

# QA Mission Plan: Where we're headed in 2015

Robinson Tryon & Joel Madero  
*Notorious Legends of QA*  
LibreOffice Annual Conference – Bern  
September 3<sup>rd</sup>, 2014



**LibreOffice**  
The Document Foundation

# Howdy!

- ★ Everyone in Europe thinks that the people in the US are a bunch of cowboys, so we figured that we'd style our presentation appropriately
- ★ We've got a bundle of topics to present to you today
- ★ The organizers only agreed to let us talk if we kept it to a half-hour, so don't worry, it'll be over soon.
- ★ Have questions?
  - Joel: *Shut up and let us talk!*
  - Robinson: *Interrupt us anytime!*



# Kudos to Joel

- ★ Law student
  - Translation: *Super-busy all the time*
- ★ Roped-him in to giving a talk at the annual conference, with one catch:
  - *I had to co-present*
- ★ He still manages to find time to do tons of QA work
- ★ Will continue to be a valuable addition to the QA Team for years to come
  - *Not going to send him out to the pasture quite yet*

Bug: Verrrry Sloowwww SVG load: <https://bugs.freedesktop.org/83426>



# Robinson

*The Vermont Kid*

- ★ Volunteer in LibreOffice QA
- ★ Just hired in August as QA Engineer for The Document Foundation
- ★ Most people in the US know me from my LibreOffice outreach work
  - If you're ever attending a Free Software-related conference in the US, email me – I'll probably be attending or *should* be attending



# Topics

- ★ Mission Plan
- ★ Bugzilla Migration
- ★ Statistics
- ★ Bibisect & GUI
- ★ Improvements to Bugzilla
- ★ US Summer Hackfest
- ★ Suggestions for team recruitment
- ★ Cross-project "Bug-bees"



# Have questions?

- ★ Please feel free to ask questions during my talk
- ★ Active participation helps to keep you **awake**
- ★ If you have longer questions/comments, we may time at the end for Q&A



# QA Has a Mission Plan?

- ★ Work in progress...
- ★ Plan can help keep QA Team focused
- ★ Gives people outside QA Team better understanding of our goals
- ★ Measure our success



# Bugzilla Migration

- ★ Bugzilla currently hosted on Freedesktop.org
  - We don't have direct access to Bugzilla or underlying OS
  - Unable to modify/update/improve Bugzilla
  - Can be difficult to contact FDO admins
- ★ Currently identifying and recruiting admins for Bugzilla, the BSA, and the VM
  - Are you interested? Come talk to us!
- ★ Updating Bugzilla code to ease transition
- ★ Coordinating with Norbert, QA Team members, and the developers



