

Testers or None, the Work Has to Get Done

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More Than Buttons

- ▶ Brings value to end user and to the team
- ▶ The button-pushing can sometimes be a bottleneck though
- ▶ We ask the right questions at the right time
- ▶ So if you want to be without testers, there are questions that need to be asked



Discovery/Feature or Story Mapping



What is the problem we are trying to solve?



How does this solve that problem?



What's an alternate solution if this isn't possible?



Can this be simpler? Is there too much noise?



Refinement/Grooming

- ▶ What is the risk here?
- ▶ What level of risk are we okay with?
- ▶ What will this touch?
- ▶ How will this be tested?
- ▶ What scenarios matter?
- ▶ What scenarios don't matter?
- ▶ Can the work be delivered in smaller pieces?

Types of Risk

Code-Related

Security

Performance

System Interaction

Other Types

Financial

Reputational

Legal

Planning



Can we code this in small chunks?

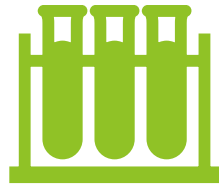


Can we test this in small chunks?

Coding



What unit tests are being written?



What are the unit tests actually testing?

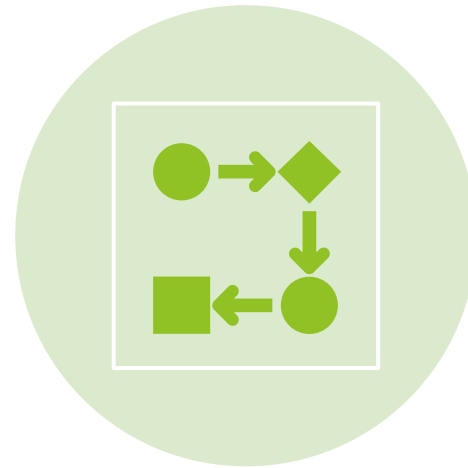


Can this code be written to be better testable?

Testing



**DOES THIS DO WHAT WE
EXPECT IT TO DO?**



**CAN IT BE MADE TO DO WHAT
WE DON'T WANT IT TO DO?**

Post-Release



Did users do something unexpected with it?



Did this solve the right problem?



Can we improve it?



Did it cause new problems?

Loyalty Program Redesign

Existing Program

- ▶ 5% discount on all purchases
- ▶ 1 point for every purchase above \$50
- ▶ \$20 reward after 10 points

- ▶ \$40/year per person
- ▶ Limited to two address changes a year

New Program

- ▶ 10% discount on qualifying purchases, 5% on everything else
- ▶ \$50 reward after \$1000 of purchases

- ▶ \$100/year
- ▶ Can have two regular shipping addresses

Loyalty Program Redesign

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Proposed Stories

- ▶ Be able to identify “qualifying purchases” easily and flexibly
- ▶ Show discounted prices on product pages rather than just cart
- ▶ Update address service
- ▶ Convert existing members to new program
- ▶ Create personalization service for marketing

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Questions are About Conversation

Having the conversation
Is more important than
Documenting the conversation
Is more important than
Automating the conversation

Credit: Liz Keogh

If You're Going to Be Without Testers

- ▶ The questions need to be asked
- ▶ The work needs to be done
- ▶ But... it's not magic

The background features abstract, overlapping green geometric shapes in various shades, including light lime green, medium green, and dark forest green. These shapes are primarily located on the left and right sides of the slide, framing the central white area.

Questions?

Thank you!!!