

De
Quality Assurance
À
Quality Assistance

OPENCLASSROOMS



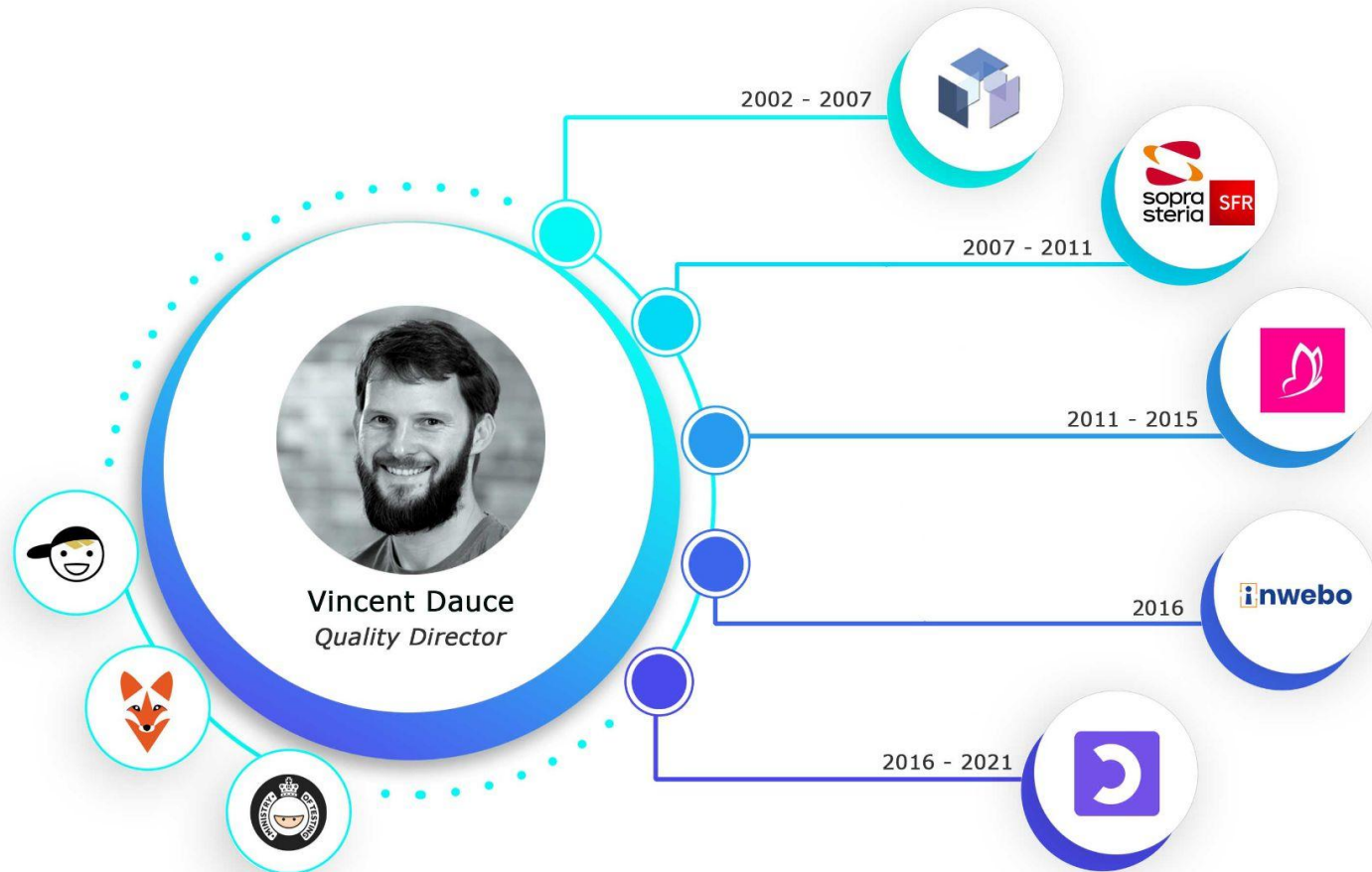
PARISTESTCONF

Sommaire

1. Introduction
2. Pourquoi
3. Comment
4. Résultats et prochaines initiatives

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Introduction



Disclaimer

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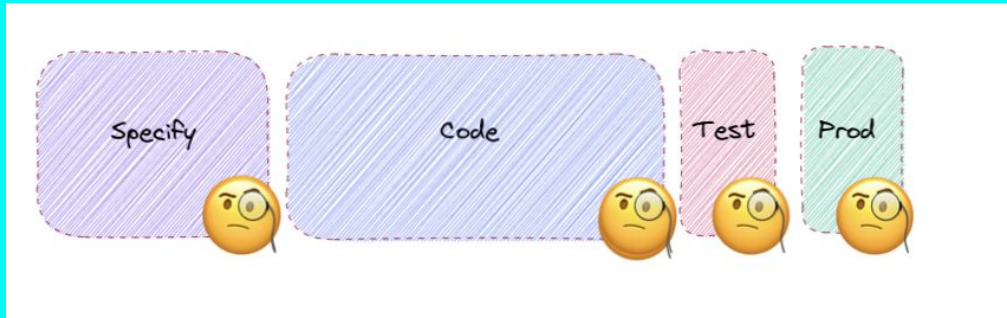
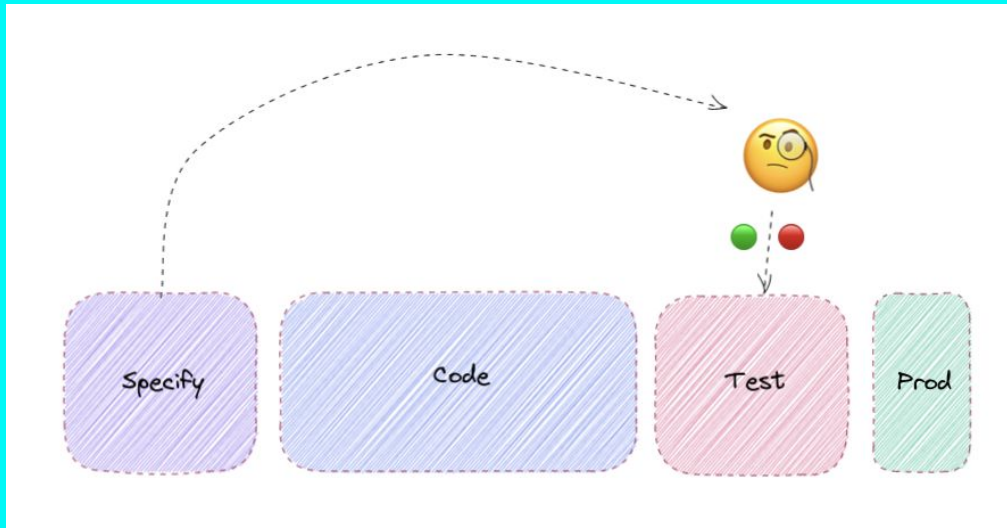
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Pourquoi

Juin 2020

Roadmap Product Survey

Qu'est-ce qui n'a pas fonctionné ?

A word cloud visualization of QA-related terms and phrases. The words are arranged in a circular pattern, with some words being larger and more prominent than others. The colors of the words range from dark blue to light pink. The words include:

- Automation
- time
- Bottleneck
- not
- fix
- contains
- dev
- prod
- arrived
- Report
- encountered
- Pressure
- errors
- later
- put
- with
- issue
- ok
- PM
- critical
- task
- in
- QA
- of
- 50
- the
- To
- in

Comment améliorer ?

A word cloud illustrating the challenges and goals of improving QA processes. The words are arranged in a circular pattern, with 'QA' and 'automated' being the most prominent. Other words include 'manual', 'testing', 'development', 'improve', 'avoid', 'better', 'going', 'no', 'tests', 'KPI', 'issues', 'devs', 'done', 'more', 'product', 'platform', 'time', 'back', 'forth', 'number', 'duration', 'manual', 'delivery', 'specs', 'Dev', 'vs', 'Quality', 'Speed', 'Spend', 'work', 'in', 'Fix', 'together', 'between', 'prod', 'Avoid', 'should', 'improve', 'development', 'testing', 'KPI', 'devs', 'done', 'more', 'product', 'platform', 'time', 'back', 'forth', 'number', 'duration', 'manual', 'delivery', 'specs', 'Dev', 'vs', 'Quality', 'Speed', 'Spend', 'work', 'in', 'Fix', 'together', 'between', 'prod', 'Avoid', 'should', 'improve', 'development'.



