

Happier Teams



Cesario Ramos & Pascal Dufour
TestNet 2014

Agenda

- How to engage people.
- How serious games help?
- Running a story workshop.
- Examples of serious games in other areas.

Interactive so you
wont fall a sleep after
this long day!

Speaker Qualification

Cesario Ramos



- Agile Coach
- Professional Scrum Trainer @ Scrum.org
- Qualified Innovation Games Instructor.
- Agile early adopter
- Author & Speaker

Pascal Dufour



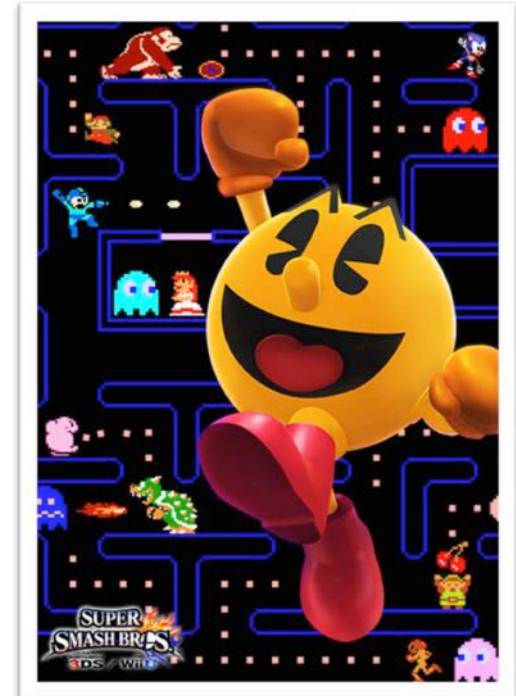
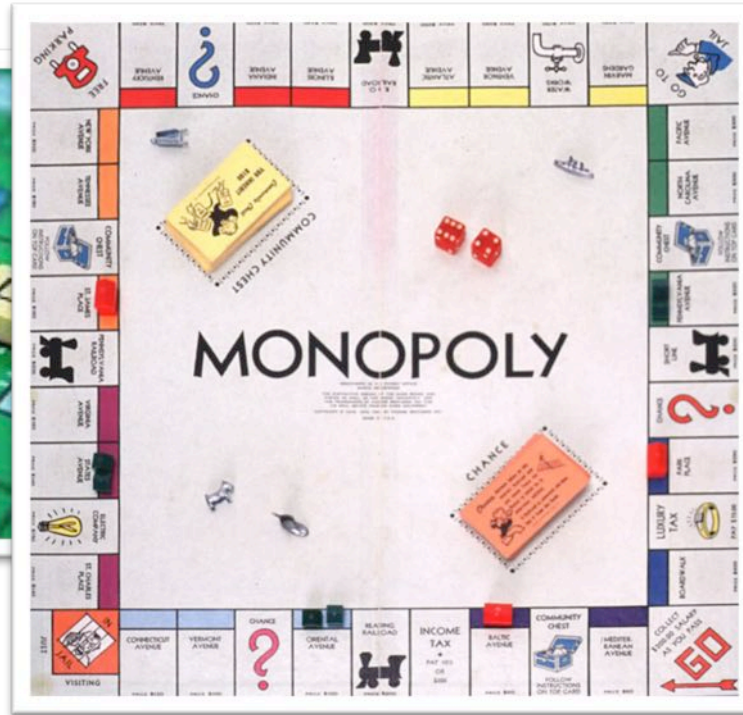
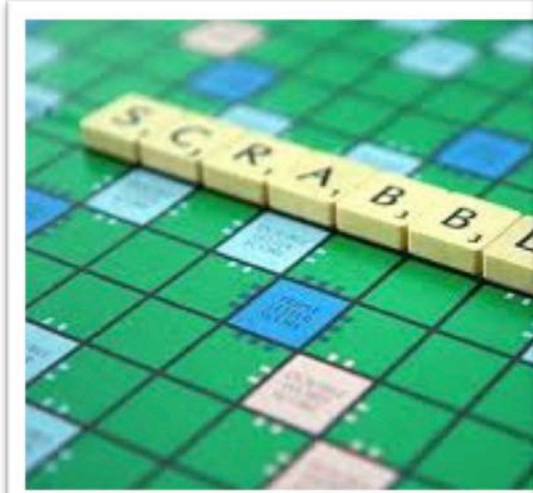
- Agile Test consultant / coach
- Rapid Software Tester
- BBST
- CSM PSPO
- Qualified Innovation Games facilitator

Reasons why most meetings suck to most people

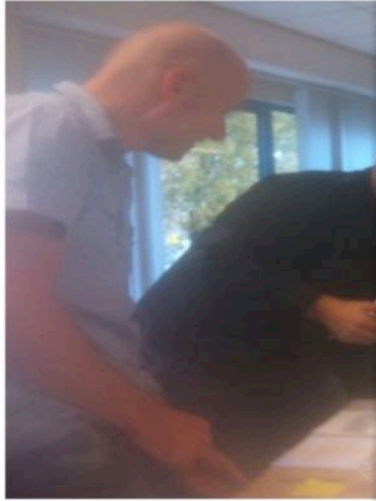
- Dominant player a.k.a. the GORILLA
- There is no agenda.
- There is no clear goal.
- You do not know your progress.
- You cannot participate and contribute as much as you want.
- There is social pressure to show up.
- You have to sit.
- ...



Games for entertainment



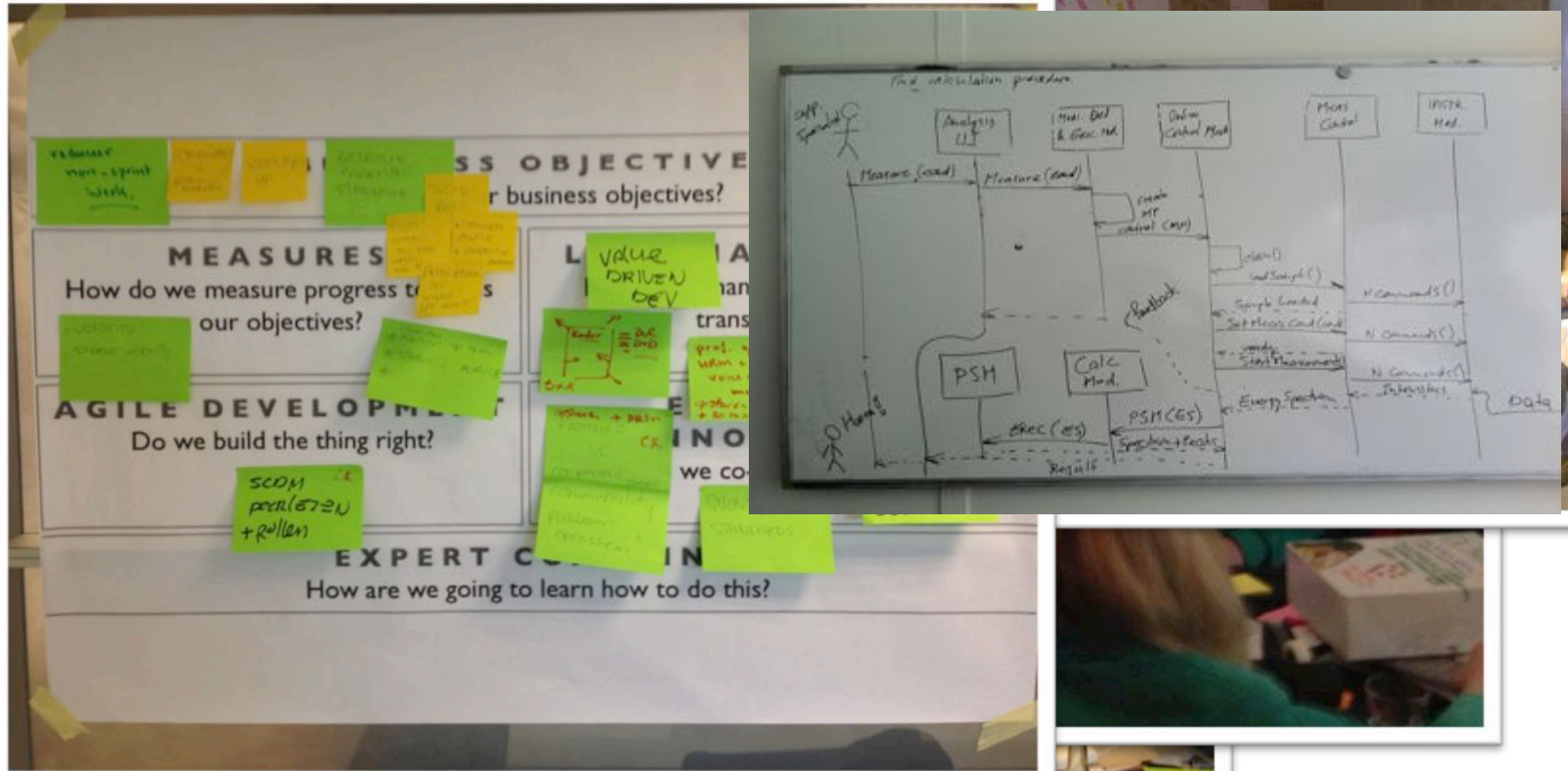
Games for learning



Games for ...

