

RTC 2017
THRIVING IN TESTING



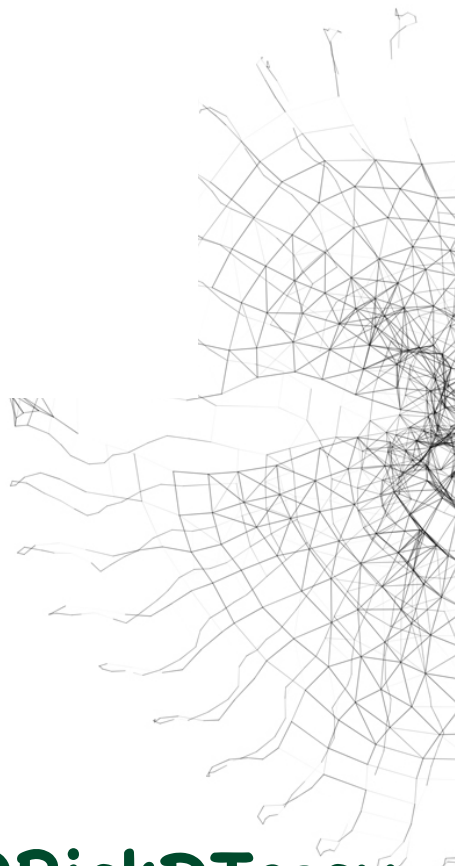
Puzzles Vs Mysteries

What's *in* information?

✱ Rick Tracy - Rabobank

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@RickDTracy



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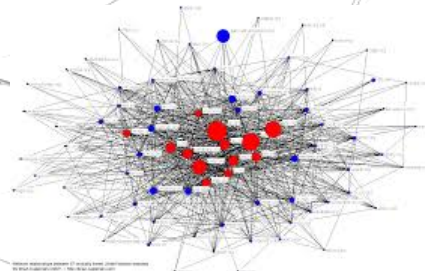
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A portrait of a man with light brown hair and a beard, wearing a grey pinstripe suit, a light blue shirt, and a red tie. He is standing outdoors with his arms crossed, in front of a modern building with large windows and a white car.

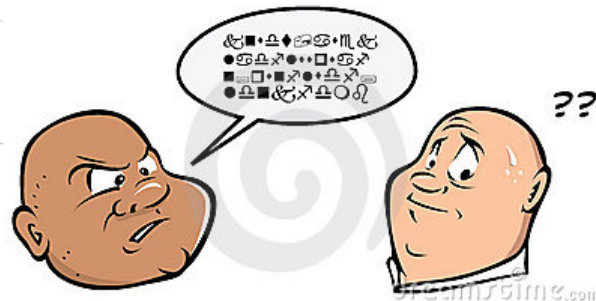


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Frustrations



I'M ONLY
RESPONSIBLE
FOR WHAT
I SAY
NOT FOR
WHAT YOU
UNDERSTAND.



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2X2 Communication

- 1) Problem?
 - They know something you don't
 - You know something they don't (You aren't reaching them)
- 2) Questions to ask:
 - Do you know everything you need to know?
 - Are you communicating in an understandable manner?

Defining Puzzles



Referential Knowledge

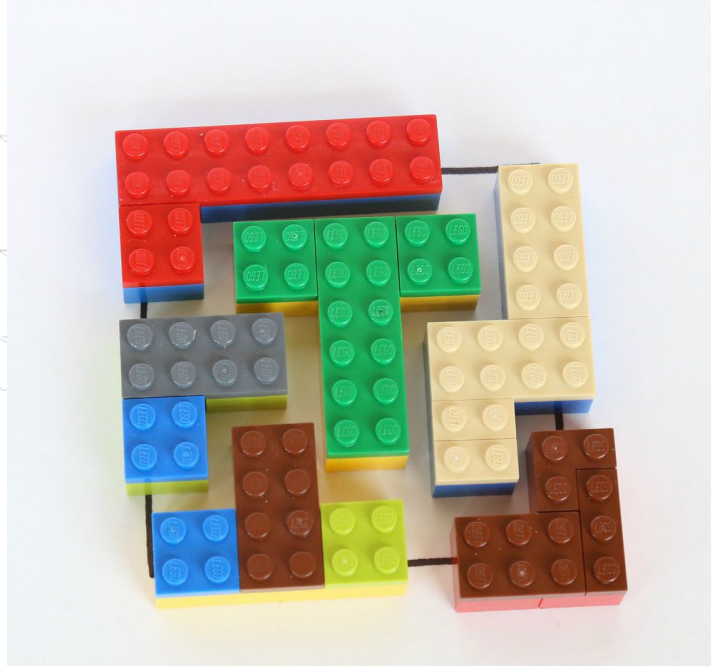
Defining Puzzles



All Pieces Needed

All Pieces Useful

Defining Puzzles (Exercise)



