

# World Quality Report

Australia and New Zealand

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## Summary

- Agile is going strong in the region, with automation and business domain testing moving to decentralized teams.
- To ensure human-centered design for customer applications, 31% of respondents in the region test launch with real devices and real users.
- Automation is on the rise, but 61% respondents say that they lack skilled automation resources.

According to the **WQR 2018-19**, the QA and testing space in Australia and New Zealand is quite buoyant. Testing is moving out of centralized teams and is more of a responsibility of agile teams now. Forty-two percent of business domain-based testing is in decentralized teams, which is higher than the global average of 40%. Furthermore, 42% of test automation function is decentralized, which is close to the global average of 43%.

Mobile application testing is also driving focus on testing practices. There is an emphasis on human-centered design for customer applications, leading to more demand for functional and behavioral testing. Thirty percent of respondents state that behavior-driven development (BDD) skills are lacking the region.

Companies are also interested in artificial intelligence (AI) and robotic process automation (RPA) but most projects are still in the concept phase. Fifty-five percent of respondents say that they have AI projects in place for customer processes for the

next 12 months. Twenty-four percent of respondents state that analytics or mathematical optimization is an important research area for AI.

Furthermore, it is becoming increasingly difficult for companies to determine testing budget because testing efforts get clubbed with Agile teams. There is perhaps a need for better metrics to measure testing activities.

The report also states that cloud adoption is low in the region but is expected to pick up in the coming years.

## Positive outlook towards agile

Most companies in the region have mature agile and Scrum teams now. There is healthy environment in the team with a good balance of testers, developers, and coders. With more agile teams, there is more decentralization and testing function is moving out of the silos. Forty-seven percent of

respondents say that test activities are performed by all team members, without a specific test professional. This is higher than the global average of 43%.

Experts state that testing decisions are rarely taken by a centralized team now and is more of an agile team responsibility. The traditional chain of command for testing is weakening now and this is helping testers work more closely with coders, developers, and even product owners.

An important reason for healthy agile adoption is the need to churn out customer applications quickly. The traditional testing approach is slow and restrictive in nature, which makes it difficult for different teams to work on a customer application.

## Testing the human experience

The quality of customer application is a priority for companies in Australia and New Zealand. Companies are now moving towards human-centered design, which resembles design thinking in its approach. It aims to develop features with the needs of end users in mind. As a result, functional testing is more important in the region.

To meet the demand for functional testing, companies are using real devices to test customer applications. Thirty-one percent of respondents in the region say that they test launch with real users and real devices. This is higher than the global average of 23%.

Furthermore, 12% respondents say that they test launch using virtualization technologies. This number is lower than the global average of 18%, but should pick up soon as companies demand more virtualized environments.

To ensure uninterrupted testing of customer applications, companies also need the right test environment. Presently, most companies are using traditional test environments, which affect the speed of testing. Thirty-two percent of testing in the region occurs in traditional test environment and only 16% occurs in virtualized test environments.

The automation of customer experience testing remains a challenge for companies in the region, as pointed by 16% of respondents.

## More interest in tool-based testing

The rising demand for testing customer applications quickly is also driving a higher demand for automation. Furthermore, automation is important for agile teams because it makes continuous testing easier. In fact, 64% of respondents point

to inability to apply test automation at appropriate levels as major challenge in agile adoption.

To optimize costs, companies are also considering open source tools, which are cheaper than traditional automation options. These tools fit well with the agile environment and make testing faster.

Automation is also driving the demand for specialized skills. Contrary to manual testing, automation tools demand niche skills. Testers working with automation tools should have a good understanding of test architecture and test design. Presently, 61% of respondents in the region say that they lack skilled test automation resources.

## Demand for specialized skills

There is a dynamic shift in testing skills in the region. Companies now look for testers with some development and coding skills. Also referred to as T-shaped skills, they are important to fit in better with an agile team. The design approach also demands more creativity from testers and a bent towards creating the right user stories.

## Value addition more important than measuring costs

The drive toward agile teams is also making it tougher for companies to determine the exact budget for testing. With testers now a part of a cross-functional team, it is difficult for companies to pin down the exact amount spent on testing.

To sum up, companies in the region are optimistic about testing and QA. Agile teams are becoming more functional and even driving major testing decisions. This is a positive outcome for companies in the region and will gradually help testing to move out of silos.

Companies are also embracing Digital Transformation with more investments in automation tools and virtualization technologies. There is also more interest in open source tools to drive more agile practices.

Customer application testing is also a focus area for companies in the region. Companies are trying to drive enhanced user experience, leading to a demand for more functional testing and specialized skills.

An interesting trend in the region is that with agile teams, companies are now interested in the value added by testing teams rather than just the effort or cost. This is an encouraging move and should drive more innovation in testing.



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