

ARGO

Managing affirmatively through the "Great Resignation"

Mark Bentsen, CTAL (Full), PMP

QA Manager

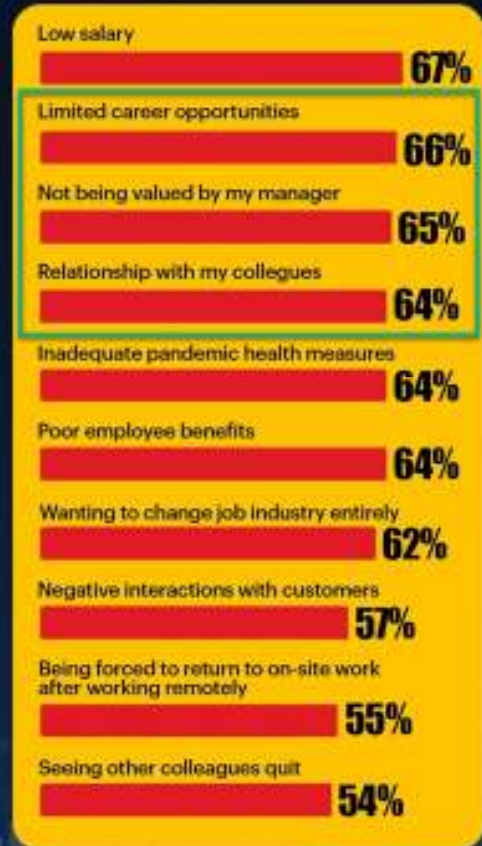
<https://www.linkedin.com/in/markbentsen/>

Mark.Bentsen@argodata.com



WHAT'S CAUSING THE GREAT RESIGNATION

the biggest causes of quitting



2021 study on The Great Resignation conducted by Zety

The Indian EXPRESS

THE GREAT RESIGNATION

Are you ready to join the movement?



73%
of workers want
remote work to stay



54%
are tired of feeling
BURNT OUT



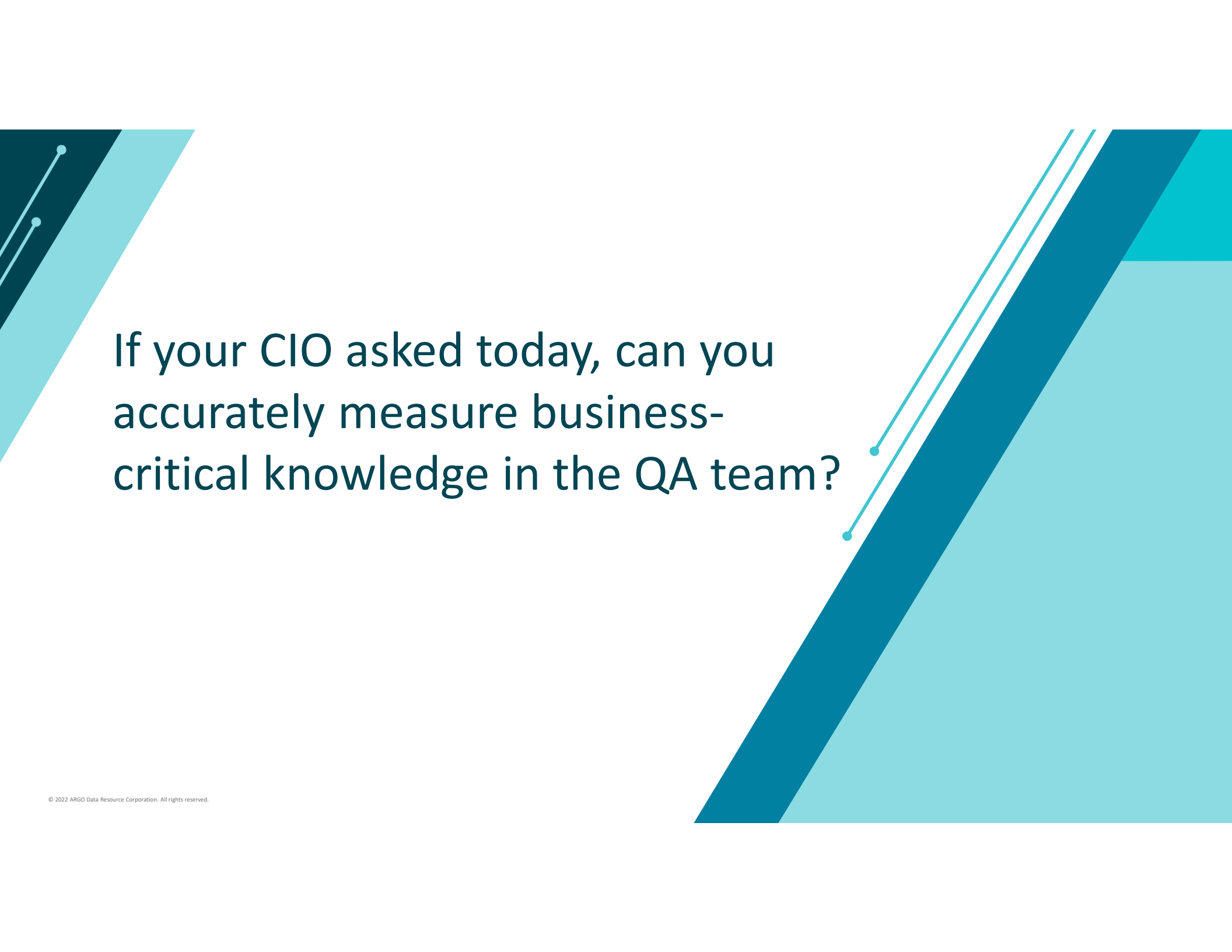
39%
want to be their
authentic selves at work

