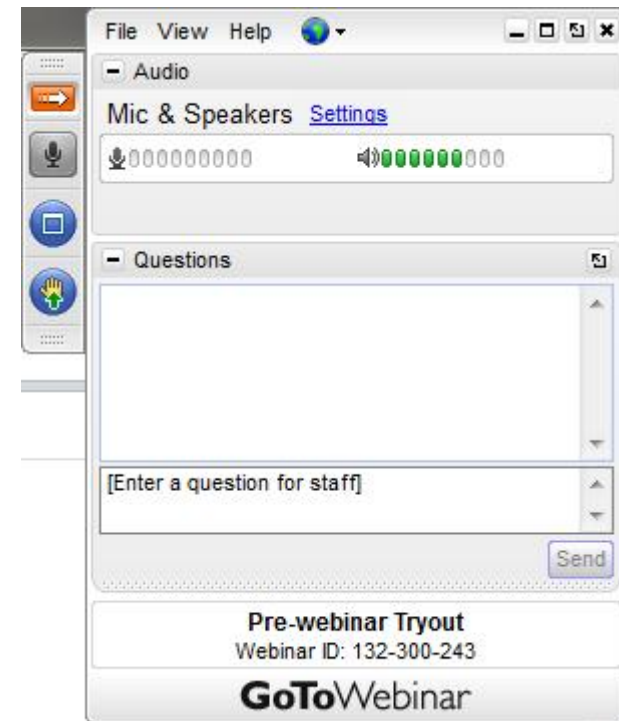


Ask question by typing them onto the control panel on the right and moderator will pick those up from there in the end of the presentation.

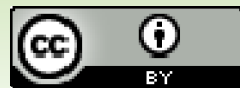
A recording and the slides of the session will be made available on [testausosy.fi](http://testausosy.fi) website after the session.



@Online Webinar for FAST, 22.2.2013

# Experiences with Remote Testing

Maaret Pyhäjärvi | <maaret@iki.fi> | Twitter: maaretp  
Test Specialist @ Granlund Oy | Entrepreneur | FAST Board Member



**Maaret Pyhäjärvi**

Nimeä | Attribution (Finland)

<http://creativecommons.org/licenses/by/1.0/fi/>

<http://creativecommons.org/licenses/by/1.0/fi/deed.en>

# Outline

For the last four months, I've had the opportunity to work with a tester who is not co-located with the team in Finland but works remotely from Romania. In this presentation, I will share:

- Why we ended up with a remote tester
- How we've organized our collaboration
- Lessons learned on our four months

# Context of the Experience



RYHTI 4 | Demo (vanha) Maaret Pyhäjärvi (Property manager) | Send feedback | Log out

Service requests | Document management | Maintenance plan | Event log | Energy | Long term planning | Property information | Contact information

Welcome Maaret Pyhäjärvi! Your previous session 21/02/2013 19:29:52

**Favorites**

- 110 KOy Kaislikon reuna (a)

**Requests**

New	6 pcs
In progress	0 pcs
Completed	0 pcs

**Energy**

Lämpö	- kWh/bm <sup>2</sup>
Sähkö, Pato	- kWh/bm <sup>2</sup>
Vesi	- l/l

**Event log**

In progress	0 pcs
Completed	1 pcs

**Maintenance plan**

Completion percentage	0%
Overdue tasks	8


**LTP**

Actual cost	0 EUR
Implementation	0%

110 KOy Kaislikon reuna (a)

Property carbon footprint  
0.0 tons of CO<sub>2</sub> in a year, corresponding to the annual consumption of 0 cars.  
Additional information

Energy certificate



1 2 3 4

You can select multiple objects by holding down CTRL or SHIFT key.



RAISU™ 4 Maaret Pyhäjärvi | Kirjaudu ulos

Laitteet | Raportit | Asetukset

Kiinteistö

**Avaintiedot**

Projektinumero  
H66956.P001

Tekniikanala [\[Vaihda\]](#)  
LVI

Rooli ja vaihe  
Suunnittelija  
Toteutussuunnittelu

Nimikkeistö  
GRA-nimikkeistö

Oletustuloste [\[Vaihda\]](#)  
[Ei valintaa]

Copyright © 2012 Granlund Oy | Käyttöversio 4.0.0.0 (21.2.2013)

# Working with Remote Tester

- A week of focused testing co-located
  - Setting up (& documenting) expectations
  - Testing side by side but different areas
  - Introduction to the team
- Texting over Skype
  - I share stuff that happens for the local team, she asks questions and clarifications of what she is testing
  - Basic questions and in-depth in area go to different local people - direct contact with developers
- Emails about questions
  - Clear and to the point, with context on the question
- Talking and screen sharing over skype
  - Introducing areas, going through test ideas, working out allocations and priorities

