



Microsoft Israel R&D Center

The Future of Outsourced Testing

Amit Finkelstein

Director Of Development In Test
January 2011

THE FUTURE
IN YOUR HANDS



Short Introduction

- 13 years @ Microsoft
 - After 1 year @ Intel
- 4 switches from dev to test or vice versa
 - Previous position was Engineering Manager (dev and test combined)
- Manager of 70-people test organization
 - 3 different projects



Darling.....get up quickly.....there seems to be a BUG in the bed.....



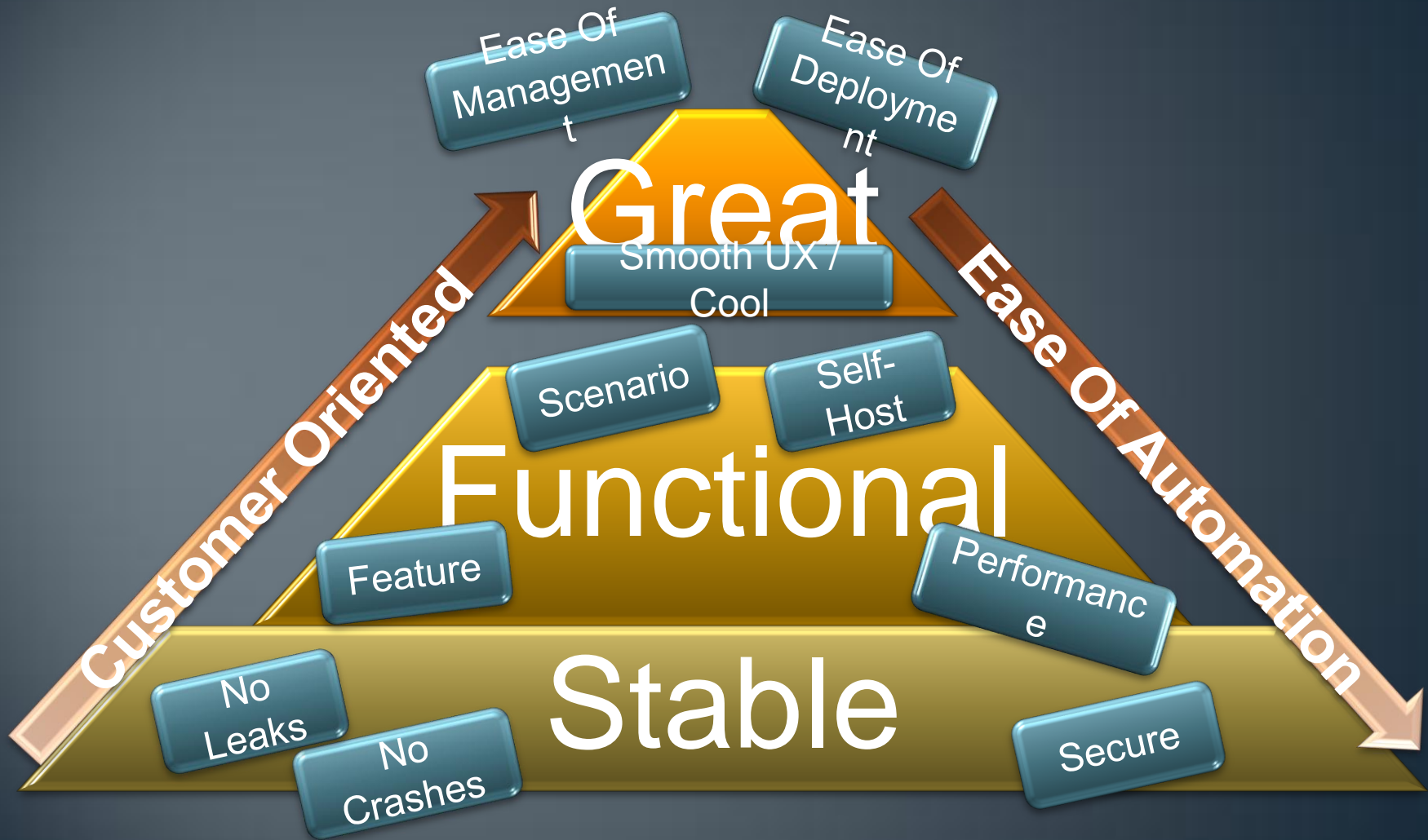
What is the severity? Please can you log it in our Defect tracking system and ask offshore team to look into it ??

