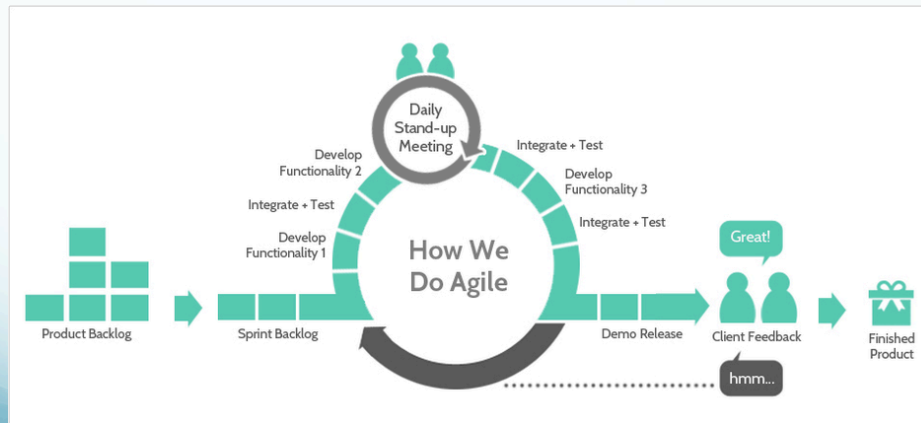# Enhancing Customer Autonomy During Acceptance Testing