# Working with the Finnish User Interface

- Never realized how much good an active attitude and Google Translate can do
- Needed too:
  - Development and Localization are separate processes → Delay
    - Most developers create strings in Finnish Only
  - The English version isn't up to shape either...
    - Discussed one functionality, in which the translation was opposite to intended meaning

# Backlog of Testing Work

RYHTI4 Testing Backlog - Shared List of Work for Maaret and Alexandra (System testing)

Item	More info	Size	When added	Started?	Who	Deadline
Updating Silverlight version PPP	Room location selection feature needs to be tested from admin side and user side.	1	4.1.2013		Maaret	
Budgeting with [ ] time with impact	For representatives have had access to Ryhti and are coming to talk about it 10.1. We should know until that time what is our perception of how things work for them. In particular phase					
PTS Express Planning fixes	There are constraints accepted					
Budgeting with [ ] time with finalizing	Finalize what t					
Feel on budgeting	Use d what t					
New feature: IE10 support continued	Testing some Kents and m IE10 setting					
PPP visible changes theme	There will be review focus					
PTS Express Fixes	Keijo and cl					
Refactoring: Clarifying scope	Work by tes					

Granlund Administration  
Maaret Pyhäjärvi

Dashboards Projects Issues Agile + Create Issue Quick Search

OK System Testing Board Plan Work Report Tools

QUICK FILTERS: Only My Issues Recently Updated

February '13 104h 153h 180h  
35 issues  
4.2.2013 01:00 — 28.2.2013 01:00

- OSTR-40 PJP Refactoring: Library functionality in isolation (RY Maintenance Re... 8h)
- OSTR-41 PJP Refactoring: Library reports functionality in isolation (RY Maintenance Re... 5h)
- OSTR-42 PJP Refactoring: Multisite service area first layer (RY Maintenance Re... 40h)
- OSTR-79 Ryhti GreenHopper to use (Quality / Test Impro... 16h)
- OSTR-84 PTS Energy savings report testing in Feb (RY Release Testing 16h)
- OSTR-94 PTS February release testing (RY Release Testing 10h)
- OSTR-93 Testing Luminaire Schedule, Feb-version scope (RA Luminaire Sche... 8h)
- OSTR-92 Stylesheet warnings testing on Raisu (RA HVAC, Migratio... 16h)
- OSTR-43 PJP Refactoring: Maintenance plan / use side in isolation (RY Maintenance Re... 16h)
- OSTR-88 Technical component upgrades on the Map component (RY Release Testing 8h)
- OSTR-46 Getting to know Raisu and Luminaire Schedule Specification (RA Luminaire Sche... 32h)
- OSTR-60 Changes for omakoti needs in Jan (RY Release Testing 8h)
- OSTR-2 PTS Express Planning fixes (RY Release Testing 16h)

**CURRENT FOCUS ABOVE THIS OUTLINE**

# Working With the Monthly Tasks

The screenshot shows a Jira Agile board for the 'OK System Testing Board'. The board is organized into three columns: 'To Do', 'In Progress', and 'Done'. The 'To Do' column contains two tasks assigned to Alexandra Casapu. The 'In Progress' column contains five tasks, and the 'Done' column contains six tasks. Each task card includes an issue ID, a description, a priority indicator, a user icon, and a time estimate. The board is filtered for the 'February '13' sprint and 'Only My Issues'.

