The Internet Wave

It's the driving factor in today's technology growth.

QW2001 aims to face internet and software quality issues directly.

Keynoters and speakers with real-world experience that you can apply immediately.

Fourteen years of serving the SQA community with cutting-edge experience and state-of-the-art technology.
The new century has really begun now. There’s no escaping the new reality of an internet age. Growth in the Internet had been a main driving factor in much of what’s new and what’s valuable in internet quality testing and quality assurance, and in turn for client/server testing and QA. As WebSite complexities grow, so does the need for powerful back-end support. Each area needs the technology of the other.

QW2001’s theme The Internet Wave! reflects and amplifies this new reality. The Conference Keynoters have real-world experience that can be used to balance quality and value, our QuickStart speakers’ expertise will save you time and effort, and over 80 speakers focus on Technology, Applications, Internet and Management topics.

QW2001 aims to face issues directly. It’s an event surely NOT to be missed!

Edward Miller
Conference Chairman

Who Should Attend

QW2001 is an educational experience aimed at many levels. Attendees should include:

• Lead quality assurance managers and web masters looking for powerful quality testing methods and an opportunity to check out the latest methods and tools.
• Software developers and website developers – beginners and experts alike – who need exposure to authoritative sources for improving their products.
• Programmers, website designers, software developers – anyone who wants to learn more about producing better quality products.
• Managers and senior Technologists who want to catch up on the state-of-the-art in website and software testing and quality assurance.

International Advisory Board

QW2001 papers are selected based on reviews and recommendations from our distinguished International Advisory Board, whose members represent a broad range of expertise in the software and internet quality area from Industry and Academic positions worldwide.

The Quality of the Quality Week Conferences is a direct result of the contribution of these experts. QW2001’s Advisory Board includes:

James Bach (Satsifice)
Boris Beizer (Analysis)
Bill Bently (Mu_Research)
Antonia Bertolino (IBI/CNR)
Robert Biss (WebTV)
Nick Borelli (Microsoft)
Rita Bral (SR/Institute)
Dr. Cem Kaner (Univ. Florida)
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Linda Rosenberg (NASA)
Stefan Steurs (Eurocontrol)
Keith Storie (BEA Systems)
Dolores Wallace (Wallace Systems)
Mark Wiley (iCUBE)
Denise Wolt (Ryerson Polytechnic Univ.)

Participating Companies

Here is a sampling of 300 of the more than 3000 companies that have sent delegates to Quality Week Conferences in the past two years:

3Com, 3M Company
ABN AMRO Bank, Adaptec, Addison Wesley
Adobe Systems, ADP, Agilent
Airtouch, Alcatel, Amazon.com
Amdahl, America Online
Andersen Consulting, AT&T, Austria Telecommunications
Autodesk, Inc., Autotester, Bank of America
Baxter Health Care Corp., Baxter Healthcare Corporation, Becton Dickinson, Bellagiacom
BellSouth, Boeing, Bombardier, Booz Allen Hamilton, Cabletron, Cambridge Technology
Wells Fargo Bank, Williams-Sonoma, Xerox, ZiLog, Inc.
8:30 - 10:00, Thursday, May 31

5P1 
**Independent Verification And Validation Implementation At NASA**
Dr. Linda Rosenberg, GSFC NASA

This paper will discuss the management approach taken to consistently apply IV&V on NASA projects. We will discuss the development of the NASA policy stating that all projects and programs with few exceptions shall employ software V&V techniques for risk mitigation; criteria shall be applied to determine if IV&V is warranted. The IV&V selection criteria are based on determining the extent of risk. Developed by an Agency wide group, the criteria provide an algorithm for estimating probability of software failure based on quantitative software complexity, development team, management, and other factors.

5P2 
**Issues In Design and Validation of Modern eBusiness Systems**
Dr. Dalibor Vrsalovic, Intel Corporation

Silicon economics helps in reducing cost of building modern eBusiness systems. However, year after year, the ongoing operations and software maintenance cost is killing many of the Internet based business models. This is due to two major facts: high complexity of new eBusiness systems, and low level of design, verification and management tools involved. In other words there is too little automation, and too much manual labor involved. This talk will discuss modern trends in Internet systems architecture. It shows how higher level system abstractions could save both time and cost during the design, building, validation and operations of eBusiness systems. Author will also discuss a concrete example of a high level system model and its benefits.

