

Testing,  
testing, 1, 2, 3 ..



# Who is ~~Loana~~ Ioana Chioorean?

**I am a** PM (former QA TL) & CL

**Mozillian** for more than 9 years now

**I volunteer** - Mozilla & EU Code Week.

**I worked on** devices for more than 10y.



**Twitter** [@ioana\\_cis](#)

**#** *lifeofamozillian*



# 1,2,3 la perete stop..

## → Testing

- ◆ What is is
- ◆ Responsibilities
- ◆ Manual vs Automation
- ◆ Skills
- ◆ A day in #lifeofatester

## → UX Testing

## → UX @ Mozilla

I didn't choose the  
thug life, the thug  
life chose me 🧐

## 2 - 10 .. 2 - 10 ..

- **Software testing** is an investigation conducted to provide stakeholders with information about the quality of the **software** product or service under **test**.
- Is really about reducing risk and so much more
  - ◆ Advocate of user - UX
  - ◆ Software Engineer - coding
  - ◆ Explorer
  - ◆ Scientist - heuristics
  - ◆ Writer / Documentarist
  - ◆ **Jack of all trades**, master of **ALL!**\*

\* not a bug, it is a feature

# With great power comes...

What are your responsibilities?

- Analyzing users stories and/use cases/requirements for validity and feasibility
- Collaborate closely with other team members and departments
- Execute all levels of testing (System, Integration, and Regression)
- Design and develop automation scripts when needed
- Detect and track software defects and inconsistencies
- Provide timely solutions
- Apply quality engineering principals throughout the Agile product lifecycle
- Provide support and documentation

~ =

## **SDLC**

Requirements Gathering

Design

Development

Testing

Deployment

Maintenance

## **STLC**

Test team reviews the requirements

Test planning, analysis and design is done => [Test Plan](#)

Finalize test plan and write [test cases](#)