# Bugzilla Improvements

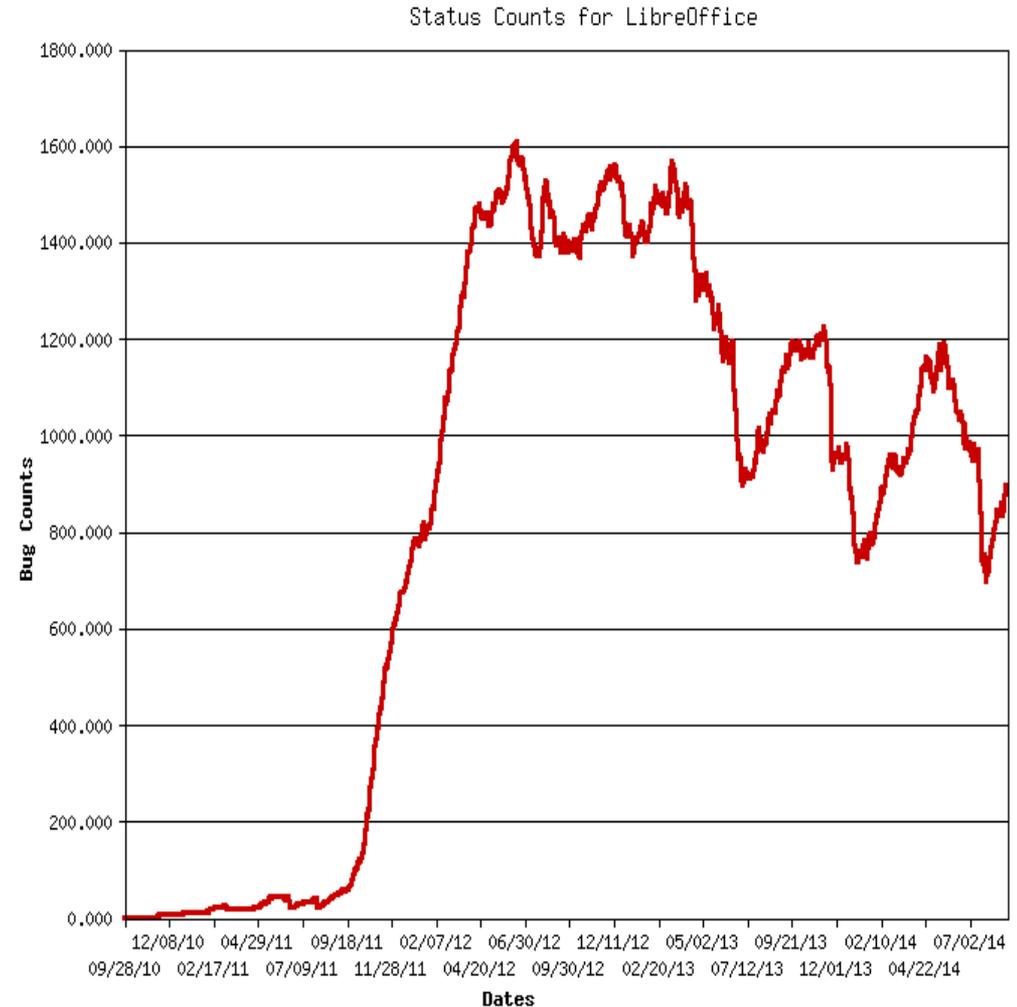
- ★ Specific improvements to QA workflows
  - Identify common tasks for automation
- ★ Collaborate and brainstorm with QA Engineers in other projects
  - Wikimedia
  - Mozilla
  - GNOME
- ★ Provide onboarding information and tutorials *within* the bugtracker

Wiki: [https://wiki.documentfoundation.org/QA/Bugzilla/LibreOffice\\_Bugzilla\\_Proposal#Post-Migration](https://wiki.documentfoundation.org/QA/Bugzilla/LibreOffice_Bugzilla_Proposal#Post-Migration)