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Exploring a Product

- What do you know?
- What do you need to know?
- What don't you know?
- What don't you know that you need to know?
- What don't you know that you don't know you need to know?
- What do you know you don't know you know you need to know you know you don't know you know you don't know you know you need to know you know you don't know you know you don't know you know you need to know you know you don't know

Exploring a Product (Exercise)

Explore something!
(And enjoy your break)

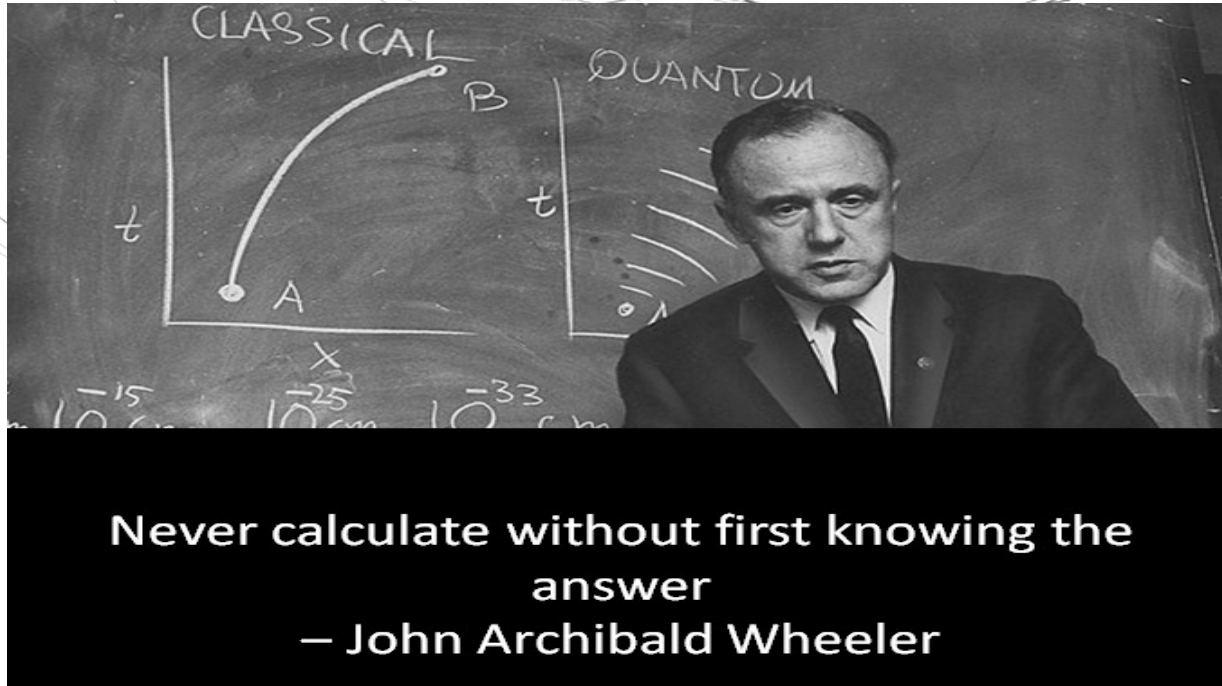
Defining Mysteries



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Defining Mysteries



Defining Mysteries (Exercise)