Itziar Otaduy – www.labox.es
Oscar Díaz – www.ehu.es
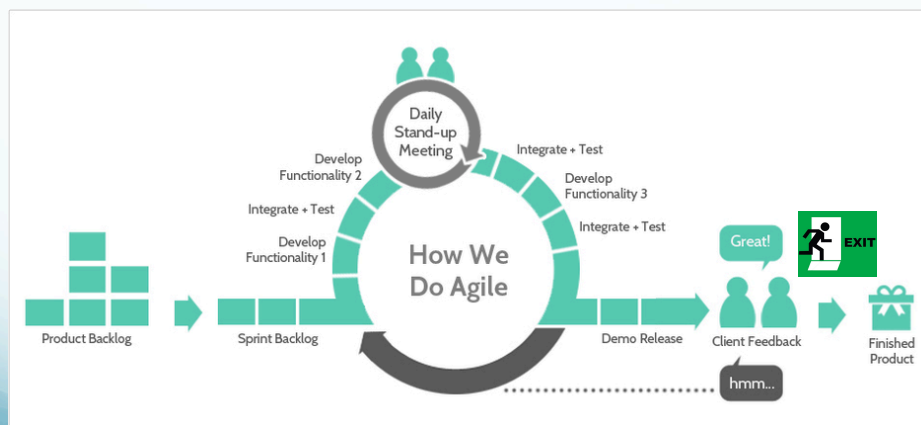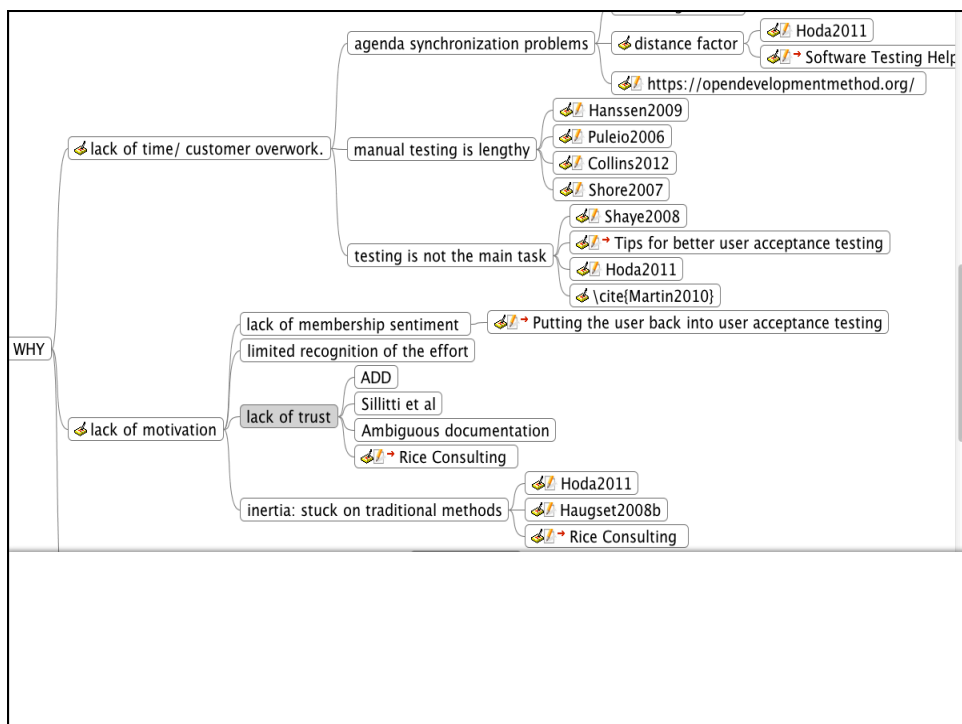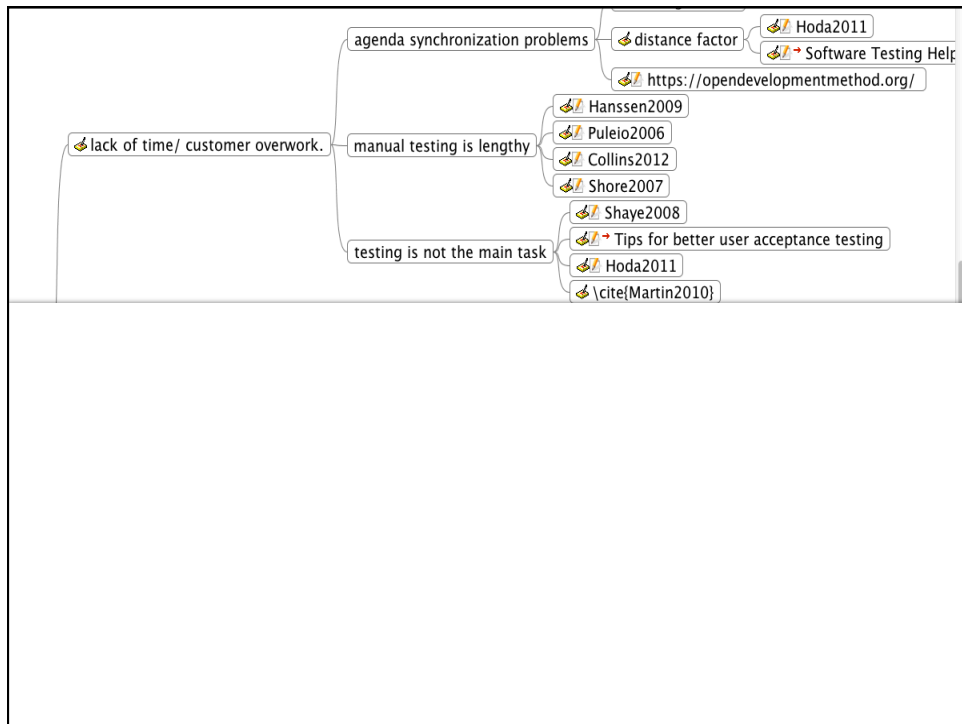
Premise