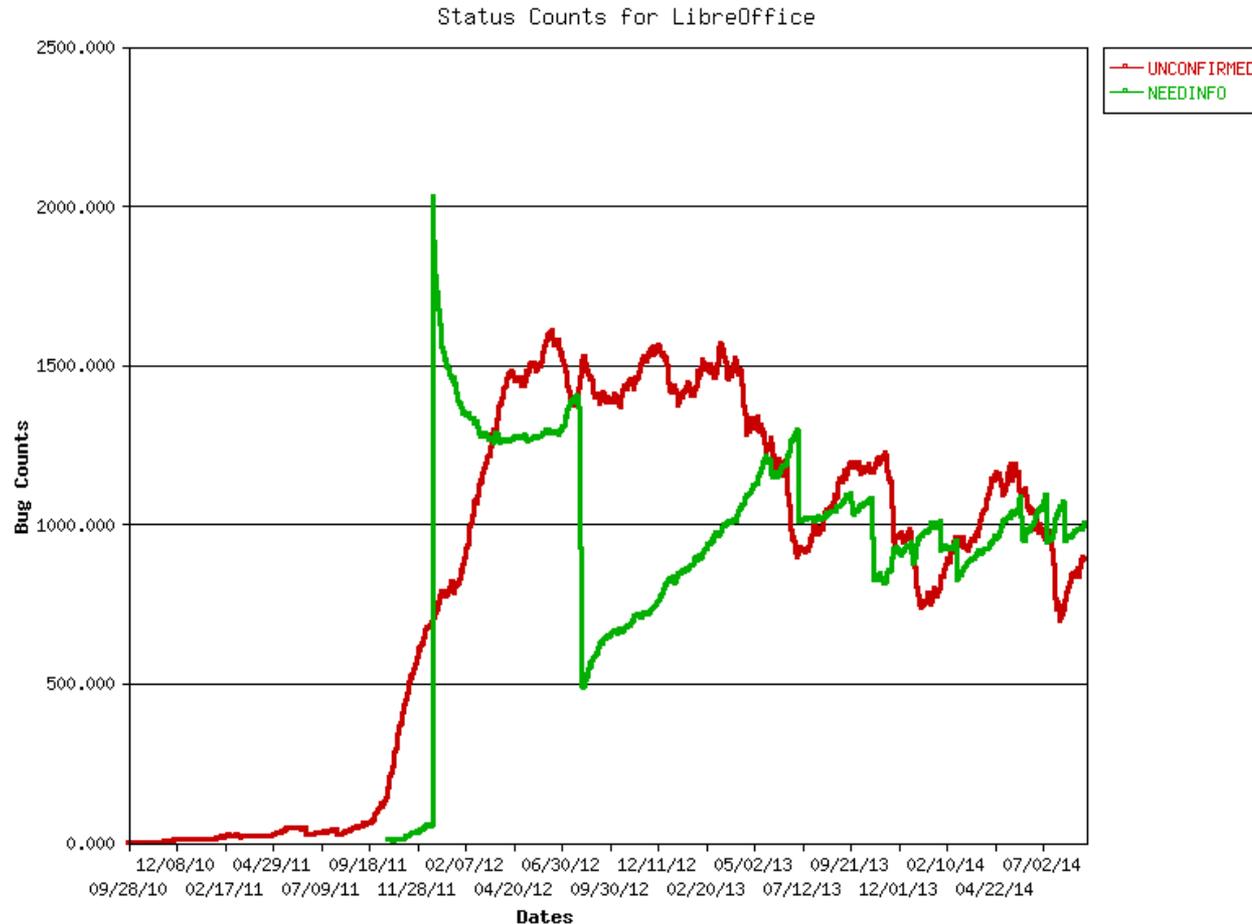


# Speaking of Bugzilla...

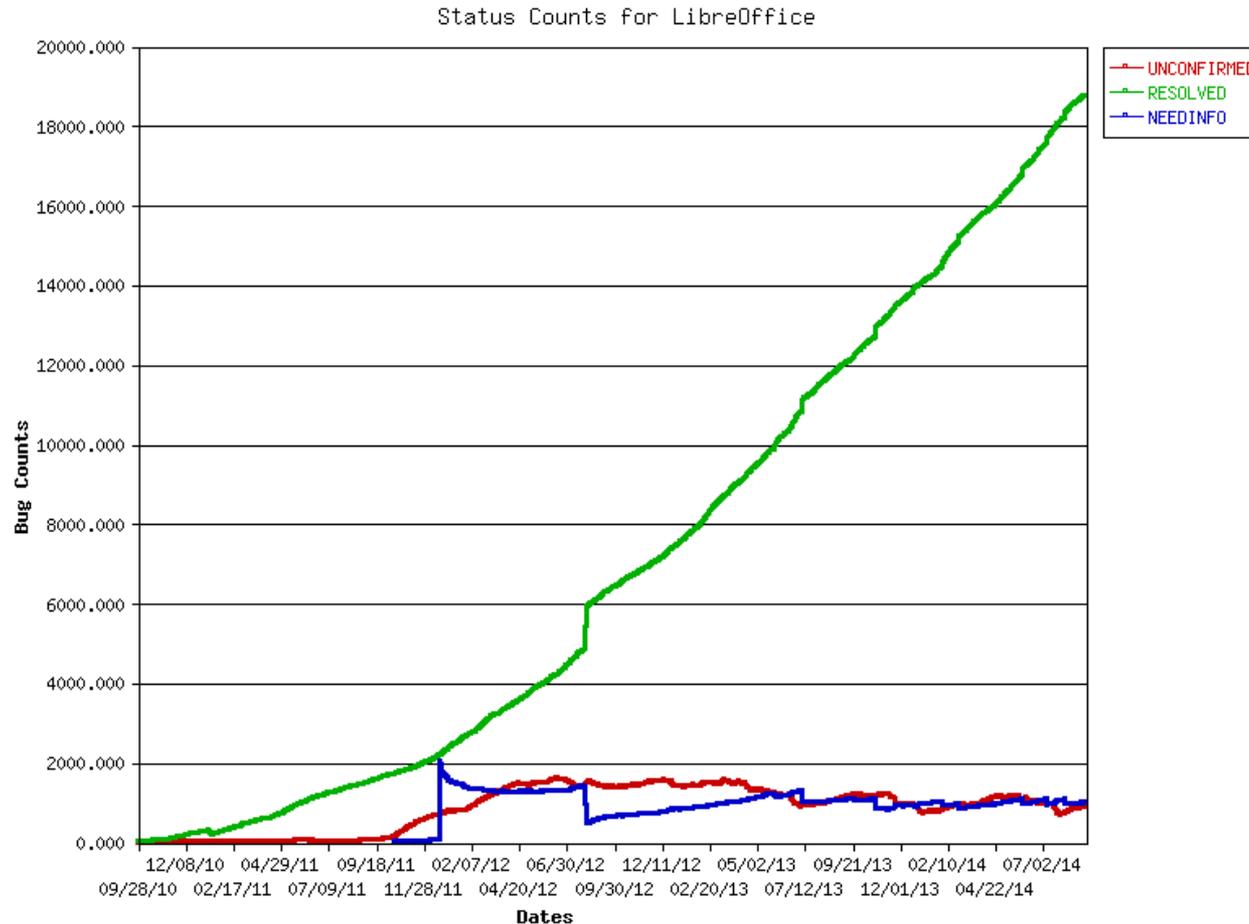
- ★ Our volunteers have been doing an amazing job with UNCONFIRMED bugs
- ★ Consistently pushing that line lower
- ★ Looking forward to a coordinated, concurrent push in October between Seattle LibreFest and online participants



# Statistics: UNCONFIRMED + NEEDINFO



# Statistics: UNCONFIRMED + NEEDINFO + RESOLVED



# Future of Bibisect

- ★ Repositories for Windows, OS X, and GNU/Linux
  - 15+ QA volunteers happily bibisecting away!
- ★ Windows buildbot pushing to repository daily
  - Thanks, cloph!
- ★ OS X and GNU/Linux will push to repositories daily
  - Faster identification of commit range that introduced a regression
- ★ Get new QA contributors confident using bibisect
- ★ GUI for Bibisecting
  - Windows: Promising work by Florian Reisinger
  - GNU/Linux (and cross-platform): On our roadmap



# QA Team:

We do more than just poke at bug reports!



# Multimedia Support:

*“Houston, we have a problem”*

- ★ QA Team noticed increasing # of multimedia bugs
- ★ Originally on OS X
- ★ Expanded to include Windows
- ★ GNU/Linux seemed ok



# Multimedia Support: The Problem

- ★ No technical documentation of supported images/audio/video in LibreOffice
- ★ No documentation describing how to enable multimedia support
- ★ Growing number of bug reports on multiple platforms
- ★ No existing test plan or test results



# Multimedia Support: The Solution

- ★ Identification of community members on multiple teams
- ★ Recruitment of testers on multiple platforms
- ★ Creation of new wiki page<sup>[1]</sup> documenting supported formats
- ★ Identification/creation of standard test files and standardized testing methods

[1] [https://wiki.documentfoundation.org/Media\\_Support](https://wiki.documentfoundation.org/Media_Support)