Test execution, bug reporting, manual and automated; Regression

Test report is prepared

Maintenance testing

# Manual vs Automation





# Manual vs Automation

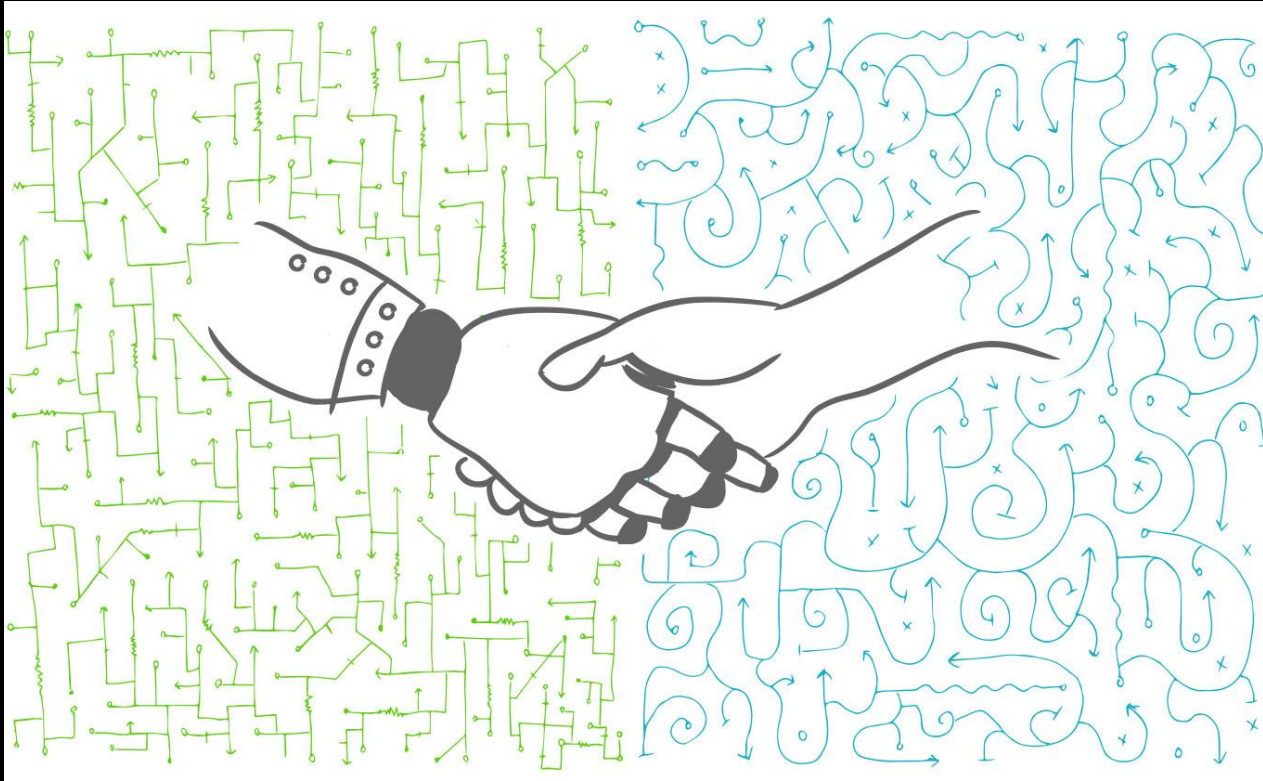
## Manual

- Black/White/Gray Testing
- Functional & Non Functional testing
  - ◆ Installation, **Compatibility**, Smoke and sanity, Regression, Acceptance, Alpha, Beta, Continuous, Destructive, Software performance, Usability, Accessibility, Security, Internationalization and localization, Development, A/B testing
- Exploratory
- Time - as major resource
- Human - important resource

# Manual vs Automation

## Automation

- User stories coded and ran daily/weekly/per new buildy
- Can not cover undefine user stories
- Doesn't get creative on its on
- Time - as major resource
- Storage & machines/devices
- Set of data
- Fail test -> ?



It's possible to fly without  
motors, but not without  
knowledge and skill



Wilbur Wright

# What skills do you need for this role?

- Attention to details
- Analytical thinking
- Independence
- Proactivity
- Ownership
- Logical thinking
- Creative
- Continuous learning
- Efficient communication
- & so many other...



## Challenges

- Define clear steps to reproduce for intermittent bugs
- Be creative enough to catch important bugs via exploratory testing
- Accommodate working with different timezone
- Not clear documentation / requirements
- Unstable environment
- Lack of feedback loop
- Testing under time constraints
- Working on several projects in the same time

# A day in the life of a tester

- Coffee
- Mails, Sprint Meetings (planning, daily, review, retrospective)
- Testing
  - ◆ Exploratory & Automated tests runs / Investigate failures
  - ◆ Smokes, Sanity Checks, Sign Offs
- Features
  - ◆ Discussion with product / devs to get info on existing user stories
  - ◆ Component watch, Test Plan & Health
- Bug Activities
  - ◆ Log issues, Triage, NI, Debugging,
- Meetings, meetings, meetings
- .. more coffee.. or beer.. or wine..

"TESTING IS ONE OF THE MOST  
CREATIVE JOBS YOU CAN HAVE IN IT"

"ADVOCATE OF USERS"

"I DID NOT CHOOSE THE QA LIFE, THE  
QA LIFE CHOSE ME. AND YES IT IS  
NOW A LIFESTYLE MORE THAN A JOB"





Don't be the sheep!

Be the ~~wolf~~ fox!



[Photo credit.](#)

<http://webcompat.com/>

BUG REPORTING  
FOR THE WEB.



# UX Testing.



[Photo credit.](#)

## How ..

- Attention to details
- Hallway testing
- Remote usability testing
- Expert review
- Automated expert review
- A/B testing
- A11y?

