GLOBAL QUALITY LEADERSHIP INSTITUTE
Driving advocacy for quality in technology

Test Leadership Congress 2018

Program and speaker list

Held on June 4th-6th, 2018 at
AMA Conference Center
1601 Broadway, NY, NY 10019

Nancy Kelln

Software Testing Leader
Unimagined Testing Inc.
Canada

Bio:

A passionate Context Driven Test Manager with 16 years of diverse IT experience, Nancy enjoys working with teams that are implementing or enhancing their testing practices and provides adaptive testing approaches to exploratory, context driven, and traditional testing teams. She has coached test teams in various environments and facilitated numerous local and international workshops and presentations. From small scale to multi-million dollar projects; Nancy has played many roles within testing including Project Test Manager, Test Manager, Test Lead and Tester. Her most recent work has been exclusively with Context Driven Testing implementations at large scale companies. A co-founder of POST, Nancy is an active member of the Calgary Software Quality Discussion Group, Association for Software Testing, and the Software Test Professionals organization. Nancy and her family live in Airdrie, Alberta, Canada. Connect with Nancy on Twitter @nkelln.

CLOSING KEYNOTE: Implementing Context Driven Testing Keeps Kicking My Ass - But I Think I'm Finally Winning!

Presenter: Nancy Kelln

Life has a funny way of teaching us what we need to know. Lessons are like the theory of reincarnation, they will repeat over and over again until you learn what it is that the universe wants you to know. When I reflect on the last 15 years of my software testing career, the lesson is clearly around transforming testing teams, specifically with implementing Context Driven Testing (CDT), and I can honestly say, the implementation of CDT keeps kicking my ass! Still, I have refused to give up. As a passionate, context driven tester I am convinced

that CDT is the best approach for my testing teams. However, I have found many organizations don't share this same view and are not ready to accept the differences between CDT and more traditional styles. As a tester who believes in the context driven and exploratory approach to testing it has been challenging to gain acceptance and buy-in.

My experience in implementing Context Driven Testing to testing teams, spans across multiple roles and at numerous organizational management levels across various companies. During these implementations I have experienced many successful and failed attempts. Through stories from the trenches I will examine the lessons learned at various organizations and share with attendees what worked, what didn't, and how I snuck CDT into unwilling organizations to save multi-million-dollar projects from failing. I will also share when CDT kicked my ass and how I turned things around.

MasterClass: Implementing Change in Your Organization

Presenter: Nancy Kelln

Attending a conference can be a double-edged sword. Your manager has sent you to learn new things and bring new ideas back to your organization, but sometimes the new ideas can mean organizational change and organizational change can be hard. Some organizations don't want to change, typically because the people in those organizations don't want to change. Quite simply, implementing changes can be a daunting task not all are ready to undertake.

In this session we will look at implementing changes in your organization.
This workshop will walk you through:

- Discussing the changes you may want to implement and why.

- Understanding who are the key stakeholders in your success (and failure).

- Examining various ways (including some sneaky ways) to implementing your change.

- Building a framework for change implementation you can start implementing when you return to your organization.

Alan Page

Director of Quality for Services
Unity Technologies
United States

Bio:

Alan Page has been a software tester for over 25 years, and is currently the Director of Quality for Services at Unity Technologies. Previous to Unity, Alan spent 22 years at Microsoft working on projects spanning the company - including a two year position as Microsoft's Director of Test Excellence.

Alan was the lead author of the book "How We Test Software at Microsoft", contributed chapters for "Beautiful Testing", and "Experiences of Test Automation: Case Studies of Software Test Automation". His latest ebook (which may or may not be updated soon) is a collection of essays on test automation called "The A Word: Under the Covers of Test Automation", and is available on leanpub.

Alan also writes on his blog (http://angryweasel.com/blog),
podcasts (http://angryweasel.com/ABTesting), and shares shorter thoughts on twitter (@alanpage).

OPENING KEYNOTE: A Leader's Guide to Building a Quality Culture

Presenter: Alan Page

For many of us, the days of functional organizations of testers are gone. The commonly adversarial relationship between test and development that existed years ago just doesn't exist anymore. Many of us lead teams of "embedded testers", who work deeply and

collaboratively within a feature team to ensure that testing is done throughout the product cycle.

These modern organizational structures encourage quick cycle time and continuous testing. Software quality has, arguably, improved for many of our teams; but quality issues still occur much more than any of us would like.

When quality issues do arise, it's never a good idea to put the blame on anyone. These days, we talk a lot about "whole team quality", and expect everyone to do their part to create quality software. The team, as a whole, takes responsibility for quality together. A culture where everyone on the team holds a high quality standard is hard to imagine for some teams, but it's not an unreachable feat. While it's a fact that we can't hold quality professionals responsible for product quality, perhaps we can hold them responsible (and accountable) for the quality culture of the team.

In this talk, twenty-five year testing veteran Alan Page shares his definition of quality culture; why it's important for test and quality specialists to take ownership of the quality culture; gives example and stories about building and improving a quality culture (including what he's seen that has worked well, and what has failed), and shares many proven ideas and practices you can use to build and improve a quality culture in your own organization.