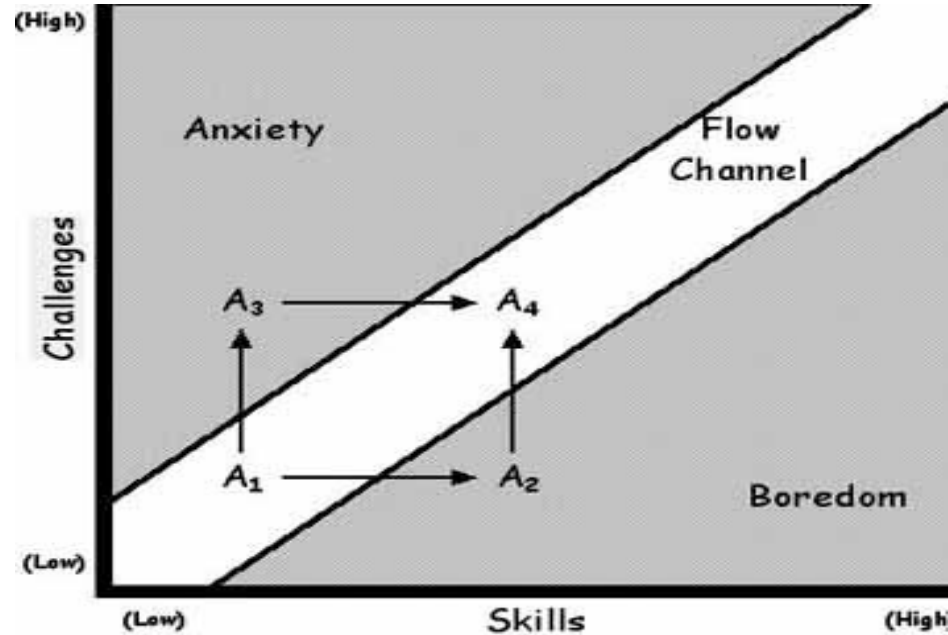


Games for Business Results



The magic of engagement

- Clear goals that, while challenging, are attainable.
- Activity is rewarding.
- Play by a set of rules
- Autonomous
- Frequent feedback.



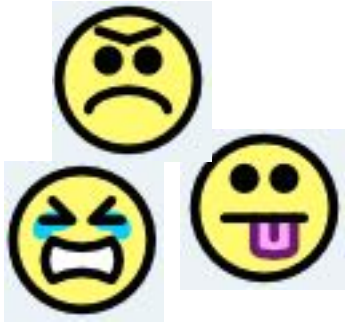
From Flow: The Psychology of Optimal Experience
by Mihaly Csikszentmihalyi (page 74)

How can we use the game
mechanics

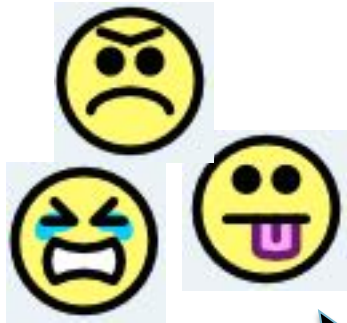
In our projects?

In our meetings?

