Quality Assurance & Testing ❤️ Competence Development

Testing Assembly 27.11.2024, Helsinki Finland

Mikko Paloheimo, OP Financial Group

Speaker Bio

Mikko Paloheimo

Expert QA Lead & Chapter Lead

OP Financial Group, Finland

14+ years in Software testing & Quality Assurance, passionate about QA competence development, coaching, training and OP QA Community

Agenda

- The Context
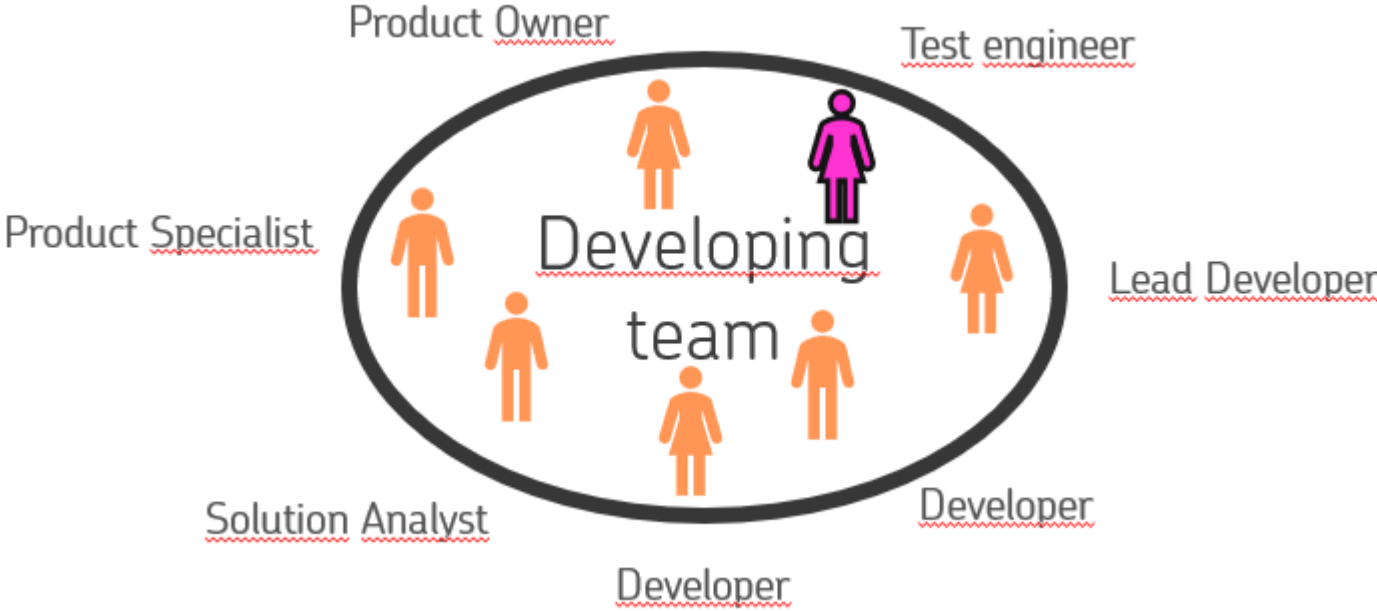
- The Question

- The Solution

- The Summary

Quality Assurance

Context –
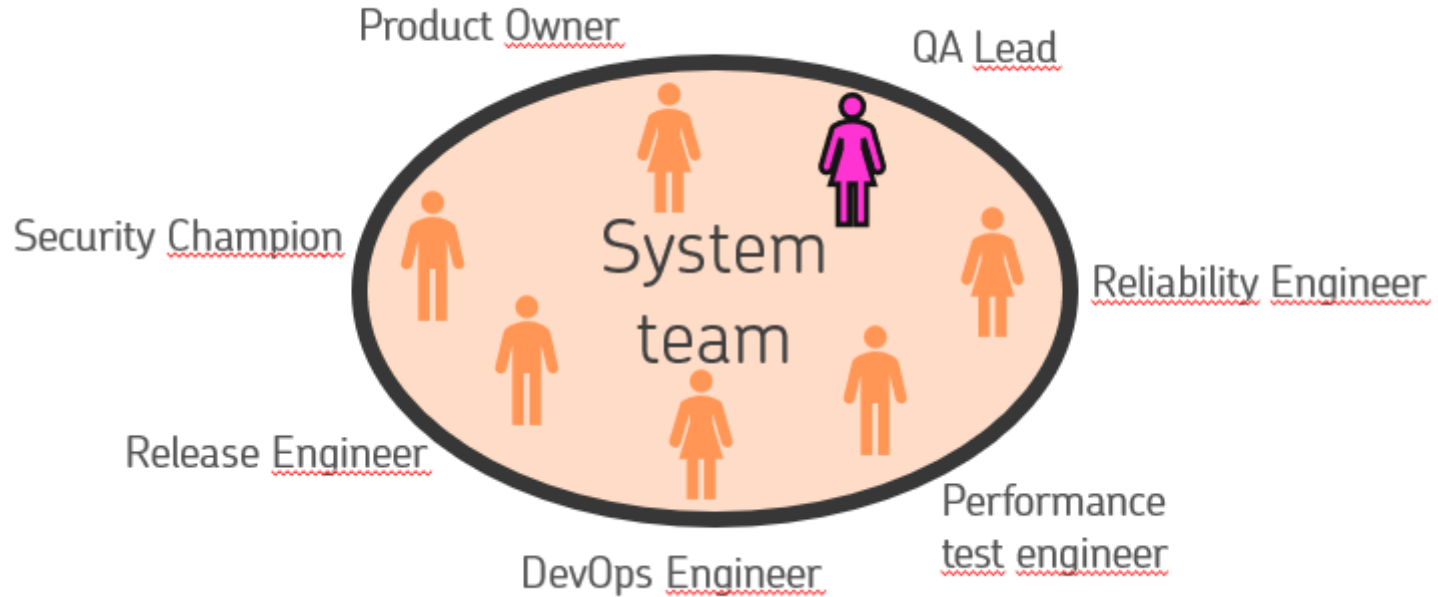# OP Financial Group from testers perspective

- Industries:
  - Retail & Corporate Banking and Insurance + a load of technology to run it all

- Employees:
  - 1500+ (3000+) in ICT Department
    - 150+ (150+) test engineers
  - 14000+ in the whole OP Financial Group

