

Test Reporting at a Large-Scale Austrian Logistics Organization:
 Lessons Learned and Improvement
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Survey Questionnaire¹

Section 1: Background of the participant

ID	Question	Comment
1.1	Name	Optional
1.2	Contact E-Mail	Optional, if they want to receive feedback
1.3	Role in the organization	Open Question
1.4	Professional experience	Open Question

Section 2: General Questions on test reporting

ID	Question	Comment
2.1	What is your goal when using test reports you receive from the testing department?	Options (short): Deriving Measures; Status Overview; Observe Quality Trends; Progress Overview; Others (to complete)
2.2	What do you expect from a test report?	Options (short): Textual Summary; Measures; Trend Graphics; Status Graphics; Others (to complete)
2.3	What do you expect when placing an order in the testing department?	Options (Short): Showing problems that might be overseen; Assure minimum quality standard; Suggest Quality Assurance Activity; Improving Communication; Others (to complete)
2.4	Is there any additional value for you when placing an order in the testing department	Open Question

Section 3: Questions related to regular test status reports

ID	Question	Comment
3.1	Which parts of a regular test status report has most value for your own work?	Options (Short): "Traffic Light" Status Indicator; Management Summary; Next Steps; Defect Trend; Requirement Coverage Report; Test Case Evolution; Defect Evolution; Metrics
3.2	How well understandable are the following parts of a regular test status report?	Options (Short): "Traffic Light" Status Indicator; Management Summary; Next Steps; Defect Trend; Requirement Coverage Report; Test Case Evolution; Defect Evolution; Metrics
3.3	How often would you like to receive a test status report?	Open Question

¹ Implemented in www.umfrageonline.com/

3.4	Where do you see the value of regular test status reports?	Options (Short): Testing Progress; Quality Trends; Quality Status; Propose Actions; Others (to complete)
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Section 4: Questions related to Test Automation

ID	Question	Comment
4.1	Have you already used Test automation concepts in your projects?	Options: Yes/No
4.2	Why/Why not?	Open Question
4.3	Would you be in favour of having (more) Test automation concepts in your projects, if advised well be the testing department?	Options: Yes/No
4.4	How important would it be for you to see test automation results explicitly in the test reports?	1 .. not important to 6 .. highly important
4.5	How do you rate the following suggestions?	1 .. totally disagree to 6 ... totally agree
	<ul style="list-style-type: none"> a) the testing department suggests concrete test activities for a project (based on their cross-project experience) b) I want to add/modify testing activities within an ongoing project (depending on the current status) c) The size of the test report should depend on the project d) I want to flexible configure the size and content of the test report at the beginning and during the project. e) I want to define the frequency of test status reports I receive. 	
4.6	What is the perceived value of a final test status report?	Options: Summary of identified issues; Reflection on the test effort; Final Test Results; Summary of Deviations; Others (to complete)

Section 5: Question related to the Test Concept

ID	Question	Comment
5.1	What is the perceived value of a Test Concept resp. what do you expect?	Options: Scope; Testing Approach; Risk Analysis; Goals; Planned Effort; Alternative Actions; Defect Documentation; Others (to complete)
5.2	How do you rate the following statements?	1 .. totally disagree to 6 ... totally agree
	<ul style="list-style-type: none"> a) Testing should be finished when achieving a defined test coverage. b) Testing should be finished when the planned budget is reached. c) Testing should be finished when the project is finished. d) Testing should be finished when the desired quality level of the product is ensured. 	

Section 6: Questions related to testing non-functional requirements such as load and performance tests.

ID	Question	Comment
6.1	Have you every initiated a load or performance test at the testing department?	Options: Yes/No
6.2	What is the benefit of a load or performance test?	Options: Fulfilment of non-functional requirements; Ensuring the performance of external systems; Identification and location of performance problems in complex IT Systems; Others (to complete)
6.3	How do you interpret a load or performance test? What are the conclusions?	Open Question
6.4	How well-arranged are the results of a load and performance test?	1 .. not understandable to 6 ... perfectly fine. Note that the questionnaire includes a sample screen shot of test results
6.5	When you initiate a load or performance test, what are the most valuable results for deriving conclusions?	Open question
6.6	How much do you agree with the following statement: "Concerning the report of a load test, it is more important for me to see concrete results, trends and resulting suggestions rather than having technical details and detailed data of individual methods)	1 .. totally disagree to 6 ... totally agree