

Coming to San Jose  
March 25-28, 2002



The Only Conference Focused  
Exclusively on Software Test  
Automation Issues and Solutions

Featuring software test automation  
experts including:

- **Linda Hayes**, award-winning speaker/author and monthly columnist for *Datamation*
- **Elisabeth Hendrickson**, founder of Quality Tree Software, Inc. and a frequent columnist for *StickyMinds.com*
- **Edward Kit**, author of the best-selling *Software Testing in the Real World: Improving the Process*
- **Bret Pettichord**, editor of *TestingHotlist.com* and co-author of *Lessons Learned in Software Testing: A Context-Driven Approach*

Attend and you'll:

- Get the most for your money when automating
- Establish an effective framework for test automation
- Achieve successful Web performance testing
- Set accurate expectations for your customers
- Save development time and money

Special Industry Panel Discussion:  
"Ask the Test Automation Experts"

Preconference Tutorials

Featured Sessions on *Management*,  
*Technical*, and *Automation Experiences*

Tool-specific vendor labs for an interactive,  
hands-on experience

[www.sqe.com/testautomation](http://www.sqe.com/testautomation)

**PLUS**

Software Test  
Automation EXPO

San Jose, CA • March 26-28, 2002



March 25-28, 2002

San Jose, CA • The Fairmont Hotel

AN SQE PRODUCTION



Media Sponsor:

Application Development Trends

# From the Conference Host

## Fresh Ideas Come from Outside Sources

Today's environment is a catalyst for change — it's a call to leverage what you've got in a leaner, meaner economy. Now more than ever, you can't afford *not* to have a quality product out there, but you may be working with fewer resources. This is where the first-ever conference devoted exclusively to software test automation steps in.

You know you have the option to automate. And adding more automation to your testing processes means you'll save money on the front end, because you'll have a better quality product going out the door — every time. The Software Test Automation Conference & EXPO is here to help you do that, and do it better. Its select group of industry experts plus tools and service providers show you how to use the resources you already have to achieve your test automation goals.

And now's the time to take advantage of networking opportunities, because these are where the freshest ideas come from. Take this opportunity to regroup and become more efficient. Attend the conference and find new and excellent ways to:

**Recharge your efforts**

**Challenge yourself and your team**

**Achieve your test automation goals**

We're here to help you get that quality edge, and we look forward to seeing you in San Jose.

Attend the Software Test Automation Conference & EXPO and you'll:

- **Get the most for your money when automating**
- **Establish an effective framework for test automation**
- **Achieve successful Web performance testing**
- **Dramatically impact your end result thanks to effective testing**
- **Set accurate expectations for your customers**
- **Save development time and money**

## Who Should Attend

This conference is for software managers, test managers, technologists, software engineers, developers, QA and testing staff, CTOs, and CIOs seeking solutions to their software test automation issues.

## The Event Host

Software Quality Engineering (SQE) is proud to be the organizer of the Software Test Automation conference series. As a leading authority on software testing and quality engineering practices, SQE hosts the STAR Software Testing conferences, SM Software Management conference, and ASM Applications of Software Measurement conference. SQE also delivers software testing, requirements, and management seminars, and provides consulting services, specialized publications, and research to help build and deliver better software.

**For a complete listing of SQE services, visit [www.sqe.com](http://www.sqe.com).**

# Software Test Automation EXPO

March 26–28, 2002

The Software Test Automation EXPO features the industry's leading test automation vendors. Meet suppliers who specialize in test automation software and support services. Explore the latest test automation products, services, and technologies. Whether you're looking for a particular product, evaluating competing systems, or keeping up-to-date with the latest products and developments, don't miss this exciting event!

## EXPO Hours

### Tuesday

Welcome Reception

4:30 p.m. - 6:30 p.m.

### Wednesday

9:45 a.m. - 4:00 p.m.

### Thursday

9:30 a.m. - 3:30 p.m.

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## Special Industry Panel Discussion

### Ask the Test Automation Experts

Moderator: Lee Copeland, Software Quality Engineering

Thursday, March 28, 8:30 a.m.–9:30 a.m.

Bring your tough questions to a panel comprised of expert consultants and software providers. Hosted by Lee Copeland, this session reveals what's on the horizon for new and improved test automation tools and services. Bring your own insights and ideas to the discussion as we explore the good, the bad, and the ugly of test automation.

- Learn what experts recommend for new test automation implementations
- Find out how to handle your existing test automation projects
- Get solid answers to your individual test automation questions

You may submit your questions to the panelists prior to the conference at [ipanel@sqa.com](mailto:ipanel@sqa.com).

## PANELISTS

### Edward Kit

Software Development Technologies

### Jeff Tatelman

Spherion Technology Architects

### Linda Hayes

WorkSoft, Inc.

### Dave Kapelanski

Compuware Corporation

### Lisa Crispin

BoldTech Systems

## Attend Sponsor Solution Labs

Customized vendor labs run concurrently throughout the conference. They let you explore the latest software and services of conference sponsors. Take this opportunity to ask questions, get hands-on experience, and interact with the latest test automation products and solutions.

### Sponsor Solution Lab Hours of Operation:

Wednesday, March 27

9:45 a.m. - 4:00 p.m.

Thursday, March 28

9:30 a.m. - 3:30 p.m.

# Conference Sponsors

The EXPO is an integral part of the Software Test Automation Conference—giving you an opportunity to meet with the industry's leading test automation vendors and discuss products and services specific to your needs. Explore the latest test automation software, methodologies, and trends. Meet face-to-face with cutting-edge test automation providers. Network with industry experts and peers.



**COMPUWARE**<sup>®</sup>

People and software for business applications™

**Compuware** solutions automate the multiple complex steps of thorough application testing to provide comprehensive, repeatable, and predictable results in less time. With Compuware tools, you can test every step in the application lifecycle for mainframe, distributed, and Web platforms. From defining requirements, debugging and tuning code, creating test scripts, executing functional, regression, and load testing, to performance profiling and monitoring applications in both pre and post production environments, Compuware products and services add value by improving application quality and enhancing performance. For organizations that lack the time, infrastructure or resources to perform Web site and application testing, Compuware offers a remote Web testing and monitoring solution. For more information visit us on the Web at [www.compuware.com](http://www.compuware.com)



The **Empirix** portfolio of Web test and monitoring solutions provides best-in-class solutions for testing and monitoring business-critical Web applications. We deliver automated software testing tools, as well as hosted services, providing the fastest, easiest to use, and most accurate means for functional/regression testing, load/scalability testing, monitoring, and defect tracking for e-business applications. Our total-life-cycle approach to Web testing allows you to begin testing Web applications early in the development process and continue testing and monitoring post-deployment. [www.empirix.com](http://www.empirix.com)



MERCURY INTERACTIVE

**Mercury Interactive** is the leading provider of Web performance management solutions. Our enterprise testing solutions turn application performance, scalability, and user experience into competitive advantage. The company's products and hosted services are open and integrated to best test and monitor e-business applications. More than 10,000 e-businesses, Internet service providers, application service providers, systems integrators and consultants use Mercury Interactive solutions. Mercury Interactive is headquartered in Sunnyvale, California and has offices worldwide. For more information on Mercury Interactive, visit our Web site at [www.mercuryinteractive.com](http://www.mercuryinteractive.com).



