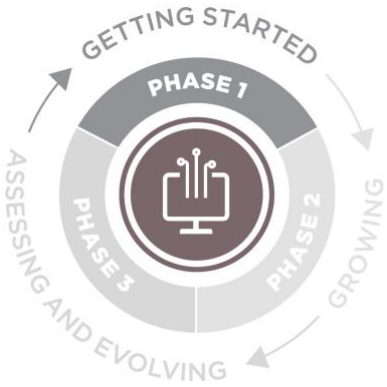

TECHNOLOGY

Phase I: Laying the Groundwork

Activity: Community QA Testing

Goals

1. Review program's current QA practices and evaluate whether they are structured in a manner that can be supported by the community
2. Identify places for improvement
3. Conduct a successful round of Community QA

Prerequisites

None, but Tech Activity: Recognition and Contributions may be useful.

Who Should Participate?

Program management (tactical thinkers)

Length

X minutes

Activity Instructions

1. Fill out the checklist on pages 2-3. Rate whether your program has these elements in place, does not, or they're in progress. You can also note if you are unsure, or if the metric does not apply.
2. Work together to identify 3-5 elements in the checklist that could be improved before your next release. Plotting elements on an impact/effort matrix (example on page 4) can aid prioritization.
3. Identify who on the program team will be accountable for the element - either taking on the responsibility for creating/improving the element or assigning the task to someone else and following up on its completion.

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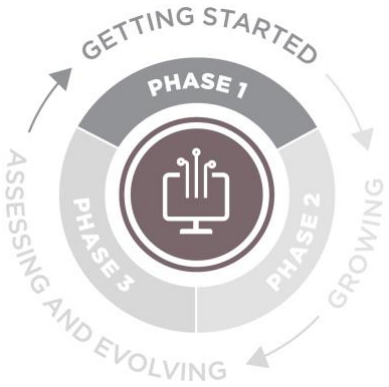

TECHNOLOGY

Phase I: Laying the Groundwork

Activity: Community QA Testing

Testing tools	Yes	No	In progress	Unsure	N/A
Clear locations for QA communication / documentation: QA docs for program staff QA tests for end users Bug tracker instructions Bug tracker Q&A / Help Other _____					
Instructions for which platform to use for which purpose *Jira for bugs, Slack for questions, wiki for test plans, etc.*					
Volunteers	Yes	No	In progress	Unsure	N/A
Cadre of dedicated testers *Maintain, review list on regular basis*					
Orientation for new testers					
Clear instructions for new and returning testers *How to choose a test, file a bug, etc.*					
“Good first test” flag for new testers					
Method for ID’ing community members who could take on additional responsibility					
Recruitment plan for new testing volunteers					
Events	Yes	No	In progress	Unsure	N/A
Schedule for QA testing process					
Themed and time-bound QA events *New releases, beta features, usability, etc.*					
Events adapted for different times zones and/or languages					
Event promotion across multiple platforms					
Specific and clearly communicated goals for the event					
Reward / recognition plan					

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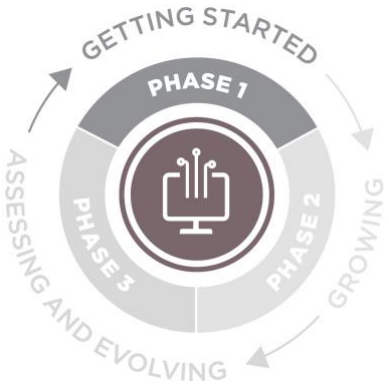

TECHNOLOGY

Phase I: Laying the Groundwork

Activity: Community QA Testing

Documentation	Yes	No	In progress	Unsure	N/A
Roles and responsibilities *Who manages the events – staff, community members?* *What are their roles?*					
What is QA / QA testing *Non-jargon essential*					
How to create test plans					
How to QA test plans (really) *Are the steps outlined in the test plan really those taken by the end users?*					
How to organize / hold a testing event					

