

## TiCCA19

**B** Break/meal   **F** Full-day workshop   **K** Keynote   **O** Opening and closing remarks   **T** Track session

---

**FEBRUARY 28 • THURSDAY**


---

8:30am – 9:00am   **B**   **Registration**   Upstairs (The Jasper Hotel, 489 Elizabeth Street, Melbourne)  
Time to register for the three full-day workshops

9:00am – 5:00pm   **F**   **Applied Exploratory Testing**   Rooms 3 & 4 (The Jasper Hotel, 489 Elizabeth Street, Melbourne)  
*Speakers: Toby Thompson*

Learn to think like an Exploratory Tester! Open up lines of enquiry you never thought existed and generate useful ideas to become a more productive member of a team. Applied Exploratory Testing is a practical workshop that aims to draw out the very best of your thinking and questioning powers.

Exploring, thinking, critiquing, modelling and questioning in any context is not as easy as it might seem. Learn to explore systems using a wide range of techniques, tools and ideas to ensure the quality of your product throughout its development.

This course is for all team members, and can be completed individually or as part of a group. The program aims to make you a better thinker all round – so you don't need to be a tester or a QA or any given named role because we believe everyone in a project team can contribute to the quality of the products they are building. Regardless of the software lifecycle model and your role you will take home a set of skills that you can use in multiple contexts.

#### Learning Outcomes

This practical workshop gives attendees the fundamentals of how to plan and structure an effective and efficient approach to Exploratory Testing. They will understand the important factors to be considered in the planning of Exploratory Testing and the key techniques and tools that can be used. They will be able to apply these tools and techniques as soon as they return to work.

#### Content

- Introduction – what is Exploratory Testing?
- Preparation and Planning
- Critical Thinking and Analysis
- Tools – Models, Mnemonics, Tours, Heuristics and Checklists
- Tracking – Test Charters, Session-Based and Thread-Based Management
- Using tools to assist with Exploratory Testing
- Generating and reporting meaningful results

9:00am – 5:00pm   **F**   **Leveraging the Power of API Testing**   Room 6 (The Jasper Hotel, 489 Elizabeth Street, Melbourne)  
*Speakers: Scott Miles*

Are you suffering from outdated UI automation tests that slow down the development process, frequently fail for no apparent reason and take longer to create/update than the code that they are testing? Is your workplace breaking down their large monolith systems into smaller microservices and looking to discover how each system can be tested independently? Are you looking to improve your automation knowledge and attempting to keep relevant in a rapidly evolving field?

This workshop will introduce you to new tools and techniques and teach you to break down large, flaky UI tests into quick and simple API tests. We will cover the basics of APIs, manually testing APIs and Automating API tests.

You will be given practical hands-on experience and will leave with an example automation framework that you can use as the seed to completely change the way your organisation does automation testing forever.

---

10:15am – 10:30am	<b>B Morning tea</b>	Upstairs (The Jasper Hotel, 489 Elizabeth Street, Melbourne)
12:00pm – 1:00pm	<b>B Lunch</b>	Upstairs (The Jasper Hotel, 489 Elizabeth Street, Melbourne)
2:30pm – 2:45pm	<b>B Afternoon tea</b>	Upstairs (The Jasper Hotel, 489 Elizabeth Street, Melbourne)

**B** Break/meal   **F** Full-day workshop   **K** Keynote   **O** Opening and closing remarks   **T** Track session

---

**MARCH 1 • FRIDAY**


---

8:00am – 8:30am   **B**   **Registration**   Function Hall (The Jasper Hotel, 489 Elizabeth Street, Melbourne)  
Registration for conference day

8:30am – 8:45am   **O**   **TICCA19 Welcome**   Function Hall (The Jasper Hotel, 489 Elizabeth Street, Melbourne)

8:45am – 9:45am   **K**   **Is There A Problem Here?**   Function Hall (The Jasper Hotel, 489 Elizabeth Street, Melbourne)  
*Speakers: Ben Simo*

Modern society runs on software. Software that is intended to make our lives easier often brings pain along with the joy. In spite of modern software development tools and techniques that make it easier than ever to build, test and deliver software: software continues to inject complexity and frustration into our lives.

Bad software is now part of the human experience. As software professionals, we can learn from this experience. Join Ben Simo for a whirlwind tour through real-world software problems.

Learn to go beyond confirming correctness, and look for problems before they impact the most important part of every software system: the people. Learn to ask "Is there a problem here?"