**Rational Software** provides a software development platform that improves the speed, quality, and predictability of software projects. This integrated, full life-cycle solution combines software engineering best practices, market-leading tools, and professional services. Ninety-six of the Fortune 100 rely on Rational tools and services to build better software, faster. This open platform is extended by partners who provide more than 500 complementary products and services. Founded in 1981, Rational is one of the world's largest software companies, with revenues of \$796.7 million in its twelve months ended September 30, 2001, and 3,500 employees worldwide. Rational is a component of the Nasdaq-100 IndexR. Additional information is available on the Internet at [www.rational.com](http://www.rational.com).



**Segue** (NASDAQ: SEGU) is the world expert in delivering software and services that ensure the accuracy and performance of enterprise applications. Segue provides comprehensive scalability, performance, monitoring and verification solutions — all aimed at ensuring reliable and predictable outcomes for fundamental business processes. A technology innovator setting new standards for higher levels of application reliability, Segue helps companies reduce risk and increase their return on investment associated with deploying new applications. By ensuring the performance, accuracy, reliability, scalability, and usability of core business applications, Segue helps protect all that today's companies have at stake in IT and brand reputation investments. [www.segue.com](http://www.segue.com)

## MEDIA SPONSOR:

### Application Development Trends

**Application Development Trends** is written for application development managers who are building, buying, and managing the applications that run the world's businesses. ADT is the one publication that top-tier I/S and A/D management go to month after month for a clear strategic overview of the full application development lifecycle and its impact on the business of the enterprise. [www.adtmag.com](http://www.adtmag.com)

# Don't Miss the Excitement of the EXPO!



## Sponsor Solution Labs

Explore the latest software and services of our conference sponsors in customized vendor labs. These special sessions run concurrently throughout the conference and provide you with hands-on experience and interaction with the latest test automation products and solutions.

## EXPO Welcome Reception

*Tuesday, March 26, 4:30 p.m. – 6:30 p.m.*

Join us on the EXPO floor for food, fun, and festivities to kick off the Software Test Automation Conference! Don't miss this excellent opportunity to network with your peers and learn from leading test automation software and services providers.

## Conference Sponsors and Exhibitors *(Partial Listing)*

*(Conference sponsors are in bold.)*

Advanced Testing Solutions

Caw Networks

**Compuware Corporation**

eTesting Labs

**Empirix**

LogiGear Corporation

McCabe & Associates, Inc.

**Mercury Interactive**

RadView Software

**Rational Software**

**Segue Software**

Software Development Technologies

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## Exhibit Floor Hours

### Tuesday

Welcome Reception 4:30 p.m. - 6:30 p.m.

### Wednesday

9:45 a.m. - 4:00 p.m.

### Thursday

9:30 a.m. - 3:30 p.m.

**For Sponsor/Exhibitor news and updates, visit [www.sqe.com/testautomation](http://www.sqe.com/testautomation).**

# Monday Preconference Tutorials

Monday, March 25, 8:30 a.m. – 4:30 p.m.

## A A Roadmap for Automating Software Testing

Michael D. Sowers,  
Software Development Technologies

This tutorial provides a practical guide for selecting testing software and managing test automation. Michael Sowers presents core testing tool terminology, concepts, and best practices while illustrating techniques for evaluating and implementing tools. Live demos are used to illustrate representative, full-function tools. Learn how to effectively integrate tools into the testing process. Examine a best-of-breed list of tool vendors and test automation projects.

- Gain an unparalleled perspective on tool selection
- Become familiar with common test automation concepts and jargon
- Experience common tool functionality first hand



*Michael D. Sowers has more than two decades of experience in the engineering and quality fields with extensive experience in requirements gathering,*

*defect prevention techniques, defect containment approaches, software verification and validation practices, and software engineering methodologies.*

***“This was the most informative conference I've ever attended. I picked up very valuable information not only from the speakers, but from my peers! I can't wait until next year's conference. I'll definitely be there.”***

Lynn Humphrey  
SQA Analyst  
North American Mortgage Co.

Monday, March 25, 8:30 a.m. – 4:30 p.m.

## B Web Performance Testing

Lee Copeland, Software Quality Engineering

Many organizations are seeking to deploy mission-critical Web sites/applications that are intended to attract large numbers of revenue-generating visitors. This tutorial helps the developer or tester already experienced in testing small-scale Web sites understand the technologies needed to make Web sites more secure and scalable. Learn about the automated tools available to assist you in testing your site before and after it goes live, and identify the differences between load, stress, integrity, and endurance testing.

- Learn ways to check a Web server for open ports
- Gain insight into the different attack points that a hacker could seek to exploit
- Discover why a firewall shouldn't be your only line of defense



*Lee Copeland has more than 25 years of experience as an information system professional. He has held a number of technical and managerial positions with*

*commercial and non-profit organizations in the areas of software development and process improvement. He has taught object-oriented seminars and consulted extensively throughout the U.S. and abroad.*

Monday, March 25, 8:30 a.m. – 4:30 p.m.

## C Test Automation Development: Building Your Toolkit

Jamie L. Mitchell, BenchmarkQA

Experienced testers know that creating test automation is a software development task — and that means programming. Luckily, the test automation tools available today supply good, robust languages for programming. But automation programming can be very different from application programming; this tutorial addresses the problems testers need to solve in their specialized environment. Using real-world examples of solutions already in use, Jamie Mitchell discusses coding techniques, and how to use that code in scripts. He also provides examples using easy-to-understand pseudo code. (Actual working tool code for TSL, QA Basic, and SQA Basic will be supplied.) In addition, a custom DLL to enable some bonus functionality will be distributed to all attendees.

