IBM Software

UKInnovate2010

The Rational Software Conference

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  - ► Reduce cost, manual effort, outdated data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 →trending →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
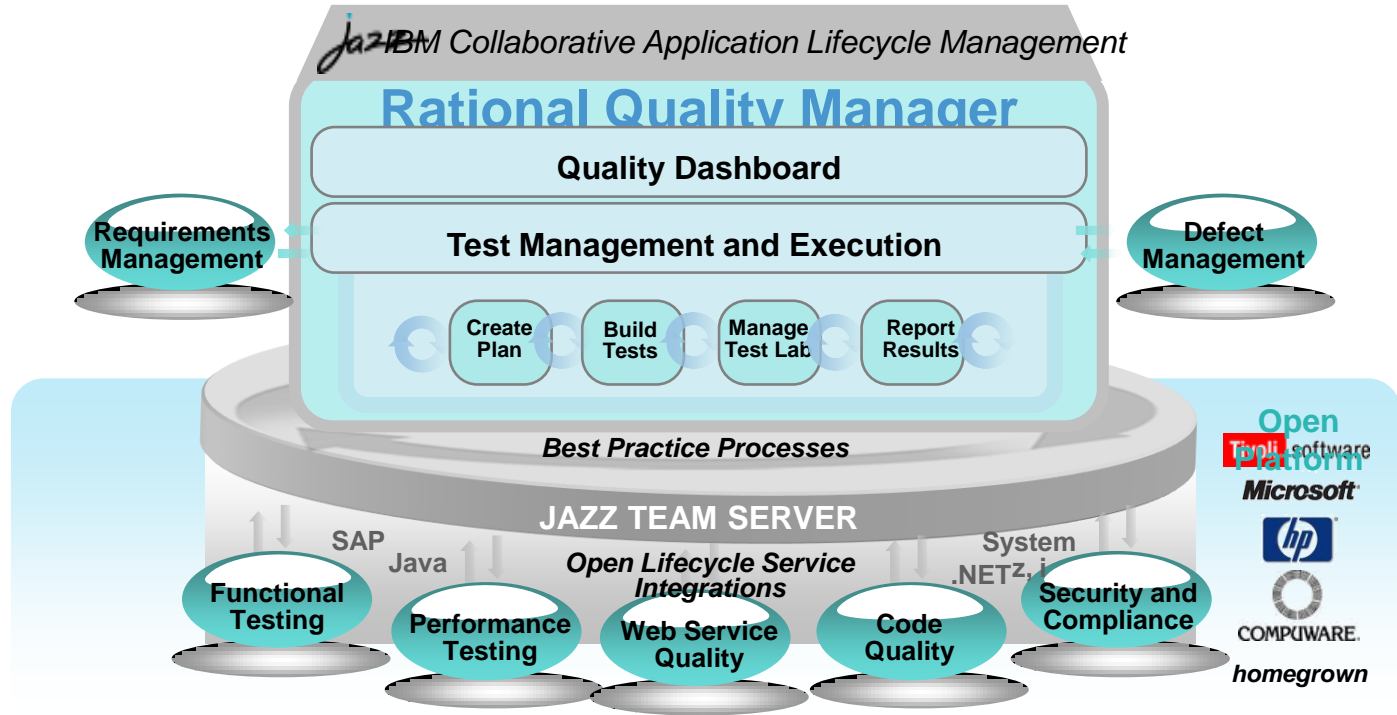- Supports only live

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

RPT04 Defect Severity trend by Project (Line chart)

Plan Requirements Coverage by Test Case

Plan Requirements Coverage by Test Case

Parameters

[Reprompt] [Finish] [Cancel]

Project Area:
- ○ Acme
- ○ MBZ
- ○ Migration
- ○ Quality Manager
- ○ Zyntax Email System
- ○ Zyntax Quality Management

Test Plan:

[Cancel] [< Back] [Next >] [Finish]

Cognos Viewer

Test cases impact by defects

Parameters

[Reprompt] [Finish] [Cancel]

Project:
- ○ Acme
- ○ MBZ
- ○ Migration
- ○ Quality Manager

Test Plan: ☐ Unassigned

Milestone ☐ Unassigned

RPT21 Open Defects with Severity 'Critical' all projects (list)

