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How Can YOU Prevent Scope Creep

Employing Empathetic Words to Mitigate Scope Creep on Tickets with Feedback

Diem Tran (she/her), Software Validation Engineer



Presentation Overview

1. The Problem

What's going on with tickets with feedback?

2. Acceptance Criteria & Testing Instructions

It all begins... at the beginning

3. List Other Known Issues

Training your team on "scope"

4. Ping the Team on Slack

Make the first move

5. Respond to the Team's Problems

Communication, communication, communication





The Problem

The Problem



The Problem



The Problem





The Problem



The Problem





The Problem



The Problem





The Problem

What's going on with tickets with feedback?





The Problem

... and this leads to time lost, which = dev hours lost, which = money down in the budget





Acceptance Criteria & Testing Instructions



Include Clear Acceptance Criteria

How does this help?



Generally written before development begins



Help developers understand the end goal of their code



Helps QA understand the end goal of testing



Adding issue templates in GitHub establishes standard of including Acceptance Criteria

Real World Example: Adventist #228 NoMethodError for CSV Importer



In [this Slack thread](#), Katharine wrote:

I'm having issues testing the csv importer on ADL Staging. Here's [my latest attempt](#), which failed for NoMethodError. My zip file is also attached. Maybe I'm making an elementary mistake since I'm still learning how to set up and run imports. Any advice?

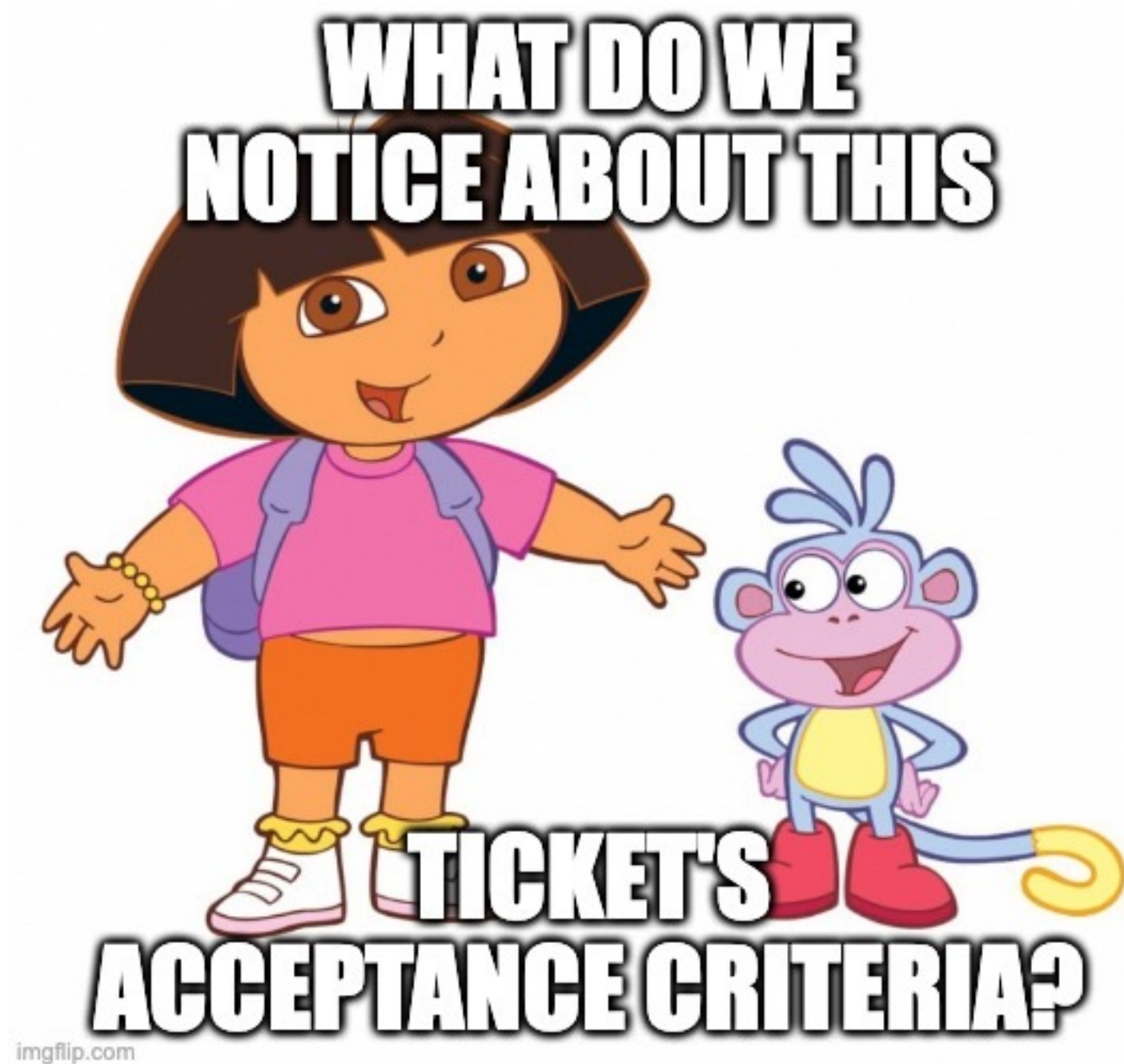
The [following code](#) is raising exceptions when importing a CSV. Note it's assuming an `OAI::Record` (which responds to `#header`).

```
def add_set_collections
  sets = record.header.set_spec.map(&:content)
  aark_ids = sets.select { |s| s.match(/^d+$/) }
  aark_ids.each do |aark|
    collection = Collection.where(aark_id_tesim: aark).first
    add_collection_to_work(collection) if collection
  end
end
```