MasterClass: Managing the Modern Tester

Presenter: Alan Page

There's little doubt that the approach to software quality is quite different than it was even a few years ago. Release schedules are faster; development approaches are different; and our customer expectations are changing. We've seen many software testers embrace these changes (and have seen a few others struggle as well). A topic critically important (but too often ignored) in these transitions is the role of the manager in leading software testers and software teams toward creating high quality software amongst all of this change.

Software quality veteran, and current Quality Director, Alan Page guides you through successful approaches to every aspect of managing and leading teams of 21st century software testers. Drawing heavily from the participant's experiences and needs - as well as his own history of leading software teams, this workshop dives deep on topics ranging from one-on-ones; giving and receiving feedback; how to run successful team meetings; developing vision, mission and strategy; career growth; and evaluating performance.

Workshop attendees will leave with concrete examples of how to successfully manage and lead their teams and help them grow and succeed in today's changing times.

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MasterClass: The Community Builder's Guidebook

Presenter: Alan Page

"None of us is as smart as all of us"
— Kenneth H. Blanchard

There are countless attributes, activities, and aspects that can influence software quality. Far too many for any single person - or even a small number of people to fathom - especially on complex software products. However, finding a successful way to connect people and align them towards a common goal or vision is often the difference between software that "works", and software that delights customers.

A community of any kind is an effective and efficient way for all of us to discover new information - but communities do not typically appear out of nowhere. They need a seed or a purpose - along with a nurturing environment in order to grow.

In this workshop, Alan Page, current Quality Director at Unity Technologies (and former leader of several test, quality, and engineering communities at Microsoft) discusses his experiences and approaches building successful, self-sustaining communities throughout his career.

This highly interactive workshop will draw heavily from input and context from participants, and will include discussions of community purpose; identifying and addressing skill gaps; creating training; kicking off and sustaining communities; and centers of excellence.

Participants will leave with guidelines, ideas, and examples of how and when to build community to help themselves and their teams grow and achieve more growth and success.

Gitte Klitgaard

Caring Agile Coach
Native Wired
Denmark

Bio:

Gitte Klitgaard is an agile coach, hugger, friend and much more. She lives and loves agile. She took the oath of non-allegiance. Why fight over methods when we can use that energy to help people?

Gitte wants to change the world by helping people make the right product, by doing it right and most importantly: to have fun doing it. She has a great interest in how people function, how the brain works, what motivates us, how we can feel better about ourselves, how to be perfect in all our imperfections.

She is a geek and passionate about a lot :).

Twitter: nativewired

MasterClass: Effective Agile Communication

Presenter: Gitte Klitgaard

People in the software industry are trained in programming, testing, design, documentation, and requirement management. That makes our work very much based on blacks and whites: does it compile? Will the test pass? Does it fulfill the requirements? Bits and bytes, 0s and 1s, verified or not - all black and white.

Communication, on the other hand, is everything in between. We are not trained to be effective in our communication and yet much of our work requires collaboration with others.

In this workshop I want to give you a space where you can learn effective communication techniques, and have the time to practice these. Here you will learn to listen, not to respond, but to hear what is actually being said. I will provide you with tools to give and receive feedback, express what you want and what you need.

I want to inspire you to have the courage to be yourself as you communicate in an effective manner.

Structure:
First we focus on listening techniques and then on giving and receiving feedback.
The workshop is a series of the following structure: a bit of information, then practice in pairs or triads, follow-up together.

SESSION: Imposter Syndrome

Presenter: Gitte Klitgaard

Did you ever feel like a fraud at work?
Have the feeling that at some point, someone is going to find out that you really don't belong where you are?
That you are not as smart as other people think?

You are not alone with this; many high-achieving people suffer from the imposter syndrome.
But what is it?
And
Why do we suffer from it?

Even when we know we suffer from it, and we have proof of that, we are still impaired by having it. It stops us from following our dreams.

In this session I will try to explore it and suggest ways to fight it.

Lalitkumar Bhamare

Senior Test Engineer
XING SE
Germany

Bio:

Lalit is working with XING SE, Germany as Senior Test Engineer. He is Chief Editor and Co-founder of "Tea-time with Testers" magazine. He is testing coach and consultant with a specialization in Rapid Software Testing methodology and BBST foundations by AST, USA.

Lalit is also the co-creator of the "State of Testing Survey" project, which is the largest testing survey in the world. He likes helping organizations for on-boarding them with Context Driven Testing and provides on-demand consultation around implementing the same at work.

Reach out to Lalit via Twitter @Lalitbhamare or @TtimewidTesters

MasterClass: How to Make Whole Team Testing Successful

Presenter: Lalitkumar Bhamare

We are living in an era where producing quality software at a cheaper price and faster pace is becoming increasingly important. The change drivers in the industry (methodologies, business models, and technologies) warrant us to change the way we work and look at things, especially at software quality. While software quality is the epicenter of modern software development, relying on one dedicated individual to look after all things testing is uncalled for.

We have reached the stage where the value of traditional testing is already being challenged and it is high time that everyone who contributes towards building software, understands and contributes towards its quality too. A shift seems to be happening from "we don't need testers" mindset to "skilled testers are valuable assets" realization. What kind of things these skilled testers are doing that makes them valuable assets to their team? Do they work as "lone guardians of quality"? Do production releases get blocked when they are not around? Do their teams feel empowered by their work or they feel paralyzed because of their absence? If not, then how exactly they help others to test better?

