

Enterprise 2.0 is here – Upgrade your Test Department

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Audience Pulse

 By show of hands, how many of you:

- Primarily use Excel and Outlook to manage your Test Department?
- Work with a geographically distributed team?
- Have outsourced a significant portion of your testing activities?
- Are constantly badgered for status by everyone?
- Are looking for ways to improve communication, productivity and efficiency?

What we are talking about today:

- Gain an understanding on what Enterprise 2.0 is all about
- Look at the technologies and tools that constitute it
- Examine your current Test Department
- Walk you through upgrading your Test Department

Enterprise 2.0

Definition:

Enterprise 2.0 is the use of emergent social software platforms within companies, or between companies and their partners or customers

Its key elements are:

- Knowledge Capture and Sharing
- Collective Intelligence
- Democratization in the Enterprise
- Lateralization of information
- Agility and Flexibility
- Distributed and Global

Enterprise 2.0 Platforms



Flattening the Organization

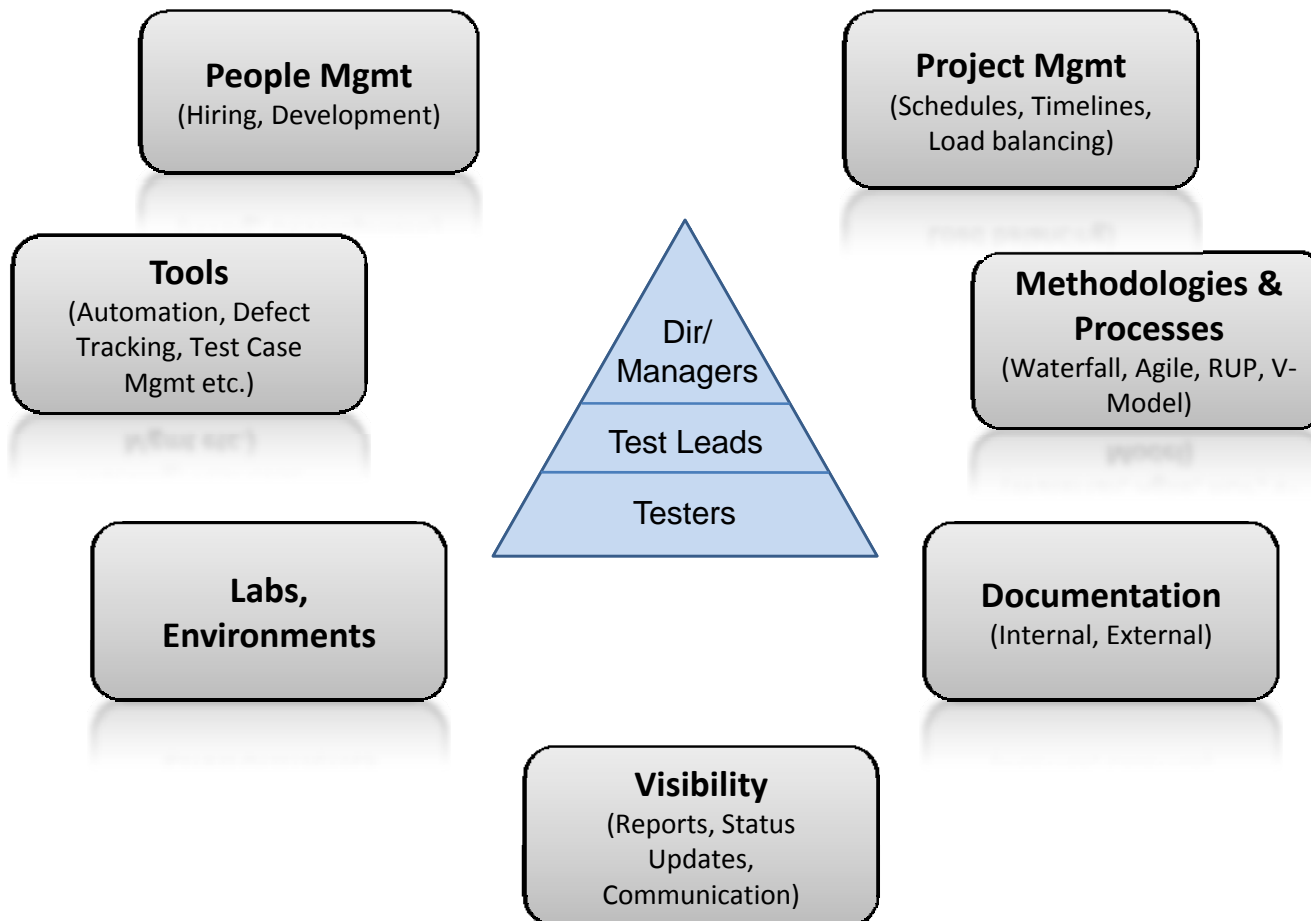


E2.0 Tools & Technologies

Area	Tools & Technologies
Blogs & Personas	TypePad, Wordpress, Blogger, Xanga etc.
Wikis	Confluence, Twiki, Mediawiki, Tikiwiki etc.
Enhanced Search	Google, Copernic, Yahoo, Windows Desktop etc.
RSS Aggregators	Feedreader, Outlook, IE/Firefox/Safari, Google Reader etc.
Bookmarking	Digg, Del.icio.us, ConnectBeam, StumbleUpon, Linkwad etc.
Instant Messaging	AIM, Yahoo Messenger, Google Talk, MSN Messenger, Meebo, Skype etc.
Video chats	Userplane, Yahoo Messenger, MSN Messenger, AIM, Skype etc.
Tagging and Tag Clouds	TagCrowd, CreateCloud, MakeCloud, Tag Cloud Generator etc.
Rich Internet Apps	Adobe Flex, AJAX, Comet, Silverlight, Project Hydrazine etc.
Mashups	Google Mashup editor, Yahoo Pipes, Netvibes, Pageflakes, Microsoft Popfly etc.
Widgets	Google Desktop Gadgets, Yahoo Widget Engine, Microsoft Gadget etc.

So how does this apply to your Test Department?

Lets look at a typical Test Department...



