

ISEB Practitioner Certificate in Test Management

Course Objectives

To provide an understanding of software test management that goes considerably beyond the *ISEB Intermediate Certificate*. It provides test managers with practical knowledge and workable ways to manage all aspects of software testing.

Exercises and learning games are used to reinforce the topics. Practice exams and exam techniques increase the candidate's ability and confidence for the exam. Spreadsheets, templates and utilities will be provided to enable managers to be more efficient and effective within their organisations.

This course covers Learning Objectives up to the Knowledge 6 level (evaluation).

Who Will Benefit

This 3-day course is appropriate for test managers, test team leaders, development managers, project managers and anyone wishing to gain the *ISEB Practitioner Certificate in Software Test Management* qualification. This course is also for those wishing to pursue BCS Professional qualifications as well as a path to Test Consultancy and Program Test Management.

Skills Gained

- Identify, analyse and mitigate risks to products and projects
- Write and evaluate test policy, strategies, test plans and reports
- Understand various estimation techniques and when best applied
- Choose how to measure test progress and incidents using powerful monitoring techniques
- Identify and use various controlling mechanisms during a project to achieve the original or modified plan
- Determine appropriate test techniques and coverage measures
- Understand how to select tools for testing and roles in tool implementation
- Identify skills for testing staff and alternative ways of organising them
- Knowledge of industry test process improvement models

Course Content

- **Risk Management**
 - Risk identification of both project and product risks; the challenges of different types of risk identification techniques.
 - Risk analysis - how to come to an agreed way of scoring risks, whether qualitative or quantitative.
 - Risk mitigation – what action can be taken and how it influences testing.
- **Test Management Practice**
 - Test Policy - to represent the corporate view of software testing and the philosophy for testing being undertaken.
 - Test Strategies - describes the approach to testing for a project or set of projects.
 - Test Plan - based on IEEE 829, describe the detail of the testing to be carried out for a particular project or a test level (e.g. acceptance, system, integration or component testing).
 - Test Reports - the way the test manager communicates information to different stakeholders.

- Test Estimation - how to use different techniques depending on the accuracy required and information available.
- Test Monitoring and Control - track progress, timescales and quality measures and decide on the actions that can be taken to bring the project back on track.
- Incident Management - discusses the process based on IEEE 1044.
- **Test Technique, Test Type and Test Coverage Selection**
 - Testing techniques are described from the test manager's perspective: what test types and what techniques are most suitable for a given scenario or project and what coverage could or should be achieved.
- **Test Tool Selection and Implementation**
 - How to select the right tool and the roles in implementing a chosen tool within the organisation.
- **People Skills**
 - Understand the skills available and required for testers and test leaders. How to decide on the organisation and motivation of the team.
- **Test Process Improvement**
 - Two models for test process improvement; TPI and TMMi, are discussed. Learn about the differences of each model and the circumstances surrounding the use of each model.

The Exam

This course will provide the delegate with the necessary knowledge and skills to write the *ISEB Practitioner Test Management Certificate* exam. The two-hour essay exam consists of answering four out of six questions. Achieving a score of 60% or more is a pass, but if you score 80% or more, you are awarded a distinction.

Course and exam dates can be found on our website: http://www.testdata.co.za/training_schedule_date.html

Information about the exams can be found on the British Computer Society (BCS) website: <http://www.bcs.org/server.php?show=nav.9629>

Course Details

- **Prerequisites**

To take the exam, you must hold the *ISEB Intermediate Certificate* and have at least 18 months experience in software testing or have completed an accredited *ISEB Practitioner Certificate Test Management Course*.
- **Course presentation and duration**

The course is presented by an experienced software testing practitioner who has been accredited by ISEB. The course duration is three days. It runs from 8:00 to 17:30. This includes a lunch and two tea breaks daily.
- **Training style**

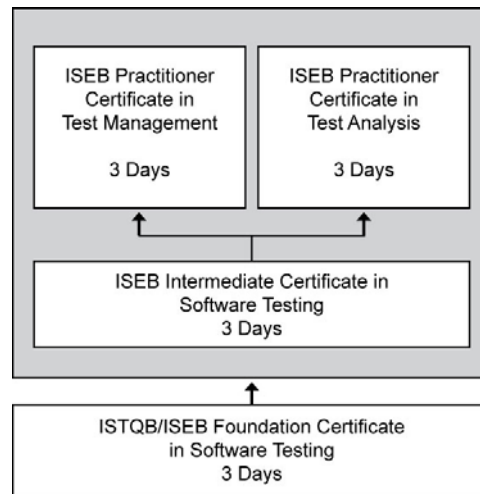
The course is conducted in a classroom style. Candidates use practical tasks to layer the learning.
- **Comprehensive and accredited course materials, certification and assessment**

Comprehensive course notes are provided. During the course several practical worksheets will be issued. These will assist candidates in their preparation for the final exam. Exams will be written following a days' break to allow candidates to review study material in their own time.

On completion of this course and passing the externally invigilated, ISEB-set examination, candidates receive the internationally accredited *ISEB Practitioner Certificate in Test Management*.

- Accreditation**
 Test and Data Services is fully accredited by the British Computer Society to train this course and listed as an accredited training provider on the BCS website:
<http://www.bcs.org/server.php?show=nav.9628>
- Training Venues**
 Test and Data Services presents courses at several well-established training facilities in Midrand (near Johannesburg and Pretoria), Cape Town and Durban. Training can be arranged at the client's premises depending on adequate facilities and candidate numbers. Training courses can also be provided internationally.

ISEB Training Diagram



Contact

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