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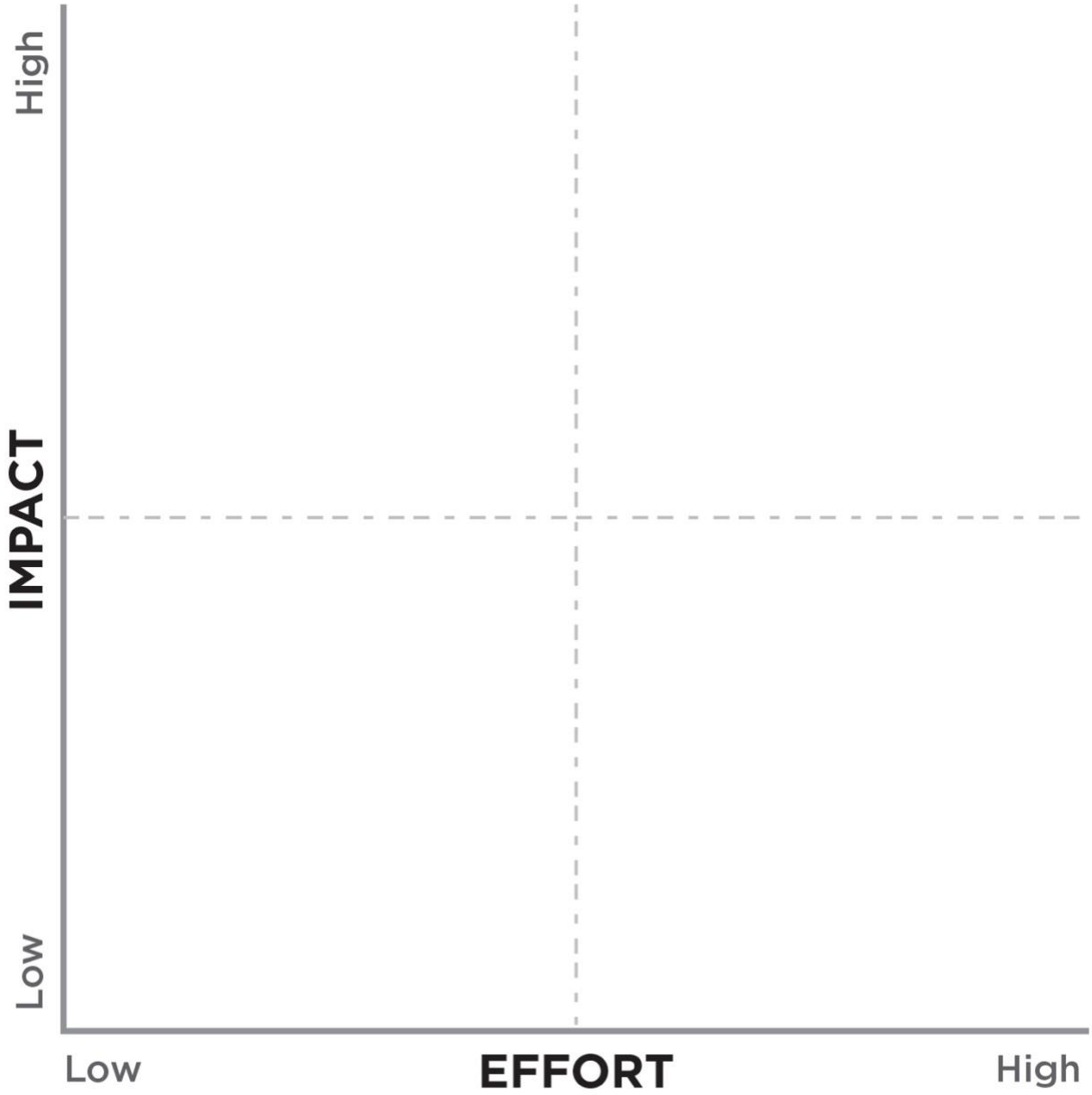
Activity: Community QA Testing



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