Current industry scenario is a perfect opportunity for testers to come out of their traditional role and become more valuable to their teams. Testers have great potential to lead their teams for quality without having to be a designated lead. Does that sound like easier said than done? Lalit felt the same but decided to take up the challenge. In this workshop, he will share his experiments around getting not-testers to test, challenges he faced and how did he overcome them. Join Lalit and sail with him in what he calls as "intellectual voyage".

In this highly interactive workshop, participants will learn how to step up their game and enable the whole team testing through exercises, discussions and experiments.

Key takeaways and skills you will learn from the workshop:

- Build your case: understand how systems collapse in the absence of a skilled tester

- Deal with rejection: why non-testers say "No" to testing

- Interactional Expertise: how to interact with others to gain recognition as an expert in your field

- Session Based Test Management (SBTM): usage of heuristics and advanced testing techniques to coach testing

- Making Things Fun: gamification of testing activities

- Quality Leadership: how to create positive influence beyond your role

- Steps to enable Whole Team Testing

Sumeet Mandloi

Engineering Director
Dow Jones
United States

Bio:

Career spanning 16 years in Quality Assurance, Test Automation, Environment and Release Management with some of the big industry leaders such as UBS, Citibank, TD Ameritrade and Dow Jones where I was instrumental in building effective and efficient Quality organization. I have been focused on driving the best results by creating various test automation and performance testing frameworks in improving the product quality, support faster time to market and create brand value. My goal is to bring quality to the forefront of product development and change the mindset to "Quality is everyone's responsibility". Also, move the quality organizations from Defect Detection to Defect Prevention or as some people call it "Shift Left". My recent BDD (Behavior Driven Development) framework built using some open source technology such as Cucumber, Spec, Cucumber Unit, Ruby and Java helped Dow Jones being the finalist at the European testing awards 2016 in Best Test Automation category.

SESSION: Improving Productivity of Your Engineering Team

Presenter: Sumeet Mandloi

Today every company in the software industry is trying to explore ways and ideas to make their engineering teams more effective and productive. Google did an extensive research across their teams to find out how to build the perfect team and found that psychological safety plays a very important role in making engineers more effective and happier in their teams. At Dow Jones we have been exploring our own ways to not only build effective teams but also increase overall employee satisfaction.

SESSION: Enabling Reliable Testing through Test Data Management (TDM)

Presenter: Sumeet Mandloi

Test Data Management (TDM) is an emerging and specialized discipline within a QA organization that focuses on identifying, provisioning and maintaining test data in different environments. This provides an end-to-end solution to streamline and manage test data. A well implemented TDM strategy can rapidly reduce inefficiencies, help extract greater value from expensive data and make validated test data available in an organized, secure, consistent and controlled manner. By using the right test data and test data management strategy, QA teams can get one step closer to reliable testing. This session addresses the importance of test data management in today's world, steps involved in the construction of a good test data management strategy, and the benefits associated with one.

Sara Tabor

Director of Quality Assurance
Code and Theory
United States

Bio:

Sara Tabor is a Director of Quality Assurance for the NYC digital agency Code and Theory. She has worked in the technology field for the last eighteen years, concentrating on website and application development quality assurance for the last seven years. Prior to her time at Code and Theory, she was most recently with Deep Focus/Noise, as a Quality Assurance Director, and prior, with The Nerdery as a Quality Assurance Manager.

Her passion lies in providing detailed feedback to help developers become more skilled at their craft, as well as process management and improvement strategies. She loves working with QA Engineers to create a valuable career path, and mentor each to become creative problem finders. She also builds end-to-end awareness and iterative feedback for accessibility needs within the C&T organization.

When not making the web more awesome, you can find her at the ice rink playing sled hockey, clumsily learning the ukulele, checking out local breweries, and unhooking her cat's claws from her sweater.

Jenny Dang

Quality Assurance Engineer
Code and Theory
United States

Bio:

Jenny Dang is a Quality Assurance Engineer for the digital creative agency Code and Theory in New York. She has worked in quality assurance for three years. Prior to Code and Theory she was a quality assurance engineer at Reeher and The Nerdery in Minneapolis.

She enjoys working alongside designers and developers to gain a better understanding of all specializations within each department, and to continue improving the QA process. Her testing specialization is web accessibility; she is developing internal accessibility awareness initiatives. Outside of Code and Theory, she enjoys playing with her dog, doodling in on her tablet, gardening, and reading Batman comics.

Master Class: Accessibility Test Tactics - ARIA In Action

Presenters: Sara Tabor and Jenny Dang

Quality Assurance teams often uncover a hidden business requirement, often overlooked until late in the game: accessibility! Businesses that have an online presence should provide accessibility to disabled users. Not only are there ethical and commercial justifications for implementing the Web Content Accessibility Guidelines, in some countries and jurisdictions, there are also legal reasons (US, EU, Australia, Canada, etc.). As an example, in January 2017, the U.S. Access Board approved a final rule to update Section 508 of the Rehabilitation Act of 1973. The rule requires adherence to the new standards twelve months

from its date of publication in the federal register, making 2018 a year where legal actions will be followed for the businesses that do not comply.

