



## ISEB Practitioner Test Management Certificate

This three day course follows on from the ISEB Intermediate Certificate course and leads to the ISEB Practitioner Test Management certification. The Software Test Management course focuses specifically on test management issues such as risk management, test management in practice (test documents, test estimation, monitoring and control) and incident management. It also covers how to choose test techniques and tools, people skills and test process improvement. Candidates will be given exercises, practice exams and learning aids to help them attain this qualification

This course can be taken without the exam if the ISEB Practitioner Test Management qualification is not required.

# ISEB Practitioner Test Management Certificate

## Course Objectives

To provide an understanding of software test management that goes 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 technique advice 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.

## Prerequisites

To take the exam, you must hold the ISEB Intermediate Certificate, and have 18 months experience in software testing or have completed an accredited ISEB Practitioner Certificate Test Manager Course.

## 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 & 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 sit 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 then you are awarded a Distinction. The exams are held on set dates once a quarter. Information about the exams can be found from our website [www.grove.co.uk](http://www.grove.co.uk) or direct from ISEB.

## Booking & Information

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[www.grove.co.uk](http://www.grove.co.uk)



## Course Structure

The ISEB higher level qualification is divided into three certificates, each with its own exam: the Intermediate Certificate (with a one-hour scenario-based multiple choice exam), Test Management, and Test Analysis (both with a 2-hour essay exam). Candidates may take all three exams to gain the full set of ISEB Practitioner Certificates.

