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P R E S E N T A T I O N

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*Wednesday, Dec 6, 2000*

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# Get It Right First Time dot Com

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**get it right first time.com**

***Bob Bartlett***

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## Who we are ....

### Who are we?

- **Independent testing organisation**
- **Specialists in testing for 10 years**
- **Largest implementor of automated testing in UK**
- **Full Service testing Solutions**

### What do we do?

- **Testing Projects**
- **Hosted Testing**
- **Testing Consultancy**
- **Implementors of automated testing for over 10 years**
- **Methods, procedures and strategies for efficiency & effectiveness**

- ***What is the commercial case for quality web sites?***
- ***The 12 Commandments for a good web site***
- ***Testing requirements***
- ***Types of testing***
- ***Test processes***
- ***Test Automation and Continuous testing***

## Quality web sites - WHY bother?



GRESHAM

- *First to market is first in the mind.*
- *Having a low percentage of the market with a poor quality web site is better than 0% of the market with NO web site!*
- *Visitors will tolerate imperfections if the business proposition is compelling enough.*
- *There is no time AT ALL to test.*

**But on the other hand ...  
Quality does cost!**



GRESHAM

- ***There are numerous examples where quality problems caused misuse of web sites - costing the owners millions of pounds!***
- ***More than ever branding and brand images are important - web sites contribute to the definition and qualification of a brand.***
- ***Research shows that most people abandon web sites for quality reasons - and they are unlikely to return.***

# The 12 Commandments



GRESHAM

- 1. *Speed and performance*
- 2. *Access and availability*
- 3. *Up to date and accurate information*
- 4. *Responsiveness visible and apparent*
- 5. *Tracking of the business conducted*
- 6. *Customer service is consistent*
- 7. *Feedback channels work*
- 8. *Search and intuitive menus*
- 9. *Real time processing when beneficial*
- 10. *Verification of business terms*
- 11. *Presentation and usability*
- 12. *Security of site, function and data*

# Important Requirements for testing ecommerce systems



GRESHAM

- **24 x 365**
- **Loads impossible to predict**
- **Most sites are an integration of many components from many suppliers**
- **Sites get developed and put in place incrementally and iteratively.**
- **All in the public domain**
- **When something goes wrong - how do you know it has gone wrong?**
- **Some testing WILL happen after the site is live**



# In the beginning .... Testing was .....



GRESHAM

- ***Functional***
  - ***Function and Data security***
  - ***Load and Stress***
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**In the early 90's we need  
more testing ....**



**GRESHAM**

- ***Functional***
- ***Function and Data security***
- ***Load and Stress***

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- ***Integration***

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***This was mostly caused by the move to Client  
Server and integrated application solutions.***

**Not much later we began  
another type of testing**



**GRESHAM**

- ***Functional***
- ***Function and Data security***
- ***Load and Stress***

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- ***Integration***

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- ***Presentation***

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***This was driven by GUI systems***

**With web testing we added  
four more types of testing ...**



**GRESHAM**

- ***Functional***
- ***Function and Data security***
- ***Load and Stress***

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- ***Integration***

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- ***Presentation***

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- ***Content***
- ***Usability***
- ***Compatibility***
- ***Site Security***



# Alternatively - Looking at a typical project



GRESHAM

	Dev.	Link	Sys.	Usab.	Tech	UAT	Oper
Functionality	✓	✓	✓	✓		✓	
App & Data Security			✓	✓	✓	✓	
Load & performance					✓		✓
Presentation			✓	✓		✓	
Integration		✓	✓		✓		✓
Usability				✓	✓	✓	✓
Penetration					✓		✓
Compatibility			✓	✓	✓	✓	
Content				✓		✓	

# Stakeholders involved in testing



GRESHAM

## ➤ ***Ownership of the site***

- Business responsibility and ultimate responsibility for success of the site

## ➤ ***Designer & Developer***

- Designer - Look & feel
- Developer - technical and functional design

## ➤ ***Integrator***

- The whole site
- Back end integration

## ➤ ***Independent Testing***

## ➤ ***Test Lab Testing***

# What should the owner test?



GRESHAM

Functionality

Key business transactions and events

App & Data Security

Load & performance

Presentation

Integration

Usability

Penetration

Compatibility

Content

Accurate information

# What should the designer / developer test?



GRESHAM

Functionality

Does it work?

App & Data Security

Security features

Load & performance

Presentation

Integration

Usability

Penetration

Compatibility

Content



# What should the integrator test?



GRESHAM

Functionality

App & Data Security

Load & performance

Presentation

Integration

Usability

Penetration

Compatibility

Content

Do all of the pieces fit together and work?

# What should the independent tester test?



GRESHAM

**Functionality**

Does it do what it is suppose to?

**App & Data Security**

Is everything secure?

**Load & performance**

**Presentation**

Does all presentation work?

**Integration**

End to end testing.

**Usability**

**Penetration**

**Compatibility**

**Content**

# What should the test lab test?



GRESHAM

Functionality

App & Data Security

Load & performance

Presentation

Integration

Usability

Penetration

Compatibility

Content

Special hardware and skills needed

Target user representatives needed.

Special software and skills needed.

Wide variety of access needed.

Continuous testing on content changes

# Automated Testing and Continuous Testing



GRESHAM

- *Automation is more attractive than ever, but even harder to implement with reduced time frames for testing and constantly changing presentations.*
- *Automated load and stress testing is an absolute necessity.*
- *We have found automated functional and automated regression testing is possible using table driven automated testing techniques.*
- *Continuous automated tests are selected from automated test library.*

# Methods of testing



GRESHAM

	Manual	Automated	Continuous
Functionality	✓	✓	✓
App & Data Security	✓	✓	✓
Load & performance		✓	✓
Presentation	✓	✓	
Integration	✓	✓	✓
Usability	✓		
Penetration	✓	✓	✓
Compatibility	✓	✓	
Content	✓	✓	✓

# To summarise ...



# GRESHAM

	Owner	D & D	Integrate	Ind.	Test Lab
Functionality	✓	✓		✓	
App & Data Security		✓		✓	
Load & performance					✓
Presentation				✓	
Integration			✓	✓	
Usability					✓
Penetration					✓
Compatibility					✓
Content	✓				✓



GRESHAM



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## Get It Right First Time dot Com

**Bob Bartlett**

*Bob is the Chairman of the SIM Group. SIM specialises in Software Testing and has put in place a number of highly efficient testing systems that automatically test sophisticated and mission critical software systems. SIM is the UK leader in providing efficient solutions for software testing. SIM's work has had a profound impact on the way companies approach testing and improvements to testing have been realised with SIM's help.*

*SIM has managed the development of testing strategies for software projects and had implemented automated testing techniques for many different software environments.*

*A summary of Bob's experience follows:*

*Over 30 years in software, and using automated testing techniques throughout.*

*Executive Director and Chairman of Software testing specialist company today.*

*Member of CSSA executive council.*

*Has designed, developed and sold automated testing tools.*

*Manager of major software development and implementation projects.*

*Testing advisor to some of the largest testing projects taking place in the UK.*

*Training and lecturing in automated testing and software testing techniques.*

*Track record for substantial reductions in time and cost to test.*

*Successfully managed the growth of start up companies throughout his career.*