Change the world model

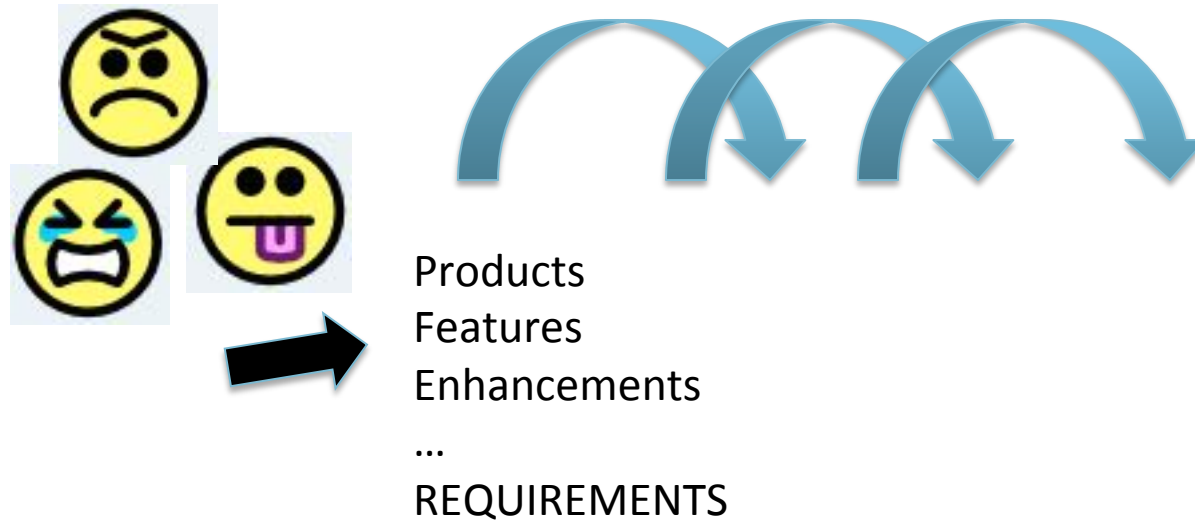


Change the world model

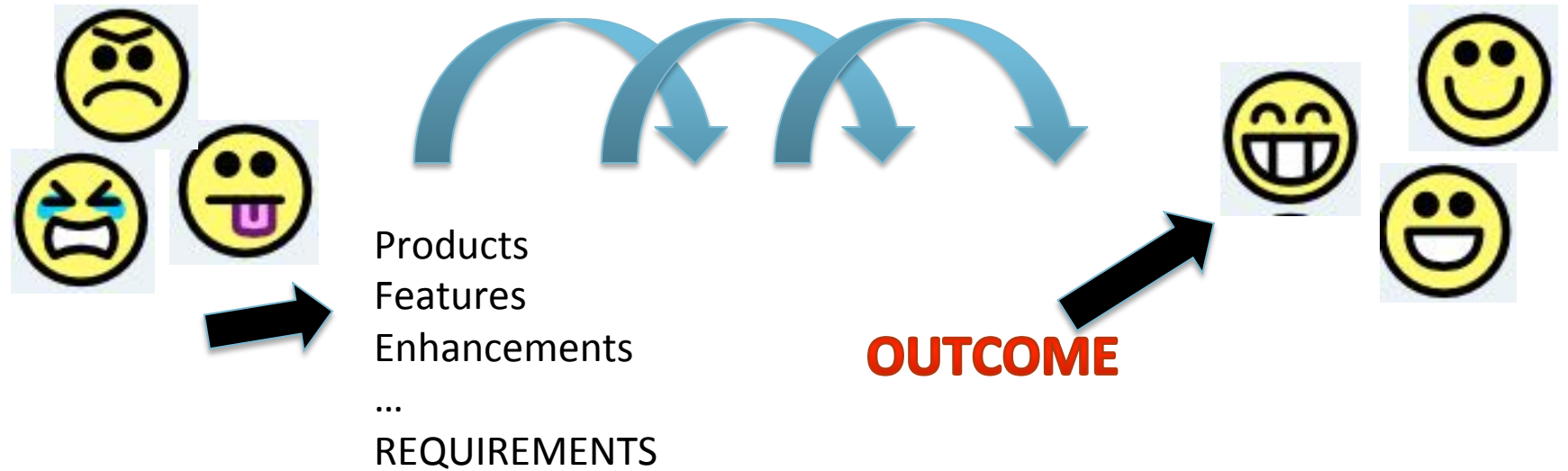


Products
Features
Enhancements
...
REQUIREMENTS

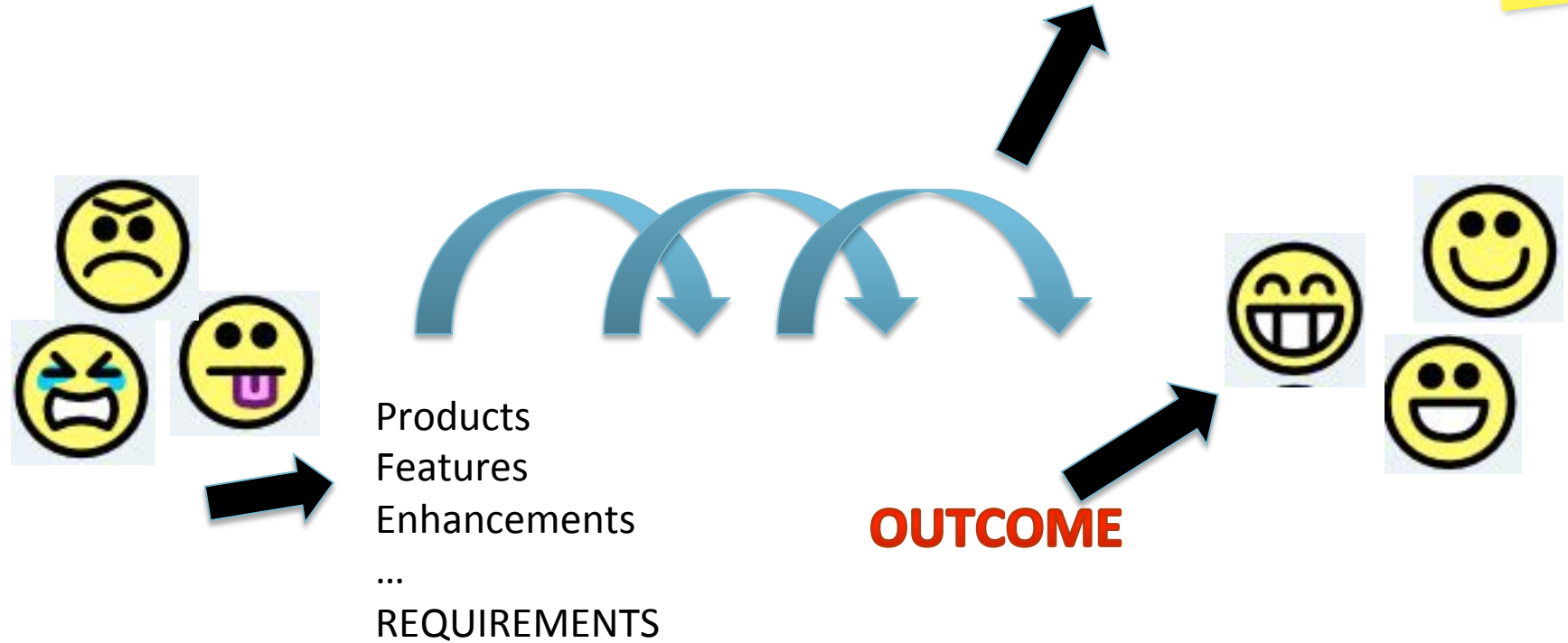
Change the world model



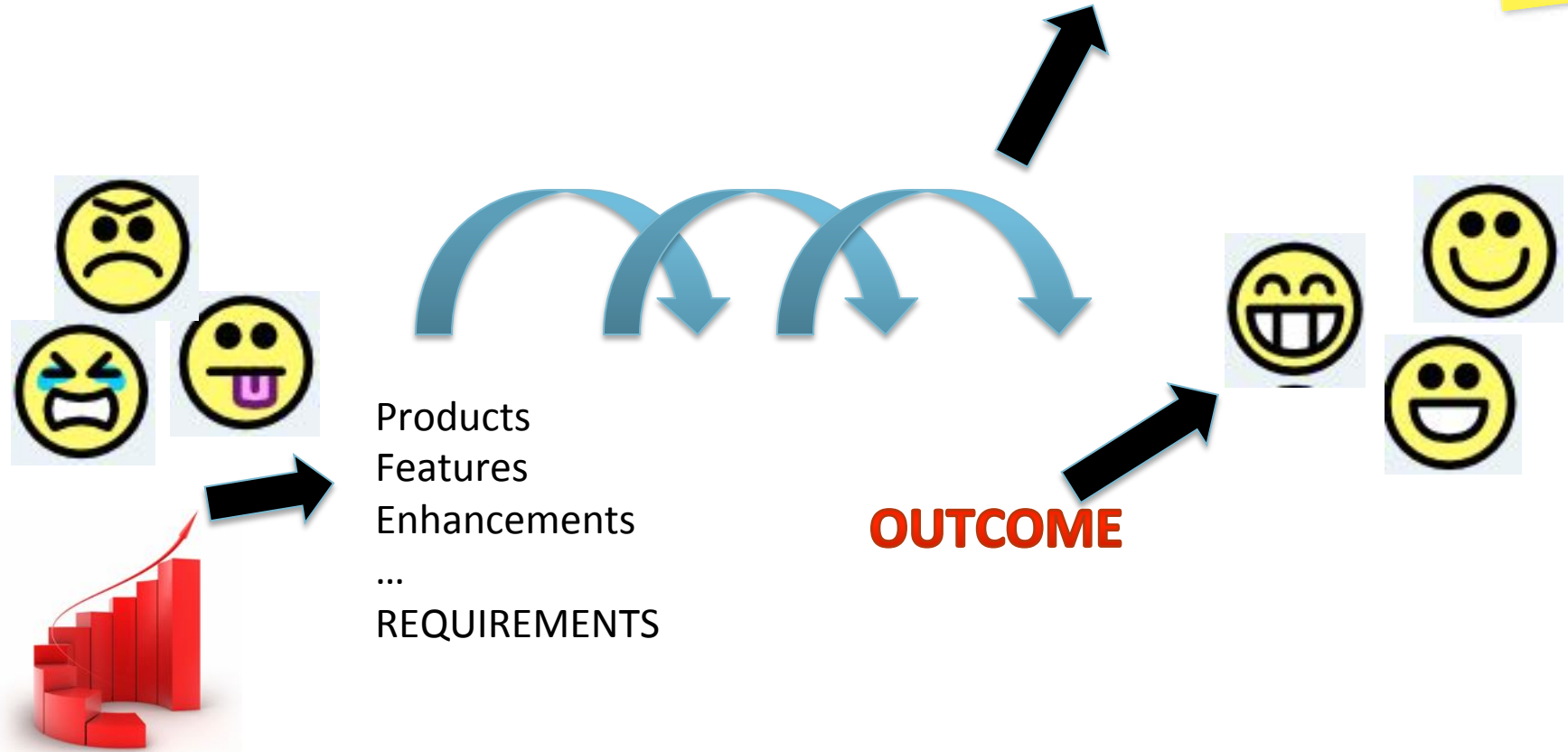
Change the world model



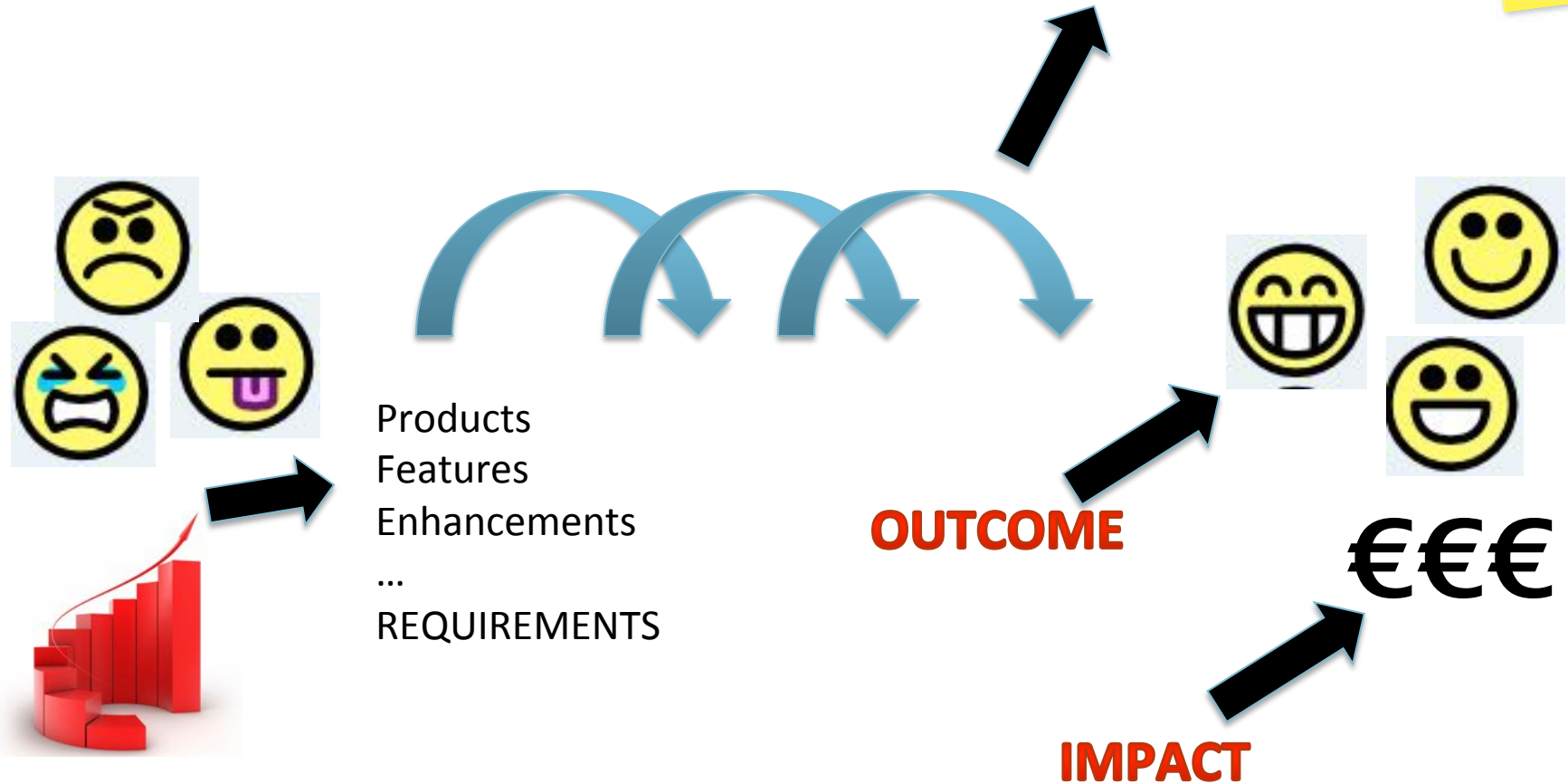
Change the world model



Change the world model



Change the world model



Agile Tester's job is
to prevent defects
and maximize
IMPACT.

Some products...

“Agile is about
building the WRONG thing
FASTER...”