# Multimedia Support: The Result

- ★ Discovered issues on Windows and OS X
- ★ Learned about replacement/neutering of media playback framework on OS X
- ★ United Devs and QA Team members to build, triage, and test specific new versions of LibreOffice
- ★ Created a better resource for users who seek to report multimedia bugs



# Lessons Learned?



# QA is not static

- ★ QA needs to be nimble
- ★ Aggregate information to classify families of problems
- ★ Still have many “*pre-OO*” problems
- ★ A stitch in time saves nine:
  - Engineer a solution that prevents/simplifies related issues



# QA Meetings

- ★ Try changing format of QA Meetings
- ★ Shorter meetings
- ★ Directly engage all meeting participants
- ★ IRC may allow more participation
  - People who aren't as comfortable speaking English, shy, or who have noisy children<sup>[1]</sup>
  - Lower threshold to join the meeting

[1] Extra noise on a poor-quality phone connection is a serious concern



# QA Events & Recruitment: New Approaches

- ★ Social media
- ★ New types of outreach events
- ★ Connecting with people running Software Freedom Day and Document Freedom Day events
- ★ Incorporate recruitment into *standard QA workflow*
  - Joel does a great job here: Be more like him!
  - Invite candidates based on bug quality and professed interest
  - Consistency in how QA Team recruits?

[1] Actual claim from QA Team member



# QA Events & Recruitment

- ★ As members move on due to graduating from school, new jobs, etc.. we are working to replace them
  - QA Team continues to have strong leadership
  - Identifying best practices to recruit and retain volunteers
- ★ Running QA-specific events to grow the QA Team
  - Organized hackfest in Boston
  - Leading LibreOffice Community “Bug-Triaging-Bee” in Seattle this October
  - Strong interest in community events in Portland, OR and Austin, TX



# QA: US Summer Hackfest

- ★ Joel & Robinson present from QA Team
- ★ Hosted by Xamarin
- ★ Other participants
  - Michael M., Immanuel, Algot
  - Martin (Inkscape developer)
  - Two Xamarin developers
  - Dick & Jill Miller



# Hackfest: Lessons

- ★ Search diligently for participants (esp. developers)
- ★ The early hackfest catches no developers
  - 10:00 – 20:00 ok
  - 11:00 – 21:00 better
  - *Unclear how far this trend continues*
- ★ Simplify advertisement
- ★ Be clear about expectations when people join
- ★ Maintain list of EasyHacks/EasyTasks for new people to grab
  - Physical whiteboard, Etherpad, or similar
- ★ Work your local contacts



# Hackfest: Venue Lessons

- ★ Confirm venue well ahead of time
- ★ Well-signed, open venue requires less involvement than hidden, locked-down venue
- ★ Centralized venue encourages participation
- ★ Free parking at venue is appreciated
- ★ Accommodations close to venue maximizes effective time



# We ♥ Universities!

## Tips for a successful Hackfest/LibreFest

- ★ Partner with a University
- ★ Make sure that the school will be in session
- ★ Contact CS department early
  - Find enthusiastic, FOSS-friendly professors or graduate students
  - Ask department to promote hackfest to classes
- ★ Does the school have a LUG or computer club?
- ★ Reach out to the OpenHatch project
  - Has an *Open Source Comes to Campus* event been run in the local area?



# Cross-project “Bug Bees”

- ★ LibreOffice is a huge project
- ★ Coordinating bug triage with other projects is valuable in many ways
  - Fresh new QA work: Energizing and exciting
  - New software, new experience, perhaps new tools
  - Make friends that ~~we can poach~~ may spend time with us
  - Smaller project: Have a very visible effect
- ★ Identify projects that are interested in partnering-up
  - Inkscape? VLC?



# The End

## Any questions?

URL: <https://conference.libreoffice.org/2014/talks/speeches-qa/#qa-mission-plan--where-we-are-headed-in-2015>

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★ You fell off the end



★ Nooooooooooooooooooooo.....

