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### **Mobile Technology Testing Event hosted by BenchmarkQA**

October 27, 2011, Minneapolis, MN . BenchmarkQA hosted their fall Software Quality Forum today, welcoming over 50 IT professionals to participate in a facilitated discussion regarding mobile technology testing. BenchmarkQA Senior Vice President Molly Decklever moderated the discussion and engaged an audience made up of mobile technology development and testing professionals.

The growth in mobile technology is staggering, says Decklever. As with any dynamic new technology, ensuring the quality of mobile applications requires innovative testing professionals who can leverage their expertise to develop new approaches to testing in uncharted territory.

Because this technology is so new and so dynamic, very few could claim to be experts in the field of mobile device testing. BenchmarkQA provided a platform for local QA professionals to discuss the current challenges and successes of testing mobile devices. Two of BenchmarkQA's senior consultants who are mobile technology testing pioneers, provided their own insight and experiences gained at Twin Cities-based technology leaders.

From each of the five topics covered during the event, here are some notable ideas worth sharing:

#### **Unique Considerations for Mobile Technology Testing**

- Soti offers a software ([www.soti.net](http://www.soti.net)) that can remotely control a mobile device so the operation of the device can be tested while the device is subjected to stress related to temperature, physical impact, loss of signal due to interference/obstructions, etc.
- To create a signal failure in order to test what happens when a signal is lost, wrap the device in foil and enclose it in an inoperable microwave. (One participant suggested that you sever the electrical cord to avoid accidental use of the microwave.) This process is estimated to achieve a 99% failure of the signal.
- If you remove an Apple device's battery for 30 days you will likely cause clock and calendar failure as well as application failure (due to clock and calendar failure). In situations in which a mobile device might be infrequently used, this can be an important test which has produced significant application failure.
- To obtain baseline battery life, measure duration from full charge until the device is dead. Product information about battery life is not always accurate.
- To test for WiFi fighting (Cisco) drive around and map out types of public connectivity to be used during testing.

#### **Strategies for Representing the Expected User Base**

- Obtain loaner devices from the vendor or the service provider (not available for iPad)
- You can sometimes obtain a pre-release version of a device but because of the often vast differences between a pre-release version and final production version, conduct high-level validation tests on the pre-release version; plan to run (or re-run) critical tests on final production versions.

### **Benefits and Limitations of Using Emulators vs. Real Devices**

- Emulators are useful for functionality in initial testing, and outlaying devices
- Emulators are not useful for usability and more complex functions (i.e. gyroscopes)
- Emulators as not useful (or only minimally useful) for native applications (Xapfix from ZapX, QTP Sub.)

### **Benefits and Limitations of Outsourced Mobile Application Testing Specialists**

Surprisingly, only a few participants had been involved in test projects that engaged outsourced testers. When asked why, the following limitations were expressed by the group:

- Native applications are not candidates for crowdsourced testing
- Outsourcing the test effort would have required test assets to be more formal than otherwise needed/required by the organization
- Requires additional overhead and cost for planning and management
- High turnover of resources, not worth the effort to provide product knowledge required since the same resources would not likely be involved from one release to the next

### **Tools and Tips to Verify your Website's Mobile Effectiveness**

- Ensure your website is functional and stable before testing on a mobile device
- Be sure to include Cache limits testing in your test planning as that is a common issue

The mobile device industry continues to quickly evolve. With so many moving parts . new and revised browsers, operating systems, service providers, and an incredible number of devices on the market offering ever increasing advancements in technology and functionality . having an effective process for mobile device testing which results in a high quality outcome is a tremendous challenge.

So that we can all continue to learn new ideas about how to approach this challenge as a community of professionals, BenchmarkQA has created the LinkedIn group [%Mobile Technology Testing Forum+](#). Our intention is to enable testing professionals engaged or interested in mobile device testing to connect with each other to share experiences, insights and questions. To join the group, type [%BenchmarkQA+](#) into the LinkedIn search tool and select [%Mobile Technology Testing Forum+](#)

### **About BenchmarkQA**

BenchmarkQA, headquartered in Minneapolis, MN, has provided exceptional quality assurance consulting and testing services to its clients for 25 years. They help software project teams deliver high-caliber software with greater efficiency and cost control, through process improvement strategies, training, guidance, and the productivity of highly-skilled QA professionals. As a service to the Twin Cities QA community, BenchmarkQA offers free Software Quality Forums focused on relevant topics to the QA industry. For more information, please visit [www.benchmarkqa.com](http://www.benchmarkqa.com).

For additional information about this or upcoming events, or services available through BenchmarkQA, contact Cindy Jokinen, Marketing Manager, 952.392.2390, [cindy.jokinen@benchmarkqa.com](mailto:cindy.jokinen@benchmarkqa.com).

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