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Comment

Kick-off Quality Guild

27 Juillet 2020



Adventures in Modern Testing

Alan Page
<http://bit.ly/mt-pnsqc>

3 objectifs

- Accelerate the delivery
- Mitigate bottlenecks
- Build a more mature Quality culture

QA

Quality Assurance

**Our mission is to accelerate
the achievement of shippable quality
that makes education accessible**

Senior Quality Engineer H/F/X

[Apply for this job >](#)

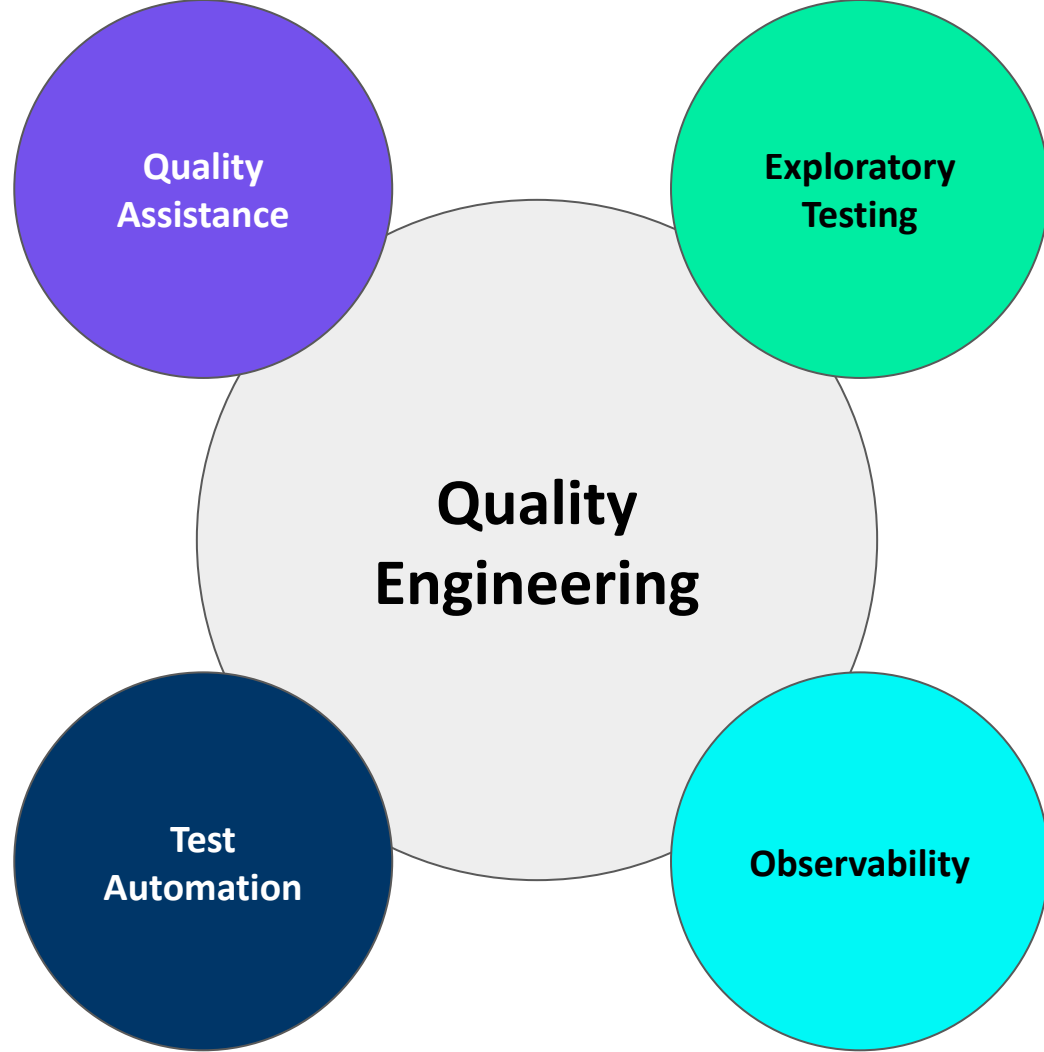
We usually respond within **three days**

Our mission:

Our mission is to accelerate the achievement of shippable quality that makes education accessible.

