							
	⊘ ►	RPT24 Defect and their State Grouped by Owner (stacked bar)							
		RPT25 Test Execution and Verdict Grouped by Owner (list)							
		RPT26 Requirements and their Corrsesponding Test Cases (List)							
		RPT29 Planned Test Cases (List)							
		RPT30 Requirements and their associated Test Cases (List)							
	۵ 🕑	RPT32 Assigned Defects (List)							





Defect Severity by Project

Severity Critical Major Minor

Normal





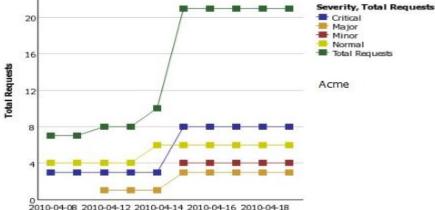


Project									
Total Requests	Critical	Major	Minor	Normal	Summary				
Quality Manager	2	2	1	7	12				
Zyntax Quality Management	1	2	1	13	17				
Acme	5	2	6	8	21				
Summary	8	6	8	28	50				

- QA Mgmt
- Multi-project
- Identify risk



Defects by Severity Trend



^{2010-04-09 2010-04-12 2010-04-13 2010-04-15 2010-04-18} 2010-04-09 2010-04-13 2010-04-15 2010-04-17 2010-04-19

			Date				
Total Requests	Critical	Major	Minor	Normal			
2010-04-08	3			4			
2010-04-09	3			4			
2010-04-12	3	1		4			
2010-04-13	3	1		4			
2010-04-14	3	1		6			
2010-04-15	8	3	4	6			

- Single project

- Focus on trends
- Identify Areas of Concern



Defect Details for Project Acme (by day)

Total	Critica	al			Normal				Major	Minor
Requests	New	Resolved	Reopened	Total (State)	New	Resolved	Reopened	Total (State)	New	New
2010-04-08	3			3	4			4		
2010-04-09	3			3	4			4		
2010-04-12	3			3	4			4	1	
2010-04-13	3			3	4			4	1	
2010-04-14	2	1		3	6			6	1	
2010-04-15	7		1	8	6			6	3	4
2010-04-16	7		1	8	6			6	3	4
2010-04-17	7		1	8	6			6	3	4
2010-04-18	7		1	8	6			6	3	4
2010-04-19	7		1	8	6			6	3	4
2010-04-20	4		1	5	8			8	2	6
2010-04-21	4		1	5	8			8	2	6
2010-04-22	4		1	5	8			8	2	6
2010-04-23	4		1	5	8			8	2	6
2010-04-24	4		1	5	8			8	2	6



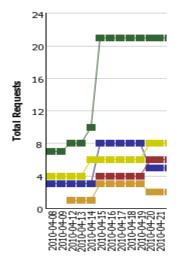
Defect Details for Project Acme

Creation Date	Severity	Request ID	Name	Owner Name	Request State
Apr 15, 2010 12:18:59 PM	Critical	154	System crashes after query returns	Lisa Hoven-Phillips	Reopened
Mar 25, 2010 11:40:14 AM	Critical	155	Error mesages on external interface	Lisa Hoven-Phillips	New
Apr 15, 2010 12:37:10 PM	Critical	156	Failing Test Case "Acme Site Home"	Unassigned	New
Apr 20, 2010 1:19:12 PM	Critical	157	"Acme Site Home" Home page took more than 15 seconds to display	Max Parker	New
Apr 15, 2010 12:04:02 PM	Critical	181	Wrong customer is displayed in Customer Area	Sarah Kraynick	New
Apr 20, 2010 1:16:42 PM	Critical	182	Integration issue in Customer Area	Sarah Kraynick	New
Apr 15, 2010 12:09:29 PM	Critical	184	The system randomly crashes	Lisa Hoven-Phillips	New
Apr 20, 2010 1:16:05 PM	Critical	190	Test Environment is down AGAIN	Sarah Kraynick	New
Apr 12, 2010 4:02:58 PM	Major	178	Services Page is empty	Unassigned	New
Apr 15, 2010 12:07:22 PM	Major	183	Log in takes more than 1 minute in Customer Area	Sarah Kraynick	New
Apr 20, 2010 1:19:52 PM	Major	188	the system has poor useability- does not comply to standards	Unassigned	New
Apr 15, 2010 12:11:29 PM	Minor	185	the text on thehome page is in different fonts	Max Parker	New
Apr 15, 2010 12:12:28 PM	Minor	186	the scrollbar is not working on the home page	Lisa Hoven-Phillips	New
Apr 15, 2010 12:14:41 PM	Minor	187	the images on the customer page arent sized correctly	Sarah Kraynick	New
Apr 15, 2010 12:42:24 PM	Minor	189	Services page is not in house style	Unassigned	New
Nov 4, 2009 11:03:10 PM	Normal	151	Klantendeel Page - No option to go back to home page	Lisa Hoven-Phillips	New
Nov 4, 2009 11:02:27 PM	Normal	152	Performance - Search takes more than 5 seconds	Lisa Hoven-Phillips	New
Apr 8, 2010 3:32:28 PM	Normal	177	News has not been updated	Unassigned	New
Apr 14, 2010 5:16:51 PM	Normal	179	Wrong logos displayed on reference	Unassigned	New





A week later...



Severity, Total Requests
Critical
📥 Major
- Minor
- Normal
- Total Requests

Total Requests	Critical	Major	Minor	Normal
2010-04-08	3			4
2010-04-09	3			4
2010-04-12	3	1		4
2010-04-13	3	1		4
2010-04-14	3	1		6
2010-04-15	8	3	4	6
2010-04-16	8	3	4	6
2010-04-17	8	3	4	6
2010-04-18	8	3	4	6
2010-04-19	8	3	4	6
2010-04-20	5	2	6	8
2010-04-21	5	2	6	8
2010-04-22	5	2	6	8

Date





Demo!





Supported Environments

– OS

- Windows Vista, XP Professional
- Windows 2003, 2008 Server
- RedHat Enterprise Server 5.0 (Desktop 5.0?)

– Database

- ► IBM DB2 9.1 or 9.5 (Enterprise/Workgroup)
- Oracle 10G, 11G
- SQL Server 2005

Application Server -- WAS 6.1 (included!)





Thank you

Thank you!

John Straathof john.straathof@zyntax.com

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