Professor John Seddon

Game mechanics in your project

- What is the goal you are trying to reach?
- How do I get real frequent feedback?
- What are the rules of the game?
- Know the task is doable?

A way to discover the outcomes

- Are about story telling. Are narratives that transmit what you want to achieve. A story engages others and sparks their creativity, inspiration and emotions.
- Stories are not requirements! they are a promise to have a conversation later when it comes into scope.



It is not

As a ...

I want ..

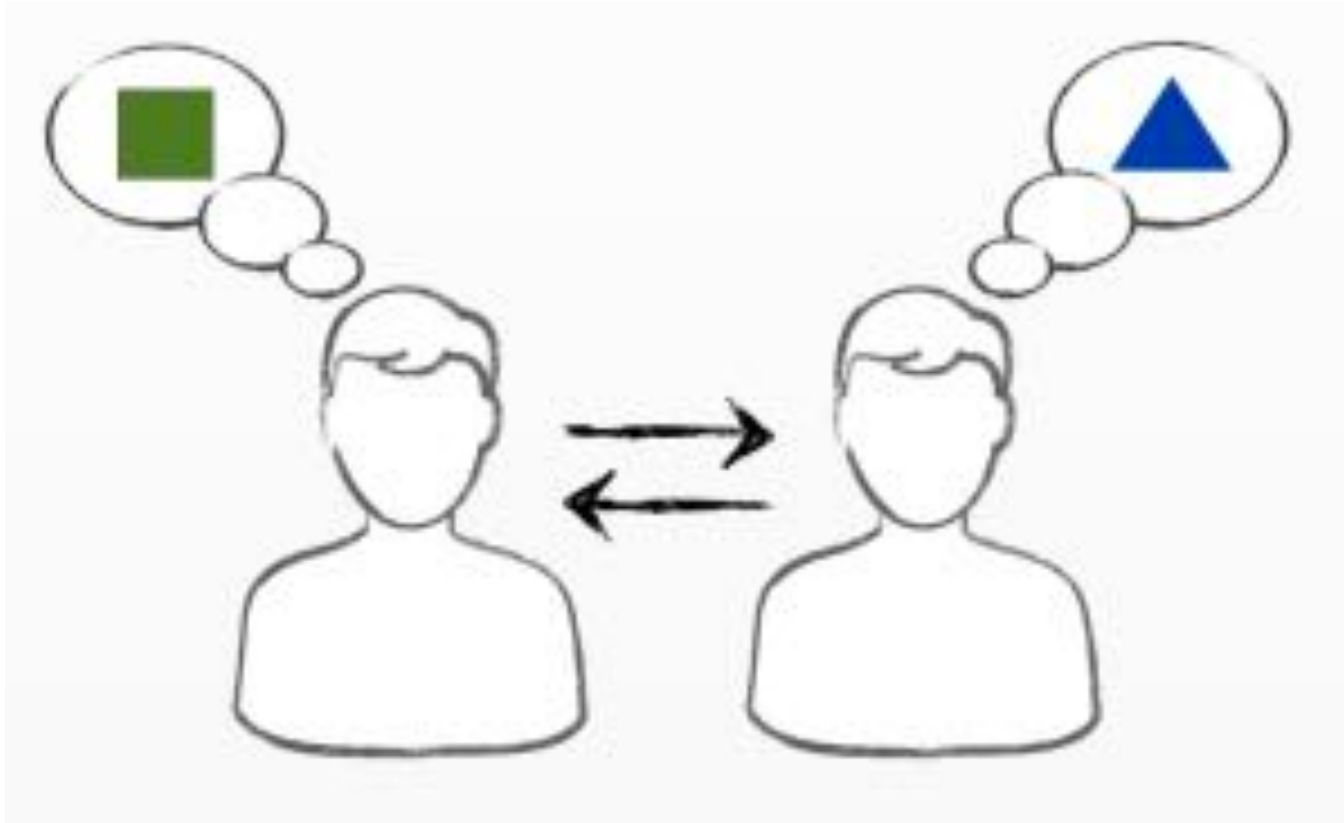
So that ..