- Offering share experience mostly with two (or more) skins
  - ◆ Banners, actions, etc
- Useful mostly in marketing/sales but not only
- Looks for user retention/ interaction
- Analyse correctly
  - ◆ Be sure u can define easily the difference in user data
  - ◆ Bounded in time and one action

## Alpha/Beta testing

- Set preview builds ex: Nightly/Firefox Preview
- Hallway testing - give the app to a random person
- Remote usability testing - give the app/site to people from different areas (geographical, expertise, domain)
- Expert review - make an audit
- Gather telemetry data/crashes etc

1

## Create a test plan

- a. Scope of work
- b. Recruit users
- c. Identify objectives
- d. Establish metrics

2

## Facilitate the test

- a. Observe users
- b. Identify issues
- c. Identify solutions
- d. Interview users

3

## Analyze case data

- a. Assess user behavior
- b. Analyse user click path
- c. Identify problem areas
- d. Assess navigation

4

## Create test report

- a. Review video footage
- b. Identify design issuses
- c. Identify best practices
- d. Design recommendations

## Let me be clear..

- Do research
  - ◆ Who is your user/ diverse user range
- Share the insights
  - ◆ Kill the presumption that everyone knows
- Build up specs
  - ◆ Draw, build, showcase
- Keep in touch
  - ◆ Check progress
- Teach
  - ◆ Share knowledge to others too



A11y



# What?

- Vision Disability - Complete Blindness or Color Blindness or Poor Vision ; Visual problems like visual strobe and flashing effect problems
- Physical Disability - Not able to use the mouse or keyboard with one hand; Poor motor skills like hand movements and muscle slowness
- Cognitive disability - Learning Difficulties or Poor Memory or not able to understand more complex scenarios
- Literacy Disability - Reading Problems
- Hearing Disability - Auditory problems like deafness and hearing impairments; Cannot able to hear or not able to hear clearly

## Why..

- Define corectly A11y
- Regulations
- Users - data sets
  - ◆ You do have them, trust me
  - ◆ New ones
- No ROI
- No money, honey
- Doing favors vs doing your job

# How

- [Color Contrast](#)
- [Patterns & Colors](#)
- [Typography](#)
- [Animations](#)
- [Semantic](#) - elements in order/a11y tree/ Page structure/ Menu nav & list
- Alt input - links, images, etc

# Tools

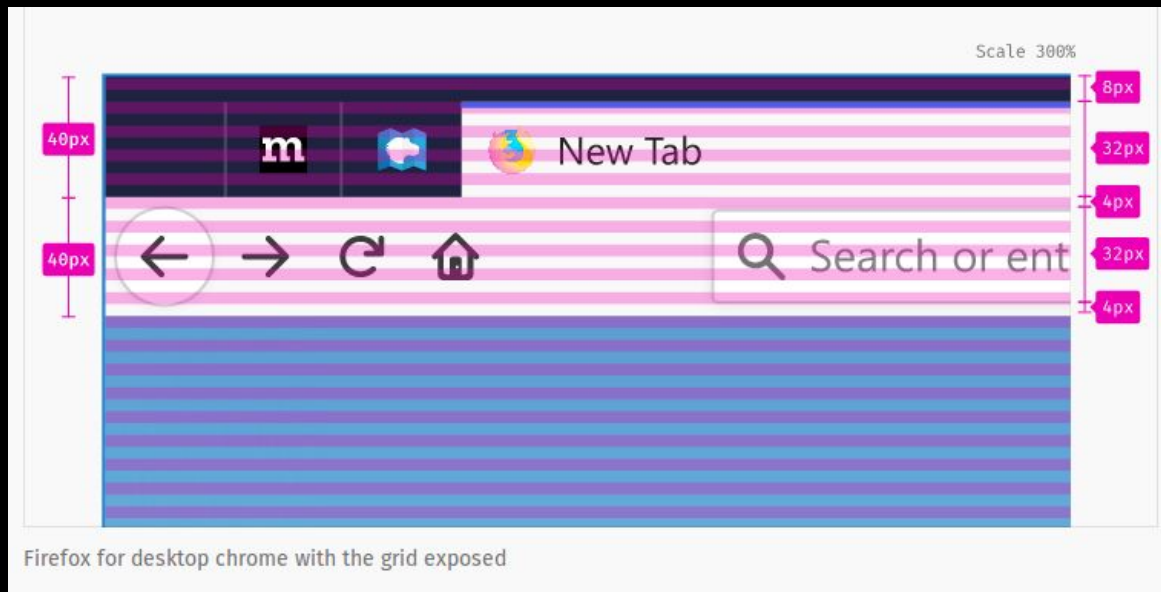
- Close your eyes and try to navigate
- JAWS, Orca, Voice Over.
- [Lighthouse](#)
- [Wave](#)
- [Tota1ly](#)
- My ex:
  - ◆ 3 different OS + mobile => 4
  - ◆ 2 browsers + mobile => 3
  - ◆ Different Machines / Monitors