40%
of the
global workforce
is ready to
QUIT

Industries feeling it the most

- Retail
- Hospitality
- Leisure & travel
- Manufacturing
- Technology**
- Healthcare

*Figures shown are from the 2021 Microsoft Work Index



If your CIO asked today, can you accurately measure business-critical knowledge in the QA team?

1913 newspaper advertisement

**One Look Is Worth
A Thousand Words--**

One look at our line of Republic, Firestone, Miller and United States tires can tell you more than a hundred personal letters or advertisements.

**WE WILL PROVE THEIR VALUE
BEFORE YOU INVEST ONE DOLLAR
IN THEM.**

Ever consider buying Supplies from a catalog?

What's the use! Call and see what you are buying. One look at our display of automobile and motorcycle accessories will convince you of the fact.

**THAT WE HAVE EVERYTHING FOR
THE AUTO**

Piqua Auto Supply House
133 N. Main St.—Piqua, O.

....a poet would be “*overcome by sleep and hunger before [being able to] describe with words what a painter is able to [depict] in an instant.*”

- Author?

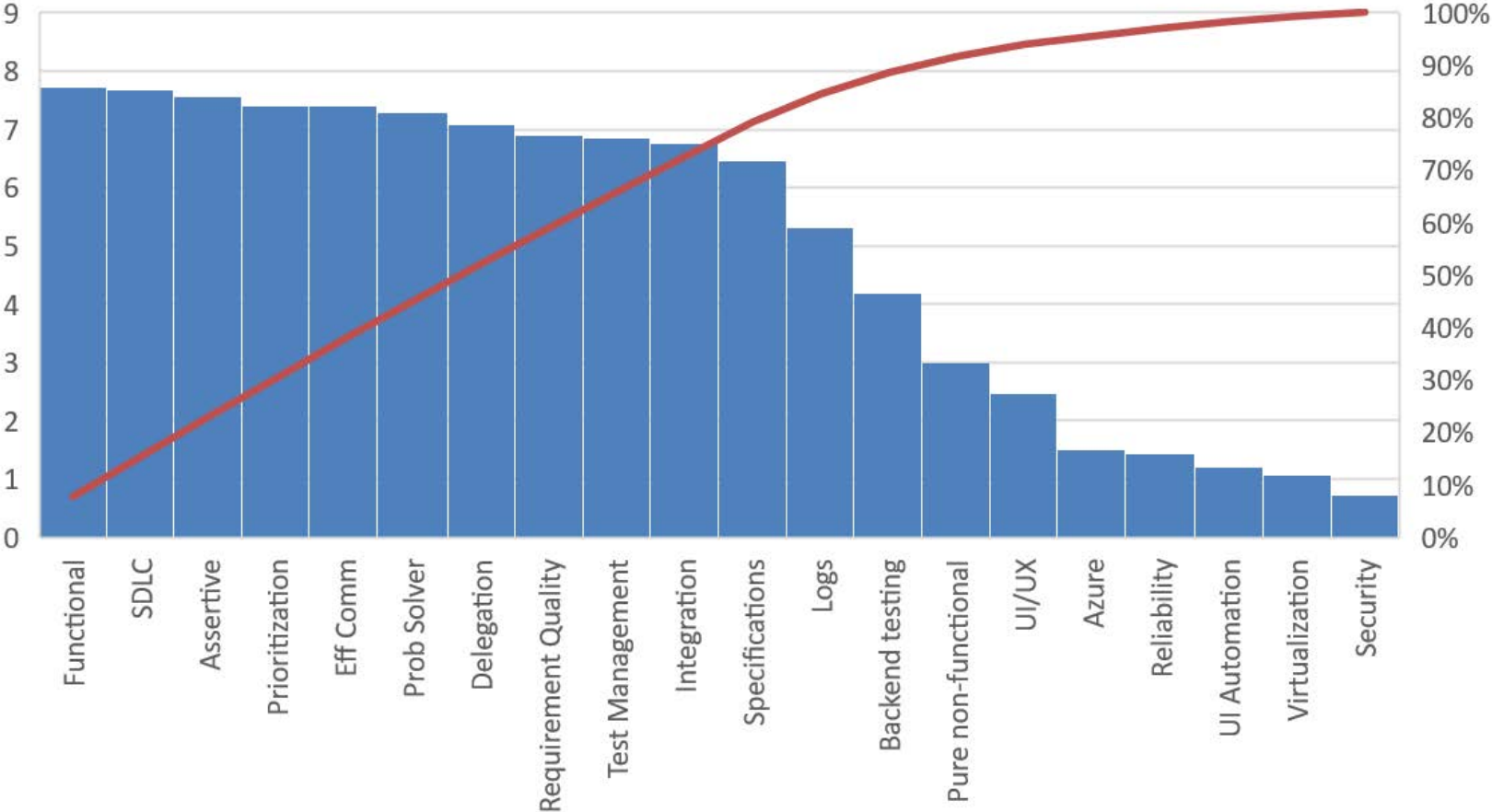
“A good sketch is better than a long speech”

- Author?

“A picture may be worth a thousand words, a formula is worth a thousand pictures.”

- Author?