10:30 - 12:30, Friday, June 1

10P1 
**The Need For Speed: Automating Functional Testing In An eXtreme Programming Environment**
Ms. Lisa Crispin, Tensegment

Testing in a Web environment can feel like leaping out of a plane. Testing in an XP environment feels like competing in a sky-surfer competition. Like an extreme sports competitor, the XP tester needs courage, speed, stamina and creativity. Working with the developers and with input from an automated test tool vendor, I have developed an approach to designing modularized, self-verifying tests that can be quickly developed and easily maintained. I’ll present my basic design and give some examples.

10P2 
**Internet Quality of Service (QoS): The State Of The Practice**
Mr. David Lilly, siteROCK Corporation

The Internet is well established as a proven platform for business efficiencies: a transforming tool. No major corporation in the world today operates without some reliance on the Web: for communications with employees, customers, suppliers, and industry partners; the sale of products and services; or after-the-sale support. The Internet is entrenched as an arena where ideas and money are exchanged, and at speeds unimaginable just a decade ago.

10P3 
**Riding The Wave - The Future For Software Quality**
Mr. Thomas Drake, Integrated Computer Concepts, Inc.

How will the software quality market evolve over the next few years? What is at stake? What is it going to take? Internet, the Web, and e-Business are increasingly demanding higher and higher levels of quality for network-based software systems with less and less mean time between failures. The impact of poor quality and less robust systems increasingly affect the bottomline for many businesses. A lot has happened to improve the situation and new methodologies and new tools for improving software quality have emerged in the last few years, but I would suggest that radical new approaches and initiatives must be created and adopted if the desirable quality levels to support the e-Economy are to be truly realized and especially at the Internet and global level.
Software Inspection For The Internet Age: How To Increase Effect And Radically Reduce the Cost - Part I
Mr. Tom Gilb, Result Planning Limited
Software Inspections were initially (1973 and on at IBM) used to clean up bugs, and to get some quantitative insight into bugs that might be introduced into testing and the field. This seminar will focus on a radical transformation of the original inspection. We do not even try to clean up bad work!

- Streamline inspections through sampling and measurement focus
- Refocus on defect prevention, not debugging
- The one hour flat Silicon Valley version of Inspection

Writing Good Requirements
Mr. Erik Simmons, Intel Corporation

- Discuss and choose from different techniques to specify requirements
- Improve written requirements and tell good requirements from bad ones
- Write non-functional requirements so they are verifiable

A Roadmap To Distributed Client-Server Software Reliability Engineering
Dr. Norman F. Schneidewind, Naval Postgraduate School

- Software Reliability Engineering
- Distributed Client-Server Systems
- Software Reliability Standards

Web Testing Techniques and Tools - Part I
Mr. Gualtiero Bazzana, ONION, S.P.A

- The tutorial focuses on testing methods and tools which can be successfully applied to the testing of Web-based applications, notably, presented from a technical point of view
- Internet WWW servers
- Intranet dynamic applications
- Extranet 30commerce application

Getting Started - Stressing Web Applications: Stress Early - Stress Often
Mr. Robert A. Sabourin, AmiBug.Com
This tutorial outlines very practical steps to follow when setting out to stress web applications. Real examples from recent e-commerce projects are described - what works - what does not work - when to use what tools or technique?

- Stress Testing
- Load Testing
- Performance Testing

Test Estimating
Mr. Ross Collard, Collard and Co.

- Test Estimating Techniques
- What you Need to Know to Estimate the Testing Effort
- Guidelines for the Estimating Process

The Quality Challenge For Network Based Software Systems
Mr. Thomas Drake, Integrated Computer Concepts, Inc.

- Internet quality for network centric systems
- Enterprise testing,
- Quality network systems theory

12:00 - 1:30 - TUTORIAL DAY LUNCH AND NETWORKING

Tom Gilb is a independent consultant, teacher and author. He works mainly in UK, Europe and North America he is a resident of Norway. Tom coined the term ‘Software Metrics’ with the publication of his book of the same name in 1976.

Erik Simmons has 15 years experience in multiple aspects of software and quality engineering. Erik currently works as a Platform Quality Engineer within the Corporate Quality Network at Intel Corporation. He leads the corporate Software Engineering Process Team that is charged with improving software development capabilities across Intel’s product development groups, and is responsible for Intel’s product requirements engineering practices.

Dr. Norman F. Schneidewind is Professor of Information Sciences and Director of the Software Metrics Research Center in the Division of Computer and Information Sciences and Operations at the Naval Postgraduate School, where he teaches and performs research in software engineering and computer networks.

