

conferencia Agile-Spain2010

MADRID 10 - 11 Junio

Haciendo realidad la agilidad



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To Track Defects or Not to Track Defects. That is the Question

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What's a defect?

- *"In an Agile context, I define a bug as behavior in a 'Done' story that violates valid expectations of the Product Owner." - Elisabeth Hendrikson*
- *"A bug is anything that could bug a stakeholder." - James Bach*
- *"Counting defects is like a body count in battle. It may be an objective measure, but it's a poor indicator of progress in a battle to win hearts and minds." - Paul Gerard.*

Traditional defect tracking

- Separate tool for defects
 - *Out of sight, out of mind*
- Separate time bucket for fixes
 - *Two different backlogs, one for features and one for defects*
- Lots of defect based metrics
 - *Encourages CYA attitude*

But if we don't track defects,
what do we do when we find
things that don't work?

If it looks like a duck...

A bug:

- Has a priority.
- Has an estimate.
- Has one or more tests.

Defect: Able to register a user with the mandatory field "Phone" empty, but not with Email empty.

Time to fix: 3 points Priority: Fix in next iteration

Description:

I was able to register a new user with no phone, even when the "Phone" field is mandatory. However, if there is no data in the email field, which is not mandatory, I can't register the user.

I tried the following cases:

Name (mandatory)	Phone (mandatory)	Email	Registration result	Test result
Giacomo Guilizzoni	0798 567 821	giacomo.gui@carseats.com	OK	PASS
Guido Jack Guilizzoni		guilizzoni@gmail.com	OK	FAIL
Marco Botton	0937 465 233		Not Registered	FAIL
	6823 544 982	fakemail@yahoo.com	Not Registered	PASS

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- Is a token for something the customer wants to change in the software

If it looks like a duck...

A bug:

- Has a priority.
- Has an estimate.
- Has one or more tests.

Story: As a user, I want to register customers with a phone number, and with an optional email, so I know how to contact them.

Estimate: 3 points Priority: Next iteration

Description:
Customers must be registered with a contact name and phone number. I want to be able to enter email if I want to, but it's not mandatory.

Acceptance criteria:

Name (mandatory)	Phone (mandatory)	Email	Registration result	Test result
Giacomo Guilizzoni	0798 567 821	giacomo.gui@carseats.com	OK	PASS
Guido Jack Guilizzoni		guilizzoni@gmail.com	OK	FAIL
Marco Botton	0937 465 233		Not Registered	FAIL
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- Is a token for something the customer wants to change in the software

Just like a story!

What about in-sprint bugs?

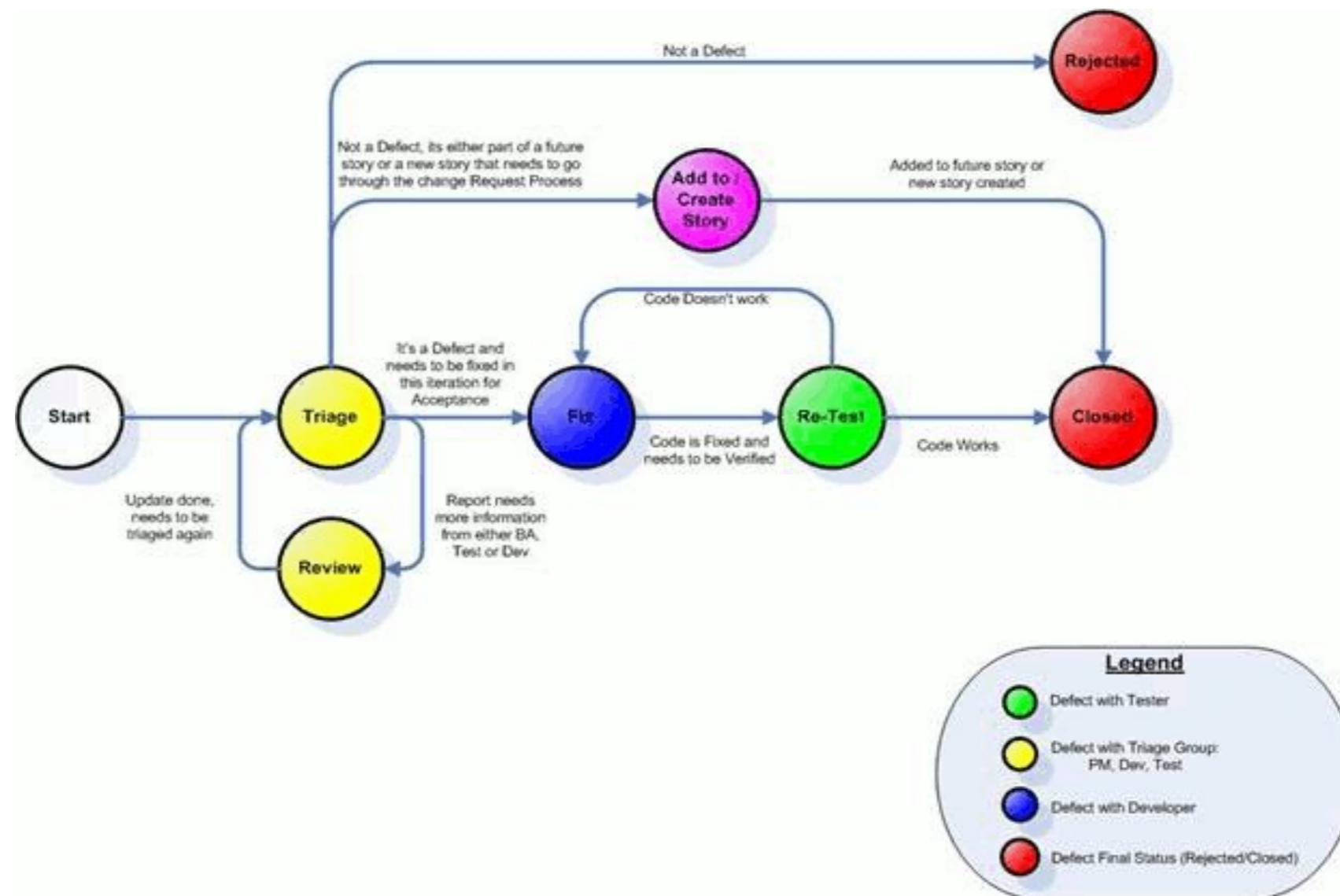
- "A defect is evidence of a missing test"
- The test will fail until the defect is fixed. Visible progress!
- If the test is automated, you'll check that the bug hasn't been reintroduced every time you run your automated suite.
- Track the test, not the bug!

The key: visibility and automation

- Backlog housekeeping is essential.
- Within an iteration, work added to the board needs to be very visible, and estimates updated.
- If you can't automate your tests, your manual time will increase too fast.

Case study: my last project

Proposed workflow:



The success

- It was easier to prioritize with one backlog.
- The estimates for in-sprint stories quickly told when a story had many issues and the sprint was at risk.
- Whole team approach when dealing with defects, not only testers problem.

The challenges

- Visibility of issues found during the sprint was difficult for the remote side of the team.
- Lack of experience/domain knowledge in the BA team:
 - Required heavy triage, and it made hard to get defects into future stories. Ended up with too many small low priority items in the backlog.
 - Duplication: defects in excel, emails, and story tracking tool.
- Low automation made the manual cases increase very fast

Lessons learned

- Invest in automation.
- Invest in training, and agree on how are you going to make things visible for all members of the team.
- Track the tests, not the bugs!

Any questions?



Thank you!