Projects Planned for 2023 Require Skills We Don't Have in QA Today



Managing knowledge capital in QA

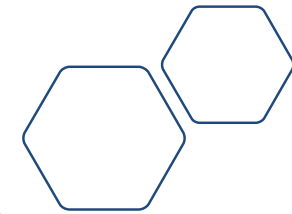
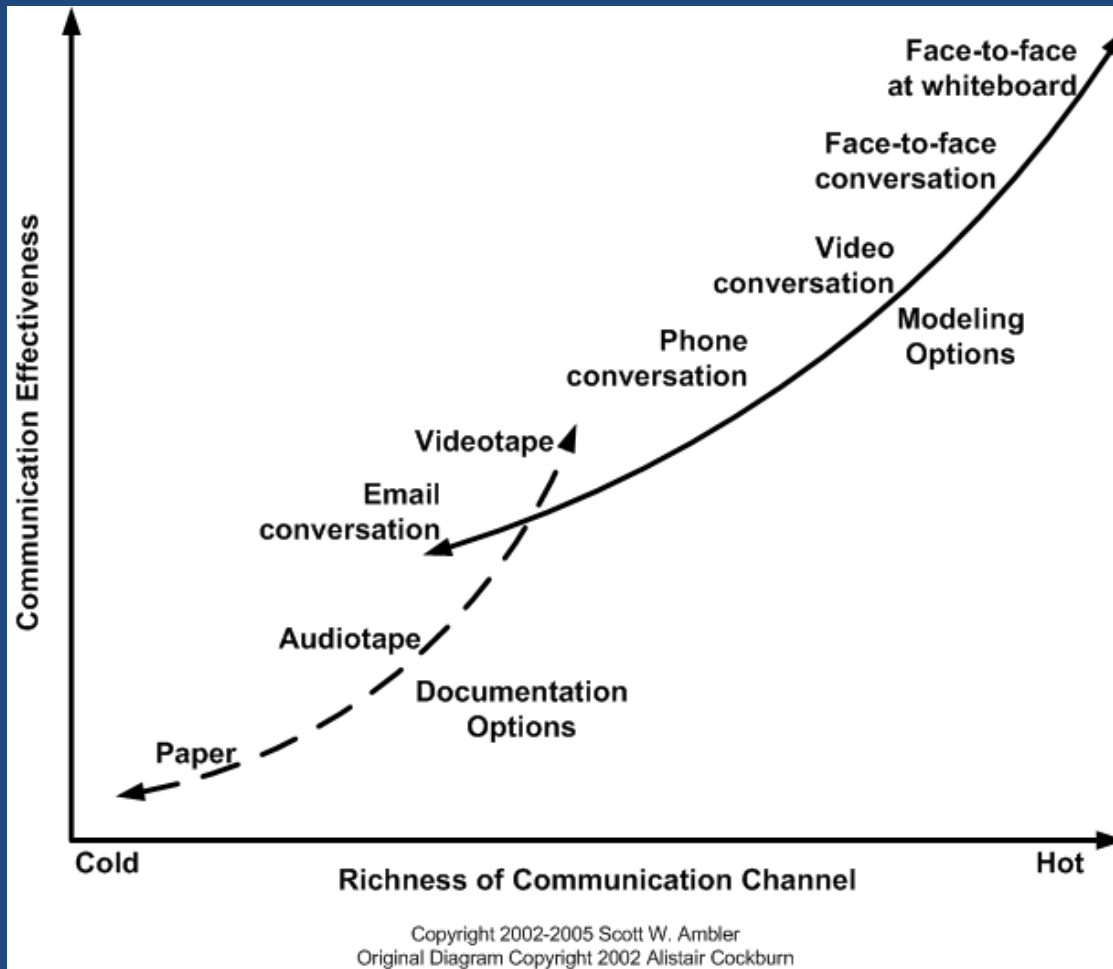
1. Variety is best
2. Prioritize
3. What if scenarios
4. Work intake
5. Hiring



Variety is best

1. Documenting work processes
 - I. Training videos
 - II. Checklists