Gualtiero Bazzana is Partner and Managing Director of ONION S.P.A., an Italian SME specialized in software communications, technologies, consulting in the fields of telecommunications, MIS, data processing, process control, etc.

Robert Sabourin (rsabourin@amibug.com) is an author, lecturer, and president of AmiBug.Com, a firm specializing in software management consulting, teaching, and professional development. Robert is the author of the popular children’s book I am a Bug (ISBN 0-9685774-0-7) which explains what SQA folks really do at work.

Ross Collard specializes in software testing and QA. He is currently working as a testing consultant for American Express, AT&T, Cisco, IBM, Intel and Lucent. His set of books on software testing will be published next year.

Tom Drake is a software systems quality specialist and management, and information technology consultant for Integrated Computer Concepts, Inc. (ICCI) in the United States. In addition he consults to the information technology industry on technical management and software engineering and code development issues.
A2 Software Inspection For The Internet Age: How To Increase Effect And Radically Reduce the Cost - Part II
Mr. Tom Gilb, Result Planning Limited
See A-1 program description.

B2 Making the CMM Work: Streamlining the CMM for Todays Projects and Organizations
Mr. Bill Deibler, Software Systems Quality Consulting
- CMM, Process Assessment, Capability Maturity Model
- ISO 15504, ISO 12207, Software Process Improvement, Software Quality Models
- Software Quality Assurance, Tailoring, Small Projects

C2 More Reliable Software Faster And Cheaper
Dr. John D. Musa, Consultant
Software reliability engineering (SRE) can help those who are stressed out by competitive pressures to produce more reliable software faster and cheaper. It is a standard, proven, widespread best practice with substantial benefits that has been used successfully
- Testing
- Operational profiles
- Software reliability engineering

D2 Web Testing Techniques and Tools- Part II
Dr. Gualtiero Bazzana, ONION, S.P.A.
In this part, special emphasis will be given to:
- Web accessibility initiative guidelines
- Experience report from the adoption of presented techniques and tools

E2 Client-Side WebSite Testing
Dr. Edward Miller, eValid
- In the past few years WebSites have grown from simple, static collections of HTML pages to complex pieces of software using advanced technologies including ASP, XML, script languages, e-commerce and more
- Testing of such complexity is a forever-growing challenge
- Testing of passive vs. interactive pages & static vs. dynamic pages will be explored
- The use of a “Test Enabled Web Browser” will be emphasized as the most effective way of realistically testing most WebSites

F2 Teaching Testing: A Skills-Based Approach
Dr. Cem Kaner, Florida Institute of Technology
- Training software testers involves teaching culture, vocabulary, concepts and skills
- We know what many of the basic testing skills are, but we can improve our training of them
- Skills are trainable. This session explores techniques for training key testing skills

G2 Establishing a Fully Integrated Test Automation Architecture
Mr. Ed Kit, SDT Corporation
- Discover the components of an effective test automation architecture
- Learn how to bridge test design and automation to provide an integrated test solution
- Understand the balance between process and technology
- Learn how to design and document highly inspectable tests
- Share experiences
- Examine a Web-based case study

5:00 - 6:00 WELCOME NETWORKING RECEPTION
WEDNESDAY, May 30 - Day 1

10:30 - 12:00

**OO Automation Applications**

**2T1 In Browser WebSite Testing: The Client-Side Approach**
Mr. Tobias Mayer, eValid, Inc.
- 99% of Websites (html, etc. pages) are viewed from a Browser.
- In testing such Websites, the Browser-based testing method is recommended for accuracy and reliability.
- The talk will demonstrate: Load Testing, User Interactivity Testing, Content Validation & Verification, Download Timing, Rendering, and Security/e-commerce issues in this context.

**2T2 An Integrated System Test Environment**
Dr. Nancy Bickelmann & Mr. Allan Willey, Motorola Labs
- Automated Test Environments
- COTS tool integration
- System test technologies

**3:00 - 5:00**

**Test Automation**

**4T1 A Universal Metrics Repository**
Prof. Warren Harrison, Portland State University
- Benchmarking
- Decision Support
- Empirical Studies

**4T2 Test Effort Estimation Using Use Case Points (UCP)**
Mr. Suresh Nageswaram, Cognizant Technology Solutions CTS
- Test Effort Estimation
- Use Case Points

**5:00 - 6:00**

**Hi-Tech Testing**

**3T1 Defect Reduction Using Orthogonal Defect Classification Methodology**
Mrs. Manjula Madan, Philips Software Centre, Bangalore
- Automated Test Environments
- COTS tool integration
- System test technologies

**3T2 Model-based Approach To Security Test Automation**
Dr. Mark R. Blackburn, Mr. Robert Busser, Mr. Aaron Nauman, & Dr. Ramaswamy Chandramouli, Software Productivity Consortium
- Test Automation Technology and Experience
- Security Functional Testing
- Test Engineering using Model

**6:00 - 7:30**

**Expo Cocktail Reception**
Enjoy light snacks and California wines and beers while you explore state-of-the-art tools and services.