This course teaches test engineers and managers to master this important domain: how to conform to requirements, design winning test strategies, and successfully execute a11y tests - and how to avoid panic.

We will discuss a holistic approach to the Web Content Accessibility Guidelines (WCAG) 2.0 A/AA standards set, providing test context to people with disabilities (PwD). As a result of attending workshop, participants will have clear understanding of user roles and the reasoning for multiple standards, applying context-driven testing processes in either an automated or manual test deliverable. There will be a demonstration of some preferred toolsets and resources for test execution - as well as their shortcomings.

In this practical skills application workshop, participants will learn the following skillsets:
- Comprehension of the POUR principles, and how they apply to all test activities.

- Appropriate usage of WCAG 2.0 standards to a project.

- Toolsets used for manual and semi-automated test execution.

- Manipulation of a website using two primary adaptive methods - keyboard navigation and screenreader navigation.

- Context-driven test planning and documentation of test progress.

- Ticket writing and a11y epic management, using JIRA as an example.

- Hands-on demonstrations of adaptive hardware and software.

In addition, the participants will be prepared with the following concepts:

- American, EU, and other international law expectations regarding digital accessibility.

- Perspectives of People with Disabilities to provide test context and user role planning.

- "Shift Left" activities and advocacy for business awareness, likely roles and responsibilities to accessibility within an organization, as well as cost vs. timing arguments.

- Current events in the world of accessibility, as well as cutting edge technology intersections with universal design.

- Test planning for creative technology where WCAG standards leave off.

Participants are requested to bring a Windows or Mac operating system laptop and headphones to this course. PC laptop users will be requested to download NVDA, a free screenreader software. Mac laptop users will use built-in accessibility features.

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Dwayne Green

Team Lead
1-800 Contacts.
United States

Bio:

Dwayne Green is a Team Lead of Testing at 1-800 Contacts located in Draper, UT. He has 10 years of industry experience and has a passion for developing skills in testing. He has been active in local software craftsmanship and testing meetups. Dwayne can be reached on Twitter @n00btester.

SESSION: Let's Get Deliberate

Presenter: Dwayne Green

Deliberate Practice is a way to get better at learning new skills and improving current skills. This talk is aimed at Test Leaders who are coaching testers and working on improving the skills of the individuals on their team. When working with testers that you lead, there may be times where you notice behavior or technical ability that you would like to encourage the tester to improve. This talk will also show some ways to help train testers using Deliberate Practice principles.

In this talk with exercises, we will practice being deliberate. We'll practice creating goals and getting feedback on our performance of a skill. We'll also practice deconstructing skills into smaller sub-skills. We'll also discuss training cultures and ways to help make a practice culture where you work.

Justin Ison

Sr Software Engineer in Customer Success
Applitools
Israel

Bio:

Justin Ison is a Senior Success Engineer at Applitools.

Previously, he was a senior software engineer at Microsoft Berlin, Germany working on the Wunderlist app.

He has over nineteen years of experience working on Software Quality, with the last eight primarily developing API, Web, and Mobile test automation.

He is passionate about test automation and loves finding new efficient and effective ways to improve software quality with software.

Follow Justin on Twitter: @isonic1

SESSION: Delivering Flawless UI Across All Customer Engagement Points: Challenges and Solutions

Presenter: Justin Ison

In today's fast moving eco-system, customers are interacting with your brand across multiple and varied digital platforms and methods, which are constantly changing. As brand integrity, as well the revenue pipeline, become dependent on the digital interface, and the face of the

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company is the software with which it uses to engage its customers -- delivering a consistently flawless user experience across all digital platforms is now a must.

But at the same time, it becomes harder to ensure that flawless UI will be the result your customers enjoy: while the test matrix is becoming larger – due to proliferation of responsive design sites and apps, different browsers, mobile devices, screen sizes, and operating system -- release cycles are getting shorter, as demand for agile and CI-CD gets more popular. The result is the UI test coverage suffers.

Leveraging artificial intelligence for visual testing can help keep pace with the growing demand for Agile, CI/CD, and shorten release cycles, and is one of the more effective method to combat those issues, and ensure that your customers receive the flawless UI they deserve, wherever they engage with your brand.

In this talk, we'll cover different visual testing techniques, how visual automation can increase

quality, efficiency, and reduce development bottlenecks, including:

- Challenges of visual testing in an Agile/ CI-CD environment

- What is visual test automation, and how AI fits in

- Why we need it

- Benefits and ROI of AI-powered visual testing and monitoring

- Ease of implementation and execution

Thomas Haver

Senior Application Architect
Huntington National Bank
United States
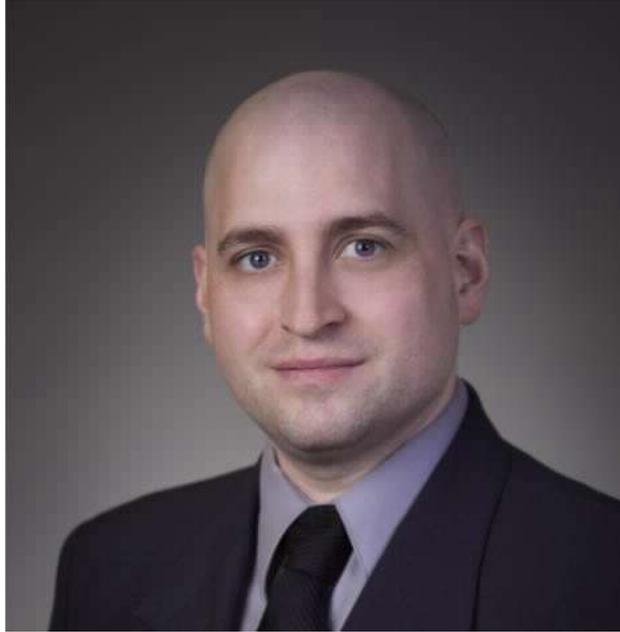
Bio:

