Advanced Level Test Management 3.0

Prerequisites: Must Hold Foundation Level Certification (CTFL) and Practical Experience

Day 1 – Foundations of Test Management

- **Understanding the Testing Process in Practice**
  - Review the full lifecycle of testing from planning through completion.
  - Discuss planning documents and their alignment with business goals.
  - Introduce test control and monitoring dashboards.
- **Testing in Different Contexts**
  - Explore how test management adapts in agile, hybrid, and traditional models.
  - Discuss the role and influence of different stakeholders.
  - Examine how test levels (system, integration, acceptance) affect planning.
- **Managing Test Activities Across the Lifecycle**
  - Define activities for functional, non-functional, and user acceptance testing.
  - Integrate planning into varying SDLC phases.
  - Control test dependencies and test readiness.
- **Risk-Based Testing in Action**
  - Identify and classify quality risks.
  - Assess risk impact and likelihood using structured techniques.
  - Plan tests that directly mitigate priority risks.
- **Workshop:**
  - Create a risk-based test plan using a real-world case.

Day 2 – Strategy and Process Improvement

- **Defining a Project Test Strategy**
  - Understand organizational test strategies vs. project-specific strategies.
  - Select context-appropriate test approaches.
  - Define measurable and risk-aligned test objectives.
- **Improving Test Processes**
  - Learn structured improvement using IDEAL, TMMi, and analytical models.
  - Conduct retrospectives to gather improvement insights.
  - Identify improvement initiatives based on stakeholder feedback and metrics.
- **Designing and Using Test Metrics**
  - Establish KPIs and measurement frameworks for quality and progress.
  - Design dashboards to inform stakeholders effectively.
  - Evaluate metrics for control and improvement—not just reporting.
- **Estimating Testing Efforts**
  - Break down test activities and estimate durations using expert judgment, analogous and formula-based methods.
  - Adjust estimates based on scope volatility, test depth, and risk exposure.
- **Workshop:**
  - Prepare a metric report and a high-level test effort estimate.

Day 3 – Defect Management and Analysis

- **Defect Lifecycle and Classification**
  - Define and use a defect workflow adaptable to multiple teams and environments.
  - Analyze defect patterns to guide test planning.
  - Distinguish root cause analysis and process correction.
- **Cross-functional Defect Handling in Agile and Hybrid Models**
  - Coordinate defect ownership between testing and development.
  - Facilitate defect triage meetings and status discussions.
  - Review defect communication strategies across cross-functional teams.
- **Using Defect Data for Process Improvement**
  - Extract lessons from past releases.
  - Convert defect data into action plans.
  - Integrate defect learning into retrospectives and improvement initiatives.
- **Workshop:**
  - Perform root cause analysis on a sample defect dataset.

Day 4 – People and Stakeholder Management

- **Building and Developing the Test Team**
  - Identify required skillsets based on the testing context.
  - Assess team strengths and create upskilling plans.
  - Apply leadership techniques for productivity and collaboration.
- **Understanding Motivation and Engagement**
  - Explore motivators and demotivators in a test team environment.
  - Manage burnout, shifting responsibilities, and unclear roles.
  - Establish a healthy communication culture.
- **Managing Stakeholder Relationships**
  - Communicate testing's business value with cost of quality and cost-benefit analysis.
  - Adapt language and formats for different audiences (devs, execs, users).
  - Build trust and influence through reporting and results.
- **Workshop:**
  - Simulate team setup and stakeholder negotiation in a time-boxed planning scenario.

Day 5 – Exam Readiness and Final Practice

- **Mock Exam Simulation**
  - Attempt a full-length mock test with realistic difficulty and timing.
  - Follow it up with a structured review and explanation session.
- **Core Topic Recap**
  - Revisit risk-based testing, metrics, estimation, team leadership, and stakeholder management.