To resolve this issue, we want to consider how to handle this for non-OAI importing.

This also highlights a problem with the `add_local` processing approach. Namely this appears injected into every instance of `Bulkcrax::Entry` (and its subclasses). But the shape of each of those `record` objects is quite different.

This bug was introduced in 49331b42fefdb62dbceaa852c2498312ebea6709 as part of [scientist-softserv/adventist-dl#217](#)



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Testing Instructions

- ☐ Create a local directory
- ☐ Download the [CSV found here](#) and the [files found here](#) into that local directory
- ☐ Create a zip of that local directory
- ☐ Create and run the CSV importer uploading the zipped file
- ☒ The records should successfully process



Clear Testing Instructions = Higher Efficiency

What are some best practices?

Can always be
added after
development
finishes

Include an
example of a
screenshot of a
failure

Include updated
sample files for
testing

Not testable?
Write that down

Make sure
that the end
result is cut
and clear

Every ticket
should have
instructions at
the top of the
ticket

Empathize with
your testers and
read your
instructions to a 



Real World Example: Adventist #228 NoMethodError for CSV Importer

Empathize
with your
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“Test two did not populate the AARK Identifier field, which we need. Also, as a result, the URLs did not become human-readable. This is undesirable behavior.

Both tests failed to map `relation.isPartOf` to `partOf`, although there was metadata in a field with that title.

Both tests failed to map `format.extent` to `extent`, however, the problem here is that the CSV parser created Generic Works rather than Image Works, so the extent field is missing from the final destination. I need guidance on how to indicate to the CSV parser what work type to use...or I need to understand if CSV can only import into Generic Works. Please let me know.”



Real World Example: Adventist – Updating Your Instructions

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Testing Instructions

- ☐ Create a local directory
- ☐ Download the [CSV found here](#) and the [files found here](#) into that local directory
- ☐ Create a zip of that local directory
- ☐ Create and run the CSV importer uploading the zipped file
- ☐ The records should successfully process

Testing Instructions

- ☐ Create a local directory
- ☐ Download the [CSV found here](#) into that local directory
- ☐ Within that local directory, create a subdirectory called `files` and add these [files found here](#) into the `files` subdirectory
 - ☐ download the zip and unzip the tiffs into the `files` subdirectory
- ☐ Create a zip of that local directory
- ☐ Create and run the CSV importer uploading the zipped file
- ☐ The records should successfully process. There are no `NoMethodErrors` that show up on imported works.

Make sure
that the end
result is cut
and clear



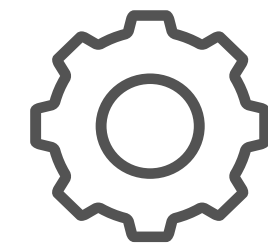
List Other Known Issues



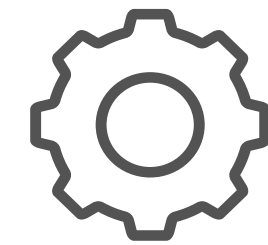
What Other Issues Exist in this Project?