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Puzzles Versus Mysteries

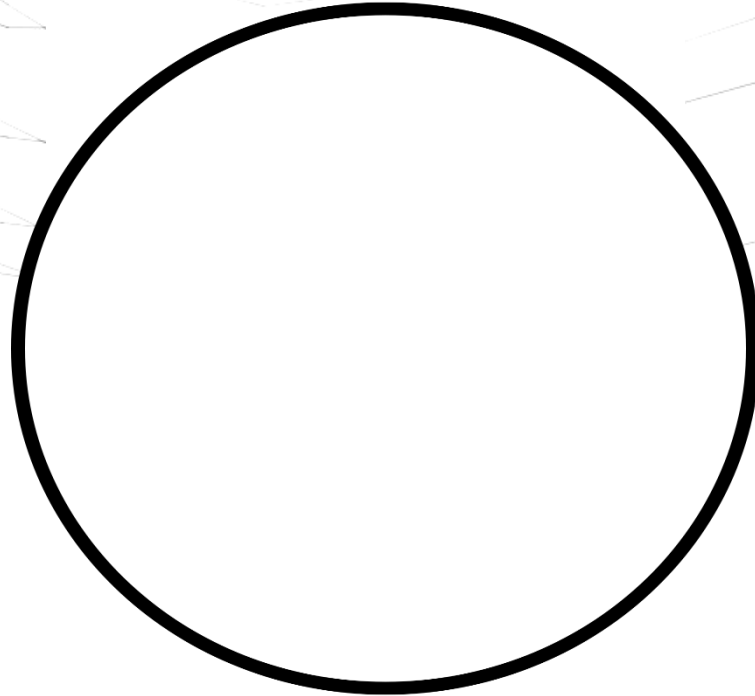


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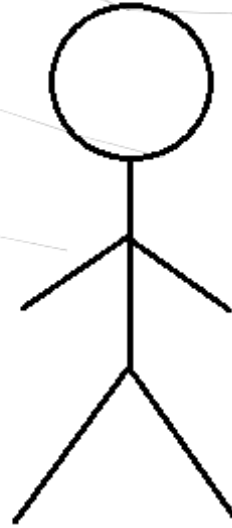
Why Does it Matter?

- You clarified the mystery:



Why Does it Matter?

- You have all the Puzzle Pieces:



Why Does it Matter?

- You have all the information, right?



- Good to Go!



What gets in our way?



People understand me so poorly that they don't even understand my complaint about them not understanding me.

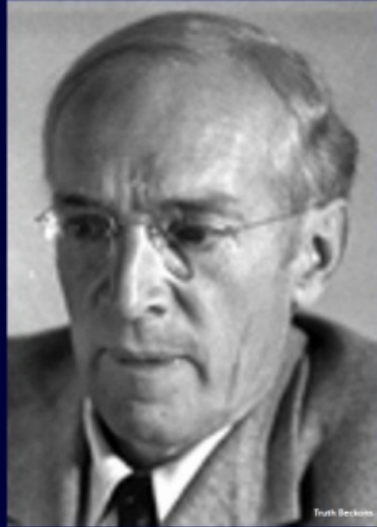
(Søren Kierkegaard)

izquotes.com

What gets in our way?

It is difficult
to get a man
to understand
something
when his salary
depends on
his not
understanding it

- Upton Sinclair



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What gets in our way?

**Data is not
information,
information is not
knowledge,
knowledge is not
understanding,
understanding is not
wisdom.**

**R4TE MY
PROFESSORS**

-Clifford Stoll

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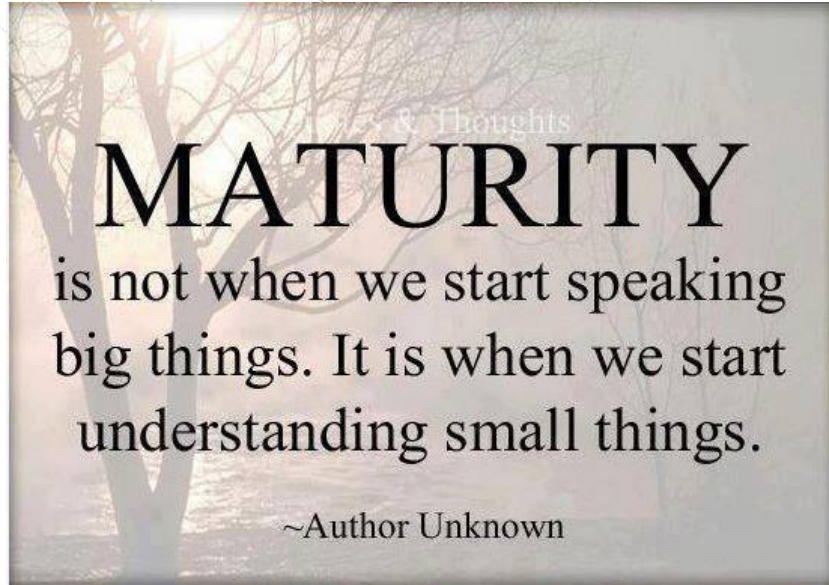
What gets in our way?



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What gets in our way?



"If you've told a child a thousand times and he still does not understand, then it is not the child who is the slow learner."

~Walter Barbee



The awkward moment
when you still can't
understand someone
after they've repeated
themselves about 5 times.