Our philosophy and principles:

- [Modern Testing](#) / [Quality Assistance](#)
- Rapid Software Testing
- Early Testing (Shift left)
- Executable Specifications (BDD Gherkin)
- Ubiquitous Language
- Design System (Visual Testing)



Efficiency

Accelerate the achievement of shippable quality



Automate User Critical Flows

API

97%

From 76%

WEB

82%

From 22%

Grille des compétences

Grid - Track Expertise											
Carrer Level	Name	Average time to level up (in years)	Expected Impact and influence	Competencies				Related Competencies			
				Quality Assistance	Exploratory Testing	Test Automation	Observability	Product/Project Manager	Designer	Developer	HR
7	Senior Principal Quality Engineer	3	Reference in the field	Highly skilled				Skilled in 3 competencies	Skilled in 3 competencies from other related fields		Skilled in 3 competencies
6	Principal Quality Engineer	3	Company	Highly skilled in 4 competencies and skilled in the others				Skilled in 2 competencies	Skilled in 2 competencies from other related fields		Skilled in 2 competencies
5	Senior Staff Quality Engineer	3	Technology	Highly skilled in 3 competencies and skilled in the others				Skilled in 1 competency	Skilled in 2 competencies from other related fields		Skilled in 1 competency
4	Staff Quality Engineer	3	Technology	Highly skilled in 2 competencies and skilled in the others				Skilled in 1 competency	Skilled in 1 competency from other related fields		Skilled in 1 competency
3	Senior Quality Engineer	2	Chapter	Skilled				Semi-skilled in 1 competency	Semi-skilled in 2 competencies from other related fields		Semi-skilled in 1 competency
2	Quality Engineer	2	Chapter	Skilled in 2 competencies and semi-skilled in the others				Semi-skilled in 1 competency	Semi-skilled in 1 competency from other related fields		Semi-skilled in 1 competency
1	Associate Quality Engineer	2	Squad	Semi-skilled in 3 competencies				Unskilled			
0	Intern Quality Engineer	0	Squad	Unskilled				Unskilled			

Automatisation plus visible

To Verify ▾

Pinned fields

Tester

 None

Assignee

Web URL Deployed

<https://stage-oc-23702.opencla...>

Last Deployment Date

Nov 22, 2021, 9:58 AM

Last Deployment Status

success

Test Results

100% 

Dashboard

Environments

Reports

Dashboard

 Last Daily Stage

99.7%  1%

 Staging Environments

99.26%  4%

 Duration

15  16%

Errors, Failed and Flaky tests on the 2 weeks of daily-stage

TESTS	LABEL	RUNS
acceptance/AcceptanceDataGenerationCest.php:initBotSparkStudent	error	
acceptance/AcceptanceDataGenerationCest.php:initBotPathStudent	error	
	error	
	fail	
entAsAbsentForTheSession	flaky 67%	