**This should be a nice  
UX right?**

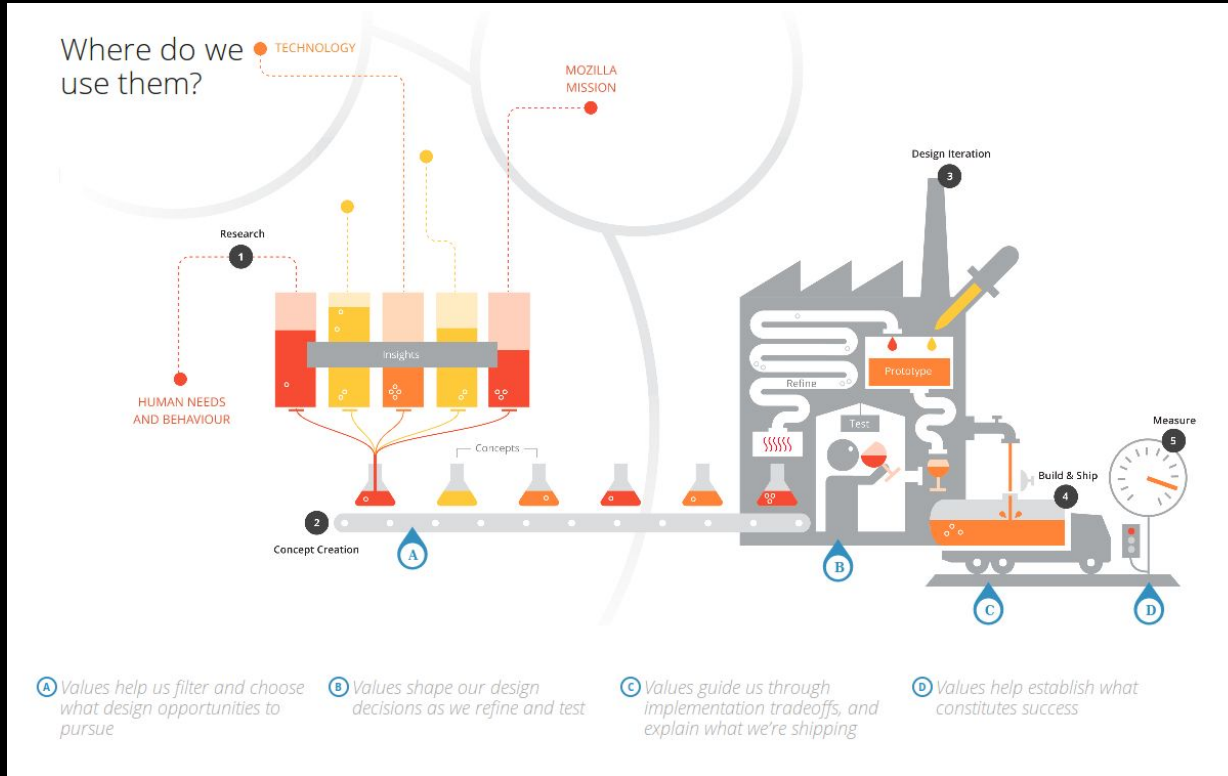
**Firefox User Experience**



<https://design.firefox.com>



# VALUES:






<https://design.firefox.com/values>



## Firefox Design Values

Made with love by the Firefox UX Team 





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<http://bit.ly/Testing-SUXM>

Let's fix the world one  
bug at a time!