Thomas is presently serving as the Senior Application Architect for Huntington National Bank. He is responsible for the conversion from manual testing to Ruby/Cucumber automation for the entire enterprise. Originally accountable for the development and maintenance of automation frameworks for Digital Channels, he now leads the automation effort for 73 applications across Huntington that encompass testing, metrics & reporting, data, and environment. Thomas leads the training & technical support for both on-site employees as well as offshore contractors. He has developed test strategies and assisted in coordination between multiple lines to improve delivery effectiveness & resource flexibility.

SESSION: The Science of Testing

Presenter: Thomas Haver

In the past decade the software development paradigm has shifted to "deliver fast" – with concomitant frameworks and methodologies to support that emphasis – but without proper consideration of quality. So most teams end up failing fast and hard when development continues beyond a shaky foundation. To bring about positive change, we must improve both our knowledge base and our processes to achieve quality delivery without disturbing the bookkeeper's project delivery timelines.

Lessons learned from a career in research science can be applied to QA, with parallels to industry product quality models. Testing techniques and product delivery processes from research science will aid not just testers but the entire team in delivering quality software.

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More than just day-to-day team activities and testing tools, the science of testing is about the pursuit of knowledge and understanding for its own sake. Testers should foster their skills in the community with professional development activities.

Those in attendance will learn about the successes and failures of applying a scientist's approach to testing software, from the "publish-or-perish" mindset of science to "deliver fast" in IT.

SESSION: Transform Your Organization with an Enterprise Automation Program

Presenter: Thomas Haver

Automation can be an effective tool within an organization's software testing strategy if implemented correctly. Automation is often presented as a silver bullet or magical solution to QA; however, experience and practice has taught the QA community there are pitfalls on the path to automation success. A lack of experience, time, and budget inhibits the viability and long-term sustainability of any such automation rollout.

In this talk, we'll learn how to build a robust automation solution across the Enterprise to improve application quality, testing efficiency, and lower operational costs. We'll show how to leverage all current resources to achieve this goal without affecting project delivery time. The SDLC process will be streamlined by combining the technical knowledge & experience of each team member with an automated solution to minimize redundant, costly activities.

SESSION: The Automation Firehose: Be Strategic and Tactical

Presenter: Thomas Haver

The widespread adoption of test automation has led to numerous challenges that range from development lifecycle integration to simple scripting strategy. Just because a scenario CAN be automated does not mean it SHOULD be automated. Teams that adopt automation often rush to automate everything they can – the automation firehose. For those scenarios that should be automated, every team must adopt an implementation plan to ensure value is derived from reliable automated test execution.

Tanya Kravtsov

Director of QA
Audible
United States

Director of QA
Audible
United States

Bio:

Tanya Kravtsov is a Director of QA at Audible, helping build a new QA organization to support innovative web product development at scale. Previously, as head of automation and continuous delivery at ROKITT, senior QA manager at Syncsort, and VP at Morgan Stanley, Tanya focused on quality, automation, and DevOps practices, working with internal and external customers to transform development and testing processes. Tanya is passionate about process automation, continuous integration, and continuous delivery.

She is a founder of the DevOpsQA NJ Meetup group and a speaker at events including StarEast, QUEST, TestBash, Anita Borg Women in Tech and the Jenkins User Conference. Follow her on Twitter @DevOpsQA.

SESSION: 10 Steps to Continuous Integration, Testing and Delivery

Presenter: Tanya Kravtsov

The most critical step in agile transformation and continuous delivery adoption is identifying the bottlenecks in the product development cycle. In this talk, I will share tools and methods that facilitate the bottleneck discovery process and explore ways you can use Mind Maps, Innovation Games, and more to identify, prioritize, and resolve bottlenecks.

Learn ways to deal with the most common bottlenecks that cripple development progress—data, environments and testing. This session will cover 10 steps that will help any organization to improve developer productivity and reduce time to market, while delivering quality software to customers.

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Valeriy Burmistrov

Director Quality Assurance
TeamViewer GmbH
Germany

Bio:

Valeriy Burmistrov is in Software Engineering for 15+ years, covering multiple roles, companies, countries and cultures and now is serving as Director Quality Assurance at TeamViewer GmbH, Germany. In the last few years, his main passions are bringing engineering teams' technical delivery practices to the next level and help people grow through those journeys. Valeriy enjoys getting to know new people to share experience and learn from experiences of others

SESSION: Managers and Leaders in Testing - How Will They Look Like in 5-10 Years from Now?