Using the software itself as a means of communication

accounts for

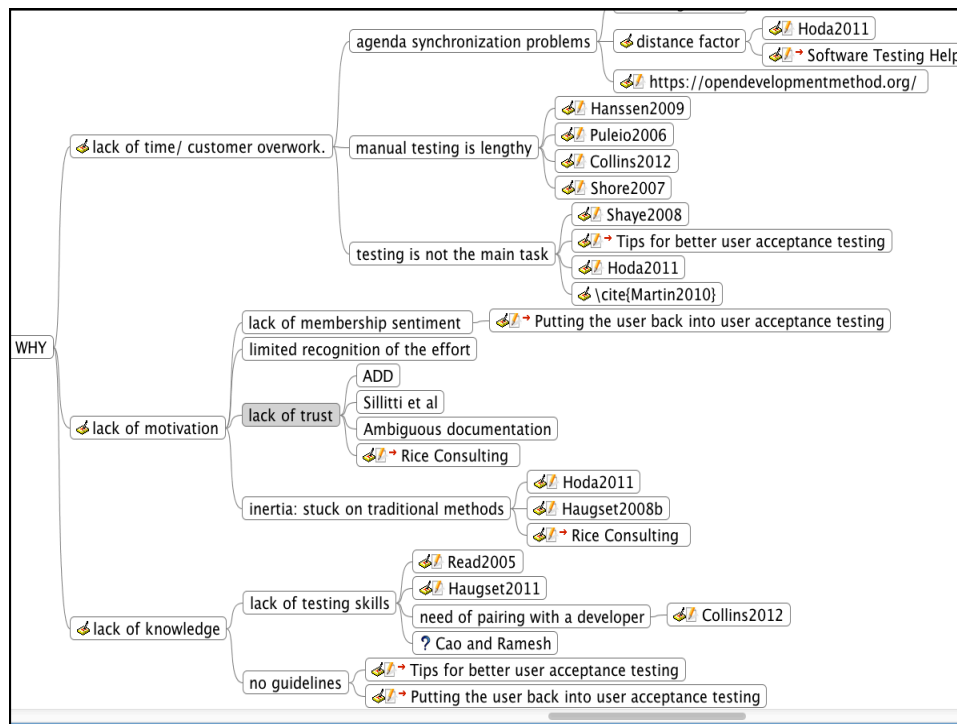**minimum lost between the customer's expression of need and what actually gets built.**

Agile methodologies: "customer collaboration over contract negotiation"

Problem Statement: poor user involvement

WHY

- lack of time/ customer overwork.
  - agenda synchronization problems — distance factor — Hoda2011 — → Software Testing Help
    - https://opendevelopmentmethod.org/
  - manual testing is lengthy — Hanssen2009 / Puleio2006 / Collins2012 / Shore2007
  - testing is not the main task — Shaye2008 / → Tips for better user acceptance testing / Hoda2011 / \cite{Martin2010}
- lack of motivation
  - lack of membership sentiment — → Putting the user back into user acceptance testing
  - limited recognition of the effort
  - lack of trust — ADD / Sillitti et al / Ambiguous documentation / → Rice Consulting
  - inertia: stuck on traditional methods — Hoda2011 / Haugset2008b / → Rice Consulting
- lack of knowledge
  - lack of testing skills — Read2005 / Haugset2011 / need of pairing with a developer — Collins2012 / ? Cao and Ramesh
  - no guidelines — → Tips for better user acceptance testing / → Putting the user back into user acceptance testing

Collaborative testing

- Developers can not do without the real-life insight of customers.

- Customers also need of developers for providing the testing scaffolding.

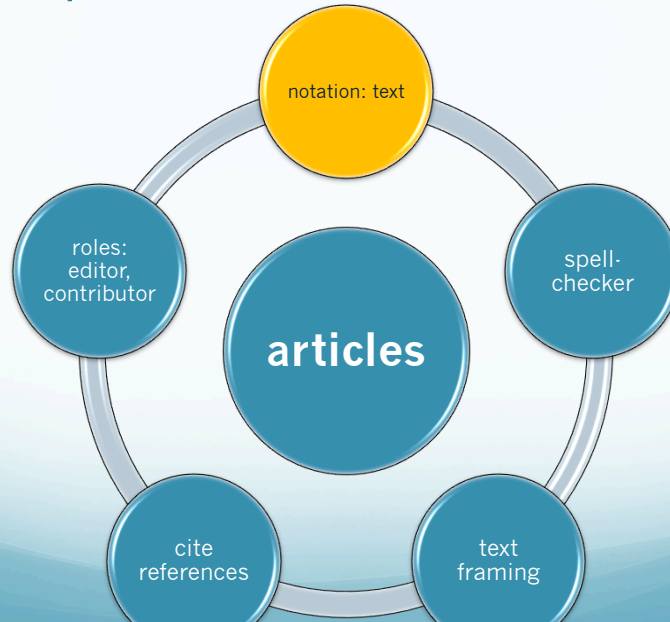- AT is a truly collaborative endevour between developers and customers

But collaborative testing is not necessarily "pair testing"

- Wikis illustrate collaborative editing without physical presence

Research Question

- Could the wiki approach be applicable to AT?

- How would an AT wiki look like?

Wikipedia editor

notation: text

roles: editor, contributor

spell-checker

articles

cite references

text framing

Fitnesse editor (aim)

notation: mind maps

roles: dveloper/ tutor, customer

enactment

acceptance test

parameteriz ation

scaffolding