

TMAP[®] book

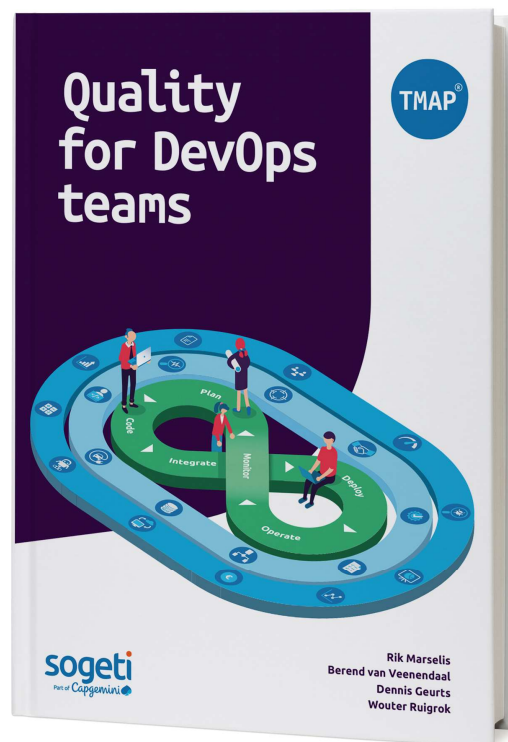
Quality for DevOps teams

Erratum – list of improvements

Version 1.0

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Revision history

Version	Date	Author	Remarks
0.1	12 april 2021	Rik Marselis	Initial version
0.5	25 June 2021	Rik Marselis	For review by authors
0.8	30 June 2021	Rik Marselis	For review by members of TMAP special interest group
0.9	2 August 2021	Wouter Ruigrok	Additional updates to pictures
1.0	23 August 2021	Rik Marselis	Final version

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0. Introduction to this erratum

0.1. TMAP®: Quality for DevOps teams

On 17 March 2020 we presented the book "Quality for DevOps teams" as the new book in the TMAP body of knowledge for quality engineering.

The TMAP body of knowledge can be found on the website www.TMAP.net.

0.2. Purpose of this erratum

During the use of the book a number of faults were reported.

This erratum is a list of corrections to the book.

You can use this erratum to improve your copy of the hardcover version of the book.

The publisher has used this erratum to create a new version of the ePub.

Where texts from the book are published on the body of knowledge website this has also been updated.

0.3. Versions of this erratum

The update of the book has 3 versions:

- Update of the ePub version: all changes are included in the updated version of the ePub so by downloading a new version of the ePub people will have the complete new version.
- Full erratum – this document – contains all changes so people can update their own copy of the hardcover version of the book.
- List of important changes – a short document – that will be handed out with the hardcover version of the book (and be downloadable from the TMAP.net website) which contains the changes that are important, especially to prepare for exams.

When in the future a reprint of the book will be printed these changes of course will be included.

0.4. Acknowledgements

This erratum was created by a diverse team. We would like to thank the following people (in no particular order) for their contributions in creating and reviewing this document:

Leo van der Aalst, Ralph Klomp, Cecile Davis, Guido Dulos, Erik Runhaar, Mirjam Kroondijk.

Also many thanks to all other people that contributed to solving faults in one way or another of whom we didn't keep track of their names.

1. List of changes

In this document we describe the improvements to the book "Quality for DevOps teams" in logical order of the book, per page.

For every improvement we give the page of the book and a description to make clear what the improvement relates to, this may be a figure or table number, or it may be a piece of text that is to be replaced. Also we mention the type of improvement: typo, correction, change or addition.

Based on this list we have created a short document that contains the changes that are important to people that are preparing for one or more of the TMAP exams. These are marked with the text "(also part of short erratum)".

1.1. Changes to forewords and part 1

PAGE 7 and PAGE 8 - typo

Replace "Paul van de Geer" by "Paul van der Geer"

PAGE 19 – addition (*also part of short erratum*)

Between line 2 and 3 of the page (so right after the text "to CI/CD)."

add the following, in a blue box (since it is a definition):

Quality Engineering is about team members and their stakeholders taking joint responsibility to continuously deliver IT systems with the right quality at the right moment to the businesspeople and their customers. It is a principle of software engineering concerned with applying quality measures to assure the quality of IT systems.