Presenter: Valeriy Burmistrov

Let us discuss and debate on the future of the role of Managers and Leaders in Testing, say in 5-10 years from now. Nowadays, as organizations adopt Agile/DevOps structures, Test Departments get merged with Development, shifting towards Testing Communities of Practice. Weak Test Managers get crushed and fired, while strong Test Leaders actually serve as the drivers of these transformations. But where does this story go further?

How will the new wave of Leaders in Testing actually look like in 5-10 years from now? Perhaps a shift towards governance, risk-management and quality-assurance. Perhaps a further shift towards Craftsmanship. But what else?

I will share my thoughts and some provocative ideas on the subject and will then open it to the whole group for a brainstorming, sharing of opinions and open discussion.

Shyam Sunder

Manager - Quality, Testing
Sidra Medicine
Qatar

Bio:

Shyam Sunder is a PMP® Certified Test Program Manager with total IT Experience of 20+ Years and currently working in Sidra Medicine (Qatar)-IT Department. Shyam has worked in various reputed IT organizations like United Health Group, HCL, and Dell etc. Shyam is strong in the area of Project Management, Software Testing areas and Client relationship management. He is well versed in IT Lifecycle and has been actively involved in Independent Verification & Validation along with his delivery projects. Shyam has a consistent track record of successful product introduction and implementation. And is Productive as both individual contributor and Project Manager. Shyam has been a regular contributor in IT Forums with his papers, presentations and workshops.

Shyam has received excellent Client testimonials which can be seen in his linked-in profile. http://www.linkedin.com/in/sundershyam30

Shyam's Professional Certifications
Ø PMI Certified PMP®.
Ø Certified Test Manager
Ø 6-Sigma Green Belt Champion.
Ø KPMG Certified IS0 9001 Internal Auditor.
Ø AHM 250
Ø Healthcare Integration Architect
Ø Certified Scrum Master
Ø Healthcare Consultant

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He has presented in various International Software Conferences & Forums

Ø StarEast'2017 at Orlando,Florida(US) https://stareast.techwell.com/speakers/shyam-sunder
Ø QA & Test'2015 at Bilbao(Spain)
http://www.qatest.org/documentation/2015/programme_15.pdf
Ø Step-In'2015 at Bangalore(India) http://www.stepinsummit.stepinforum.org/conference-program/
Ø QS-Tag'14 at Nuremberg(Germany) https://www.qs-tag.de/archiv/software-qs-tag-archiv/2014/abstracts/tag-2/defect-prevention-and-management/
Ø STP'13 Conference at Phoenix(US): http://stpcon-archive.com/f13-701-test-estimation/
Ø STeP - IN Summit 2010 at Bangalore(India) http://www.stepinforum.org/STeP-IN_SUMMIT_2010/plenaries/Shyam_sunder.html

SESSION: Legoizing Testing

Presenter: Shyam Sunder

Due to the challenges in capturing the requirements with different teams for our project, we changed our approach on testing so as to align with the overall Project Activation timeline and came up with the Lego Test approach.

In Lego Test approach blocks for separate areas are identified. Test Scripts for these blocks are created and executed. This is the new Legoizing Testing approach which we implemented successfully. Details about this approach will be explained in my presentation.

Melissa Tondi

Principal Consultant
Disrupt Testing
United States

Bio:

Melissa Tondi has spent most of her career working within software testing teams, but found that it gave her a unique view in to the overall SDLC. She is the President of Software Quality Association of Denver (SQuAD), and Director of Quality Engineering at EMS Software, where she assists teams to continuously improve the pursuit of quality software— from design to delivery and everything in between. In her software test and quality engineering careers, Melissa has focused on building and organizing teams around three major tenets—efficiency, innovation, and culture – and has created the Greatest Common Denominator (GCD) approach for determining ways in which team members can assess, implement and report on day to day activities so the gap between need and value is as small as possible.

SESSION: Finding Efficiencies in Software Testing

Presenter: Melissa Tondi

Many of us feel like we never have enough time to fully test in a given sprint, cycle or other timeframe. We plan for the best case scenario, but, undoubtedly, something happens with our best-laid plans that cause us to feel like we "just didn't test enough."

In this session, we will talk about the five areas that may be causing inefficiencies in your overall approach - to include test planning and duplication of testing to the left of QE. Melissa will discuss these five areas and you'll have a chance to share yours with the outcome to be practical solutions that can be implemented quickly.

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Once we have the plan to reduce or eliminate the inefficiencies, we'll talk about areas you may be able to spend more time in or add to your overall testing strategy – effectively adding more time to do what you do best!

SESSION: The Tester's Role: Balancing Technical Acumen and User Advocacy

Presenter: Melissa Tondi

Many of us didn't start our careers in testing. We generally moved from a different internal role or "happened upon QA" via another career path. It was common for people who were product users to be hired to jump start their technical career. Now, we see the growth of tester positions that require coding experience or a computer science degree with little emphasis on the testing profession. Melissa Tondi discusses the changing landscape of the role of testers, the challenges of hiring, and a way to shift the pendulum back to balance technical acumen with a user advocacy role. Melissa leads a thoughtful discussion on what makes a good tester, how test leaders can continue to promote our profession, and how to accentuate the value testers bring to organizations. She identifies factors that caused the test/QA role to become mainstream and how it shifted to become more technically focused. Melissa helps fill in the gaps with a test strategy that incorporates a solid automation strategy which allows for balance between supporting the development efforts while equally emphasizing user advocacy tests.

