

LETTER TO THE EDITOR

Dear CrossTalk Editor,

As a software developer, I very much enjoyed Gerald Weinberg's "Destroying Communication and Control in Software Development" (CrossTalk Apr. 2003). Not surprisingly, during the course of a 20-year career I've witnessed – and sometimes been caught up in – the information demolition tactics he described.

A practice I have adopted to counter at least some of these tactics in the testing arena has been to take it on myself to establish a good working relationship between the development and test organizations. By backing the testers to ensure that they have the time and resources necessary to do good testing (which good testers genuinely want to do), they will in turn back the developers to get the time and resources needed to put out a good product (which good developers genuinely want to do).

By eliminating the all-too-typical adversarial relationship between developers and testers, one presents a united front in the pursuit of resources and reasonable expectations that will lead to the production and release of a quality product, and will take away a wedge sometimes used to play one side against the other.

The cynic would suspect that developers' buddying up to testers is a ploy to get them to let things slide now and then. I can't say it doesn't happen, but it's difficult to fake professional respect and mutual support, especially when push comes to shove on a project. The ongoing rewards of a genuinely cooperative effort far outweigh any short-term gains had by wheedling a tester into letting things go, especially when such a charade comes to light and they realize they've been had.

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