© vijay_bhandi@gmail.com

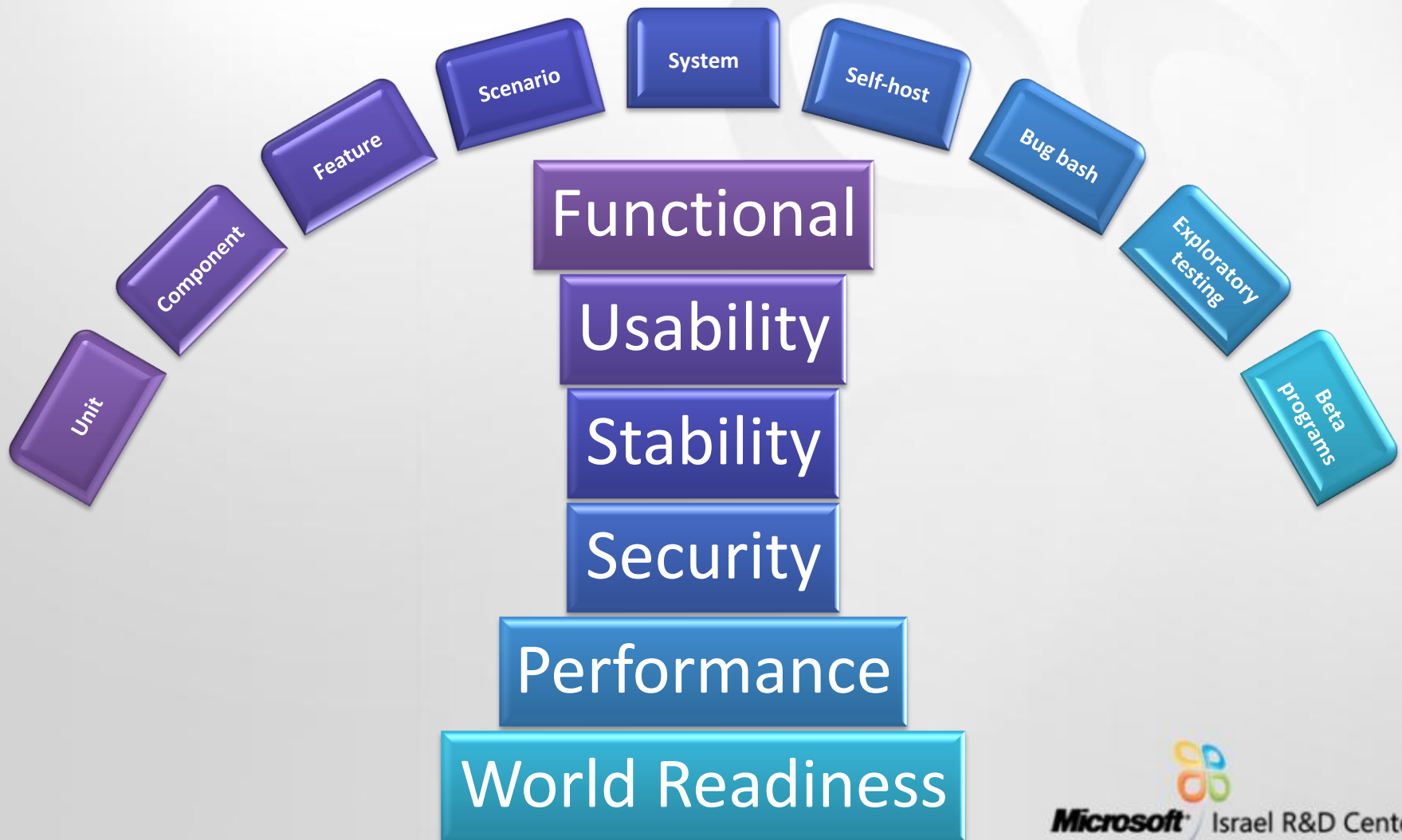
Agenda

- Test Strategy
 - The Mission
 - The Strategy
 - Automation vs. Manual
- The Future Of Outsourcing
 - Reasons For Outsourcing
 - Different Qualifications & Expertize
 - On-Premises Vs. Offshore
 - Offshore Vs. Onshore
 - Best Practice: Clean Interfaces
- Key Takeaways