Dashboard

Environments

Reports

Environments

94% OC-21812
2021-07-19 09:22:55

98% STAGE-0
2021-07-19 09:22:55

100% OC-21782
2021-07-19 08:41:58

98% STAGE-1
2021-07-19 07:21:21

100% OC-21953
2021-07-16 17:27:27

99% OC-22028
2021-07-16 14:31:41

99% OC-21857
2021-07-16 14:05:14

100% OC-21786
2021-07-16 10:27:22

100% OC-21753
2021-07-16 09:39:42

97% OC-21598
2021-07-15 16:37:51

100% OC-20823
2021-07-15 15:04:59

99% OC-21625
2021-07-15 13:58:13

99% OC-21321
2021-07-15 10:41:01

100% OC-21781
2021-07-13 16:35:40

99% OC-21820
2021-07-13 15:00:01

100% https://openclassrooms--u...
2021-07-13 14:08:19

99% OC-21819
2021-07-13 13:36:17

100% OC-21970
2021-07-13 13:22:22

59% OC-21897
2021-07-13 12:47:01

99% OC-21821
2021-07-13 12:33:09

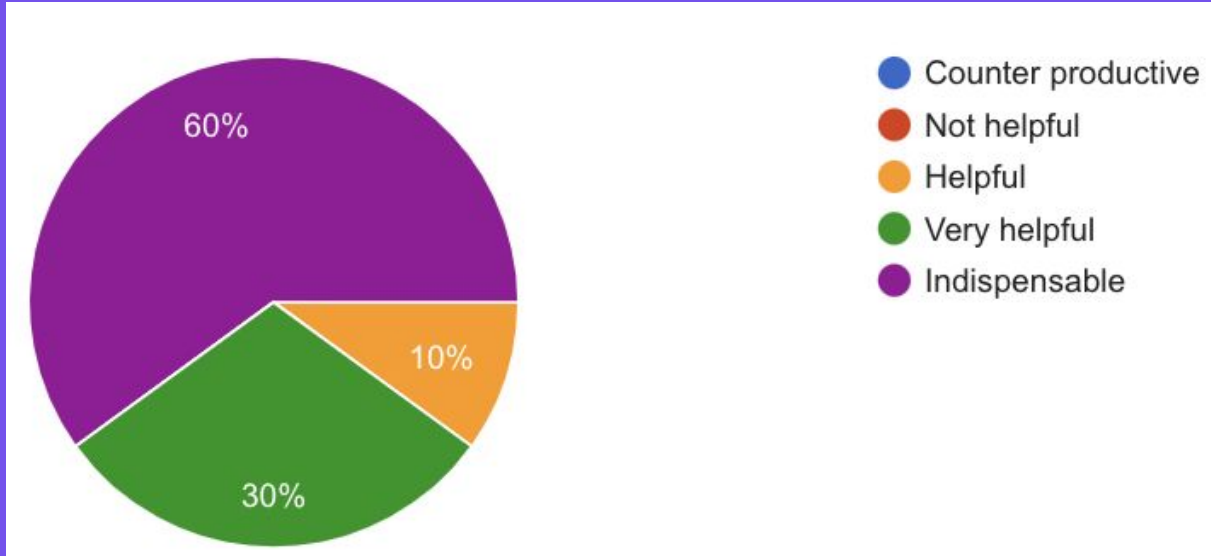
78% OC-21809
2021-07-13 11:06:49

100% OC-21973
2021-07-12 16:16:15

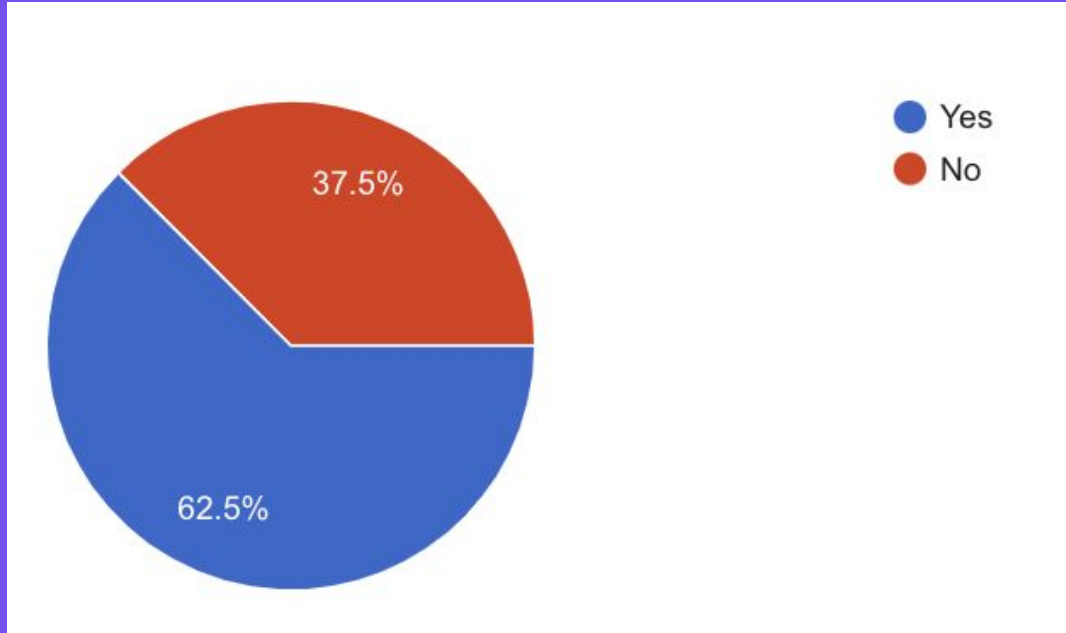
96% OC-20495
2021-07-12 15:29:19

99% OC-21962
2021-07-12 14:26:52

Comment évaluez vous l'aide apportée par le QE ?