- Set up the programming environment in WinRunner, QARun, and Robot
- Build scalable scripts: error handling, fault tolerance, synchronization
- Extend the toolset — external logs, screen snaps — using DLLs



*Jamie L. Mitchell has been an active automation programmer, architect, designer, and mentor for more than 10 years. As a principal consultant at*

*BenchmarkQA in Minneapolis, he has written and supports an infrastructure of code libraries that works with any automation tool to extend its capabilities and simplify its use. Jamie holds a master's degree in computer science from Lehigh University.*

Monday, March 25, 8:30 a.m. – 4:30 p.m.

## D Establishing a Test Automation Framework

Linda Hayes, WorkSoft, Inc.

Linda Hayes presents a detailed implementation approach for test automation that accelerates the development effort, dramatically shortens the learning curve, allows nontechnical analysts to develop and execute automated tests, and even simplifies test library management and maintenance. Learn how this practical and proven approach can be used with any testing tool.

- See how this approach applies to Web, client/server, and character-based applications
- Obtain sample scripts
- Watch a demonstration of a completed test library



*Linda Hayes is CEO of WorkSoft, Inc., a software company specializing in test automation. She has more than 19 years of experience in software quality and*

*testing and holds degrees in accounting, tax, and law. Linda is a frequent speaker and award-winning author of books and articles, including a monthly column in Datamation.*

Tuesday, March 26, 8:30 a.m. – 4:30 p.m.

## E Using Script Languages to Automate Everyday Testing Tasks

Danny R. Faught, Tejas Software Consulting

Explore a wide range of opportunities to automate your work using general-purpose script languages, and see script code examples in shell languages, full-featured script languages, and specialized languages. In this tutorial, Danny Faught covers the basics of command-line interfaces on various operating systems including Windows, UNIX, and Linux. The scripting examples he gives are relevant for automating test execution as well as other common testing tasks. You'll find yourself challenged to discover how scripts can tackle some of the drudgery of testing, and even do things others say are impossible.

- Learn the tricks of navigating command-line interfaces on Windows and UNIX
- Get working code examples that are directly relevant to test professionals
- Learn about open source script languages



*Danny R. Faught is an independent software quality consultant, and proprietor of Tejas Software Consulting. He has more than nine years of industry*

*experience including roles as a test lead, process analyst, programmer, and trainer. Danny is a frequent author and also serves as a technical editor for StickyMinds.com.*

Tuesday, March 26, 8:30 a.m. – 4:30 p.m.

## F Load and Scalability Testing: Automation Issues and Solutions

Ross Collard, Collard & Company

Performance, load, stress, robustness, and scalability — what do these five types of testing have in common? They are the most dependent on automation to be successful. Unfortunately, they can also be significantly impacted by problems with tools, test equipment, load test methodology, test process management, and test result interpretations. This tutorial discusses success factors and offers practical solutions for each of these issues. Based on the real-world experience of the instructor, the presentation features a variety of projects and organizations and delivers objective, effective advice.

- Learn to set up and maintain the automated load testing lab
- Use tools to test system performance, response time, and throughput
- Get answers to common load testing problems



*Ross Collard is a consultant currently working on testing and quality assurance projects for American Express, Citibank, Dell, General Electric, and Nortel.*

*He has a master's degree in computer science from California Institute of Technology and an MBA from Stanford. He has also taught courses on testing for the University of California Berkeley and Harvard University.*

# Tuesday Preconference Tutorials

Tuesday, March 26, 8:30 a.m. – 4:30 p.m.

G

## Jump Starting Your Test Automation

Hung Nguyen and Hans Buwalda,  
LogiGear Corporation

Whether you're looking for a new testing approach through automation or re-examining existing test automation strategies, your objectives are the same: maximize test coverage, save time, and keep testing under control. A delicate combination of technical problems and management issues, test automation is a challenging task. Hung Nguyen and Hans Buwalda discuss how to start up or improve test automation to meet your goals. They address topics such as how to set up the right team, options for an effective and stable architecture, and how to deal with managerial issues you're likely to encounter.

- Implement effective and maintainable tests using Action Based Testing™
- Win and keep the necessary management commitments
- Deal with common technical challenges such as testing Web applications, legacy systems, load testing, and complex multiplatform environments



*Hung Q. Nguyen is founder, president, and CEO of LogiGear® Corporation. He's held leadership roles in business management, product development, business development, engineering,*

*quality assurance, testing, and information technology, and is an international speaker and contributor to industry publications. Hung teaches software testing for the LogiGear University and the University of California. He is the author of Testing Applications on the Web and co-author (with Kaner and Falk) of the best-selling book Testing Computer Software.*



*Hans Buwalda is an internationally recognized expert specializing in test development, test automation, and testing technology management. He's the inventor of Action Based Testing, an integrated*

*method for testing and test automation now widely used throughout the industry. A renowned speaker at international conferences, he's also a co-author of Integrated Test Design and Automation: Using the TestFrame Method.*

Tuesday, March 26, 8:30 a.m. – 4:30 p.m.

H

## Establishing a Fully-Integrated Test Automation Architecture

Edward Kit,  
Software Development Technologies

Three essential testing challenges tower above the rest: how to integrate test design and automaton technology; how to architect an automated regression test library using a minimum number of highly technical, programming-efficient testers; and how to design and document a highly inspectable test suite. Learn how these challenges are met while testing Web applications — thanks to the right testing framework and a new, state-of-the-practice approach to test design. This tutorial addresses first, second, and third generation usage of capture/playback tools, including how to overcome the most common automation problems.

- Experience testing a Web application
- Gain insight and tips for getting started with automation
- Obtain tried-and-true techniques that will lead you to test automation success



*Edward Kit, founder and president of Software Development Technologies, is a recognized expert in the area of software testing and automation. His best-selling*

*book, Software Testing in the Real World: Improving the Process, has been adopted as a standard by companies such as Sun Microsystems, Exxon, Chase Manhattan Bank, and Cadence Design Systems.*

Tuesday, March 26, 8:30 a.m. – 4:30 p.m.

I

## Test Automation Patterns for GUI and Non-GUI Approaches

Bret Pettichord, Pettichord Consulting

Test automation patterns are solutions to common automation problems in particular testing contexts. This tutorial presents architectural patterns that have been successfully used to automate software test generation, execution, and evaluation. The patterns include approaches that are data driven, keyword driven, state-model based, and assertion intensive. Each pattern is described in terms that let you decide which is most appropriate for the problems you face based on staffing resources, testing objectives, and the type of system you're testing.

