

What annoys testers in never ending battles with developers

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Testers - evil creatures that turn developers life to living hell

How people reacts differently to a single word.

"Bug"



Tester



Developer



Manager

What things annoys QA testers?

- Hardware and software
- Development team
- Clients



There is one browser...

And it's not IE

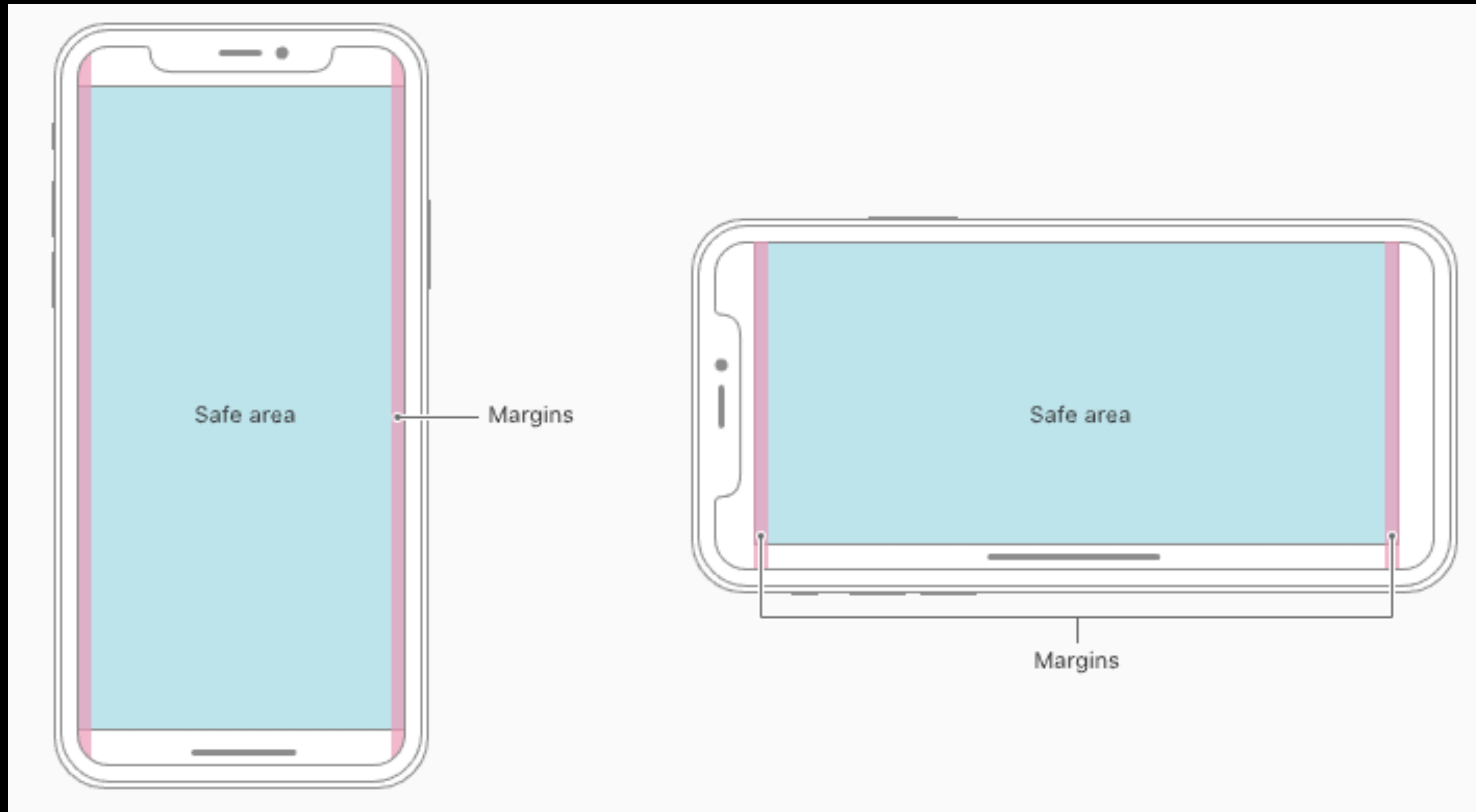
Safari - IE of modern days

- If something is going to break, it will break on Safari (iOS)
- WebKit browsers are bad overall
- Many issues in my career were Safari only
- Legendary bug with files upload in one project
- iOS Safari is totally different than MacOS Safari



Mobile devices

- iOS - X series



Android devices...



Not reproducible bugs

- Discrepancies in production and test environment
- Not knowing what client have installed on browsers and smartphones

What I hate the most?