Joel Montvelisky

Co-Founder & Solution Architect
PractiTest
Israel

Bio:

Joel Montvelisky is a Co-Founder and Chief Solution Architect for PractiTest.

He has been a testers 1997, working for companies in Israel, the US and Europe.

In addition to this Joel blogs about topics close to his heart on the QA Intelligence Blog, and is constantly imparting webinars on a number of testing and Quality Related topics.

Joel is the founder and Chair of the OnlineTestConf, the first 100% online testing conference; and the co-founder of the State of Testing Survey and Report. In his spare time,

Joel is also a conference speaker, presenting in various events and forums world wide, among them the Star Conferences, CAST, QA&Test, and more

SESSION: You Got It Wrong! Your Job is not about Testing...

Presenter: Joel Montvelisky

Are we testers? Yes, but this is actually not the value you provide to your project!

If you think about it, your project team is interested in releasing the product on time and with the promised functionality, and no one really cares about our testing at all!

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As this is the case, we need to put more efforts on understanding how to align our work with the objectives of the team and how can we shift left, right, up and down in order to provide value on the areas where our expertise can contribute even more than simply running one more test or reporting an additional bug.

In this session we will learn and review additional tasks and operations of value we can provide as testing professionals that are more aligned with the real and actual needs of our teams.

Bertold Kolics

Director of Quality
ESO Solutions
United States

Bio:

Bertold Kolics has held various roles in software engineering for over 20 years including pre-sales, professional services, development, quality assurance and - most recently - management positions. Having worked for both very large corporations and small businesses including a startup, he has seen and experienced many of the problems that today's software engineers face on a daily basis. Driven by the servant leadership methodology, he constantly pushes for changes in engineering teams by fostering open, honest communication, which improves both team productivity as well as job satisfaction.

Bertold regularly shares thoughts and stories about quality assurance, leadership, management and self-improvement on Twitter (@bkolics).

SESSION: Session-Based Testing Made Fun

Presenter: Bertold Kolics

Less than a year ago, we introduced time-boxed (2-hour) session based tests at ESO Solutions to reduce the number of defects escaping into production, to cross-train the quality assurance engineers as well as provide our support team (frontline support, sustaining engineering) a way to test new features prior to rollout to production. The format and execution of these sessions have evolved over time based on feedback from participants. They have become tremendously popular in the organization.

This talk will go into details about the goals, motivation of these events - called bug bashes -, explain the lessons learned and both the expected and unexpected benefits. The presentation will describe how the bug bashes were setup, the specific roles, the rules that the participants followed as well as how the event was gamified. In addition to the positive impact on product quality, the talk will go into detail on non-technical gains as well such as bringing down organizational silos and creating an atmosphere that software test and development engineers and non-engineering staff enjoy and look forward to.

SESSION: Funnels of Hiring Test Engineers

Presenter: Bertold Kolics

Finding qualified test engineers is a constant challenge for hiring managers. Higher educational institutions also add to the problem by offering few options for preparing students for QA positions. The talk will delve into techniques that I have used to create multiple funnels for finding qualified candidates and to reduce the time for bringing in the best talent to your team. Benefits of internship as well as apprenticeship programs, best ways to use college career fairs, organizing or supporting local tech events and meetups, how to use prospecting, posting openings on non-traditional forums (such as Craigslist, Hacker News, etc) and using social media will be covered in this presentation.

Sheekha Singh

QA Engineer
D3 Banking Technology
United States

Bio:

I am currently working as a QA Engineer at D3 Banking in Omaha. I have been providing my expertise in testing banking software for almost 4 years. I hold a Master's degree in MIS. Prior to D3 Banking, I worked with Union Pacific and was a part of the team instrumental in developing a cloud based project.

Founder of a non-profit organization in India. Recipient of Best paper award in 2016 at 6th annual PKI Capstone conference in Omaha. Speaker at MINK (Missouri Iowa Nebraska Kansas) Women in Computing conference and Quality Jam in Atlanta. Project management, aspiring women to explore technology and working for social causes has been my keen area of interest. Also an avid traveler, reader and a writer.

Follow Sheekha on Twitter: @ssheekha

SESSION: Millennials and Software Testing

Presenter: Sheekha Singh

One interesting and appalling fact is that millennials constitute 40% of the overall workforce today in the U.S.A. Millennials are the driving force for e-commerce changes in the market since they constitute an astonishing 21% of the consumer discretionary purchases. The reason why millennials would be amazing test engineers is for the sole reason that this generation is technology infused. Millennials know what are the latest apps in the market as they might already be using some of it. (Example: Shopping apps, Banking apps, Messaging apps and many more). In the IT industry, especially with the agile-ish shops, millennials

would encourage automation due to the following reasons:

- Reduction in post-prod incidents

- Less time consuming

- Intelligent decisions by mitigating risks

- Strategic automation use cases

- Reviews and Insights increase quality.

If you are an agile shop and a software based service or a product company, then millennials would be beneficial and apt for the QA team, because you not only get people who love automation but also a team packed with innovative ideas and energy.