- Contrast the benefits of GUI- and API-based automation
- Explore options for automation test oracles
- Learn the best ways to staff and manage a test automation project



*Bret Pettichord has automated tests for systems used in publishing, expense reporting, sales tracking, database management, systems management, and*

*Web access. He's also co-author of Lessons Learned in Software Testing: A Context-Driven Approach with James Bach and Cem Kaner. In addition to being a columnist for StickyMinds.com, Bret is the editor of TestingHotlist.com.*

# Keynote Presentations

## The Past, Present, and Future of Software Test Automation Tools

Gregory Pope, Gregory Pope Consulting

Wednesday, March 27,  
8:45 a.m.–9:45 a.m.

Gregory Pope examines the past, present, and future of software testing tools. By contrasting the best thinking of 10 years ago with what's happening today, he brings a clear and unique perspective to what the future might hold. Greg also provides insight into the successes and failures of once-promising tools. Using the historical factors that make test automation successful, he demonstrates how to pick tools that will be successful now and in the future.

- Find out if you could benefit from a tool purchase
- Explore tool leverage, tool integration, and the “something-for-nothing” factor
- Find out how to justify tool purchases based on return on investment



*Gregory Pope has more than 30 years of experience in software development and testing. He's presented over 300 seminars worldwide on these issues and worked with*

*many major companies to help improve their software development processes. His experience includes both commercial and governmental environments. He also invented — and still holds patents on — a number of software testing tools.*

## Lessons Learned in Test Automation

Bret Pettichord, Pettichord Consulting

Wednesday, March 27,  
4:00 p.m.–5:00 p.m.

Can test automation really advance your testing mission? The answer to that question is a resounding “That depends!” But to make it happen you have to provide value to development and find new ways of testing. Bret Pettichord offers lessons from the trenches in building powerful test suites. He shares his experiences as well as those of other test automators to help you avoid the pitfalls others have already stumbled onto.

- Find out why automated regression tests only find a minority of bugs
- Determine which interfaces you should test
- Select from advanced techniques such as keyword-driven and state-model based automation



*Bret Pettichord has automated tests for systems used in publishing, expense reporting, sales tracking, database management, systems management, and Web access. He's also co-*

*author of Lessons Learned in Software Testing: A Context-Driven Approach with James Bach and Cem Kaner. In addition to being a columnist for StickyMinds.com, Bret is the editor of TestingHotlist.com.*

## Test Automation on a Shoestring: Doing More with Less

Elisabeth Hendrickson, Quality Tree Software, Inc.

Thursday, March 28,  
3:30 p.m.–4:30 p.m.

Want to automate your tests but don't have the budget for big-league tools? Elisabeth Hendrickson offers case studies where test automation was accomplished with simple tools for small budgets. She delivers practical advice for creating the automation you need from the tools you already have or can easily get your hands on. Fact is, everything you need to get started is probably right in your “kitchen drawer.”

- Learn how noncommercial tools have been used for testing
- Explore ways to test through non-GUI interfaces
- Discover freeware and shareware testing and test assistance tools



*Elisabeth Hendrickson is an independent consultant who specializes in software quality assurance and management. She has more than 13 years of experience*

*working with leading software companies, and is the founder of Quality Tree Software, Inc. An award-winning author, she has published more than 20 articles and is a frequently invited speaker at major software quality and software management conferences.*

## Special Industry Panel Discussion

### Ask the Test Automation Experts

Moderator: Lee Copeland

Software Quality Engineering

Thursday, March 28, 8:30 a.m.–9:30 a.m.

Bring your tough questions to a panel comprised of expert consultants and software providers. Hosted by Lee Copeland, this session reveals what's on the horizon for new and improved test automation tools and services. Bring your own insights and ideas to the discussion as we explore the good, the bad, and the ugly of test automation.

- Learn what experts recommend for new test automation implementations
- Find out how to handle your existing test automation projects
- Get solid answers to your individual test automation questions

### PANELISTS

**Edward Kit**  
Software Development  
Technologies

**Jeff Tatelman**  
Spherion Technology  
Architects

**Linda Hayes**  
WorkSoft, Inc.

**Dave Kapelanski**  
Compuware Corporation

**Lisa Crispin**  
BoldTech Systems

You may submit your questions to the panelists prior to the conference at [ipanel@sqe.com](mailto:ipanel@sqe.com).

# Conference-at-a-Glance

**Monday, March 25** — Preconference Tutorials (8:30 a.m. - 4:30 p.m.)

**Tuesday, March 26** — Preconference Tutorials (8:30 a.m. - 4:30 p.m.)

Reception  
4:30 p.m.–6:30 p.m.

**Wednesday, March 27**

**8:30 Opening Remarks**

**8:45 The Past, Present, and Future of Software Test Automation Tools**

*Gregory Pope, Gregory Pope Consulting*

**9:45 Networking Break • Visit the Software Test Automation EXPO**

**Software Test Automation EXPO and Sponsor Solution Labs**

9:45 a.m. - 4:00 p.m.

## MANAGEMENT

## TECHNICAL

## AUTOMATION EXPERIENCES

**10:15**

**M1**

**Deliver Reliable Applications Faster With the Right Tools and Processes**  
*Dave Kapelanski, Compuware Corporation*

**T1**

**Web System Performance and Scalability Testing**  
*Elfriede Dustin, BNA Software*

**E1**

**Testing in the Fast Lane: Automated Acceptance Testing in an eXtreme Programming Environment**  
*Lisa Crispin, BoldTech Systems*

**11:30**

**M2**

**Measuring the Effectiveness of Automated Functional Testing**  
*Ross Collard, Collard & Company*

**T2**

**Test, Observe, and Assess Embedded Applications During Development**  
*Vincent Encontre, Rational Software Corporation*

**E2**

**Effective Test Automation and Deployment Strategy for Java Servlet and JSP Applications**  
*Heesun Park, SAS Institute*