”

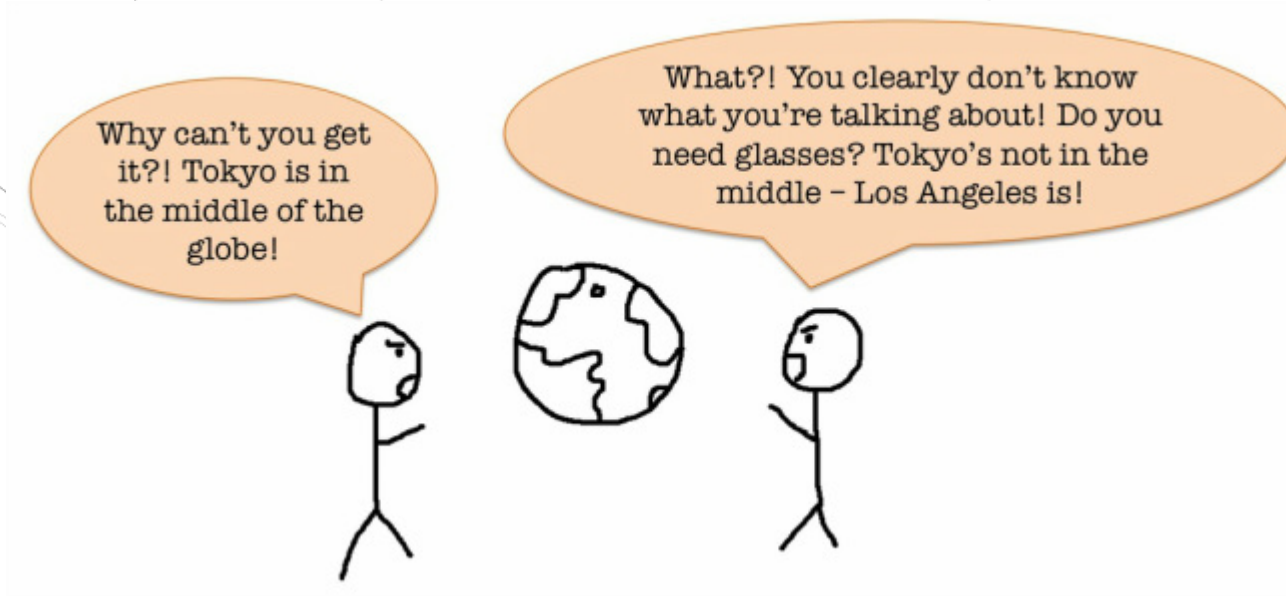
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What holds us back?



Brave Volunteers

- 2 Users/Stakeholders



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Setup

- Cards of different colors, 1-5
 - Three 1s,
 - Two 2s, 3s, 4s
 - One 5
-
- 7 Hints
 - 3 hit points



The TWIST!

- You may not look at your cards!
- The rest can give you hints, but limited
- You must act on the information you're given and what you can infer.



Turns

- Three options:
 - Play a card onto the table
 - Discard a card (get a hint token back)
 - Ask for a hint (costs one token)
- If you used a card, draw back up to 5 cards



Play Rules

- Put in order from 1 to 5 by color
- Can only play a card once the previous is on the table (except #1)
- No Doubles!



Hints

- Can only tell ONE PLAYER either:
 - The amount of a certain number they have
 - Or
 - The amount of a certain color they have
- I will indicate which card



Good Luck!



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Controversy: The Test Advice

- Role to Inform or to Advise?

Conclusions/Questions

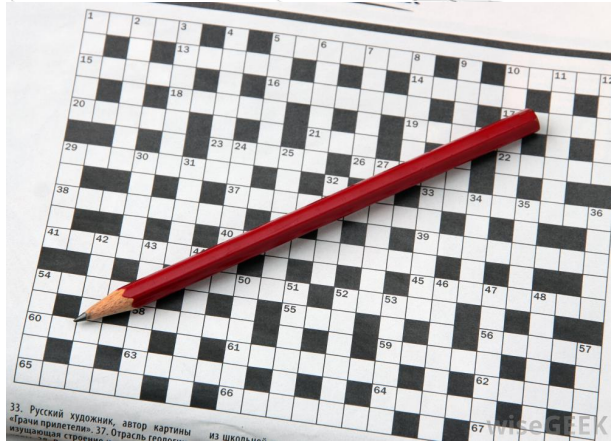


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Farewell!

- Go Explore Puzzles and Mysteries!



7		8				3		5
	5		7		1		4	
	9						2	
		3	6		4	1		
	1						5	
		5	2		9	8		
	8						3	
	3		8		2		6	
1		2				4		7

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