9:45am – 10:00am   **B**   **Morning break**   Function Hall (The Jasper Hotel, 489 Elizabeth Street, Melbourne)

10:00am – 11:00am   **T**   **From Prototype to Product: Building a VR Testing Effort**   Room 3 (First floor, The Jasper Hotel, 489 Elizabeth Street, Melbourne)  
*Speakers: Nick Pass*

Moving from application and web-based testing to drivers and embedded software was always going to present challenges and opportunities for learning. That was one of the drivers behind my decision to take up a new role. However, arriving for my first day I was introduced to a team and a product that was completely unexpected; wireless VR.

Virtual reality is still a growing technology space and, at the time, information and testing approaches in the public space were scarce. As the first tester to join the R&D team working on a prototype adapter there was a lot of room to move when it came to implementing test practices.

In this talk, I'll take the audience on a testing journey from starting on a prototype product with no customer to having a commercially released product in the market. While testing virtual reality hardware can be different to a lot of testing that is discussed in the public domain, there are also many aspects of testing that remain true, regardless of the context. In exploring my experience of helping to grow the testing effort as the product matured I hope to highlight some of the differences as well as how past experiences can be brought to bear in a new context.

10:00am – 11:00am   **T**   **Tales of Fail - How I failed a Quality Coach role**   Room 4 (First floor, The Jasper Hotel, 489 Elizabeth Street, Melbourne)  
*Speakers: Samantha Connelly*

Have you heard about testers shifting left and coaching developers to be better testers?

I tried a quality coach position at Campaign Monitor and I failed in my efforts.

Hear my lessons in building credibility, keeping track of mental health and how I answer the question, "How do I add value here?"

11:00am – 11:30am   **B**   **Morning tea**   Upstairs (The Jasper Hotel, 489 Elizabeth Street, Melbourne)

---

---

11:30am – 12:30pm	<b>T Test Reporting in the Hallway</b> <i>Speakers: Morris Nye</i> The Head of Engineering stops you in a hallway. They want to know how the project you're testing is going.  In this moment, how do you communicate the value of your testing? How do you communicate your process?  Talking about your work is a skill as important as your work itself, and in this talk we'll discuss how individual contributors and leaders can keep on top of their world of testing, and share key information and challenges with stakeholders in a way that helps everyone with what they need	Room 3 (First floor, The Jasper Hotel, 489 Elizabeth Street, Melbourne)
11:30am – 12:30pm	<b>T The Automation Gum Tree</b> <i>Speakers: Michelle Macdonald</i> The idea of this proposal is to share our story.... and how automation has greatly influenced our development process.  From very small beginnings, we were using the appropriate test automation tools for windows applications, which suited our needs at the time.  But we were expanding into the world of automating web browser and mobile applications. Our business functions were extensive, with incredibly complex combinations of usage. Our team of testers had rich application knowledge but the product was growing, and the teams were increasingly adapting agile methodologies. The challenge was where to start.  But today we have greatly expanded in knowledge, confidence and affection for our automation testing.  We have established multiple test automation frameworks to support our growing applications. Our testers can write and maintain our tests for any given project.  I compare our experience in growing our Test Automation to the Lifecycle of a Gum Tree.  The "gum tree" phases are as follows: <ul style="list-style-type: none"><li>• selecting the right species (tools and prep work)</li><li>• nurturing a young sapling (setting up and training)</li><li>• dealing with drought (unearthing resources)</li><li>• burning off (deleting and rebuilding )</li><li>• living with co-inhabitants (sharing and expanding )</li><li>• dwelling in the shade (experiences of quality protection)</li><li>• falling limbs (dealing with flaky behaviours)</li><li>• becoming humongous (keeping it contained and manageable)</li><li>• the happiness of re-growth (implementing new ideas)</li><li>• blossoms and essential Oil By-products (the benefits and the beauty)</li></ul>	Room 4 (First floor, The Jasper Hotel, 489 Elizabeth Street, Melbourne)
12:30pm – 1:30pm	<b>B Lunch</b>	Upstairs (The Jasper Hotel, 489 Elizabeth Street, Melbourne)