Aleksandar Ristic

Testing Consultant
Comtrade Digital Services
Ireland

Bio:

As a Testing Consultant at Comtrade, I am in charge of leading a testing team of 40+ people in 7 cities across 4 countries and delivering testing and quality assurance services to our clients.

Over the last 15 years, I've held a number of positions, including Test Engineer, Test Automation Engineer and Test Manager and have worked with clients from various industries – storage, telecommunications, gaming, education, travel and public sector. I am very passionate about testing, finding and submitting bugs, as well as analyzing problems and finding new ways to break software under testing. I am constantly working on identifying new tools and technologies that can help me and my team deliver better software to our clients.

Areas of expertise: testing process, manual and test automation, quality assurance

SESSION: Testing - Expense or Investment?

Presenter: Aleksandar Ristic

In today's world of Agile Transformation everyone is talking about Continuous Integration / Continuous Development, DevOps and Test Automation. Art of finding severe defects is being neglected on account of focusing on building and maintaining complex automation systems.

Test managers are very often asked to justify business value of testing (and/or) test automation.

This workshop will teach audience how to calculate ROI on testing and to evaluate if their testing operation is bringing value to the business. It will become clear why is it so important to keep focusing on finding bugs and how to use this important argument in presenting testing as an investment in project success.

First step will be learn how to calculate ROI for Software Testing. Excel table will be prepared with all the necessary information and automated calculations. It will also be explained which factors have the most impact on ROI.

For the exercise there will be 3 examples with input from real projects where we will calculate testing ROI.

Example 1 - inputs: project budget, number of bugs in R&D and support phase, support budget

Example 2 - inputs: engineering price/day, number of bugs in R&D and support phase

Example 3 - inputs: R&D budget, support price/day, number of bugs in R&D and support phase

After this exercise attendees will know which numbers they should follow and what indicators are the most important ones in order to improve ROI in testing on their projects. This exercise will remind us that simple joy of hunting bugs before they come into production has solid basis and should be appreciated more. It is not always about saving money, but it is always about business value.

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Anna Royzman

President
Global Quality Leadership Institute
United States

Bio:

Anna Royzman is the founder of Global Quality Leadership Institute, the non-profit organization, whose goal is to become the leading advocate for quality in technology through innovative educational programs. Test Masters Academy, an initiative that is envisioned and managed by Anna directly, organizes annual Test Leadership Congress (in the Spring) and ConTEST (in the Fall).

Anna is a renowned international speaker and the recognized expert in Software Test Leadership. She held various test management roles for 14+ years, served as the Executive At Large on Association for Software Testing's Board of Directors (2016-2017) as the President of AST Quality Leader SIG (2012-2014), and as the Software Test Professionals Community Advisory Board Member (2014-2015). Anna is the co-founder of NYC Testers and the founder of TMA's Leadership Series meetup.

Connect with Anna:

Twitter: @QA_nna and @TestMastersAcad

LinkedIn: http://bit.ly/2lGcnl4

Meetup: https://www.meetup.com/Quality-Leadership/

TestMastersAcademy.org

http://testleadershipcongress-ny.com/

WORKHOP: "Leaders Peer Workshop"

Facilitator: Anna Royzman

Using coaching techniques and engaging participants own experiences, attendees address the biggest challenges they are currently facing. Having the special ingredient and the power of the community of peers, such workshops are proven to be the solution finders for any problems facing current leaders today. Evaluated high for several years in a row, leader peer workshops lead by Anna Royzman are offered exclusively at Test Leadership Congress conferences since 2015.

Sanil Pillai

Head of Innovation
Infostretch
United States

Bio:

Sanil Pillai is the Director of Infostretch Labs. He is an experienced engineering leader for digital and enterprise applications. He has built and managed offshore and onsite engineering teams, managed mobile projects for Fortune 500 clients, and has deep technical and functional expertise.

At Infostretch, Sanil has established agile development and Continuous Integration methodologies, tracking metrics and monitoring processes to ensure continuous improvement in the development organization.

Prior to Infostretch, Sanil was the Director of Project Management at AirKast, Inc. where he managed development and successful delivery of iOS, Android and Blackberry applications for clients like Disney, Univision, Salem Communications, Musicians Institute and Bloomberg. Before AirKast, Sanil held various engineering and engineering management roles with companies including Oracle, Citi and Workday.

SESSION: Harness the Power of AI to Optimize Testing Processes

Presenter: Sanil Pillai

The pressure on enterprises to deliver quality at speed has never been higher. However, also at peak levels are the sheer quantities of data, lack of expertise, limited knowledge of tools and the huge backlog of test cases enterprises need to manage. What if we could harness the power of AI and machine learning to cut through backlogs, optimize test processes and accelerate release cycles?

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Well, we can. The AI era in software testing is happening, now. In this informative session, Sanil Pillai will talk about common testing challenges enterprises face due to spiraling complexity and QA pressures, and how to apply AI to optimize every stage of the testing process.

Attend this session to learn:

- What aspects of software testing delay your digital initiatives

- How AI can be leveraged to optimize various aspects of testing

- Criteria to assess AI implementation readiness

- Methodologies to put test BOTs into action