**Granlund** Maaret Pyhäjärvi Administration

Dashboards Projects Issues Agile + Create Issue Quick Search

## OK System Testing Board

Plan **Work** Report Tools

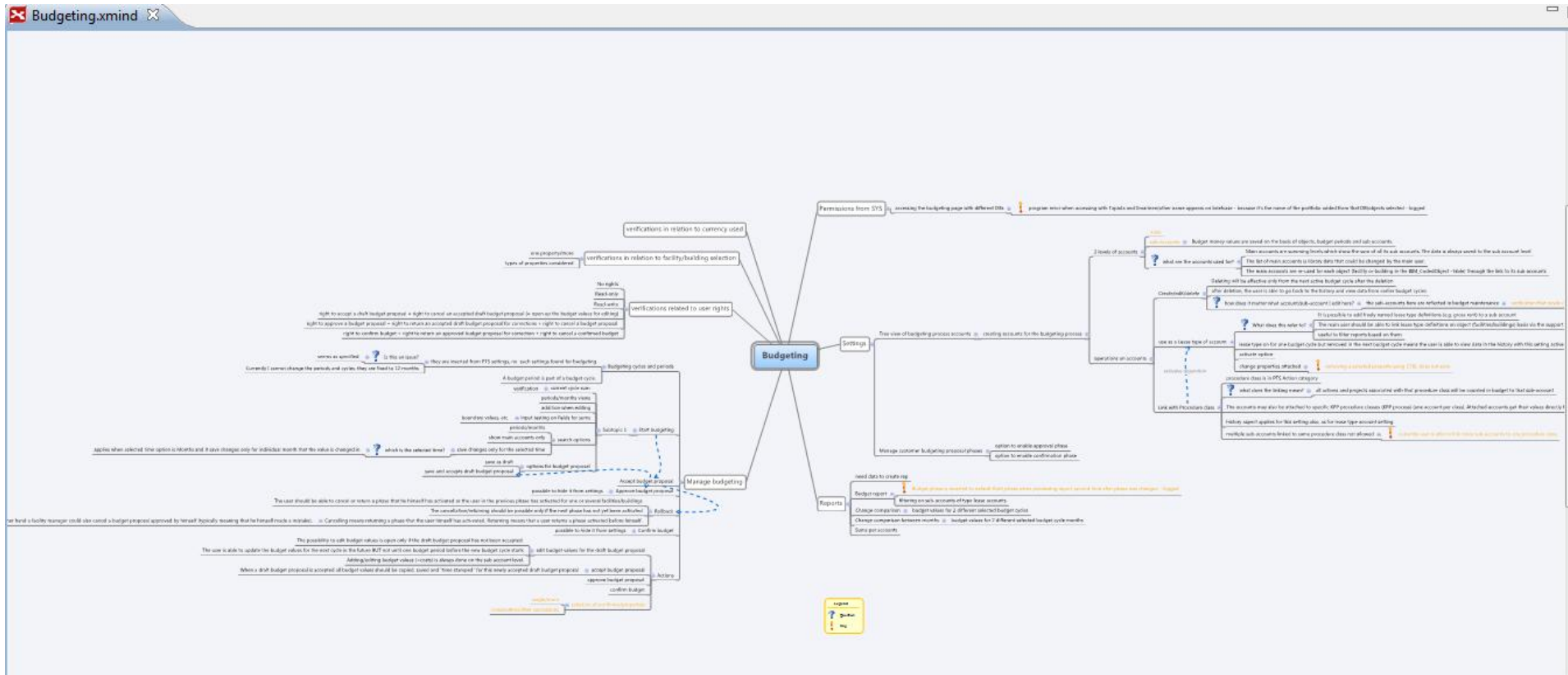
SPRINT: February '13 QUICK FILTERS: Only My Issues Recently Updated

Column	Issue ID	Description	Time Estimate
To Do	OSTR-95	Energy changes in February	16h
	OSTR-64	IE10: Isolate the issues noted in PTS & Budgeting testing	12h
In Progress	OSTR-94	PTS February release testing	10h
	OSTR-93	Testing Luminaire Schedule, Feb-version scope	8h
	OSTR-92	Stylesheet warnings testing on Raisu	9h
	OSTR-43	PJP Refactoring: Maintenance plan / use side in isolation	0h
	OSTR-46	Getting to know Raisu and Luminaire Schedule Specification	0h
Done	OSTR-60	Changes for omakoti needs in Jan	0h
	OSTR-2	PTS Express Planning fixes	0h
	OSTR-50	Deviations changes in Jan	0h
	OSTR-6	PPP visible changes theme in Jan	0h
	OSTR-64	Verification of fixed issues in PTS	0h
			PTS & PTS Express branch fix testing

This board has been updated: Refresh Ignore



# Discussing around Documentation



# Clear Reporting of Issues

RYHTI 4 / RYHTI-5514 15 of 180 ▲  
**[USE] Program error when clicking on object for a task** Return to search ▼

Edit Assign Assign To Me Comment More Actions ▼ Open Issue Workflow ▼ Share Views ▼

Type:	Bug (Virhe)	Status:	New	Assignee:	Joni Aalto
Priority:	Medium	Resolution:	Unresolved	Reporter:	Alexandra Casapu
Affects Version/s:	PJP Refaktorointi 2012-2013	Fix Version/s:	PJP Refaktorointi 2012-2013	<a>Watch (1)</a>	
Component/s:	Palvelujohtaminen				
Labels:	None				

**Description**

<http://esx-ryhti200802-8090/> / Build 2013.3.3 (14/02/2013)

Steps for reproduction:

1. Login with an account that has access to the PJP section
2. Go to PJP -> Maintenance plan and select a property in the tree (e.g. K...18 f...Y...IN T...L...)
3. Make sure the view mode is Extended and click on the object for one of the tasks displayed as a result (e.g. on Tehtävä liitetty usealle kohteelle)

==> Program error generated

Error: Index (zero based) must be greater than or equal to zero and less than the size of the argument list.

Error ID: R4.9720

Selected object(s): K...18 f...Y...IN T...L...)

