

Black Box Software Testing

(Academic Course - Fall 2001)

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Section: 20 :

User Testing

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User Testing

- **Tag line**
 - Strive for realism
 - Let's try this with real humans (for a change).
- **Fundamental question or goal**
 - Identify failures that will arise in the hands of a person, i.e. breakdowns in the overall human/machine/software system.
- **Paradigmatic case(s)**
 - Beta testing
 - In-house experiments using a stratified sample of target market
 - Usability testing

User Testing

- **Strengths**

- Design issues are more credibly exposed.
- Can demonstrate that some aspects of product are incomprehensible or lead to high error rates in use.
- In-house tests can be monitored with flight recorders (capture/replay, video), debuggers, other tools.
- In-house tests can focus on areas / tasks that you think are (or should be) controversial.

- **Blind spots**

- Coverage is not assured (serious misses from beta test, other user tests)
- Test cases can be poorly designed, trivial, unlikely to detect subtle errors.
- Beta testing is not free, beta testers are not skilled as testers, the technical results are mixed. Distinguish marketing betas from technical betas.