**10:00 - 10:30 & 3:00 - 3:30**

**Coffee Breaks in Expo Hall**
## Managing Testing

**A Requirements-Based Approach To Delivering E-Business And Enterprise Applications**

Mr. Scott Jefferyes, Technology Builders, Inc.
- Minimize application failure and revenue loss and maintain loyal customers
- Shorten development timeframe, decrease costs and improve application quality
- Integrated-requirements-based approach that enables project teams to optimize

**Pre-Defining Success: Incorporating eMetrics Into Business And Technical Requirements For Web And e-Business Solutions**

Mr. Robert Benjamin, Ms. Ruth Pennoyer & Ms. Karen Law, Spherion Corporation
- Requirements Management
- eBusiness
- Risk Management

## Process Feedback

**Six-Sigma Meets Extreme Programming: Changing the Way We Work**

Mr. Timothy Kelliher, Dr. Daniel Blezek, Mr. William Lorenzen & Dr. James Miller, GE Research & Development
- Six Sigma Applied To Software
- Extreme Programming in Practice
- Changing Group Behavior

**Investigating The Applicability Of The Taguchi Method To Software Development**

Ms. Elli Georgiadou, Middlesex University & Ms. Naomi Barbor, University of North London
- The effect of cookies, SSL and client-side connections on load generators
- Quality Engineering and Experimental Methods
- Taguchi made simple through novel visualizations
- Applicability of Taguchi Method to Software Development

## Intellectual Property

**How Testers Can And Should Drive Development Cycles**

Mr. David Fern, Micros Systems Inc.
- Test/QA should drive the development cycles.
- Establish a weekly bug triage process to direct the engineering focus.

**Managing The Proportion Of Testers To Developers**

Dr. Cem Kaner, Florida Institute of Technology
- Magic ratios, like 1 tester per programmer, don't reflect project context
- The ratio should reflect the actual division of labor between testers and others
- Low ratios of testers to other developers may be better than higher ratios

## Intellectual Property

**Establishing A Wireless Telecommunication Test Automation System**

Mr. Greg Clower, SDT Corporation
- Building an environment to successfully test intelligent network peripherals presents an array of complex problems to resolve.
- Learn how a test automation approach allows the software engineering control over the peripheral interfaces.
- Discover how this approach provides for function testing as well as scalability for automated performance, load and stress testing.
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<tr>
<th>Time</th>
<th>Session</th>
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<td>8:30-</td>
<td>Conference Introduction by Chairmain Edward Miller, Software Research, Inc.</td>
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<tr>
<td>8:30-</td>
<td>Independent Verification And Validation Implementation At NASA Linda Rosenberg, GSFC NASA</td>
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<td>10:00</td>
<td>10:30 Advanced Techniques I 6T1 Tests Strategies for Embedded Systems Rainer Stetter, ITQ Gmbh</td>
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<td>11:15</td>
<td>11:30 Advanced Techniques II 8T1 Peer-to-Peer Computing: The Future Of Internet P</td>
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THURSDAY, May 31 - Day 2

KEYNOTES

8:30 - 10:00
Plenary Session Introduction
Dr. Edward Miller, Conference Chair

SP1 Independent Verification And Validation Implementation At NASA
Dr. Linda Rosenberg, GSFC NASA
• IV&V is a valuable tool for increasing software quality and reliability
• IV&V needs selection criteria for which projects should apply
• NASA is now requiring IV&V evaluation for all projects and application on some

SP2 Issues in Design and Validation of Modern eBusiness Systems
Dr. Dalibor Vrsalovic, Intel Corporation
• This talk will discuss modern trends in Internet systems architecture
• How high level system abstractions save could save both time and cost during design, building, validation and operations of eBusiness systems
• Discuss concrete example of a high level system model and its benefits

10:00 - 10:30 & 3:00 - 3:30
COFFEE BREAKS IN EXPO HALL

QW2001 BIRDS OF A FEATHER SESSIONS

Chaired by Advisory Board Member
Mark Wiley. If you are a QW2001 speaker or a QW2001 attendee and you are interested in attending a BOFS on a particular topic, or you would like to chair a BOFS, please contact Mark at mwiley2@earthlink.net.
Times and schedule to be announced.