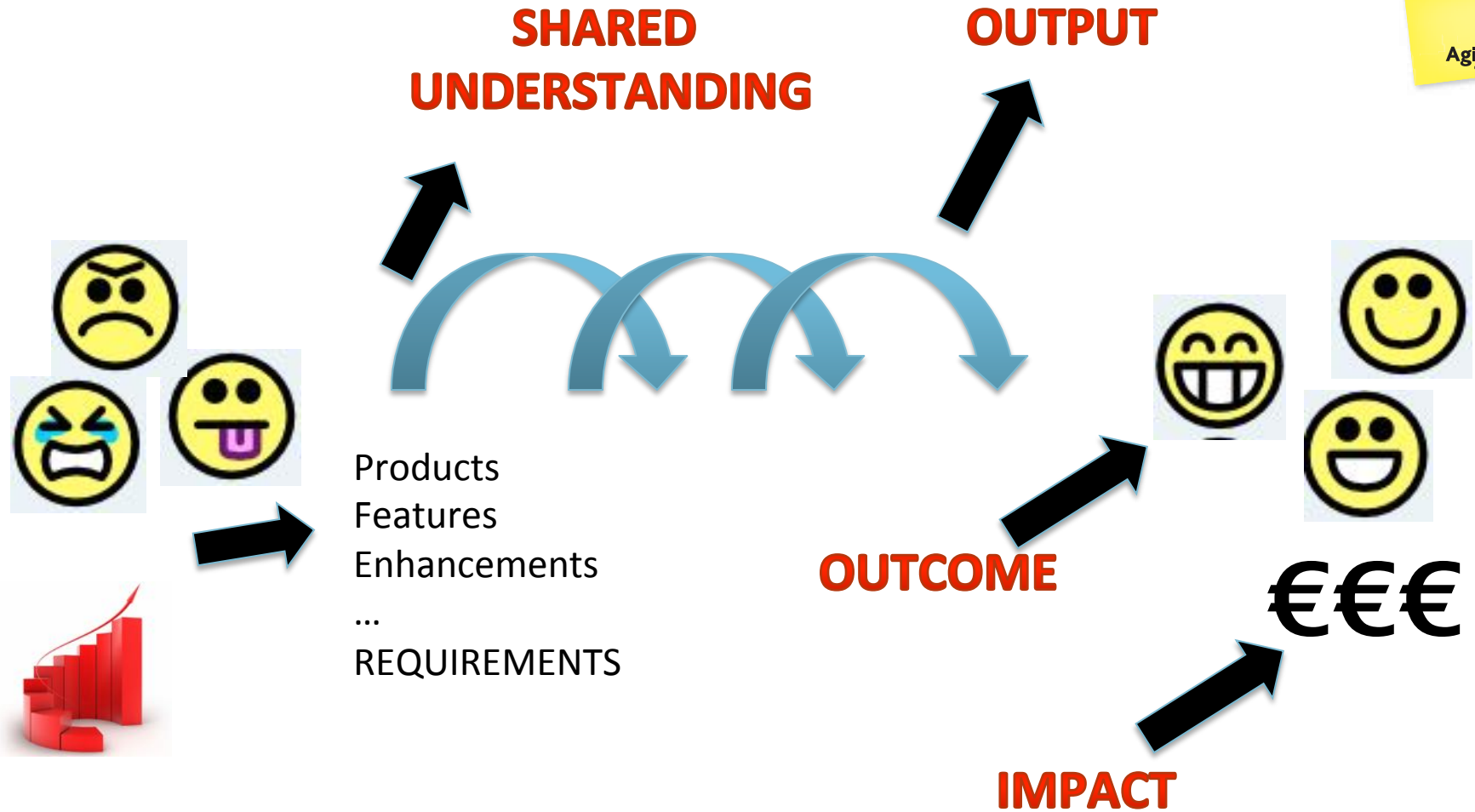


It is the Title (the goal of the story)

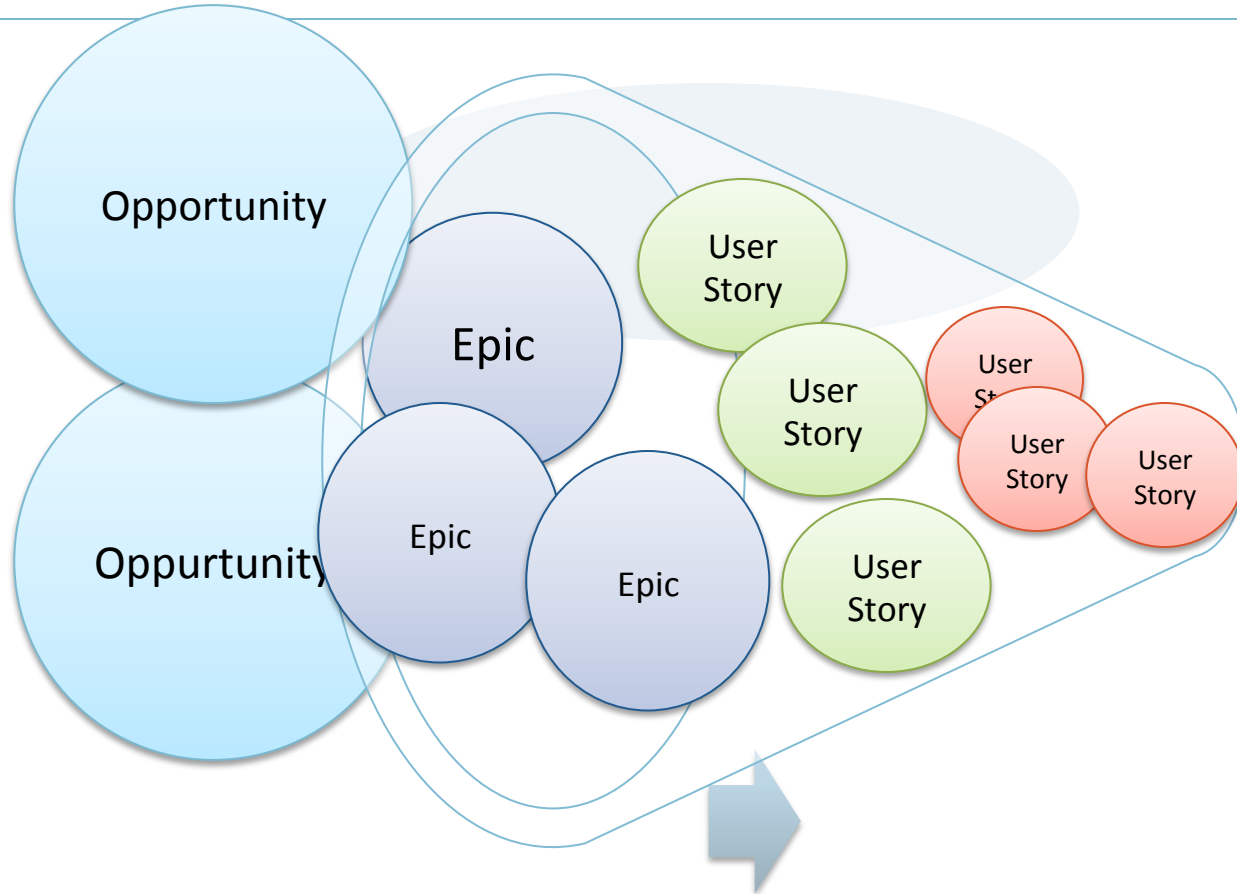
It is the one liner that triggers me to remember the story.

Shared Understanding





Story crusher



STORY WORKSHOP

WHY? Are we building the RIGHT thing!

1. *Check In*

2. Understand the business value

3. Understand the customer value

4. Distill Acceptance Tests

5. Define Exploratory Test Charters

6. *Closing*

WHY? Are we building the thing RIGHT!

STORY WORKSHOP

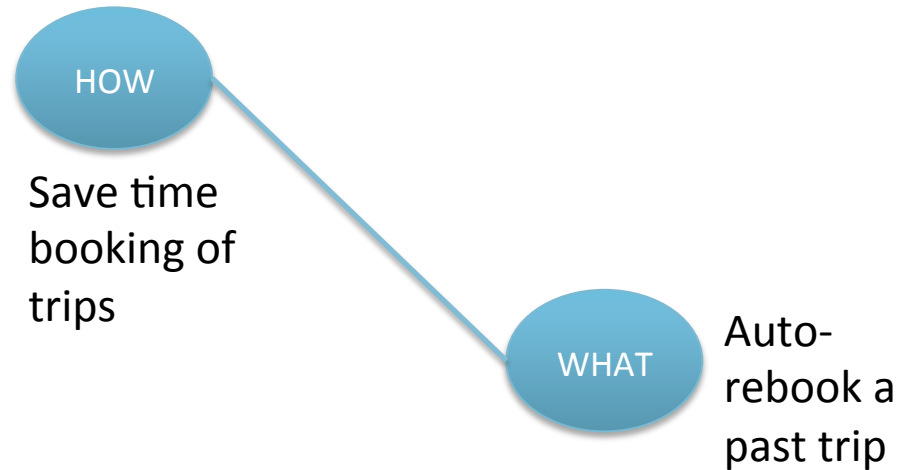
What is the impact?

