

**Title**

## **Test Reporting to Non-Testers**

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**Speaker(s)**

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**To whom is the presentation addressed?**

Testers, Test Managers & Managers that receive reports from testers and test organisations.

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**Keywords**

Test Reporting, Management, Non-Tester Receiver

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**Abstract**

The language of testing and test communication is a common source of problems and misunderstandings for non-testers, non-testing managers and stakeholders in general.

This presentation will explore some of those problems, their origins and the reasons why it is easy for a tester to get trapped into a communication style that isn't helpful for the tester or the receiver.

Practical experience and examples of ideas, that have worked in certain contexts, will be used with suggested strategies for avoiding some of the reporting and communication pitfalls.

Key take-aways from the presentation:

Recognise potential problems in reporting style and content

Alternative reporting style and content

Strategies from improving communication about testing (especially for communication to non-testers.)

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**Biography**

Simon has worked in software testing since 1992 – in telecommunications & IT - ranging from functional to system testing, with separate spells incorporating module/unit & integration testing and working with customer demos and negotiations.

Having started in waterfall based projects Simon is currently working with incremental development projects, having covered roles as tester, troubleshooter, team leader and test coordinator working with teams in many different countries and cultural backgrounds.

He is constantly learning about software testing, considers himself an emergent learner and divergent thinker, an occasional blogger and contributor on various test and Q&A forums.

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