 - III. Wiki
 - IV. Domain expert list
2. Document missing processes at the time of work
3. Maintain progress
4. Inputs for Training

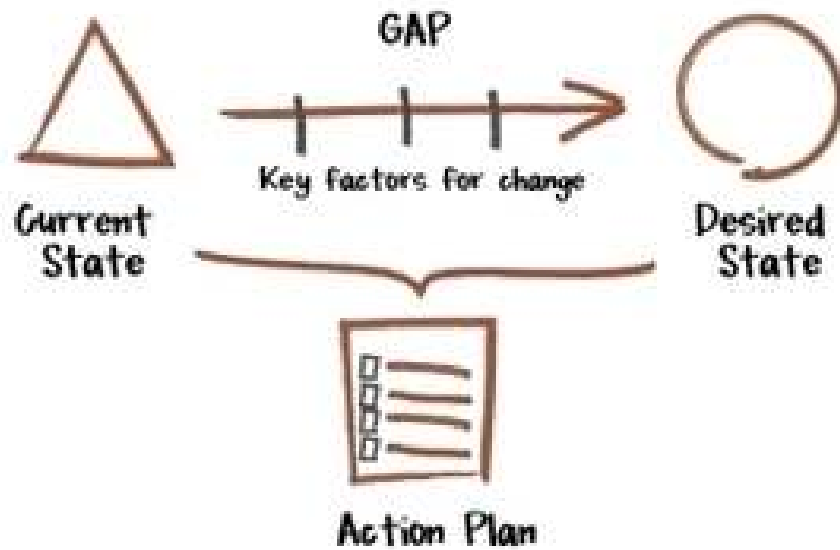




*“When documents are mostly to enable handoffs, they are evil. When they capture a record of a conversation that is best **not** forgotten, they are valuable.”*