PAGE 29 - change

The correct definition of High-performance IT delivery is as follows:

High-performance IT delivery is an approach that enables cross-functional teams to continuously improve the products, processes and people that are required to deliver value to the end users.

(note that products come first in "products, processes and people". Also note that the definition appears multiple times in the book and this is the only description with the wrong order of terms).

PAGE 37 -correction - (last line) (*also part of short erratum*)

Replace "the DevOps activity "monitor"" by "the DevOps activities "operate" and "monitor"".

PAGE 38 - correction

Replace "Table 3.1 shows which role is mainly involved in what parts of the VOICE model." by "Table 3.1 shows a basic setup of which role is mainly involved in what parts of the VOICE model. This may need to be adjusted to suit the needs of your organization."

PAGE 38 – correction (*also part of short erratum*)

In table 3.1: Add an "X" on the line Product Owner in the column Confidence.

PAGE 48 – correction

The section "Verification focuses (...) IT system (Figure 5.6)." is printed 2 times. Remove the second occurrence of this section.

PAGE 49 - correction

In Figure 5.7, the box "Debriefing information from experience-based testing" should be greyed (just like the other boxes at the top).

1.2. Changes to part 2

PAGE 67 - correction (last sentence of the page)

Replace "discover a defect in one of" by "discover a fault in one of".

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PAGE 80 - correction (third line of the page)

Replace "kinds of waste: defects, overproduction" by "kinds of waste: faults, overproduction"

PAGE 89 - correction (second line of 10.2)

Replace "operates at four distinct levels" to "distinguishes four configurations".

1.3. Changes to part 3

PAGE 94 -correction (introduction section)

Replace "different development approaches" by "different IT delivery models"

PAGE 95 -correction (first line of section 11.1.3)

Replace "relevant topics for" by "relevant activities for".

PAGE 99 -addition (*also part of short erratum*)

At the start of the bullet-list add the following bullet:

- Quality & test policy - this describes the policy choices of an organization and should address a number of subjects.

1.4. Changes to part 4

PAGE 113 - change (*also part of short erratum*)

Replace Figure 15.1 by this picture:



PAGE 114 - change (*also part of short erratum*)

Change the bullet list to the following:

- Principles of quality assurance and testing - Definitions of Quality & testing, Quality objectives for the organization
- Relationship with mission, vision, business strategy, etc. - Relation of mission, vision & business strategy to quality engineering activities
- Objectives of QA & testing- Set objectives that the IT products should comply with (relates to the objectives in the VOICE model)
- Applied QA & testing topics - Guidelines for specific application of QA & testing topics in the organization
- Responsibilities in the organization - General rules and guidelines for the responsibilities on different levels in the organization
- QA & testing roles and training - Definition of, or reference to, specific roles in the organization, and the required level of education of the people involved
- Indicators related to confidence in value - Guidelines about use of indicators (based on mission, vision and business strategy)
- Testware management and reuse - Guidelines on how to manage testware and reuse it throughout the organization
- Continuous quality improvement - Goals and guidelines for improvement focused on quality of products, processes and people

PAGE 116 - typo (first line of section 15.3)

Replace "test policy start at" by "test policy starts at".

PAGE 120 - addition (*also part of short erratum*)

In the column "QA & Testing responsibilities", on the line "Developer (etc)" add the bullet:

Code review

PAGE 121 - corrections (*also part of short erratum*)

In the column "Common responsibilities", on the line "Operations (etc.)" remove the "empty bullet".
In the column "Common responsibilities", on the line "Product owner" change "Author of user stories" to "Input to user stories".

In the column "Common responsibilities", on the line "Product owner" change "Descriptor of non-functional characteristics (e.g. security, performance, usability)" to "Input to non-functional characteristics (e.g. security, performance, usability)".

In the column "QA & Testing responsibilities", on the line "Product owner" change "Author of acceptance criteria and test cases" to "Input to and review of acceptance criteria and test cases".