Understanding the business value

As a frequent flyer,
I want to auto-rebook a past trip,
so that I save time booking trips I take
often.

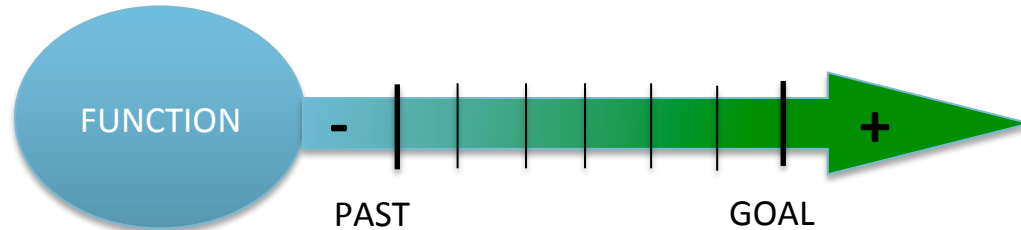
YOU DO NOT START WITH A STORY!

Impact Map



Quantified Product Value

Product-Value: Ease of rebooking



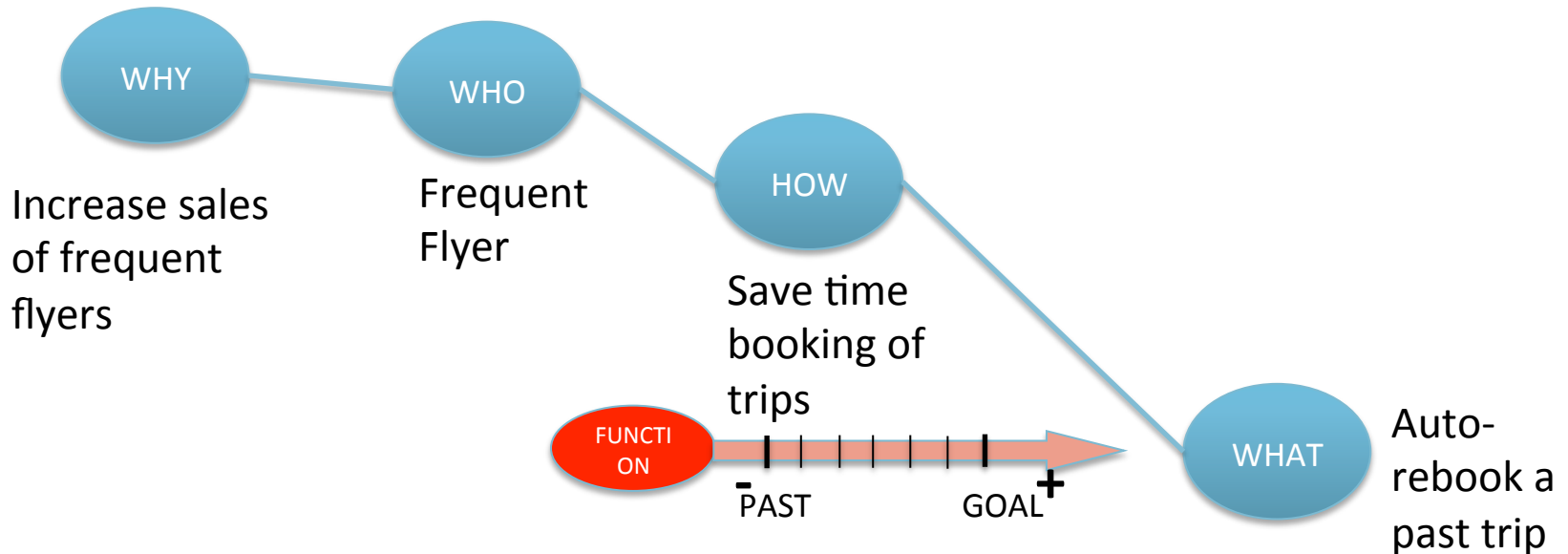
Scale: The time needed for a defined [End-User=Frequent-Flyer] to rebook a trip from home menu.

Frequent-Flyer: def. as: a end-user that has booked more then 3 flight in the last three months.

Past: [January 2014, Source=Time tables for booking flight] 25 min

Goal: [April 2014] 5 min

Impact Map



Quantified Stakeholder Value

Stakeholder Value: Increase sales of frequent flyers

Name: Flights.Sales

Stakeholders: Product-Management

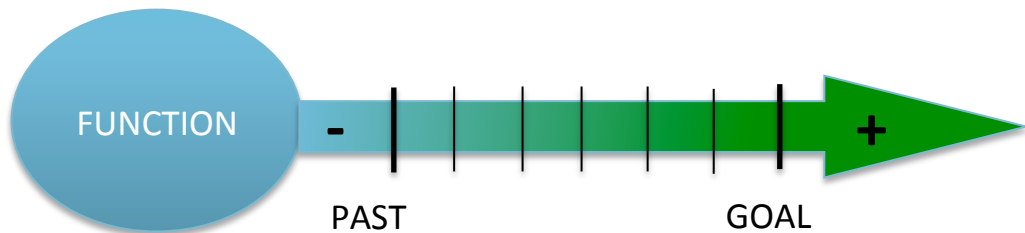
Type: Stakeholder-Value

Scale: % of increase in euros for frequent flyer rebookings.

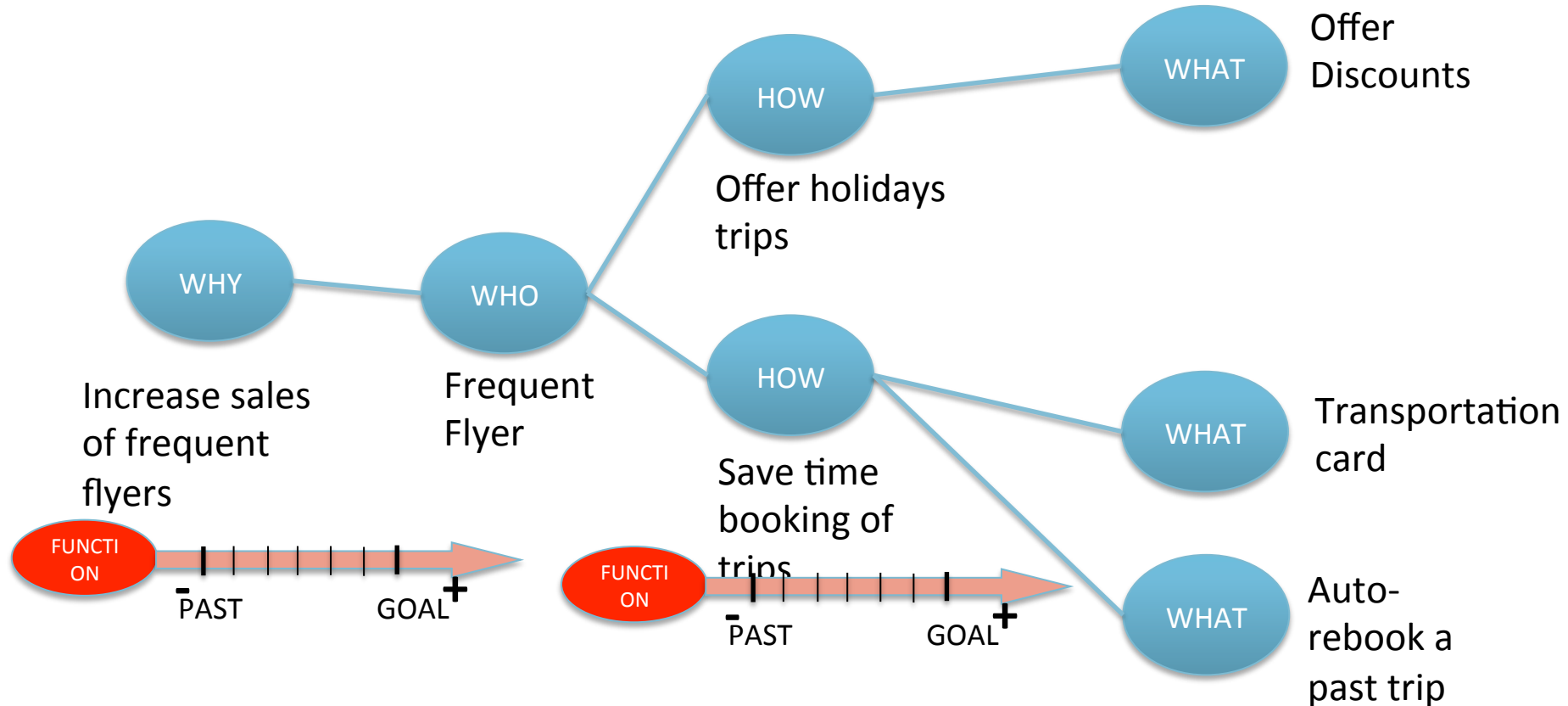
Meter: Monthly revenue reports.