- Tom Poppendieck

Gap Analysis





Competence, Knowledge, Experience, or Ability

Quality Assurance	
Requirement Quality	Analysis of completeness of requirements for development and testing. Provide input that eliminates ambiguity, increases testability, and ensures a distinct expected result of the specifications.
Reliability	Non-functional performance, reliability, fault tolerance testing. Including proven expertise leading NF testing for Accuracy, Observability, Recoverability, Reliability, Responsiveness, Scalability, and Stability.
Security	White Hat pen testing, Burp Enterprise Suite, Authentication, Authorization, Nessus, Whitesource, SonarCube, Veracode
UI/UX	Usability testing, knowledge of tech behind it; HTML, CSS, JavaScript, JSON, React
Azure	Setting up environments, NF testing in the cloud, monitoring, analysis
Pure non-functional	Innovation of ideas that increase product quality. Identification of specialized needs to test product. Design or develop scripts, tooling, solution to meet this unique need.

Competence, Knowledge, Experience, or Ability

Testing	
Functional	Basic testing to ensure product fitness to acceptance criteria, requirements, and other specifications.
Backend testing	(SQL Server Management Studio) Database / SQL Queries expertise. Proven competence testing relational databases (SQL Server, ORM Technologies, and Stored Procedures). For web services, (ReadyAPI, Postman)
UI Automation	Designing frameworks, developing scripts, analyzing results, troubleshooting failed, executing automation, Selenium, Cucumber Scenarios
Logs	Using logs to find errors and root cause. Review ARGO logs, traces & files (e.g. using BareTail Logs)
Virtualization	Create virtualized test APIs or other stubs to accelerate testing.

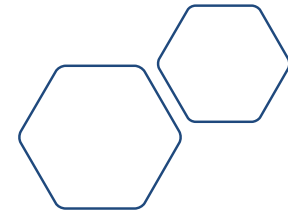
Competence, Knowledge, Experience, or Ability

Process	
Specifications	Business & technical requirements definition and understanding quality standards. Ability to accurately estimate work efforts for testing processes using requirements as basis.
Test Management	Leading testing processes by developing the test plan, accountable for scripts, execution, analysis and reporting status and risks
Assertive	Decisive, ability to make decisions and complete assignments independently. Team player aligned to project objectives and sense of urgency.
Integration	Cross-functional effectiveness. Design integration testing strategies and cross-disciplinary effects of new software solutions. Develop test scripts aligned to business value while also validating the backend. Focus on pragmatic usage by end-user.
Prob Solver	Strong analytical, reasoning, and problem-solving skills with an ability to visualize processes and outcomes. To identify root causes. Ability to escalate issues to appropriate levels of management.
Prioritization	Ability to prioritize work and manage multiple assignments within estimates, commitments, completion dates. Has strong follow through meticulous attention to detail.
Delegation	Ability to effectively communicate deliverables and expectations to individuals and customers. Ensure commitments are completed by others.
Effective Communication	Persuasive, articulate, and professional. Written and oral communication skills and the ability to present testing methodology and strategies to both customers and internal teams. Ability to train, upskill, and perform knowledge transfer to other QA members.

Competence, Knowledge, Experience, or Ability

Technical	
Java OOP	Java object oriented principles, algorithms, design patterns, data structures, debugging, logging
Spring	Java Spring framework, Spring security, Spring boot, Spring Batch
M-Tier MP/MT	Middle-tier application development, multi-process, multi-threaded, sync/async experience
WOA	Web oriented architectures including SOA, WWW and REST
Database	
DBMS / SQL	Proven competence with relational databases (SQL Server, ORM Technologies, and Stored Procedures).
Hibernate	Java specific ORM Framework
JOOQ	Java specific OOQ Framework

	A	B	C	D	E	F	G	H
1	QA Skills Matrix							
2								
3	Quality Assurance							
4	Team Member	Requirement Quality	Reliability	Security	UI/UX	Azure	Pure non-functional	Function
5	Your Name							
7								



