Quickstart Guide:
From Manual to Humanual Testing

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What is Humanual Testing?

Humanual Testing is...

» An evolutionary step for Quality Engineering organizations.

» A collection of user centric testing techniques, not just methods.

» Founded in principles of Design Thinking.

» **Not a "stage" of testing,** it's a mindset that should be applied throughout the entire development lifecycle

» A mindset that is empathetic and puts the person's needs first, but is also practical and realistic

Humanual Testing Techniques Include:

✓ Personas   ✓ User Centric Reporting   ✓ Guided Ideation

Why Humanual Testing?

» Humanual Testing is paradigm shift in how software quality teams approach testing and measure success

» Not about building the thing right, but building the right thing

» QA is enabled to have a stronger voice throughout the development process

» Humanual testing is the combination of Design Thinking, a person-first design model, with a Quality Assurance mindset.

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Humanual Testing
Persona Example

Sam

PERSONALITY

Leader

Organized

Flexible

ROLE & RESPONSIBILITY

Define and manage business requirements & RFPs

Liaise with vendor account management

Own outcomes of vendor partnerships

MOTIVATIONS

Expects partnerships with Company X and other vendors to improve the ability to define and manage loyalty program capabilities

FRUSTRATIONS

- Notifications from internal team that environments are down
- Lengthy processes and timelines required to do business with Company X, especially for capability turn on and testing
- Wants transparency into processes
- The requirement to contact a non-technical team member when troubleshooting issues

GOALS

- To increase consumer loyalty engagement
- To ensure the company is leveraging *any and all* relevant loyal capabilities

"The success of our private label and co-branded capabilities are very important to me"

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Humanual Testing Persona Template

PERSONALITY

-
-
-
-

Name: _____

ROLE & RESPONSIBILITY

MOTIVATIONS

FRUSTRATIONS

-
-
-
-

GOALS

- Goal 1:
- Goal 2:
- Goal 3:

Persona defining quote:

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Humanual Testing
4 Steps to Get Started

STEP 1: SELECT THE RIGHT KIND OF PROJECT

New projects are a great way to pilot Humanual Testing. If you have a product or application with consistent end-user feedback, try Humanual Testing on those projects to improve usability.

STEP 2: INTRODUCE PERSONAS

Getting your QA employees familiar with test personas is imperative to convey points of empathy across the team. This will get them familiar with future-end users and allow for potential issues and areas of improvement to be found.

STEP 3: USER-CENTRIC REPORTS FOR STAKEHOLDERS

When building a report for stakeholders you first need to define the user type. Then think about how these they are using and interacting with the information you are providing in the report.

STEP 4: GET CREATIVE

Gather your team and brainstorm possible solutions. "How Might We" statements are a good way to start planning on how to solve problems. Narrow down and refine your ideas to create sensible solutions and make significant improvements.

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Let's Talk!