Comprenez vous la différence entre QA et QE ?



Quality Criteria

A	B	D	E	F	G	H	I	J
Category	Quality Criteria	Pyramid	Systemic	Cost	Risk (Short Term)	Risk (Long Term)	Previous Strategy	Committed Strategy
UX Design	User can complete a task	1- Deployable / Fonctionnally OK	No	3	3	3	Release Blocking	Release Blocking
UX Design	Edge cases are managed	1- Deployable / Fonctionnally OK	No	1	1	3	Release Blocking	Release Blocking
UX Design	Error states are managed (+ error prevention)	1- Deployable / Fonctionnally OK	No	1	1	3	Release Blocking	Release Blocking
UX Design	Admin Scenarios are designed (if relevant)	1- Deployable / Fonctionnally OK	No	3	3	3	Next Sprint Release	Release Blocking
UX Design	Exception Scenario are managed	1- Deployable / Fonctionnally OK	No	1	1	3	Release Blocking	Release Blocking
UX Design	Responsive states are designed (Desktop/mobile/ios)	3- Usable	Yes	3	3	3	Release Blocking	Release Blocking
UX Design	Main empty Scenario are designed	3- Usable	No	1	1	2	Next Sprint Release	Next Sprint Release
UX Design	Alternative Scenario are designed	3- Usable	No	2	2	3	Release Blocking	Release Blocking
UX Design	Time to perform a task - Fitt's Law (distance) / Miller's Law	3- Usable	Yes	1	2	3	Non-release Blocking	Non-release Blocking
UX Design	Information Architecture	3- Usable	No	1	2	2	Next Sprint Release	Next Sprint Release
UX Design	Navigation is consistent	3- Usable	No	1	2	3	Next Sprint Release	Release Blocking
UX Design	Navigation - User can navigate back and forth on any page	3- Usable	No	1	1	2	Non-release Blocking	Release Blocking
UX Design	Navigation - Users knows where they are on the website	3- Usable	No	1	1	2	Release Blocking	Release Blocking
UX Design	Interaction - The interface gives Feedback on actions	3- Usable	No	1	3	3	Non-release Blocking	Non-release Blocking
Total		26				38		

+

Domain
Analytics
Communication
UX Design
UI Design
UX Writing
Interface
Backend
Frontend

Sum: 64

Explore

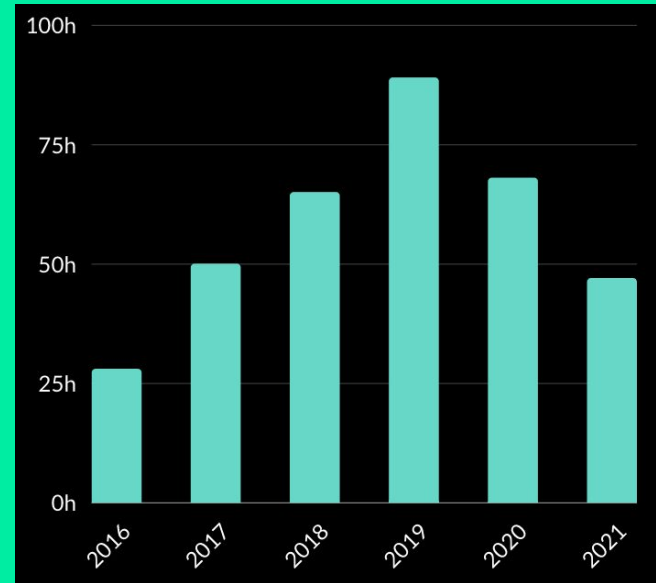
Quality @ Technology

Why do we have this conversation?	2
Quality and Strategy	2
Alignment	2
Quality 101	3
Quality Definitions	3
Quality categorization	3
Practices and tests	5
Testing	5
Test Automation	5
Quality ROI	6
Quality Costs	6
Quality ROI	6
Quality in the Technology team	7
The company context	7
The Technology team context	7
Recommendation for the Technology team	8
The philosophy behind recommendations	8
Pyramid Level	8
Systemic approach	8
Long Term Risk	8
The recommendation	8
The most important takeaways	8
The impact on the Technology team and the product.	9
Quality at OpenClassrooms	9