Open Defects with Severity 'Critical'

defect

Request ID	Project Name	Name	Owner Name
100	Zyntax Quality Management	FT-D06 SAP Screen SU01 Does Show	Max Parker
154	Acme	System crashes after query returns	Lisa Hoven-Phillips
155	Acme	Error mesages on external interface	Lisa Hoven-Phillips
156	Acme	Failing Test Case "Acme Site Home"	Unassigned
181	Acme	Wrong customer is displayed in Customer Area	Sarah Kraynick
184	Acme	The system randomly crashes	Lisa Hoven-Phillips

27 May 2010   1

Execution Progress Pie Chart

Parameters

[Reprompt]

Project:
- ○ Acme
- ○ MBZ
- ○ Migration
- ○ Quality Manager
- ○ Zyntax Email System
- ○ Zyntax Quality Management

Test Plan ☐ Unassign

[Cancel] [< Back] [Next >] [Finish]

Defect Severity by Project
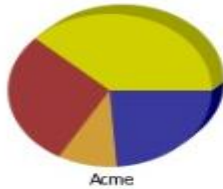
- QA Mgmt
- Multi-project
- Identify risk

Type: defect

Severity
- Critical
- Major
- Minor
- Normal

Quality Manager

Acme

Zyntax Quality Management

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

Defects by Severity Trend
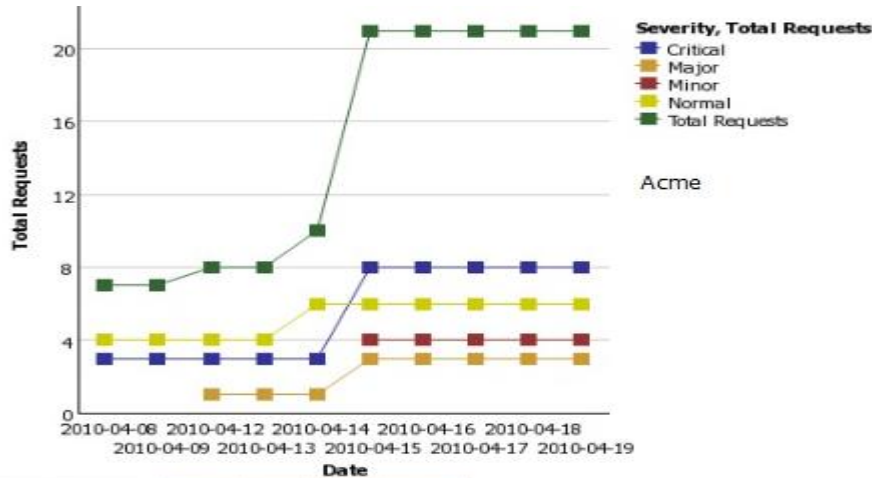
- – Single project
- – Focus on trends
- – Identify Areas of Concern

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

Defect Details for Project Acme (by day)

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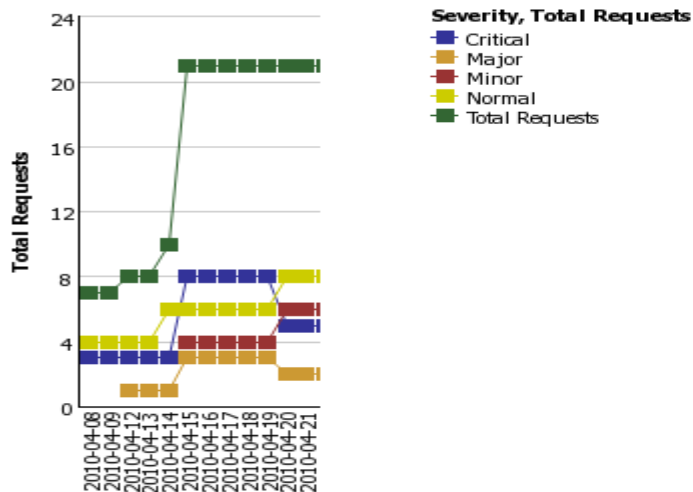
Total Requests	Critical	Major	Minor	Normal
2010-04-08	3			4
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2010-04-12	3	1		4
2010-04-13	3	1		4
2010-04-14	3	1		6
2010-04-15	8	3	4	6
2010-04-16	8	3	4	6
2010-04-17	8	3	4	6
2010-04-18	8	3	4	6
2010-04-19	8	3	4	6
2010-04-20	5	2	6	8
2010-04-21	5	2	6	8
2010-04-22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

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

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!

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