Rating

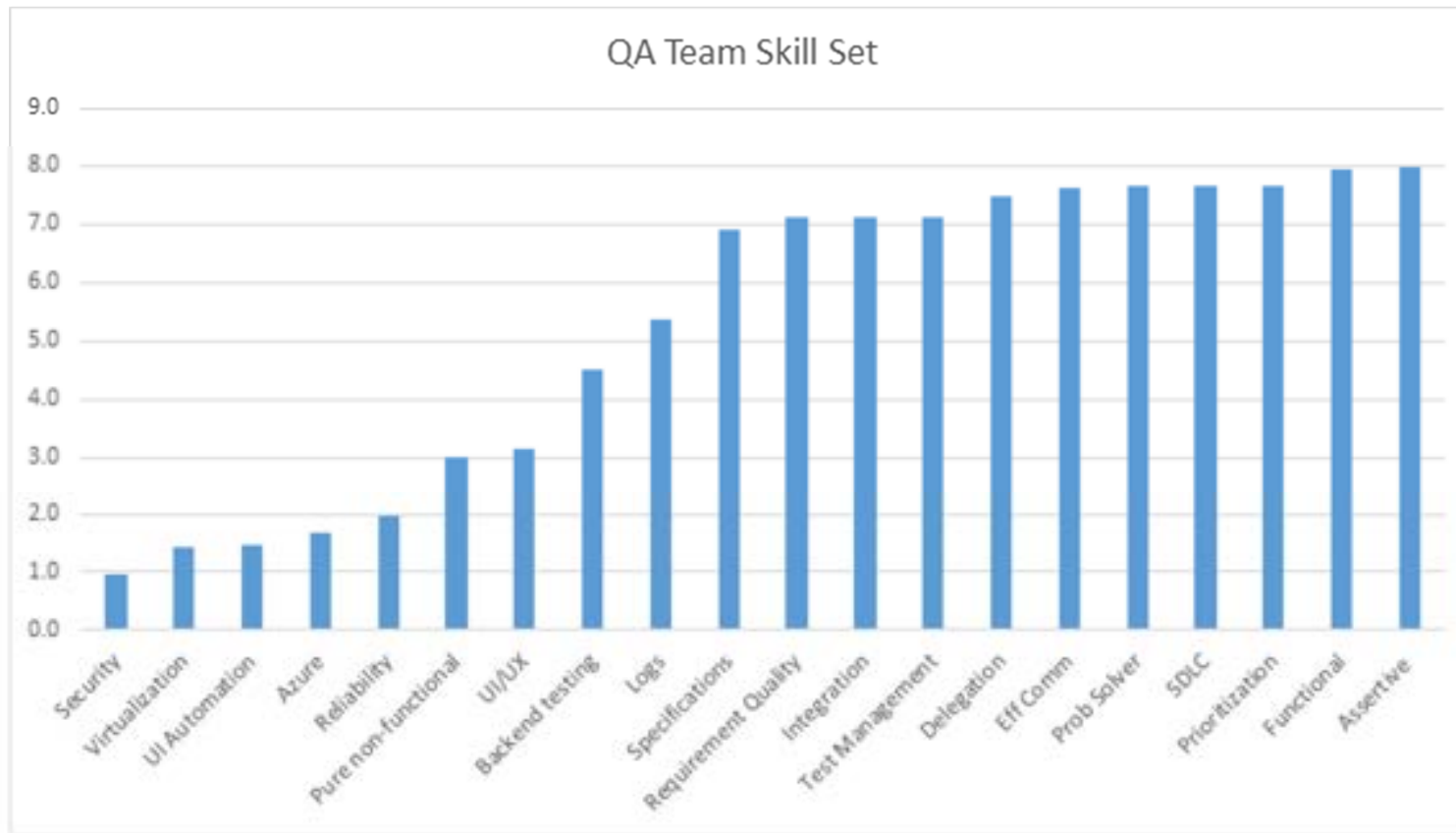
- 0 No experience
- 1 - 3 Low
- 4 - 6 Moderate
- 7 - 9 High
- 10 Master