SPECIAL PANEL SESSION

5:00 - 6:00
Ask the Quality Experts
Chaired by Nick Borelli, Microsoft
Are you ready to stump the experts? Post your own question on the web for the upcoming panel before coming to the conference. After you’ve submitted your question, come and join in the fun in person and hear your question answered by the experts.
Panel Members:
Cem Kaner
Bill Howden
Kris Mohan
Elisabeth Hendrickson
Linda Rosenberg

TECHNOLOGY

10:30 - 12:00
Advanced Techniques I

6T1 Test Strategies for Embedded Systems
Dr. Rainer Stetter, ITQ GmBH
• Real life example (control system), project running from 1997 to 2000
• Detailed discussion of every project phase
• Recommendation of approaches, measures and tools

6T2 Automating Test Oracles and Decomposability
Mr. Keith S. Stobie, BBA Systems, Inc.
• Patterns for verifying test case results: external vs. internal checking
• Patterns for how to check: external vs internal data (data driven testing)
• Test logging strategies

1:30 - 3:00
Java

7T1 Requirements For A Comprehensive Testing Environment
Mr. Don Cohen, Princeton Softech
• Heightened Testing Need
• Automated Testing
• Creating and Maintaining Test Data

7T2 The Importance of Data In Functional Testing
Mr. James Lyndsay, Workroom Productions
• Plan the data for maintenance and flexibility
• Know your data, and make it structure and content transparent
• Use the data to improve understanding throughout testing and the business

3:30 - 5:00
Advanced Techniques II

8T1 Peer-to-Peer Computing: The Future Of Internet Performance Testing
Mr. J. D. Brisk, Exodus Communications
• Web testing: Load/Stress testing
• Peer-to-Peer Computing
• Distributed Computing

8T2 Quantifying Quality Requirements Using Planguage
Mr. Erik Simmons, Intel Corporation
• Designed to quantify qualitative statements in plans, specifications, and designs
• Planguage is a keyword-driven language that allows measurable, testable quality requirements to be written.
• Planguage has many benefits; it is easy to learn, compact, extensible, and provides a consistent way to specify quality requirements.
• Examples and experiences introducing Planguage at Intel are provided.

APPLICATIONS

Software Components

6A1 Trials and Tribulations Of Testing a Java/C++ Hybrid Application
Mr. Steve Whitchurch, Mentor Graphics Corp.
• What are the issues testing a C++ / Java Hybrid Application?
• Low tech methods to achieve a high quality product.
• Using Java to test a Java GUI.

6A2 Software Testing in Latvia: Lessons Learned
Mr. Juris Borzovs & Mr. Martins Gills, Riga Information Technology Inst.
• Academic research programmes on software testing have led Latvia’s IT sector to large scale awareness of testing and quality assurance resulting in adequate standard development and systematic QA practices at largest IT companies.
• Special role in testing plays the independence of software test team - both inside the project and as an external assessor.
• Experience of training for testers is shown, pointing to the requirements to select a good team for testing.

7A1 Specification Based Testing Of the UMTS Protocol Stack
Dr. Holger Schlingloff & Dr. Jan Bredereke, Technologie-Zentrum Informatik
• Development of flexible testing environment for UMTS protocol stack software
• Black-box testing of parallel real-time systems
• Testing results prove increase in performance/cost ratio by automated test case generation

7A2 High Availability Testing
Mr. Michael K. Jones, Western International University
• High availability of computer systems is a necessity for more systems than ever.
• Testing of high availability systems must be defined in terms of software, system, and process.
• Test strategy derivation for high availability systems must be traceable to logical system architecture.

8A1 Increasing The Effectiveness Of Load Testing: Unit-Level Load Testing
Mr. Vince Budovich, ParaSoft Corporation
• Performing load testing early in the development cycle can significantly reduce development costs and prevent great frustration.
• Testing servlets as they are written is an effective way of uncovering scalability problems early on.
• Performing unit level load testing can uncover elusive errors that can get missed during application level testing.