**12:30 Lunch • Visit the Software Test Automation EXPO**

**2:00**

**M3**

**Get Control of Your Test Automation Project**  
*Jeff Tatelman, Spherion Technology Architects*

**T3**

**Reliability Management With Continuous Automated Testing**  
*Rohit Gupta, Segue Software*

**E3**

**A Practical Approach to Early-Cycle QA Test Automation**  
*Michael Silverstein, SilverMark, Inc.*

**3:00 Networking Break • Visit the Software Test Automation EXPO**

**4:00 Lessons Learned in Test Automation**

*Bret Pettichord, Pettichord Consulting*

## Thursday, March 28

### Special Industry Panel Discussion

#### 8:30 Ask the Test Automation Experts

Moderator: Lee Copeland, Software Quality Engineering

Panelists: Edward Kit (Software Development Technologies), Linda Hayes (WorkSoft, Inc.) Lisa Crispin (BoldTech Systems), Jeff Tatelman (Spherion Technology Architects), Dave Kapelanski (Compuware Corporation)

#### 9:30 Networking Break • Visit the Software Test Automation EXPO

	MANAGEMENT	TECHNICAL	AUTOMATION EXPERIENCES	Software Test Automation EXPO and Sponsor Solution Labs 9:30 a.m. - 3:30 p.m.
10:00	<b>M4</b> The Business Case for Test Automation Linda Hayes, WorkSoft, Inc.	<b>T4</b> Tuning Application Performance in Production David Gehringer, Mercury Interactive	<b>E4</b> Test Automation With Action Words: A Practical Experience Hans Buwalda, LogiGear	
11:00	Networking Break • Visit the Software Test Automation EXPO			
11:30	<b>M5</b> Achieving Software Quality Through Test Automation Process Integration Brian Bryson, Rational Software Corporation	<b>T5</b> Automating Reusable Test Designs Robin Goldsmith, Go Pro Management, Inc.	<b>E5</b> Performance: The Overlooked Quality Metric Ernest Huber, TCI Solutions, Inc.	
12:30	Lunch • Visit the Software Test Automation EXPO			
2:00	<b>M6</b> Test Tool Implementation Risks and Rewards Rick Craig, Software Quality Engineering	<b>T6</b> Rooting Out System Bottlenecks in Web Applications Chris Nolan, Empirix, Inc.	<b>E6</b> Taking Test Automation Mainstream Andrew Pollner, ALP International Corporation	
3:00	Networking Break • Visit the Software Test Automation EXPO			
3:30	Test Automation on a Shoestring: Doing More with Less Elisabeth Hendrickson, QualityTree Software, Inc.			

Visit [www.sqe.com/testautomation](http://www.sqe.com/testautomation) for the most up-to-date speaker and session information.

# Featured Sessions



## Management

*These featured sessions explore the business aspect of test automation from a managerial perspective. Gain valuable insight into achieving buy-in from senior management, and discover how test automation fits in both the testing and development lifecycle. Determine what you need to do in preparation for test automation, and learn how to select the right tools and processes to ensure project success.*

**M1** Wednesday, March 27, 10:15 a.m.–11:15 a.m.  
**Deliver Reliable Applications Faster With the Right Tools and Processes**  
*Dave Kapelanski, Compuware Corporation*

Repeated attempts to decrease software time-to-market have borne a variety of processes and methodologies, resulting in dynamic development and testing environments that continue to ignore quality issues as well as budget constraints. To gain control of your project costs while still ensuring your application's quality, the use of automated software tools must extend beyond that of any single process. Dave Kapelanski teaches you to leverage test automation software within each of the four lifecycle quadrants: development and integration, testing, production readiness, and performance and transaction availability management.

- Learn when to use remote testing services
- Determine when it's time to bring outsourced functions back into your organization
- Discover ways to ensure your applications are delivered on time and within budget

*Dave Kapelanski has more than 27 years of experience with application development and testing initiatives. His experience extends across mainframe, distributed, and Web environments. During his career he's been involved with a variety of applications that adopted emerging technologies such as the use of radio frequency-equipped devices, the electronic imaging of back-office systems, and distributed customer call centers including their Web enablement to provide self-service capabilities.*

**M2** Wednesday, March 27, 11:30 a.m.–12:30 p.m.  
**Measuring the Effectiveness of Automated Functional Testing**  
*Ross Collard, Collard & Company*

Many struggle to accurately judge the value, success, and return on investment of test automation. In this session, Ross Collard helps you identify which areas and aspects of testing — both manual and automated — provide fruitful opportunities for improvement. You'll have the opportunity to compare the effectiveness of your organization's test automation with industry norms and best practices. You'll also see how other organizations gather, interpret, and apply these metrics. Find out what's worked and what hasn't.

- Determine which test automation metrics you should be gathering
- Learn to use this data and the conclusions derived from it
- Find out the limitations of your metrics

*Ross Collard is a consultant currently working on testing and quality assurance projects for American Express, Citibank, Dell, General Electric, and Nortel. He has a master's degree in computer science from California Institute of Technology and an MBA from Stanford. He has also taught courses on testing for the University of California Berkeley and Harvard University.*

**“Many tutorials and talks gave excellent information on testing design, and also on the evaluation of tools.”**

Brian Shoemaker, Ph.D.  
Quality Assurance Manager  
PPD Informatics

**M3** Wednesday, March 27, 2:00 p.m.–3:00 p.m.

## Get Control of Your Test Automation Project

Jeff Tatelman, Spherion Technology Architects

To develop an automated regression test bed is no easy task. In fact, according to recent studies, more than 50% of test automation projects fail. To improve this statistic, companies must establish a consistent, repeatable approach for implementing test automation projects. Jeff Tatelman uses an inventory control application to teach you the key steps — from requirements gathering through implementation — to ensure success on any test automation endeavor.

- Organize your test automation project tasks into phases
- Develop a matrix on what to test based on requirements
- Learn to design the best test automation approach for your environment

*Jeff Tatelman has more than 20 years of quality assurance, management, and consulting experience in the software development industry. He's developed software quality processes to support all phases of the software development lifecycle, and has implemented structured and automated testing, change management, and tools to support the software quality process. Jeff has also been responsible for implementing requirements-based testing at several Fortune 1000 companies including NCR, Sprint, Coca-Cola, and SunTrust Bank. He's the co-founder of the Software Quality Association in Denver.*

**M4** Thursday, March 28, 10:00 a.m.–11:00 a.m.

## The Business Case for Test Automation

Linda Hayes, WorkSoft, Inc.

In tight economic times, it's more important than ever to show a return on technology investments, including test automation. Unfortunately, management's expectations are usually unrealistic in that they expect immediate results and aren't prepared for the ongoing level of investment required after the tool is purchased. Find out why the benefits traditionally promised — reduced test resources and cycle time — are misleading and inaccurate.