- Service scope:
  - Approx 1000 applications & services being run and developed

- Test automation scope:
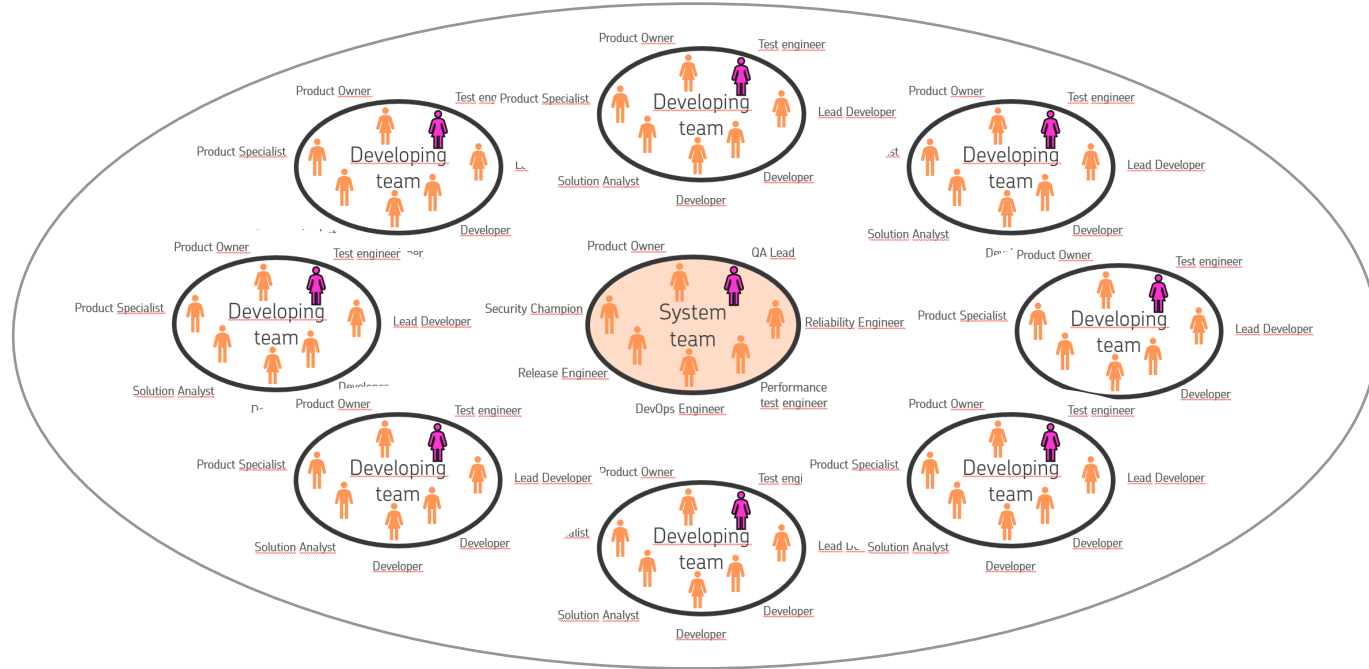 - Approx 6 million automated test cases running monthly
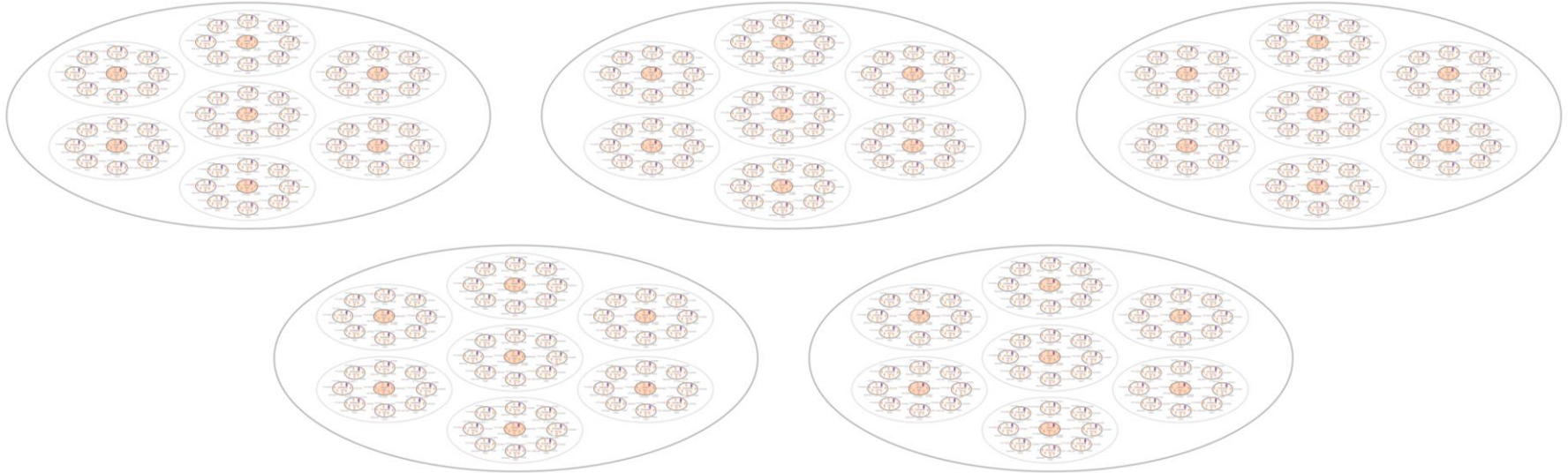
Developing Team

System Team

A Tribe consists of system team and developing teams

A department consists of tribes

Development & Technologies consists of departments

Do your professionals always stay pro ?