Mr. Scott Trappe, Reasoning, Inc.
• Why current software quality control processes are inadequate and often miss fatal defects
• The pros and cons of different source code inspection methodologies
• Implementing automated source code inspection as an outsourced service

REGISTER ONLINE www.qualityweek.com/QW2001
Managing Testing

6M1 The Extended Product Quality Model: Dynamic Focussing On Those Quality
Mr. Geert Pinxten, I2B
• Radical Innovation
• Incremental Innovation
• The Product Life Cycle
• The Product Quality Model
• The Extended Product Quality model

6W2 Estimating Internet Based Projects: A Case Study
Mr. Rakesh Agarwal, Mr. Santanu Banerjee & Mr. Bhaskar Gosh, Infosys Technologies Ltd.
• Estimation of Internet projects using Use case point approach
• How to estimate use case points based on technical and non technical factors
• Evolving the weights for all these factors and deriving an estimate based on these

Defect Tracking

7M1 Walk & Stagger Through Review Process
Mr. Michael Enssminger, PAR3 Communications
• Peer Reviews
• Design Reviews
• Process Improvement

7W2 Rapid SQA: Web Testing At The Speed Of The Internet
Mr. Eric Patel, Nokia Home Communications
• The quality attributes that are important in web testing
• RapidSQA philosophy, goals, and program elements
• Defect management, metrics, and release criteria for web testing

WebSite Quality

7W1 Adopting A Lifecycle For Developing Web Based Applications
Mr. Bhushan Gupta & Mr. Steve Rhodes, Hewlett-Packard Co.
• Web Development
• Lifecycle
• Process Improvement

Commercial Quality

8W1 Web-Based Application Quality Assurance Testing
Dr. James Helm, Univ. of Houston Clear Lake
• Website Application Testing
• Quality Assurance
• Web Testing

Certification

8M1 Risky Business - Adding Risk Assessment To The Test Planning Process
Ms. Sandy Sweeney, Compuware Corporation
• Move away from the ‘we did the best we could’ dysfunctional model of testing
• When picking and choosing the tests you can pull off in the allotted time - how can you know you are picking the right ones?
• Getting everyone - not just the test group - to understand and be involved in making these tradeoffs

8W2 Exploring, Discovering and Exterminating Bug Clusters in Web Applications
Mr. Kim Davis & Mr. Robert Sabourin, My Virtual Model Inc.
• Areas of uncertainties define bugs clusters having natural affinities of causes
• Bug Clusters are easier to locate and manage than individual bugs
• Root-cause analysis & risk-based bug clusters fixes help to converge faster on e-com sites

8M2 Software Risk Management
Mr. Kamesh Pemmaraju, Cigital, Inc.
• Companies can prevent disastrous software risk by planning ahead.
• How does software risks impact business goals and what is the cost?
• How should software risks be prioritized and managed?

8Q The Effective SQA Manager: Getting Things Done
Mr. Robert A. Sabourin, AmiBug.Com
This interactive tutorial walks you through several down-to-earth practical aspects of running an SQA team.
• SQA Management
• Effective Process
• Process Improvement

6Q WebTesting 101
Ms. Jeanette Folkes, Modem Media
• How to build a quality assurance department, from people to process
• How to test web applications
• Tips & tricks to speed up the testing and test planning process

"In my opinion, Quality Week has over the years, acquired the position of worldwide flagship conference for bringing together researchers and practitioners in software testing and quality. I really believe it is unique in this achievement."
--Antonia Bertolino (CMR-IEI, Italy)
8:30 - 10:00

10P1 The Need For Speed: Automating Functional Testing Ms. Lisa Crispin, Tensegment
- Why Testing for XP is Different, challenging conventional wisdom
- How to educate yourself in the eXtreme Programming (XP) methodology
- How to automate functional tests quickly and leverage them to save time

10P2 Internet Quality of Service (QoS): The State Of The Practice  Mr. David Lilly, siteROCK Corporation
- The Crisis of Quality in the Internet Economy
- The Internet is the arena where ideas and money are exchanged at speeds unimaginable just a decade ago.
- There is an ominous undertow as the reliance on the Internet increases

- Quality for network centric systems
- Software quality engineering
- Future of quality and testing

10:30 - 12:00

UML Methods

9T1 Creating A Tool-Independent Test Environment Mr. Greg Berger, Lawson Software
- Discussion of some of the problems and concerns of developing tests using a specific automated test tool.
- How Object Oriented Programming Techniques can minimize the impact of tool specific changes.
- How integrating multiple technologies can create a test environment that makes use of the strengths of 3rd Party automated test tools, yet keeps your test environment and regression tests independent of the test tool.