PAGE 128 - correction (second last sentence of 17.1.5)

Replace "only critical defects are solved" by "only critical problems are solved".

PAGE 128 - correction (second sentence of 17.1.5.1)

Replace "an intelligent platform" by "an artificial intelligence platform".

PAGE 129 -corrections

Replace "Open critical defects" by "Open critical anomalies"

Replace "Defect prediction" by "Fault prediction"

Delete "Defect performance"

Replace "Defects to test case mapping" by "Anomalies to test case mapping"

PAGE 135 - typo (third line)

Replace "altered" by "alerted"

PAGE 135 - correction

In Figure 19.1, the box "Debriefing information from experience-based testing" should be greyed (just like the other boxes at the top). (note that this figure is identical to figure 5.7)

PAGE 136 - typo

In figure 19.2 replace the word "proces" by "process".

PAGE 143 - typo

In figure 19.10 replace the word "proces" by "process". (note that this figure is identical to figure 19.2)

PAGE 146 - correction (*also part of short erratum*)

In the definition of Velocity:

Replace "velocity is the amount of work" by "velocity is the average amount of work"

PAGE 158 - correction (fourth line of 21.2)

Replace "defects," by "anomalies,".

PAGE 160 - correction (second line of 21.2.1)

Replace "defects" by "anomalies".

PAGE 160 -typo (third line of 21.2.1)

Replace "feature" by "features".

PAGE 164 – addition (fourth line of the page)

Replace "WOW factors give (...)" by "WOW factors (also known as "Exciter factors" give (...)".

PAGE 182 - correction (second bullet-point) (*also part of short erratum*)

Replace "Good metrics can be improved." by "Good metrics focus on improvement."

PAGE 195 – typo (line four of second bullet)

Replace "suggestion" by "suggestions".

PAGE 195 - correction (line four of second bullet)

Replace "defects" by "anomalies".

PAGE 196 - correction (line 1 and 2 and 3 of the first bullet)

Replace "defects" by "anomalies" (3 times).

PAGE 200 - correction (in the first section of 25.2.3)

Replace "or even in the more traditional" by "or even in a more traditional"

1.5. Changes to part 5

PAGE 224 - correction (section just above 29.1.1.2)

Replace "see Chapter 47" by "see Section 47.2".

Replace "Section 47.5" by "Section 47.6".

PAGE 225 - typo (in figure 29.4)

Replace "Four amigo's" by "Four amigos".

PAGE 239 - typo (at the end of the page)

Delete the empty line between "Definition of Done" and "in DevOps".

PAGE 244 -addition (directly after the heading of 32.4)

Add the following, in a blue box (since it is a definition):

Test orchestration is the alignment of a large number of test automation tasks and other quality assurance related tasks for all teams involved in a CI/CD process, for optimized test execution. This term refers to both the process of orchestration and the technical implementation thereof in the pipeline.

PAGE 245 - correction (in the fourth bullet of 32.4.3)

Replace "defects" by "faults".

PAGE 247 - correction (in the second bullet at the top of the page)
Replace "defect" by "fault".

PAGE 255 - correction (in the second bullet at the top of the page)
Replace "fault" by "failure".

1.6. Changes to part 6

PAGE 260 - typo (in figure 35.1)
Replace "Four Amigo's" by "Four Amigos".
Replace "Three Amigo's" by "Three Amigos".

PAGE 261 - typo (in figure 35.2)
Replace "Four amigo's" by "Four amigos" (note that this figure is identical to figure 29.4).

PAGE 265 - correction (in the second paragraph of 35.3)
Replace "based on the book Kent Beck's book." by "based on the book of Kent Beck.

PAGE 265 - correction (in the second bullet of 35.3)
Replace "Run all tests run and see" by "Run all tests and see"

PAGE 268 - correction (second line from the top)
Replace "Defects are quickly observed and removed." By "Anomalies are quickly observed and solved".

PAGE 268 - correction (fifth line under 35.5)
Replace "defects" by "faults".