The Solution

- QA Community

  - Communication

  - Coaching

  - Training

OP QA Community

- OP QA Community combines guidance, principles, training, tools, actions and people that cooperate in OP's Quality Assurance and testing.

- Members of the OP QA Community are all OP internal employees, external consultants and partners working in OP in quality assurance and testing roles.

- OP QA Steering group (QA Competence Leads and QA Chapter Leads) is the main responsible unit in developing and maintaining OP's Quality Assurance and testing guidances and practises.

- OP Tech Academy's Quality Assurance learning tower, its courses, contents and mentors is the main training function in OP QA Community.

- Also other information sharing events belong to the OP QA Community e.g. QA Community meetings, Test Day sessions and many different info sessions organized by chapters and specialist communities e.g. Test Automation or Performance testing.

Communication

- 2-way communication is required from grass roots level to top QA management + across all department & tribe boundaries

- Keeping everyone up to date in all things happening in QA, e.g. tooling, TDM, performance testing, test automation, regulations etc.
  - All roles from Junior Test Engineer to Lead roles participate

- Utilizing all possible channels from coffee machine at the corridor to TEAMS chats and onsite meetings small & large + daily work

Coaching

- Engineering practices & Cloud Engineering practices for Quality Assurance & test engineering -> Built in Quality
- Supporting test engineers in developing teams.
- Coaching developing teams toward Quality Engineering.
- Enabling cooperation and skills sharing between other chapters and test engineers.
- Systematic on-boarding and follow-up for all newcomers.

Training

- OP Tech Academy, the crown jewel of tech skills training and development.

- Operational since 2019.

- Contains different Learning Towers for improving skills and knowledge used in software development and agile.

- Building of Quality Assurance Learning Tower started in 2020.

- Other training activities are also organized to meet strategic goals and business demands.

OP Tech Academy
An internal learning platform for tech skills and knowledge

OP Tech Academy Learning Towers / Fall 2024

Data

Fundamentals of Data

Became a Data Analyst

Master Data Book Study Group

Introduction to DCAM framework

Data Management by DAMA International

SAS® Programming 1: Essentials

Prepare for the SAS 9.4 Base Programming (A00-231) Certification Exam

DevOps

Way of Working

DevOps Handbook

Reliability Engineering

Modern Software Engineering

Designing and Leading Value Creation

Introduction to Design & Product Thinking

Implementing Design & Product Thinking

Foundations of Customer Insight

Quality Assurance

Foundation Level:
Quality Assurance Fundamentals

Intermediate Level:
Performance Testing

Test Automation

Security Testing

Building In and Leading Quality

Book Study Group: Act2Lead

Development

iOS Introduction

Android
• Foundation
• Introduction

Programming:
• Foundation
• Intermediate
• Advanced – Test Driven Development

Fullstack:
• Introduction
• Foundation
• Intermediate

Security

Gain a Solid Cyber Security Foundation

Become an Ethical Hacker

Achieve the CSA Certificate of Cloud Security Knowledge CCSK

Cyber Book Study Group

AI

Introduction to Generative AI

Introduction to analytics with Databricks

Advanced Analytics and Machine Learning

End-to-end machine learning project

Focus on Current Machine Learning

The Analytics Whisperer

70-20-10 model

70

Daily work – Operational work to meet customer needs, prioritized on the backlog. For example, a business goal can be achieved by utilizing 70% of the capacity during a sprint.

20

Improving daily work – Continuous strategic improvement to facilitate future work and work processes. For example, improving work methods and DevOps practices.

10

Learning and experimenting – To become the best version of oneself and of OP. Our work can be improved by increasing our own and our team's competence. This strengthens the group's competitiveness but also enhances individual skills.