Résultats et prochaines initiatives

Réduction du Cycle Time QE



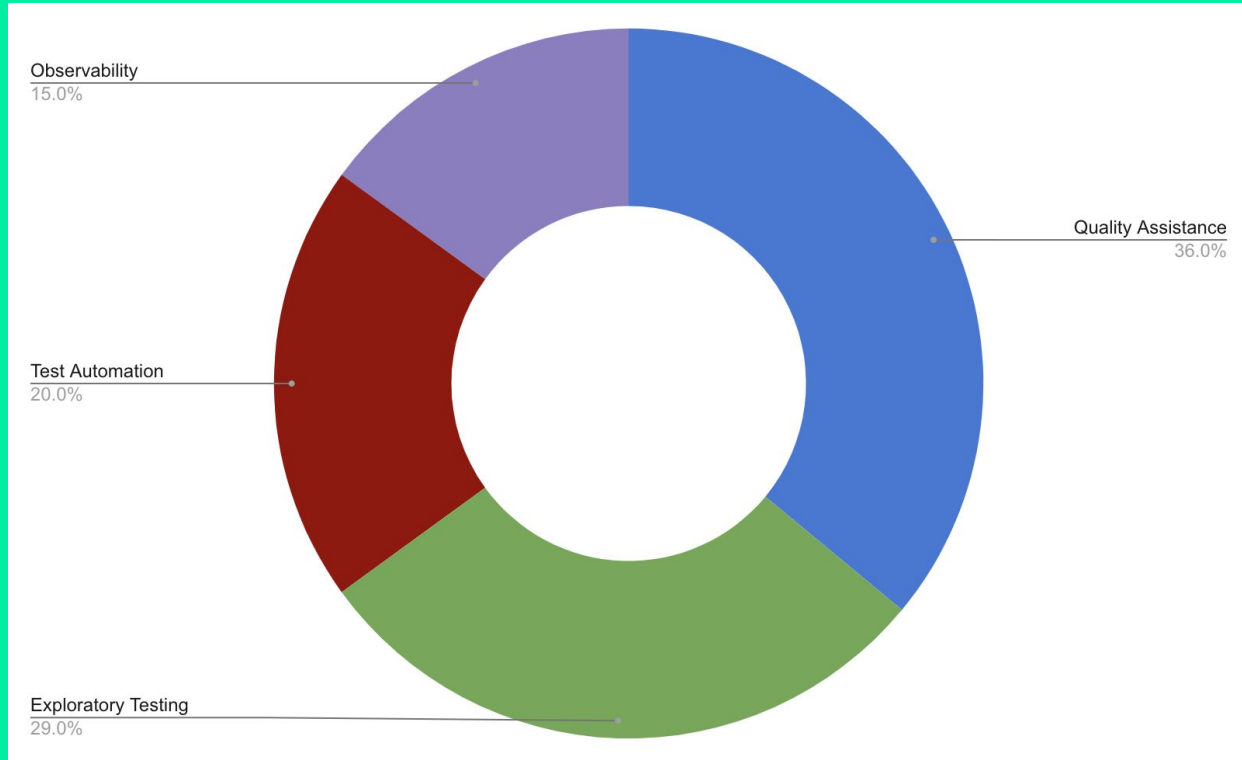
Disparition du...

QA bottleneck

**Satisfaction
des équipes tech et produit**

**Implication de la squad
dans les activités de tests**

Répartition du temps



Prochaines initiatives

- ❑ Passer encore plus de temps sur la définition de la solution
- ❑ Accompagner les devs sur l'automatisation
- ❑ Expliciter nos pratiques
- ❑ Adapter nos outils

Niveau de maturité

- ✓ **Phase 0:** Quality Assurance
- ✓ **Phase 1:** Quality Assistance, tâche majoritairement assignée au QE
- **Phase 2:** Quality Assistance, tâche rarement assignée au QE
- **Phase 3:** Monitoring prod, améliorer la qualité

Resources

- Vidéo de Alan Page "[Adventures in Modern Testing](#)"
- [4 articles de Atlassian](#)
- [Taking a phased approach to adopting Quality Assistance](#)
- [Working as Quality Engineer at OpenClassrooms](#)

Merci à mon équipe!

Questions ?

... et bon appétit 🍴🍷



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