PAGE 269 - correction (in bullet list) (*also part of short erratum*)
Change the bullet-level of the word "Walkthrough" from 1st level (round bullet) to 2nd level (triangle bullet)

PAGE 273 - correction (first line of the page)
Remove the bullet on the first line. (this text is part of the previous bullet "experiment toggle". Note that it is NOT part of the 2nd level bullet "A/B testing).

PAGE 280 - typo (end of section 36.4)
Replace "distracted form their" by "distracted from their".

1.7. Changes to part 7

PAGE 287 - typo (in figure 37.2)
Replace "Business proces" by "Business process".

PAGE 311 - correction (second line of 39.4.2)
Replace "will prevent defects. If not, defects found" by "will prevent faults. If not, faults found".

PAGE 322 - correction (last line of the page)
Replace "introducing defects" by "introducing faults".

PAGE 323 - typo (first line of 41.2)
Replace "characteristics of maintainability" by "characteristic maintainability".

PAGE 323 - typo (first line of second paragraph of 41.2)
Replace "measured by observing product" by "measured by observing the product".

PAGE 324 - typo (bullet list of 41.2.2)
Remove empty line between "Examples (...)" and the first bullet.

1.8. Changes to part 8

PAGE 336 – addition (at the end of the second sentence on the page) (*also part of short erratum*)
Replace “and this together” by “and this together is the basis for reporting to various stakeholders.”.

PAGE 336 – typo (with the bullet-list)
Remove the empty line before the first bullet.

PAGE 336 – correction
In Figure 43.4, the greyed out boxes should NOT be greyed.

PAGE 345 – correction (third bullet of 45.2)
Replace “Control flow testing (with statement coverage)” by “Statement testing (related to control flow testing)”

PAGE 347 – correction (bullet list)
Replace the entire bullet list by:
Syntactic testing (functionality)
Load models (performance)
A/B testing & Multivariate testing (usability)
Abuse cases & Misuse cases (security)
Other non-functional testing techniques

PAGE 351 – correction (in last bullet of the page)
Replace “select a technique that team managers are skilled at” by “select a technique that team members are skilled at”.

PAGE 359 – addition (at the end of 46.4.1) (*also part of short erratum*)
Add the following sentence:
“(Note: With the exception that MCDC doesn’t always work with Decision Table Testing (DTT) because MCDC is for individual decision points and DTT uses all conditions of all decision points together. If DTT is applied to only one decision point then MCDC works fine.)”.

PAGE 360 – corrections (in the 4th and 8th line of the page) (*also part of short erratum*)
Replace “ ≥ 300 ” by “ ≤ 300 ”. (appears both in line 4 and line 8)

PAGE 370 – correction (in the 7th line under the blue definition box)
Replace “the defects” by “the faults”.

PAGE 381 – correction (in the second bullet) (*also part of short erratum*)
Replace “degree of coverage” by “degree of progress”.

PAGE 382 – addition (in the first line of the page)
Replace “the lack of documentation.” By “the lack of documentation (as Myers states in his book “error guessing is largely an intuitive and ad hoc process”).”

PAGE 398 – correction (in the last line of the page)
Replace “loosing” by “wasting”.

PAGE 400 – correction (in the third line of 48.6)
Replace “to “smell-out” defects” by “to “smell-out” problems”.

1.9. Changes to appendix and index

PAGE 406 – correction (in the second bullet)

Remove the sentence “This characteristic is composed of (...) and Capacity.”
(note: the three individual words printed in italics remain)

PAGE 423 and further – additions

The following terms, with page-reference, must be added to the index:

Capabilities 57

Psychological safety 276

Total cost of quality 115

=== End of the list of improvements ===



The TMAP body of knowledge for quality engineering in IT delivery is available on www.TMAP.net.
You can contact the Sogeti Academy in the Netherlands at academy.nl@sogeti.nl.

About Sogeti

Part of the Capgemini Group, Sogeti operates in more than 100 locations globally. Working closely with clients and partners to take full advantage of the opportunities of technology, Sogeti combines agility and speed of implementation to tailor innovative future-focused solutions in Digital Assurance and Testing, Cloud and Cybersecurity, all fueled by AI and automation. With its hands-on 'value in the making' approach and passion for technology, Sogeti helps organizations implement their digital journeys at speed.

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