OP Software Academy
QA Tower

Foundation level 2.0

- QA & Software Testing Basics
- Exploratory & Accessibility Testing
- Tech part 1: Performance & Security Testing
- AI and Cloud

- Agile testing & management
- Test Automation
- Tech part 2: API & Mobile testing
- Summary + Testing in Finance Industry

- OP Quality Assurance Community

OP Software Academy
QA Tower

Intermediate level tracks

Theoretical studies 📖 📚 🦉

Hands-on studies 💻 ⚙️ 🔧

Track 1.	Track 2.	Track 3.	Track 4.	Track 5.
Building In and Leading Quality	Book Study: "Act 2 Lead"	Performance Testing	Security Testing	Test Automation

Other training activities / internal

- **Test Day by OP QA Community series**
  - 2h hands on session about useful QA & testing skills or tooling
  - Recording always available
  - Open for all
  - Frequently and also on-demand
  - Possibility to request topics

- QA Community meetings
  - General info sharing about QA & testing topics
  - New guidelines and instructions
  - "QA olympics"

- Chapter meetings
  - Area specific knowledge spreading between teams test engineers
  - Discussion and best practises & info sharing

- Competence specific meetings / Guilds
  - Quality Management info for Test Automation
  - Performance Testing monthly sessions

Other training activities / external

- Conferences
  - 2024 participation:
    - RoboCon, Nordic Testing Days, Hustef, Testcon, Agile Testing Days, Testing Assembly
- Meetups
  - Finnish Software Testing Meetup Group
- Courses
  - E.g. RST
- Certifications
  - ISTQB
- Visits to other companies / networking
  - Celebrating World Quality Week w. Konecranes

Why competence development for QA?

- Even "old dogs" require a refresher from time to time.
- IT industry is changing and becoming more complicated.
- To meet strategic goals and business demands.
- To be compliant with regulations.
- Personal growth and career opportunities.
- Testing and Quality Assurance activities become easier.
- Adaptability, it is a possibility not mandatory.
- Keeping the QA community alive and lively.
- Sharing is caring and it becomes a habit.

What it takes?

- Coordination
- Structures
- Top management support
- Large programs or smaller meetings
- Continuous improvement
- Passionate QA & Test Engineers

- You can do it yourself
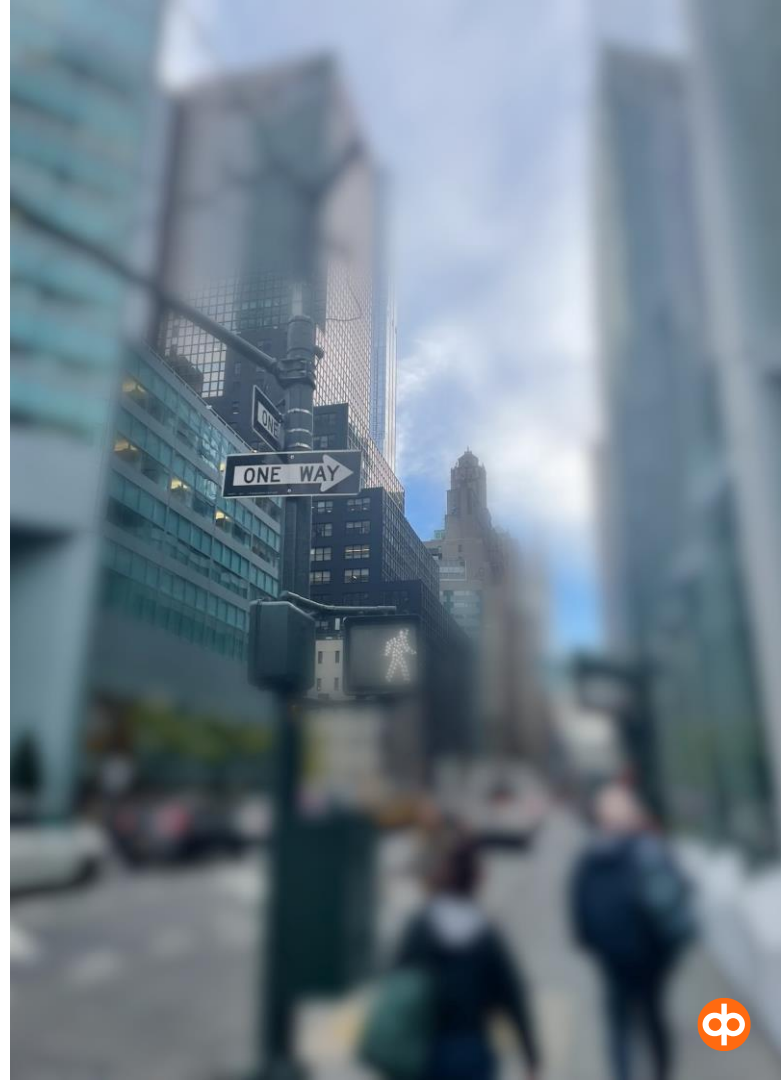 in your own community or company!