- Learn to properly set expectations and increase your chances of success
- Acquire new techniques to quantify the return on your test automation investment
- Find ways to justify additional time, money, and resources

*Linda Hayes is CEO of WorkSoft, Inc., a software company specializing in test automation. She has more than 19 years of experience in software quality and testing and holds degrees in accounting, tax, and law. Linda is a frequent speaker and award-winning author of books and articles, including a monthly column in Datamation.*

**M5** Thursday, March 28, 11:30 a.m.–12:30 p.m.

## Achieving Software Quality Through Test Automation Process Integration

Brian Bryson, Rational Software Corporation

With increasing demands for high-quality software applications in shorter development cycles, it's clear that teams need to go beyond simply running tests at the end of their development cycle. Instead, teams must approach development with quality as their primary objective. Brian Bryson shows you how to integrate automated testing tools with best practices to implement an effective quality assurance process from the beginning (and throughout) the development lifecycle.

- Examine the challenges inherent in the design of complex applications, and the enormous cost of developing a flawed application
- Find out how to ensure quality in each stage of application development
- Learn to incorporate comprehensive test automation early in the development lifecycle without limiting the test to the front end of the application

*Brian Bryson is technology evangelist for Rational Software Corporation's automated testing business unit. He works directly with engineers and managers to determine strategy and deliver the messaging for Rational's automated toolset. Since joining Rational in 1995, Brian has spoken to individuals and audiences worldwide on numerous aspects of quality automation. A former instructor at Carleton University in Ottawa, Canada, Brian has delivered Rational's message of quality automation to students as well as employees of such organizations as Microsoft, Sun Microsystems, and Oracle.*

**M6** Thursday, March 28, 2:00 p.m.–3:00 p.m.

## Test Tool Implementation Risks and Rewards

Rick Craig, Software Quality Engineering

Did you know that an alarmingly high percentage of the test tools purchased are never successfully implemented? Many organizations could benefit tremendously from the effective use of testing tools; problem is, they're not sure how to go about it. This session examines a dozen or more of the most common pitfalls encountered in the acquisition and implementation of testing tools and offers suggestions to avoid these mistakes.

- Learn to avoid common pitfalls
- Discover where to initially focus your test automation
- Obtain hints on how to achieve buy-in

*Rick Craig is an experienced test manager, consultant, and lecturer. He has helped hundreds of companies improve their testing in countries throughout Europe, Asia, Australia, and the Americas. Rick has been a featured speaker at testing conferences since 1983. He's the former American editor of Software Quality Management magazine, as well as co-author of the Systematic Software Testing Handbook. Rick is a colonel in the United States Marine Corps Reserve.*

# Featured Sessions

## Technical

In these featured sessions, take a look at the current tools, techniques, and methods available for automated testing of your software, and get a preview of emerging products, tools, and solutions. Experientially based, these presentations cover all areas of test automation — from load and performance testing, to test environments, to GUI (browser) and non-GUI (embedded) automation issues.

**T1** Wednesday, March 27, 10:15 a.m.–11:15 a.m.

### Web System Performance and Scalability Testing

*Elfriede Dustin, BNA Software*

Web system performance and scalability are closely related. As such, they must be measured together in order to get an accurate picture of the Web system's capability to service users under various conditions. Measuring performance and scalability involves the execution of several specific types of tests, using a combination of load testing and monitoring tools. This session investigates the definition and execution of performance and scalability tests, as well as how to interpret the results.

- Develop an evaluation strategy using the site's performance and scalability behavior
- Determine the steps required for conducting essential performance and scalability testing
- Learn to use scalability and cost analysis to determine the suitability of the site in the face of varying load requirements and the costs of scaling

*Elfriede Dustin is the QA director at BNA Software in Washington, D.C. She's also lead author of Automated Software Testing, the first book to address this critical topic, as well as Quality Web Systems. An acknowledged expert in software engineering and testing practices, she has assisted numerous companies in the definition and implementation of QA and testing processes.*

**T2** Wednesday, March 27, 11:30 a.m.–12:30 p.m.

### Test, Observe, and Assess Embedded Applications During Development

*Vincent Encontre, Rational Software Corporation*

Facing the paradox of developing better applications faster, developers of real-time, embedded, and networked applications have no choice but to use automated testing and runtime observation technologies. This session introduces you to processes and technologies designed to automate the unit, validation, and integration testing of everything from individual functions to complete distributed systems in embedded software applications.

- Learn to automatically measure code coverage to detect memory leaks and profile function-level performance
- Visually trace process flow at runtime, as represented by a UML sequence diagram
- Find out how to remove potential defects before they have a chance to break the application

*Vincent Encontre has 20 years of experience in embedded modeling and testing technologies and best practices. He has committed his career to designing, marketing, and supporting software engineering tools that help build better software — faster. Vincent has published several papers related to embedded application modeling and testing, and has delivered many related talks at embedded conferences.*

**“Everyone (presenters and attendees) was so open and approachable. The staff was friendly and helpful in all instances. It was a great experience.”**

Steven Price  
Senior Quality Assurance Engineer  
Virtual Access Networks

**T3** Wednesday, March 27, 2:00 p.m.–3:00 p.m.

## Reliability Management With Continuous Automated Testing

Rohit Gupta, Segue Software

If you're in business today, then you're relying heavily on enterprise and eBusiness applications for your success. But given our dependence, these applications are being upgraded and customized constantly. On the testing and development side of things, in order to meet tighter deadlines, we've seen that the quality and reliability of these applications are often sacrificed. This session presents a new methodology for ensuring the reliability of your enterprise and eBusiness applications. It also delivers specific suggestions on how to meet production deadlines without sacrificing quality.

- Find out why reliability management is more than just automated testing
- See how testing and monitoring tools can work together to ensure reliability
- Discover why reliable systems result in higher revenues and lower costs

*Rohit Gupta is responsible for developing company strategy with particular emphasis on establishing strategic partnerships. Prior to this, he was in charge of product management and presales at Segue. Rohit came to Segue from Oracle Corporation, where he was in the research and development organization. He holds bachelor's and master's degrees in computer engineering from Purdue University.*

**T4** Thursday, March 28, 10:00 a.m.–11:00 a.m.

## Tuning Application Performance in Production

David Gehringer, Mercury Interactive

Even applications that have gone through rigorous testing in QA tend to have serious performance problems in production. Nearly every CIO or production manager has horror stories of applications that went live and failed. Yet with so much on the line, why are we in a constant firefighting mode? When confronted with new problems, we have to start with the basics and ask, "Is the problem in the application or in the infrastructure? How can I narrow it down fast?" Production tuning takes your good QA practices to the next level, and helps you get out of firefighting mode.