Ensure Great Product Experience



Test Strategy

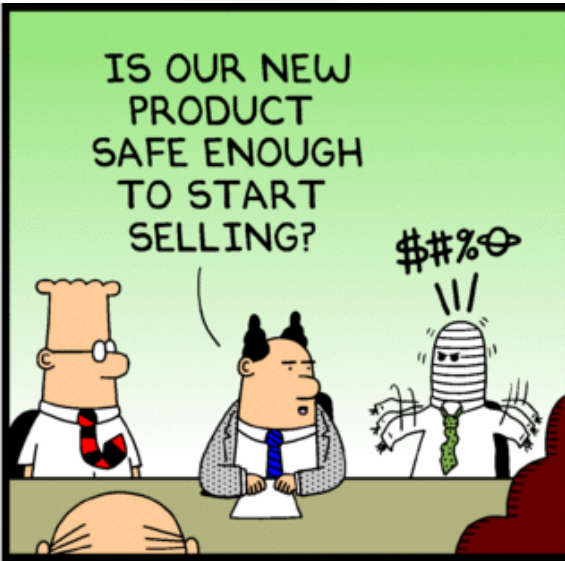


Automation Vs. Manual

- Automation advantages:
 - Push quality upstream (daily cycle)
 - Shorten test cycle (last minute bugs)
 - Higher and consistent coverage
 - Available through long product life cycle
 - Enables cross-team interoperability testing
- Manual advantages:
 - Real user experience
Example: ease of deployment, ease of management / troubleshooting
 - Higher ROI for some scenarios
Example: when test configures and uses other products
 - ~~Lack of time and resources~~



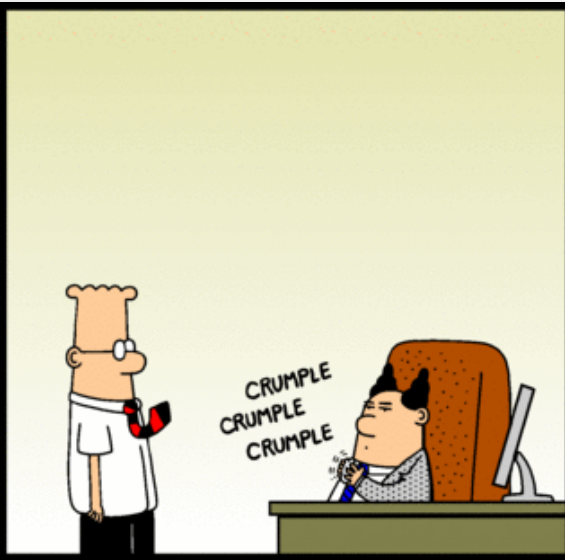
Dilbert.com DilbertCartoonist@gmail.com



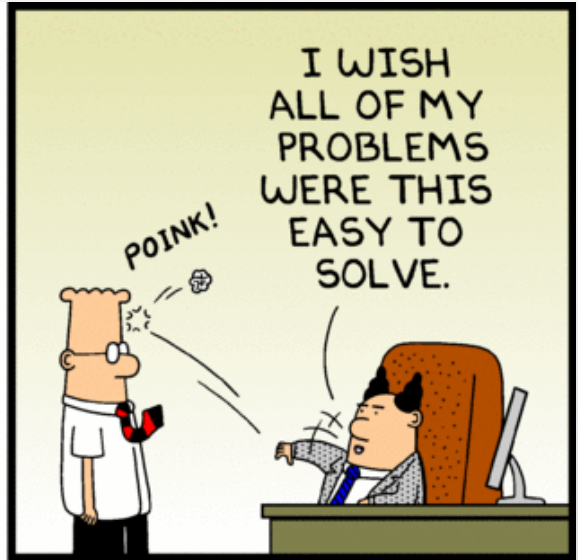
8-21-10 © 2010 Scott Adams, Inc./Dist. by UFS, Inc.