QA Skills Matrix		Quality Assurance										Team Skills									
Team Member	Requirement Quality	Reliability	Security	UI/UX	Azure	Pure non-functional	Function	Team Member	Requirement Quality	Reliability	Security	UI/UX	Azure	Pure non-functional	Function						
Team Member 1	QA Supervisor	Product name	8	9	8	9	8	9	8	9	8	9	8	9	8						
Team Member 2	QA Supervisor	Product name	9	8	9	8	9	8	9	8	9	8	9	8	9						
Team Member 3	QA Sr	Product name	4	5	6	7	8	9	10	11	12	13	14	15	16						
Team Member 4	QA Sr	Product name	5	6	7	8	9	10	11	12	13	14	15	16	17						
Team Member 5	QA Sr	Product name	6	7	8	9	10	11	12	13	14	15	16	17	18						
Team Member 6	QA Sr	Product name	7	8	9	10	11	12	13	14	15	16	17	18	19						
Team Member 7	QA Sr	Product name	8	9	10	11	12	13	14	15	16	17	18	19	20						
Team Member 8	QA Sr	Product name	9	10	11	12	13	14	15	16	17	18	19	20	21						
Team Member 9	QA Sr	Product name	10	11	12	13	14	15	16	17	18	19	20	21	22						
Team Member 10	QA Sr	Product name	11	12	13	14	15	16	17	18	19	20	21	22	23						
Team Member 11	QA Sr	Product name	12	13	14	15	16	17	18	19	20	21	22	23	24						
Team Member 12	QA Sr	Product name	13	14	15	16	17	18	19	20	21	22	23	24	25						
Team Member 13	QA Sr	Product name	14	15	16	17	18	19	20	21	22	23	24	25	26						
Team Member 14	QA Sr	Product name	15	16	17	18	19	20	21	22	23	24	25	26	27						
Team Member 15	QA Sr	Product name	16	17	18	19	20	21	22	23	24	25	26	27	28						
Team Member 16	QA Sr	Product name	17	18	19	20	21	22	23	24	25	26	27	28	29						
Team Member 17	QA Sr	Product name	18	19	20	21	22	23	24	25	26	27	28	29	30						
Team Member 18	QA Sr	Product name	19	20	21	22	23	24	25	26	27	28	29	30	31						
Team Member 19	QA Sr	Product name	20	21	22	23	24	25	26	27	28	29	30	31	32						
Team Member 20	QA Sr	Product name	21	22	23	24	25	26	27	28	29	30	31	32	33						
Team Member 21	QA Sr	Product name	22	23	24	25	26	27	28	29	30	31	32	33	34						
Team Member 22	QA Sr	Product name	23	24	25	26	27	28	29	30	31	32	33	34	35						
Team Member 23	QA Sr	Product name	24	25	26	27	28	29	30	31	32	33	34	35	36						
Team Member 24	QA Sr	Product name	25	26	27	28	29	30	31	32	33	34	35	36	37						
Team Member 25	QA Sr	Product name	26	27	28	29	30	31	32	33	34	35	36	37	38						
Team Member 26	QA Sr	Product name	27	28	29	30	31	32	33	34	35	36	37	38	39						
Team Member 27	QA Sr	Product name	28	29	30	31	32	33	34	35	36	37	38	39	40						
Team Member 28	QA Sr	Product name	29	30	31	32	33	34	35	36	37	38	39	40	41						
Team Member 29	QA Sr	Product name	30	31	32	33	34	35	36	37	38	39	40	41	42						
Team Member 30	QA Sr	Product name	31	32	33	34	35	36	37	38	39	40	41	42	43						
Team Member 31	QA Sr	Product name	32	33	34	35	36	37	38	39	40	41	42	43	44						
Team Member 32	QA Sr	Product name	33	34	35	36	37	38	39	40	41	42	43	44	45						
Team Member 33	QA Sr	Product name	34	35	36	37	38	39	40	41	42	43	44	45	46						
Team Member 34	QA Sr	Product name	35	36	37	38	39	40	41	42	43	44	45	46	47						
Team Member 35	QA Sr	Product name	36	37	38	39	40	41	42	43	44	45	46	47	48						
Team Member 36	QA Sr	Product name	37	38	39	40	41	42	43	44	45	46	47	48	49						
Team Member 37	QA Sr	Product name	38	39	40	41	42	43	44	45	46	47	48	49	50						
Team Member 38	QA Sr	Product name	39	40	41	42	43	44	45	46	47	48	49	50	51						
Team Member 39	QA Sr	Product name	40	41	42	43	44	45	46	47	48	49	50	51	52						
Team Member 40	QA Sr	Product name	41	42	43	44	45	46	47	48	49	50	51	52	53						
Team Member 41	QA Sr	Product name	42	43	44	45	46	47	48	49	50	51	52	53	54						