- Find out why production applications don't perform as anticipated
- Determine which process to use to optimize the application, the infrastructure, and the security system
- Discover how testing, production tuning, and performance monitoring fit together

*David Gehringer is the director of product management for Mercury Interactive's hosted load testing services. His primary responsibilities include managing marketing initiatives, message development, sales training, and technical development for the company's hosted testing services including ActiveTest™, ActiveTest SecureCheck™, and LoadRunner® Hosted Virtual Users. David also collaborates with application developers, technology innovators, and established service providers to help Mercury Interactive create industry-leading automated software testing solutions and best practices.*

**T5** Thursday, March 28, 11:30 a.m.–12:30 p.m.

## Automating Reusable Test Designs

Robin Goldsmith, Go Pro Management, Inc.

Vendors and gurus agree that having a structured testing methodology is key to gaining maximum advantage from automated testing, but what this means in practice isn't always clear. One of the biggest potential paybacks comes from the ability to automate tests based on reusable test designs, which can be a key benefit of proactive structured testing. In this interactive session, Robin Goldsmith describes how to develop reusable test designs that can be automated to start testing sooner and run more tests in limited time.

- Gain perspective in where test design fits within the testing structure
- Learn how test design reuse can accomplish more testing in less time
- Identify opportunities for creating reusable test designs

*Robin Goldsmith has been president of Go Pro Management, Inc. consultancy since 1982. A frequent speaker at leading conferences and former executive editor of the Journal of Systems Management, he works directly with and trains business and systems professionals in quality/testing, requirements definition, business engineering, and project management for system development and acquisition.*

**T6** Thursday, March 28, 2:00 p.m.–3:00 p.m.

## Rooting Out System Bottlenecks in Web Applications

Chris Nolan, Empirix, Inc.

One of the toughest challenges in testing and quality assurance today is eliminating the performance "bottlenecks" in your Web system. This session highlights a number of common problems that affect most Web systems. Things such as inefficient SQL, slow networks, improper firewall setup, bad connection pooling schemes, and failure to design for scalability are all factors that can degrade your system's performance. In this session, you'll encounter real-life examples of system performance problems and get tips on how to isolate and identify them.

- Learn to spot where in a Web architecture the problems occur
- Take home an "A list" of things to look for when testing Web systems
- Understand how teamwork and back-end system monitoring play a critical role in problem identification and resolution

*Christopher Nolan is the director of professional services with Empirix Inc. Prior to assuming his current position, Christopher was instrumental in performing and evaluating numerous large-scale performance tests for Empirix's biggest customers. He has more than six years' experience in consulting, Internet system performance benchmarking, and quality assurance, and holds a bachelor's degree in Management Information Systems.*

# Featured Sessions

## Automation Experiences

Based on real-world experiences of successful industry implementations, these featured sessions present the keys to effectively incorporate automated testing into the development process. Learn from experienced test automation users as they share a wide range of automation experiences — both good and bad — to provide you with your own “how to” road map for successful software test automation. Gain valuable insight from lessons learned — illustrated by a wide range of presentation topics including high-end load testing tool selection and evaluation, coverage analysis tool usage, automated regression testing, and Web application performance testing.

**E1** Wednesday, March 27, 10:15 a.m.–11:15 a.m.  
**Testing in the Fast Lane: Automated Acceptance Testing in an eXtreme Programming Environment**

*Lisa Crispin, BoldTech Systems*

Are you looking to apply the values of eXtreme Programming (XP) to test automation? In *eXtreme Programming Explained*, Kent Beck compares XP to driving a car — meaning the team must make constant corrections to stay on track. This includes plotting the course, establishing checkpoints, tracking progress, and occasionally even asking for directions. But XP test professionals have a need for speed given their tight deadlines, so is this much process really possible? To be the windshield and not the bug, you have to use lightweight automated test frameworks and tools that won't slow you down. Lisa Crispin delivers pointers on selecting or developing these tools to assist in test automation.

- Discover techniques for writing acceptance tests that make them easier to automate
- Find ways to design automated tests that are low-maintenance and self-verifying
- Learn how to code and implement automated test scripts quickly and fearlessly

*Lisa Crispin* has more than 10 years' experience in testing and quality assurance. Currently a senior consultant with BoldTech Systems, she's the primary tester on XP teams. Her article “Extreme Rules of the Road: How an XP Tester Can Steer a Project Toward Success,” appeared in the July 2000 issue of STQE magazine, and her presentation “The Need for Speed: Automating Acceptance Tests in an Extreme Programming Environment,” won Best Presentation at Quality Week Europe in 2000.

**E2** Wednesday, March 27, 11:30 a.m.–12:30 p.m.  
**Effective Test Automation and Deployment Strategy for Java Servlet and JSP Applications**

*Heesun Park, SAS Institute*

Recent advances in Java servlet and JSP technology have gained popularity and support from the industry. The backbone of this technology is the J2EE platform and Model 2 JSP architecture which effectively separate presentation from content. However, since this design includes a wide spectrum of technical areas, developing and automating JSP test applications is a challenge for many test professionals. This presentation teaches you to employ and modify a logic to build a customized performance testing tool for any JSP application, including the successful deployment of the application into the servlet container. Heesun Park also gives you practical tips for JSP application deployment strategy.

- Learn effective JSP test application suite development using JSP Model 2
- Find ways to exploit JSP/servlet internal objects in JSP test automation
- Achieve multiple concurrent user simulation (automated performance test) algorithm and implementation

*Heesun Park* is currently the JSP application and portal integration test project manager at SAS Institute. He has a Ph.D. in computer engineering from North Carolina State University along with 20 years of industry experience as a system engineer, networking software developer, tester, and QA manager. He has published papers on network communications protocols, test automation for client/server software, and software test process improvements.

**E3** Wednesday, March 27, 2:00 p.m.–3:00 p.m.

## A Practical Approach to Early-Cycle QA Test Automation

Michael Silverstein, SilverMark, Inc.

Everyone knows that a large body of automated unit tests for classes, subsystems, and frameworks adds to overall code quality. However, the "burden" of unit test automation is frequently placed squarely on the shoulders of developers because of the perception that only a developer can write a unit test. Since QA personnel typically test from the user interface — and usually have to wait until later in the development cycle for the availability of that interface — they're often left to scramble at the end of the cycle to get their testing done. Michael Silverstein reveals a model for early-cycle collaboration between developers and testers where testers augment the developers' unit testing activities without adding additional process overhead.