The Summary

Starting to build your own QA competence

development activities; QA courses, training

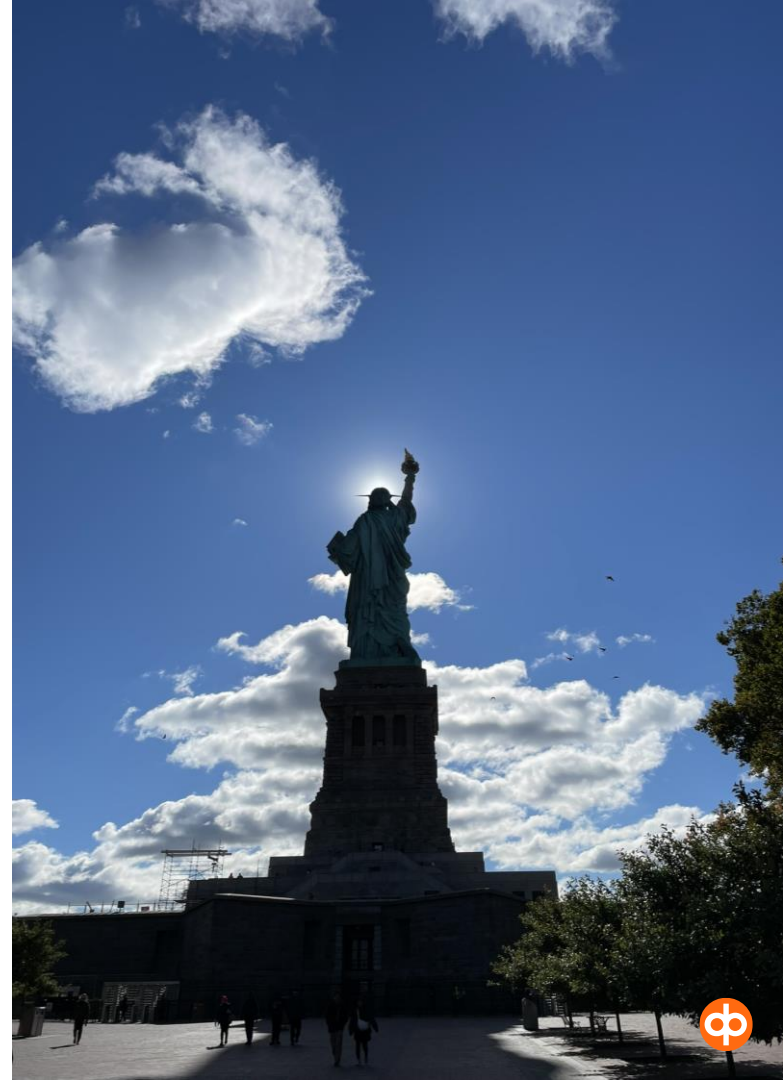sessions or a learning program might feel like...

...the construction always takes some time

and there might be hardships on the way...

...but once you've started your way,

it's a **one way** street towards...

...a huge success and spectacular benefit
for your QA & testing community
and your organization.

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+ NEW course in 2025: AI in Test Engineering

Quality Assurance

Inspired? Connect and let's talk more

Mikko Paloheimo (we, us 🧡)
Expert QA Lead and Chapter Lead at OP
Financial Group

Thank you 🧡