Team Member 42	QA Sr	Product name	43	44	45	46	47	48	49	50	51	52	53	54	55						
Team Member 43	QA Sr	Product name	44	45	46	47	48	49	50	51	52	53	54	55	56						
Team Member 44	QA Sr	Product name	45	46	47	48	49	50	51	52	53	54	55	56	57						
Team Member 45	QA Sr	Product name	46	47	48	49	50	51	52	53	54	55	56	57	58						
Team Member 46	QA Sr	Product name	47	48	49	50	51	52	53	54	55	56	57	58	59						
Team Member 47	QA Sr	Product name	48	49	50	51	52	53	54	55	56	57	58	59	60						
Team Member 48	QA Sr	Product name	49	50	51	52	53	54	55	56	57	58	59	60	61						
Team Member 49	QA Sr	Product name	50	51	52	53	54	55	56	57	58	59	60	61	62						
Team Member 50	QA Sr	Product name	51	52	53	54	55	56	57	58	59	60	61	62	63						
Team Member 51	QA Sr	Product name	52	53	54	55	56	57	58	59	60	61	62	63	64						
Team Member 52	QA Sr	Product name	53	54	55	56	57	58	59	60	61	62	63	64	65						
Team Member 53	QA Sr	Product name	54	55	56	57	58	59	60	61	62	63	64	65	66						
Team Member 54	QA Sr	Product name	55	56	57	58	59	60	61	62	63	64	65	66	67						
Team Member 55	QA Sr	Product name	56	57	58	59	60	61	62	63	64	65	66	67	68						
Team Member 56	QA Sr	Product name	57	58	59	60	61	62	63	64	65	66	67	68	69						
Team Member 57	QA Sr	Product name	58	59	60	61	62	63	64	65	66	67	68	69	70						
Team Member 58	QA Sr	Product name	59	60	61	62	63	64	65	66	67	68	69	70	71						
Team Member 59	QA Sr	Product name	60	61	62	63	64	65	66	67	68	69	70	71	72						
Team Member 60	QA Sr	Product name	61	62	63	64	65	66	67	68	69	70	71	72	73						
Team Member 61	QA Sr	Product name	62	63	64	65	66	67	68	69	70	71	72	73	74						
Team Member 62	QA Sr	Product name	63	64	65	66	67	68	69	70	71	72	73	74	75						
Team Member 63	QA Sr	Product name	64	65	66	67	68	69	70	71	72	73	74	75	76						
Team Member 64	QA Sr	Product name	65	66	67	68	69	70	71	72	73	74	75	76	77						
Team Member 65	QA Sr	Product name	66	67	68	69	70	71	72	73	74	75	76	77	78						
Team Member 66	QA Sr	Product name	67	68	69	70	71	72	73	74	75	76	77	78	79						
Team Member 67	QA Sr	Product name	68	69	70	71	72	73	74	75	76	77	78	79	80						
Team Member 68	QA Sr	Product name	69	70	71	72	73	74	75	76	77	78	79	80	81						
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Team Member 77	QA Sr	Product name	78	79	80	81	82	83	84	85	86	87	88	89	90						
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Team Member 88	QA Sr	Product name	89	90	91	92	93	94	95	96	97	98	99	100	101						
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Team Member 95	QA Sr	Product name	96	97	98	99	100	101	102	103	104	105	106	107	108						
Team Member 96	QA Sr	Product name	97	98	99	100	101	102	103	104	105	106	107	108	109						
Team Member 97	QA Sr	Product name	98	99																	



85%

of **CIOs** said they **now collaborate with the CHRO** in their organization **more than they did before the pandemic**



Strategic Benefits

1. Hiring the right talent
 - A. HR uses systems reliant upon
 - I. Search
 - II. Referrals
 - B. Requiring specific
 - I. Terms
 - II. Definitions
 - C. Key attributes describing team culture
 - I. Arrive with a halo and leave with horns
 - II. Responsible, innovative, curious, analytical, outgoing, positive, friendly, teachable
2. Upskill the current QA team by providing training
 - A. Opportunity – Certification, LinkedIn, Cross-functional
 - B. Direction – Professional growth, career advancement



ARGO

Mark Bentsen
QA Manager

972.275.7240

<https://www.linkedin.com/in/markbentsen/>
Mark.Bentsen@argodata.com