Dilbert.com DilbertCartoonist@gmail.com



6-30-10 © 2010 Scott Adams, Inc./Dist. by UFS, Inc.

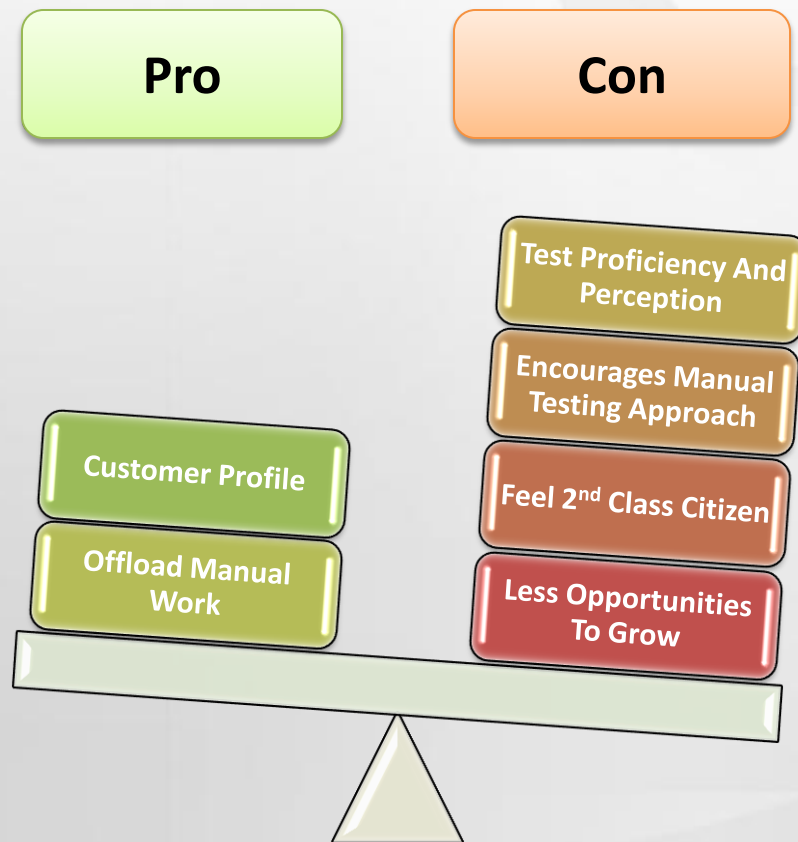


Reasons For Outsourcing

- Budget utilization
- Budget optimization
- Buy expertize
- Allow focusing on core business value and IP
- “Protect” the coders

Different Qualifications & Expertize

- Should we bring qualifications other than coding to the test organization?



On-Premises Vs. Offshore

- On-premises
 - **Pro:** agility
 - **Con:** “team building”
- Offshore
 - **Pro:** low-cost, managed
 - **Con:** well-defined, bootstrap time

Offshore Vs. Onshore

- Offshore advantages
 - Experience
 - Cost per test
- **Onshore** advantages
 - People availability
 - F2F training
 - F2F progress tracking
 - Ease of communication
 - Same language
 - Same time zone
 - Patriotism

Best Practice: Clean Interfaces

- Bi-directional clean interfaces: definition of work, processes, test cases, tools, SLA, reporting, etc'
- Major enabler for successful outsourced testing
- Team work should be replaced by clean interfaces
- Easier for manual testing with precise documentation
- Can be used for well-defined components, when the methodologies and processes are well-defined
- What about test infra?
 - Pro: not the Intellectual Property of the team, clear ownership
 - Con: not well-defined, contains key architectural decisions which affect the whole org

Key Takeaways

- Outsourcing some portion of the work should be an integral part of any project
 - It enables focusing on the IP and long term assets of the team
- Well-defined and clean interfaces are key factors for success
- There are onshore low-cost alternatives
- A gradual approach helps to build the trust and work relationships

Q&A

