Transforming Business Users Into Test Drivers
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RaboDirect
Outsourced development
Local UAT
Utilise user knowledge
And learn from them
Question personal assumptions
Test Drivers
Testing context outside of software that everyone could relate to
Used a car analogy
Avoid technical terms
Draw or describe
Relate to the visual
Project brief
Very big change
6 months
No new testers
Solution - use business users
Changes
New statement app
Change customer model
Banking upgrade
Communication and respect
Especially when there are delays
Respect their time
Don't dictate to users on how they should test
Honesty but limit negativity
Can bias the test drivers
Activating their childhood curiosity
Tapping into testers mindset
Asking questions
Interest and excitement
Hackathon example
Introducing Business Users to the platform
Usability