9T2 The Frost Extreme Testing Framework Dr. Daniel Blezek, Mr. Timothy Kelliher, Mr. William Lorensen & Dr. James Miller, GE Corporate R&D
- The frost software testing framework
- Test result collection
- Test result storage
- Test reporting

9A1 Evolutionary Testing Of Embedded Systems Dr. Harmen Sthamer & Mr. Joachim Wegener, DaimlerChrysler AG
- Evolutionary Test automates entirely testing
- Test case design is difficult
- Powerful tool environment

9A2 The Design and Implementation of a Flexible, Reusable and Maintainable Automation Framework Mr. Hung Q. Nguyen, LogiGear Technology
- How to design a reusable test automation framework
- How to prepare for the development of an automation project
- Development mistakes to avoid

Test tool evaluation and selection

POST CONFERENCE WORKSHOPS

2:00 - 5:00

W1 Developing The Right Test Documentation Dr. Cem Kaner, Florida Institute of Technology
- The best approach to project documentation depends on the project context, and not necessarily on published standards.
- These are useful questions for learning your project's requirements for test documentation.
- Context-free questions and lists can guide you in developing good tests and test strategies when you don’t have time to develop a full set of documentation.

W2 Automating Software Testing: A Life-Cycle Methodology John Paul, Minjoh Technology Solutions
- This tutorial outlines the Automated Test Life-cycle Methodology, a structured process for designing, developing, executing and managing testing that parallels the System Development Life-cycle.
- Best practices for test automation
- A Case Study will address each phase of the Automated Testing Life-cycle.
- Test tool evaluation and selection

EXHIBITORS

The following is a partial list of exhibitors.

Amphora Quality Technologies
Compuware
eTesting Labs
eValid
IEEE
McCabe & Associates
Polyspace Technologies
Princeton Softech
QualityLogic, Inc.
Reasoning Systems
Software Development Technologies
Software Research
test SETT Corp.
Spherion
SQE
TeamShare Inc.
TesCom
Test Quest
TechExcel
Vanteon
Veritest
And more . . .

EXPO HOURS:
Wednesday
10:00 AM - 6:00 PM
Thursday
10:00 AM - 3:30 PM
EXPO RECEPTION
Wednesday, 5:00 - 6:30

Special TOOL DEMOS and additional VENDOR TECHNICAL PRESENTATIONS
See Schedule published in Expo Guide

REGISTER ONLINE www.qualityweek.com/QW2001
**INTERNET MANAGEMENT QUICKSTART**

**FRIDAY, June 1 - Day 3**

**10:30 - 12:00**

### Post Conference Workshops

**W1** Quality Assurance and the Internet Site - How to Effectively Hit a Moving Target
Ms. Patricia D. Humphrey, Neoforma.com
- Rapid Development and Quality Assurance
- Rapid Testing and Delivery of a Quality Product
- Quality Assurance and It’s Ally, Change Control

**W2** Double Byte Compliance Testing
Mr. Prashant Lambat & Ms. Anuradha Bhide, Neilsoft Ltd.
- Requirements for Double byte testing
- Creating Test Automations
- Pitfalls encountered

**W3** Bug Priority And Severity
Mr. Robert A. Sabourin, AmiBug.Com
- In this interactive half day tutorial the concepts of defect priority and severity are explored.
- The concept of the four-quadrants of priority and severity are taught
- How business factors influence the quadrant of a bug
- Review of some actual defect arrival graphs from recent commercial product development efforts
- Practical aspects of bug tracking, effect logging and bug review meetings are included.

**W4** Grace Under Pressure: Handline Sticky Situations in Testing
Ms. Johanna Rothman, Ms. Elizabeth Hendrickson, The Rothman Consulting Group
- How to make sure they heard what you said and not what they wanted you to say.
- How to handle difficult situations and obstinate people.
- What to do when you don’t feel like anyone is listening.
- How to say "no" and make it stick.

**9W1** Link Checking

**9W2** Double Byte Compliance Testing

**9M1** Organizational Performance Engineering: Quality Assurance For The 21st Century
Mr. Michael J. Hillelsohn, Software Performance Systems
- Multi-disciplinary, pro-active Organizational Performance Engineering is the future of quality
- Effective Quality Assurance facilitates the next step in a process instead of waiting to correct
- Fresh approaches to quality assurance are needed to apply sound software engineering principles

**9M2** Choosing Potential Improvements - Comparing Approaches
Mr. Brian Lawrence, Coyote Valley Software
- What are the advantages and disadvantages of different improvement approaches
- How to analyze your situation to help choose what you’re going to do
- Examples of how others have made improvement strategy choices

**9Q** How Will The Internet Affect Software Quality Practice?
Mr. John D. Musa, Consultant
This special panel session draws on experts who are members of the QW2001 Advisory Board, and from selected QW2001 speakers, to address the critical of how the advance of the Internet will affect future software Quality Practice.