Bugs

- App breaking issues are hard to find where there are many small issues
- Losing too much resources on describing easy to fix issues
- Defect Clustering

Lack of communication with QA

- Unnecessary lose of resources
- Irritation on both sides (dev and QA)
- You are not able to reproduce issue? Ask QA about it
- Ask QA if you do not understand reported issue.
- Do not fear to ask QA. They are here to help you, not harm you

Developers do not read issues descriptions

- Read Actual results, Expected results and Steps to reproduce
- Good QA will prepare all necessary things for you to help with reproducing bugs

Developers do not check if their code work



xD



Management - quality neglecting

- Moving smaller bugs to backlog (they will never be fixed)
- Ignoring bugs
- High pressure on finishing everything fast

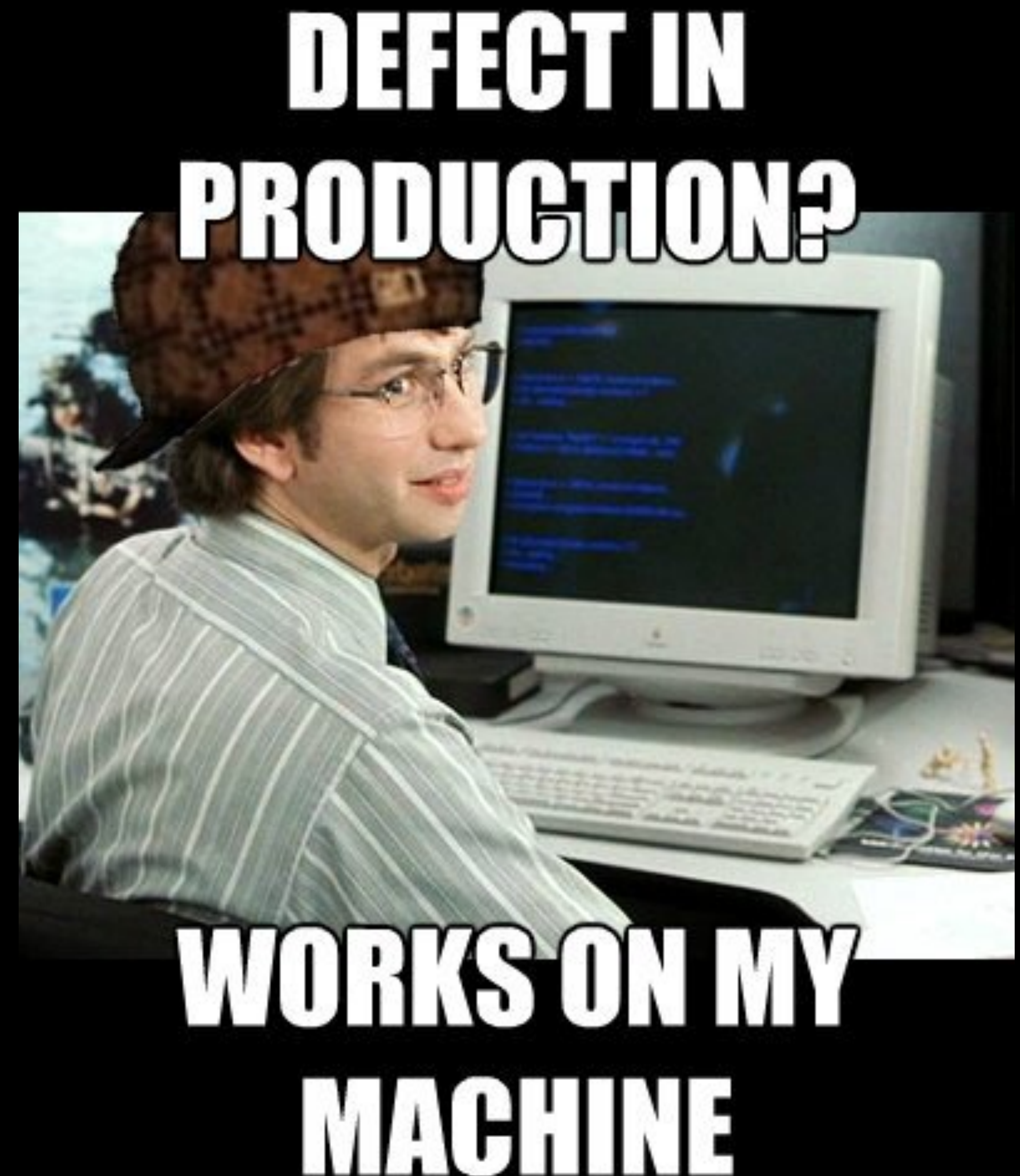


No details about bugs

- It is really hard to reproduce issues without details
- You are not client and you are thinking different
- In many cases issues are not reproduced or way too much time is wasted
- It is really hard to change clients' way of thinking about providing issues details - but it is worth trying

Issues on client's side only

- Some clients use really old browsers and have strange add-ons
- Loss of resources for trying to reproduce issue
- Browser bizarre behavior (e.g. Chrome extensions)
- Issues related to lack of resources (Android devices)



Some clients are ...

- At some point you will encounter really bizarre issues. In these moment you lose faith in humanity.

Summary

- QA is here to help development team, not criticize you
- Do not fear to ask QA
- Read issues descriptions
- Android is bad...
- Safari too :)
- Test your code (or at least check if happy scenario is working)
- Do not stop in educating clients that detailed information about issues is good thing
- Remember: We should work together to deliver high quality code
- QA do not criticize how bad you write your code, but point issues that help you deliver better code

Any questions?