Past: [April 2013] 10M

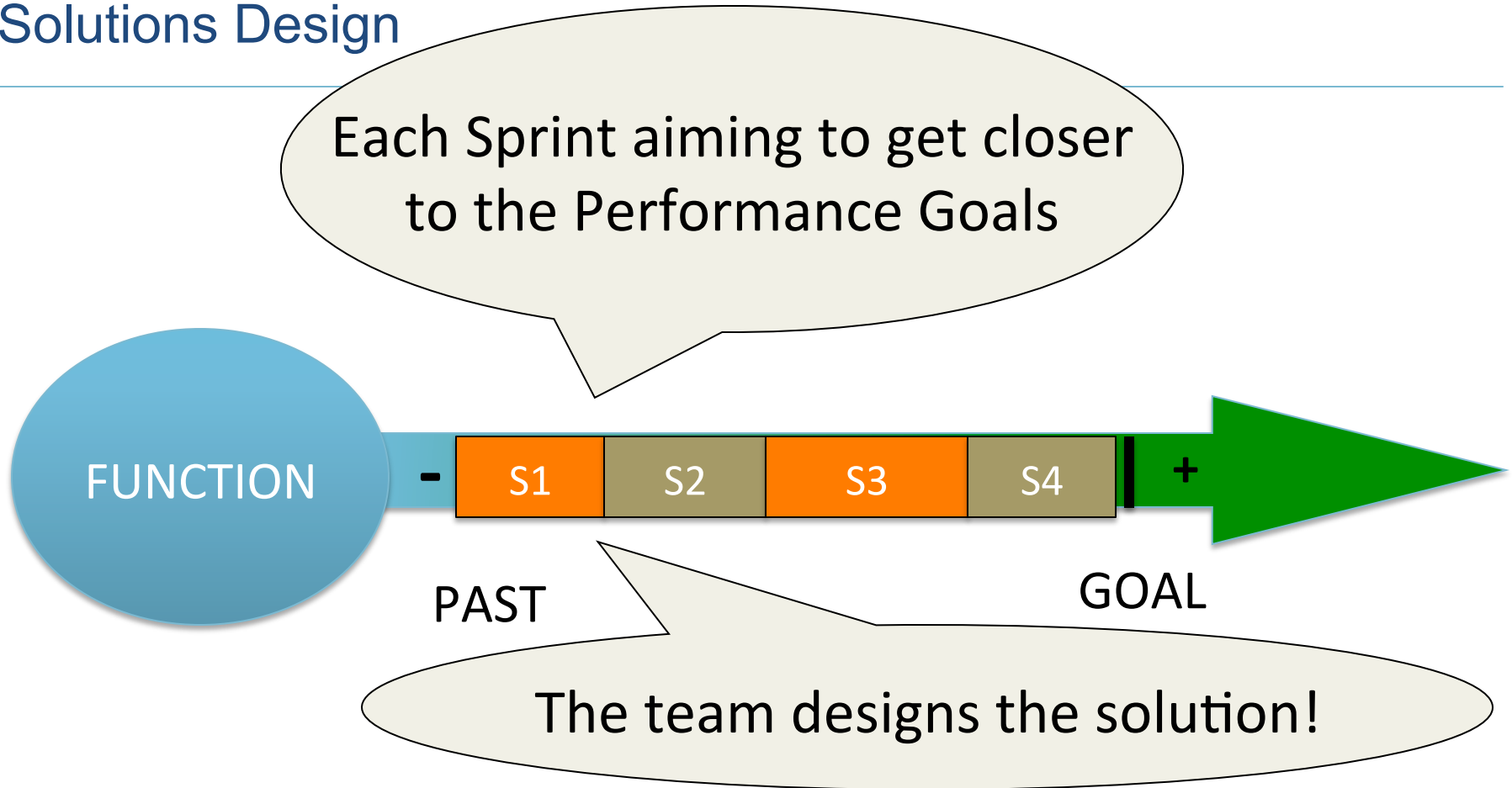
Goal: [June 2014] 12M



Impact Map



Solutions Design



STORY WORKSHOP

What is the outcome?

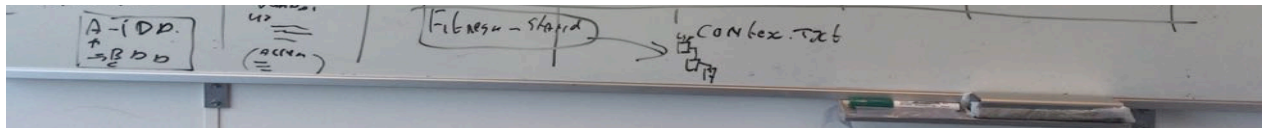
SL
tc

DISTILL ACCEPTANCE TESTS

Execute projects and check results

When - Then

FixtureEpisodeCriterium							
Praktijk	Peildatum	Periode	icpc	incl subcodes	actief or begonnen	in or uitsluiten	result?
HP Utrecht	10-10-2014	1 maand	T90	false	actief	in	Adan
HP Utrecht	10-10-2014	1 maand	T90	true	actief	in	Adan + Bas
HP Utrecht	10-10-2014	1 maand	T90	true	actief	uit	Car + Dijk + Eijk
HP Utrecht	11-10-2014	1 maand	T90	true	actief	in	Bas
HP Utrecht	10-10-2014	1 maand	T90.01	true	begonnen	in	Bas
HP Amsterdam	10-10-2014	1 maand	T90	true	actief	in	Faas
HP Utrecht	10-10-2014	0 jaar	A71	false	actief	in	Dijk
HP Utrecht	10-10-2014	0 jaar	A71	false	begonnen	in	Geen patiënten geselecteerd
HP Utrecht	10-10-2014	10 dag	A71	false	actief	in	Dijk
HP Utrecht	10-10-2014	1 jaar	D71	false	actief	in	Car



DISTILL ACCEPTANCE TESTS

Do we as a team understand
what we want?

user story

Product backlog

Do we understand
how it could work?

1 example

Key
examples

Requirement workshop

Do we dev team
Understand how it works?