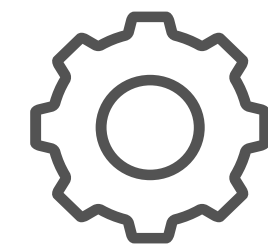
Of the many cogs in the Adventist BulkraX machine...



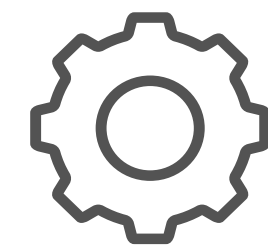
CSV Import – Work Types #190



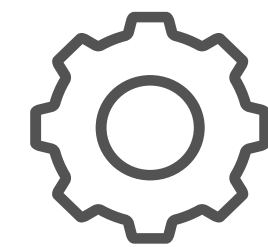
CSV Import – Relationships – In Collection #191



CSV Import – format.Extent #192



CSV Import – identifier.ark #193



CSV Import – relation.isPartOf: #194



Ping the Team on Slack



Ping the Team on Slack

How does this help?



Can be a quick way to communicate a ticket's intent



What they can do if the ticket fails QA



Pushes the team to test sooner so that tickets don't get stale in QA



We can get a ticket to deploy to production in time



Hypothetical Example

What we could say

1. "Hey team, we have moved some tickets over into QA."
2. "These are the Acceptance Criteria for these tickets."
3. "We're currently working on importer issues. We know there's more work going on, and there are more importer tickets. If this passes the strict criteria but you're seeing other issues, let us know and we'll make new tickets."
4. "We're aware of these other issues on these tickets."
5. "If you're finding new issues after running this test, then please create new tickets for them."



Real World Example

A recent example from PALNI and PALCI



Diem 9:31 PM

Hi team! We were able to deploy to staging, and there are 3 tickets ready for you to review in `Client QA`. If they pass, then we can deploy to production tomorrow (Thursday)!

1. `OAI - Documentation on how to access an OAI feed #424`
 - a. Crystal's comment will lead you to instructions on how to access the `oai_hyku` feed:
https://docs.google.com/document/d/1IGyu9-YGT9-_Fvsl00Zz0_dvM3G0GkW-SD0GZK3QT8o/edit
 - b. These instructions will guide you on how to navigate #421 and #422
2. `A single non DC field is included in the OAI feed #421`
 - a. Hopefully my QA comment can guide you on how to test this.
 - b. You want to pull up both the `oai_hyku` feed and the `oai_dc` feed.
 - c. Compare the `oai_hyku` feed and the `oai_dc` feed.
 - d. Are there non-dc metadata terms (metadata terms that do not exist on `oai_dc` feed) that appear in the `oai_hyku` feed?
3. `All public metadata fields are available on records for tenants in hyku #422`
 - a. Identify a record on staging you want to find within the `oai_hyku` feed
 - b. Use the document in #424 to locate that work in the feed
 - c. Confirm that all public metadata is available on the feed
 - d. Confirm all public files are available by URL in the feed (`all` public files is a lot to test for, but this criterium is really just testing to make sure you can access `public` works on the feed)

Please let me know if you have any questions! 🐼



Respond to the Team's Problems



What Problems Did the Team Find?

“Test two did not populate the AARK Identifier field, which we need. Also, as a result, the URLs did not become human-readable. This is undesirable behavior.

Both tests failed to map relation.isPartOf to partOf, although there was metadata in a field with that title.

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How We Could Have Responded

“It looks like you didn’t see any NoMethodErrors. Can we close this ticket and continue working on other tickets?”



i.e. “But like, was the original problem solved though??”