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**POST CONFERENCE WORKSHOPS**

**W1** Bug Priority And Severity
Mr. Robert A. Sabourin, AmiBug.Com
- In this interactive half day tutorial the concepts of defect priority and severity are explored.
  - The concept of the four-quadrants of priority and severity are taught
  - How business factors influence the quadrant of a bug
  - Review of some actual defect arrival graphs from recent commercial product development efforts
  - Practical aspects of bug tracking, effect logging and bug review meetings are included.

**W2** Double Byte Compliance Testing
Mr. Prashant Lambat & Ms. Anuradha Bhide, Neilsoft Ltd.
- Requirements for Double byte testing
- Creating Test Automations
- Pitfalls encountered

**W3** Bug Priority And Severity
Mr. Robert A. Sabourin, AmiBug.Com
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  - The concept of the four-quadrants of priority and severity are taught
  - How business factors influence the quadrant of a bug
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**AWARD CEREMONY**

We are especially excited about the 30 technical papers and over 80 presentations that will compete in the race for the QW2001 Best Paper Award and the QW2001 Best Presentation Award. The winners will be announced during the Plenary Session on Friday.

**Best Paper Award:** Among the 30 technical papers, 3 finalists have been selected by the QW2001 Advisory Board. The Best Paper receives the recognition of the QA community and $1000 in Cash.

**Best Presentation Award:** This award is given to the most dynamic, charismatic and professional presenter of the QW2001 speaker team. The winner is invited to present the talk at Quality Week Europe 2001 in Brussels, Belgium.

**YOU, the QW2001 ATTENDEE must return YOUR VOTE by Friday morning 10:30 am to the Registration Desk.**

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**MEETING OF THE MINDS**

**Pick the Industry Experts Brains during three special PANEL SESSIONS:**

**Hot Topic 1:** How Do You Test Internet Software?
Brian Lawrence, Coyote Valley Software

**Hot Topic 2:** Ask the Quality Experts. Nick Borelli, Microsoft will answer your questions posted on the website, before the conference. Members from the Advisory Board will debate with you.

**Hot Topic 3:** How Will The Internet Affect Software Quality Practice? John D. Musa, Consultant

**BIRDS-OF-A-FEATHERS:** debate with your peers your topics of interest. Sign up at the conference for special discussion groups

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**More Detailed Presentation Abstracts ONLINE . . . Click on the Paper Titles!**

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**BEST PAPER AWARDS**

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**BEST PRESENTATION AWARDS**

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FEES: The entire Conference Fee is payable prior to the program. Invoices are payable upon receipt. Please pay by credit card, check, or bank transfer. See registration form below for complete payment details.

GROUP DISCOUNT: Send your team of software and internet quality and testing specialists and benefit from the reduced group rate. If you register two or more representatives at one time, deduct 10% of the fee for each attendee from the Conference or FULL (Conference + Tutorial + Workshop) prices only. (May not be combined with other offers.)

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Quality Week will be held at the luxurious San Francisco Marriott, 55 Fourth Street, San Francisco, CA. The San Francisco Marriott is located in the heart of downtown SF and welcomes vacationers and business travelers with its famous hospitality. Enjoy the best in museums, restaurants, clubs, theaters, shops. The new PacBell baseball park, BART, Muni and the Cable Cars are all within walking distance. Call reservations directly at 1-800-228-9290 and mention Quality Week for special rates.

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| Tue PM: |
| ______ |
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| ______ | ______ |
| ☐ | ☐ |

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| ______ | ______ |
| ☐ | ☐ |

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| ______ | ______ |
| ☐ | ☐ |

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| ______ | ______ |
| ☐ | ☐ |

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Here are some samplings of attendee's comments about past Quality Week Conferences:

...I need to mention to you how impressed I have been with the thought you have given to promoting the big picture. . . .

...Quality Week in San Francisco was a valuable experience. The content of the tracks was kept at a educational level and anything that involved a specific product was very clearly identified. No unpleasant surprises. . . .

...In meeting with speakers and attendees at Quality Week I have been impressed with their breadth of experience, breadth of languages, and diversity of fields. . . .

...Well organized, stimulating event . . .

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