We show and proof
that it works

Key +
additional
examples

manual
test

During the sprint

And now we are sure

DEFINE EXPLORATORY TEST CHARTERS

Use tours like:

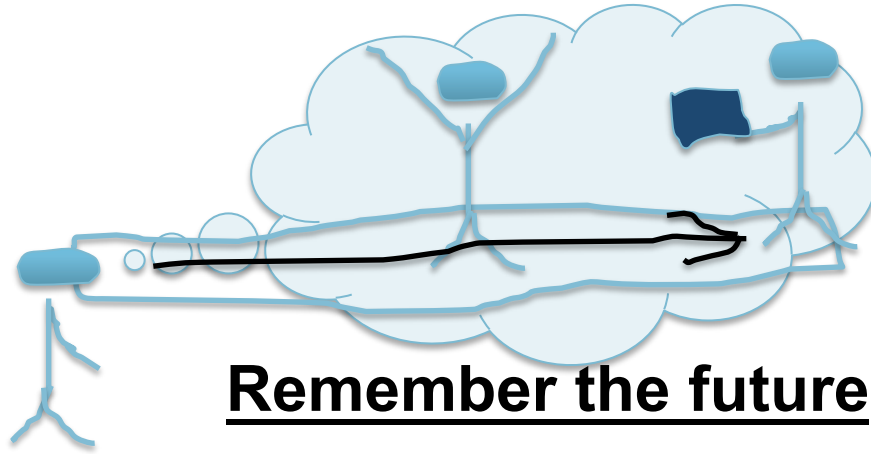
- Data tour
- Time tour
- Allnighter tour
- Couch patato tour

Create a charter

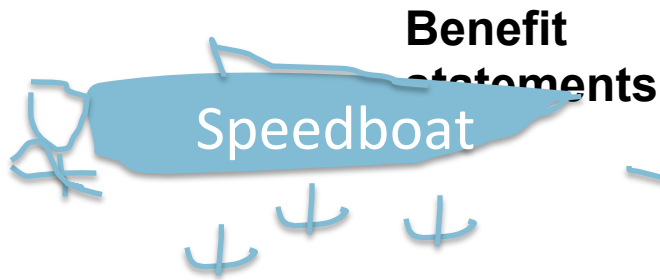
STORY WORKSHOP

We know we are happy building
the **right** thing **right**

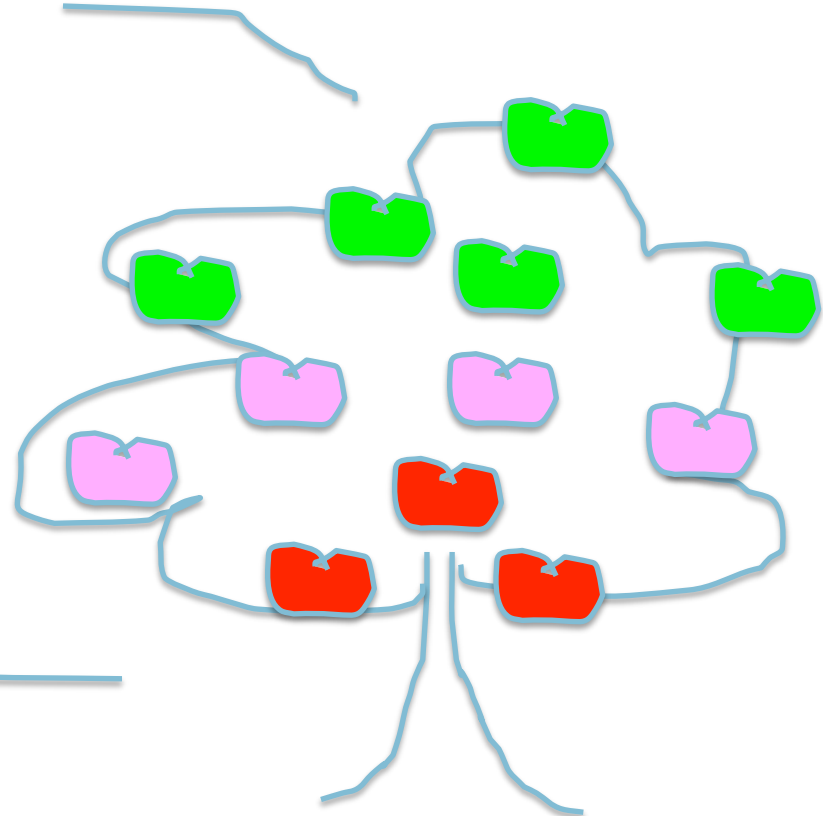
Release Planning



Remember the future

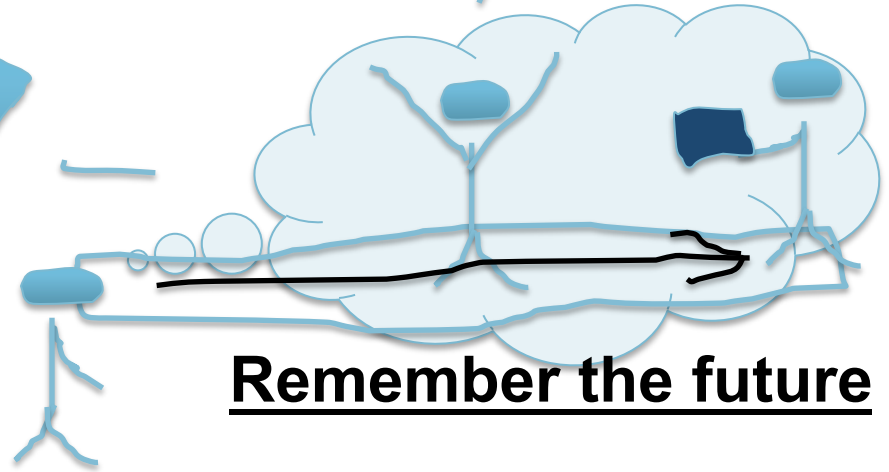
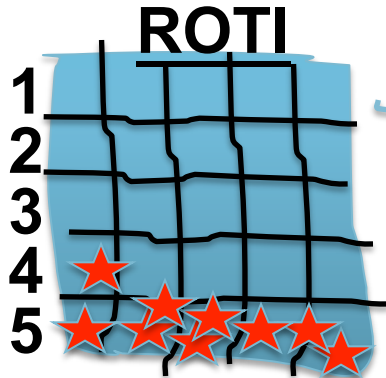
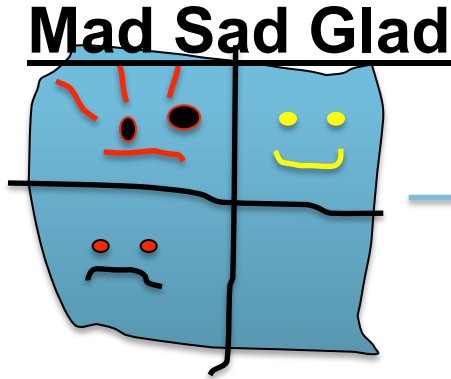


Speedboat



Prune the product tree

The Magic Healing Potion



Other uses

- Portfolio prioritisation
- Visioning
- Co-creation
- Service improvement
- Product roadmapping
- Strategic Alignment
- Change initiatives
- Retrospectives
- Sales teams alignment
- Backlog ordering



THE HAPPY AGILE TESTER

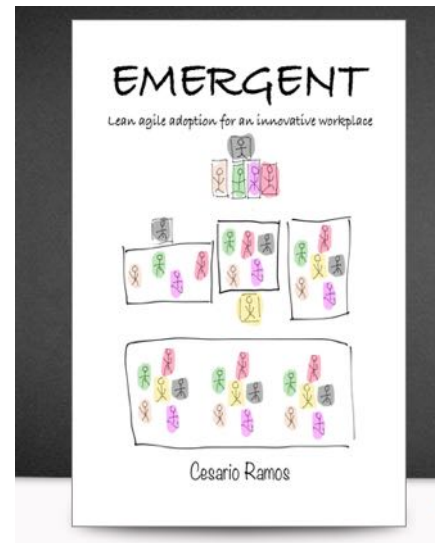
- Validates Business Speculations!
- Helps the teams prevent making CRAP FASTER!
- Facilitates discovering how to build the thing RIGHT!
- LOVES customers and their stories
- Does NOT start with SCRIPTS



Happier teams

With training:

- Professional Agile Tester
- Innovationgames
- PSM
- PSPO
- Artikel Serious games for testers



TESTNET NIEUWS

Pagina 18

SERIOUS GAMES VOOR TESTERS

Door Cesario Ramos • cesario@agilix.nl en Pascal Dufour • pascal@validate-it.nl

Voor het toepassen van ATDD met tools zoals FitNesse, Cu

Thank You!



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