...and their challenges:

- Constant need for status
- Data immediacy
- Collaboration among team members
- Reusability of test assets
- Tool interoperability
- Data analyses
- Feedback loop from testers to rest of project team
- Language and time zone differences

Applying E2.0 to your Test Department

Technologies/Tools:	Use for:
Blogs	Knowledge Mgmt, Sharing ideas, “Every bug report can be a blog”, give your dept a voice
Wikis	Knowledge Mgmt, Easy author-publish-organize concepts, visibility of all Test Dept activities
Enhanced Search	Find everything (docs, test cases, defects, requirements, test data, schedules, reports), Get contextual
RSS Aggregator/Syndication	Track and be notified instantly of changes and updates to requirements, test cases, schedules, reports, defects etc.
Instant Messaging	Beyond 1-on-1, group and department level communication, history, archived conversations, multi-network, save \$\$
Video and Audio Chats	Know your team, foster collaboration, save \$\$

Applying E2.0 to your Test Department (cont.)

Technologies/Tools:	Use for:
Bookmarking	Knowledge Mgmt, organize local and global assets better
Tagging and Tag Clouds	Tag test cases, data, results etc. Analyze. Spot trends, holes, clusters, inefficiencies
Personas	Respect individuality. Give them a voice. Switch roles easily.
Rich Internet Apps	Feel good. Improve morale. Access anywhere. Improve productivity.
Mashups	Suck data from multiple places to provide you a better picture of your testing
Widgets	Expose often accessed data (test metrics, progress, execution status)

Some E2.0 tools you can check out

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Where do you go from here?

- 🌿 Take a critical look at your Test Department
- 🌿 Ask yourself if you have the right toolsets
- 🌿 Do your research – tons of tools out there
- 🌿 Experiment – not everything works for everybody
- 🌿 Introduce tools gradually , measure constantly
- 🌿 Be ready to jettison if you are not getting value
- 🌿 Be aware of short term and long term ROI

Thanks.

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