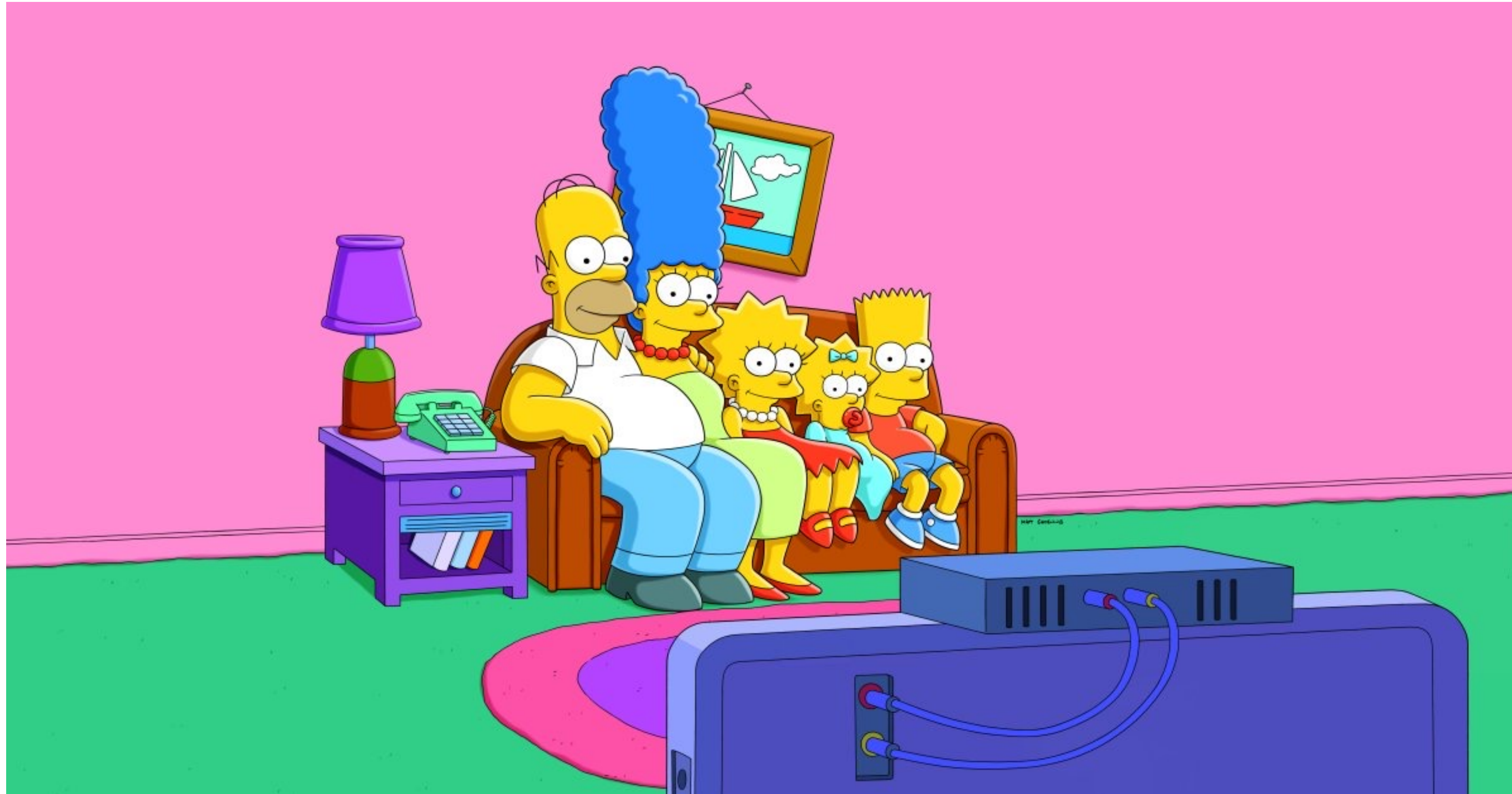


How We Actually Responded

- ✓ **Stakeholder:** I need guidance on how to indicate to the CSV parser what work type to use
Us: To answer your GenericWork question, if the model isn't specified on the CSV, then GenericWork is the default work type.
- ✓ **Stakeholder :** Test two did not populate the AARK Identifier field
Us: The reason why AARK Identifier wasn't showing up was likely because you took it out of the CSV. I'm not sure if taking it out of the CSV is intended, I'd like to understand this part better.
- ✓ **Stakeholder :** Both tests failed to map relation.isPartOf to partOf
Us: The mapping for part_of has been adjusted so it shows up now the rights_statement now renders as a human readable field instead of displaying the URI. You are right that the extent property isn't on the GenericWork so Image was used in this example instead



Thank You All for Attending My Very First Conference Talk! 🙏





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