---

---

1:30pm – 2:30pm	T	<b>Old Dog, New Tricks: How Traditional Testers Can Embrace Code</b> <i>Speakers: Graeme Harvey</i> Room 3 (First floor, The Jasper Hotel, 489 Elizabeth Street, Melbourne) You can't teach an old dog new tricks. Or can you? With the rise of techniques like Continuous Integration, Continuous Delivery, Testing in Production and the like, the demand for traditional blackbox testers is going the way of Old Yeller. More and more employers want testers who are able to work in and with code - and this can be uncomfortable for testers whose backgrounds don't stem from CS or programming of any sorts. I'm here to tell you that you don't need to be afraid.  You won't be expected to contribute to production code, suggest an $O(1)$ solution on a code review or pair with developers during implementation. But it's time you start peeking into that black box and being able to talk about what you see. This talk will cover various techniques proven to help you embrace code, expand your comfort zone and get you speaking a common language with developers.
1:30pm – 2:30pm	T	<b>The Uncertain Future of Non-Technical Testing</b> <i>Speakers: Aaron Hodder</i> Room 4 (First floor, The Jasper Hotel, 489 Elizabeth Street, Melbourne) The message is loud and clear: Learn to code or hit the road. Don't hesitate; automate!  The demand for technical skills has never been higher. It seems the days of the manual tester are over. How much truth is there to this? How do we truly need to adapt for the future? Is there a future for non-technical testers? What does that look like? What does <i>technical</i> even mean?  In this talk, Aaron will take a critical look at what "technical" means in the context of software development, and offer his opinion on what skills will be critical for the future of tech.
2:30pm – 2:45pm	B	<b>Afternoon break</b> Upstairs (The Jasper Hotel, 489 Elizabeth Street, Melbourne)
2:45pm – 3:45pm	T	<b>Exploratory Testing: LIVE!</b> Room 3 (First floor, The Jasper Hotel, 489 Elizabeth Street, Melbourne) <i>Speakers: Adam Howard</i> Strap yourselves in and prepare to witness a live, no holds barred, ragin' cagin' exploratory testing experience.  Watch as Adam explores and investigates a mystery piece of software with only his wits, charter and some trusty heuristics to guide him. Throughout the live session, a play-by-play commentary will help you get inside the mind of a skilled exploratory tester and pick up some specific and practical tips on how to consciously interrogate a system, but also help grow your exploratory testing vocabulary so you can better communicate your techniques and your observations.
2:45pm – 3:45pm	T	<b>The Little Agile Testing Manifesto</b> Room 4 (First floor, The Jasper Hotel, 489 Elizabeth Street, Melbourne) <i>Speakers: Samantha Laing</i> Agile testing is about more than how to squeeze enough testing in on the last few days of the sprint. However so many teams have adopted agile and not yet changed the way they test.  A couple of years ago we were trying to create a memorable slide with all the things we believe in around agile testing. We created the agile testing manifesto and that small slide grew and grew and is now translated into many different languages.  In this session we will look at how agile testing is different to traditional testing and introduce some simple techniques that everyone in the team can use, to change the way they think about testing.
3:45pm – 4:15pm	B	<b>Afternoon tea</b> Upstairs (The Jasper Hotel, 489 Elizabeth Street, Melbourne)

---

4:15pm – 5:15pm	<b>K Try to See It My Way: Communication, Influence and Persuasion</b>	Function Hall (The Jasper Hotel, 489 Elizabeth Street, Melbourne)
<p><i>Speakers: Lynne Cazaly</i></p> <p>The conference theme – based on the song by Paul Kelly ‘From little things big things grow’ – tells the story about a struggle for equality and land rights in Australia.</p> <p>How might this translate to our daily workplaces?</p> <p>There are most certainly information, power and status challenges in every workplace, every day, that cause misunderstandings, disengagements, conflicts, costly reworks and ...plenty of time wasting. Not to mention the frustration, annoyance and irritation that goes along with it!</p> <p>‘Try to see it my way’ identifies how testers, developers – technical and engineering types – may see, think and explain things, and how some managers and administrators might be seeing, thinking and explaining things ... in quite a different way!</p> <p>This is not an us and them situation. It’s us. All of us.</p> <p>Gain incredible insights into how we think (big picture and details), how we package up information and how we can adopt different roles – beyond our titles – to be more effective communicators, influencers and persuaders ... even when we feel like tearing our hair out!</p>		
5:15pm – 5:30pm	<b>O Closing remarks</b>	Function Hall (The Jasper Hotel, 489 Elizabeth Street, Melbourne)
6:00pm – 7:00pm	<b>B Cocktail Reception</b>	Function Hall (The Jasper Hotel, 489 Elizabeth Street, Melbourne)
<p>Join us for drinks and canapes to wind down after a hard day of conferring!</p>		