Page: Main page &gt; Functions &gt; Maintenance plan

URL: [http://esx-ryhti200802-8090/Common/PopUpWindow.aspx?Opener=Master&WindowID=Master\\_www&OpenerProcessAccessCodeName=PJP2\\_2](http://esx-ryhti200802-8090/Common/PopUpWindow.aspx?Opener=Master&WindowID=Master_www&OpenerProcessAccessCodeName=PJP2_2)

Stacktrace: at System.Text.StringBuilder.AppendFormat(IFormatProvider provider, String format, Object[] args)  
at System.String.Format(IFormatProvider provider, String format, Object[] args)

**Dates**

Created: 14.02.2013 16:10  
Updated: Today 12:18

**Time Tracking**

Estimated: 4h  
Remaining: 4h  
Logged: Not Specified

**Agile**

Epic: [Uudistettu huolto 04/13](#)  
[View on Board](#)

# Logged Bugs in Numbers

	Local	Remote
2.4. - 15.10.	367	-
15.10 - 21.2	181 (78 %)	180 (35 %)

~4,5 bugs / working day when together  
(68 % fixed to date)

Note: Numbers are specific to the projects in question and the assignments for each of the testers. They are intended as comparison of results, but to give an idea of amounts of observations to log we deal with.

# Reactions to Remote Tester Issue Reports

- "Could we have her test this area, we really need the feedback" - product manager
- "Impressive analysis of stylesheets" - software architect in one team
- "Don't let her to new areas, she finds more problems than we can handle fixing" - developer in one team
- "We pay for the full invoice, as this is all business-relevant even though we agreed we'd split the cost" - product manager

# Need for Visibility

Lähetty: Pyhäjärvi Maaret Lähetetty: ke 2.1.2013 13:33

Vastaanottaja: [Redacted]  
Kopio: [Redacted]  
Aihe: Status with Altom remote testing

Hi,

as the year changed and I forgot to do a summary a month ago, it's time to wrap what we have until now with Altom.

Since my last written update on 1.11.2012, Alexandra has worked with:

- Several rounds of changes in Long-Term Planning, spotting several unintended changes that were introduced as side effects
- Familiarized herself with PTS Express Planning and tested several rounds of changes to that as well
- Tested Budgeting to a point where we finalize that during January testing still with the customer database
- Tested several rounds of changes to Energy
- Tested Omakotiryhti intensively with me in the end of December
- Tested basic features for Release testing as part of end-of-month activities

Looking at Jira, Alexandra has reported 71 issues (22 on 10/2012), out of which 35 has been addressed by now. The issues found and their relevance depends heavily on the area I assign her to test. We have noticed that features related to system are particularly difficult for both of us.

The only critical observation I've made on our collaboration is that Alexandra seems to follow same process for isolating issues prior to reporting regardless of schedule pressure. The positive side of that is that her reports are always of good quality and she has done her part of research in analyzing what she can of the issue. The negative side of that is that it takes a little longer before the developers start doing their analysis. Sometimes I feel we might also have a need of testing quickly to show if there are problems and investigate after, esp. related to making release decisions. But this is mostly also a preference issue in the style of testing.

Another critical observation is related to the way I structure the work. I feel I'm taking much of the stress of not being able to do as much as I'd hope we could with the backlog creation. I hope this provides her a safe environment to focus on testing, but I also notice it has an impact on the types of assignments I choose for myself, making my work a bit more all over the place.

Maaret

# Difficulties We've Faced

- Access to needed services
  - Connection to an internal document management system needed for full testing of one product - not granted to externals
  - In general, remembering what to set up to access over VPN has taken a little practice
- Stuff that could happen with any tester
  - blind spots and need of feedback

# We're Different As Testers

- Length of Experience
  - I've done this for 13 years, she's done this for 3 years
- Depth of personal investigation to any issue found
  - I vary my style and level of reporting much more than she does
  - I leave more for the developers to investigate
- What we naturally pay attention to
  - I nitpick on words and product consistency more easily
  - She's amazing with numbers and keeping track of what she needs to log and ask
- Non-testing responsibilities
  - Being the local one, I get to hang out with the team & product management and she just gets my summaries

# Lessons Learned

- Success and happiness with remote testing ("outsourcing") is about who does your testing
  - Find someone who gives you great people that learn more as you work together - full time on your projects!
  - Results build trust and all testers need to learn from misses
- Exploratory testing does not mean we wouldn't get documentation - decide what you want to pay for
  - Great bug reports; Mindmaps; Key examples
  - ... I knew what I was contracting for, in-depth
- Local - Remote pair works nicely together
  - Setting would be quite different if all testing would be remote - since development working language is Finnish



Question, Thoughts?  
Feedback?