- Discuss the advantages of early-cycle collaboration between developers and testers
- Identify the inhibitors and enablers to collaboration between developers and testers
- Present recommendations for incorporating early-cycle collaboration into the development process, with a case study example

*Michael Silverstein is lead architect and a cofounder of SilverMark, Inc., a leading provider of automated testing tools for object-oriented systems. He has been developing software for more than two decades, using object-oriented techniques during the last 10 years. Prior to SilverMark, Michael developed a wide variety of applications at IBM and was a member of the VisualAge development team.*

**E4** Thursday, March 28, 10:00 a.m.–11:00 a.m.

## Test Automation With Action Words: A Practical Experience

Hans Buwalda, LogiGear

**Action Word Testing.** This concept illuminates testing as an action, a process, an art. Learn how Action Word Testing can be applied to deal with critical test issues such as lack of functional knowledge of a system under test; instability of the design during test development; and automation of 100% of the functional or technical tests. Hans Buwalda uses a financial exchange that's introduced a new electronic trading system to demonstrate Action Word Testing (approximately 15,000 tests). In this example, automation of the entire test was essential, but it was difficult to achieve.

- Obtain a better understanding of Action Word Testing and its uses
- Explore this real-world situation as it reveals the issues encountered in each step of the process
- Review lessons learned from other organizations

*Hans Buwalda is an internationally recognized expert specializing in test development, test automation, and testing technology management. He's the inventor of Action Based Testing, an integrated method for testing and test automation now widely used throughout the industry. A renowned speaker at international conferences, he's also a co-author of Integrated Test Design and Automation: Using the TestFrame Method.*

**E5** Thursday, March 28, 11:30 a.m.–12:30 p.m.

## Performance: The Overlooked Quality Metric

Ernest Huber, TCI Solutions, Inc.

The amount of time allocated to quality testing is always under pressure due to slippage in development and delivery dates — this often results in performance testing being overlooked in the quality process. This presentation examines various factors of performance testing including why it's important, how to determine the metrics that are essential to individual situations, and how to automate the collection and analysis of data. Ernest Huber gives you an example performance testing process, much of which is applicable to your quality assurance tasks.

- Determine which performance metrics should be monitored
- Obtain a method to automate the capture of your performance metrics
- Learn to correctly analyze your performance metrics

*Ernest Huber brings 42 years of experience to the information services industry. His experience includes roles as a quality assurance architect, developing and consulting in test methodologies for major clients of TRW's Year 2000 practice, developing interoperability test methodologies for the Department of Defense at the Joint Interoperability Test Command, and more than 22 years as an analyst and programmer. He's also held various management and supervisory positions in addition to being responsible for these technical tasks.*

**E6** Thursday, March 28, 2:00 p.m.–3:00 p.m.

## Taking Test Automation Mainstream

Andrew Pollner, ALP International Corporation

By now, most test organizations have implemented at least one test automation tool. However, the success of these tools is by no means guaranteed. Why is it that these products often don't rise to their potential? What can managers do to increase the tool's return on investment? Andrew Pollner helps you with ways to ensure that tools support rather than hinder you. He discusses a number of common-but-flawed approaches to automation, then explains how to change them.

- Discover ways to avoid feature overload
- Learn to set, meet, and exceed expectations
- Develop the right profile for your test team and learn to motivate them

*Andrew L. Pollner is president and founder of ALP International Corporation, a leading organization in the area of test process improvement and the use of test automation tools. As an early adopter of test automation and quality assurance tools, Andrew built a consulting practice serving major financial, insurance, healthcare, and telecommunications corporations and ensuring their successful implementation of test automation tools and surrounding processes. He regularly speaks at major national and international testing conferences and has published numerous articles on software testing and automation.*

# General Information



## Location

The Software Test Automation Conference & EXPO will be held at the Fairmont Hotel in San Jose, California. Located in the Silicon Valley, this elegant resort is within close proximity to some of the area's finest restaurants, shopping, museums, and the Center of Performing Arts. All official meeting and EXPO activities will be held at this location.

## Hotel and Travel Information

A limited number of rooms is being held at the The Fairmont San Jose Hotel at a special conference rate. To reserve your room, please call the Fairmont Hotel reservations department directly at 800-346-5550/408-998-1900, or fax 408-287-1648 by February 28, 2002. \* To guarantee the conference rate, please specify that you are attending the Software Test Automation Conference organized by Software Quality Engineering. If you require special facilities or services, notify the hotel at the time of reservation. Cancellations on a guaranteed reservation must occur more than 72 hours prior to specified arrival time to ensure a refund.

*\*Rooms are limited. Make your reservation early!*

## Special Airline Discount

Delta Air Lines is offering special rates that allow you a 5% discount off Delta's published round-trip fares\*\* within the continental U.S., Hawaii, Alaska, Mexico, Bermuda, San Juan, Nassau, and U.S. Virgin Islands. By purchasing your ticket 60 days or more prior to your departure date, you will receive an additional 5% bonus discount.

To take advantage of this discount, call the Delta Meeting Network® Reservations at 1-800-241-6760. Refer to File Number 181986A.

*\*\*Applicable restrictions must be met. Seats are limited. No discounts apply on Delta Express.*

## Group Discounts

Group discounts are available to delegates from the same organization pre-registering at the same time. For additional information, please call 800-423-8378 or 904-278-0707.

## Conference Registration Cancellations and Substitutions

Conference registrations cancelled after March 15, 2002, are subject to a 20% cancellation fee. No cancellations or refunds may be made after March 22, 2002. Substitutions may be made at any time before the first day of the program. To cancel, contact the Registrar at 904-278-0707 to obtain a cancellation code. All valid cancellations require a cancellation code.

## Program Changes

The sponsors and management of the Software Test Automation Conference & EXPO reserve the right to make necessary changes in this program. Every effort will be made to keep presentations and speakers as represented. All sessions, excluding tutorials, are filled on a first-come, first-seated basis. Please arrive early to ensure a seat!

## On-Site Registration Hours

Sunday, March 24	5:00 p.m. - 7:00 p.m.
Monday, March 25	7:30 a.m. - 4:30 p.m.
Tuesday, March 26	7:30 a.m. - 6:30 p.m.
Wednesday, March 27	7:30 a.m. - 5:00 p.m.
Thursday, March 28	7:30 a.m. - 10:00 a.m.

# Registration Form

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**NOTE:** Please be sure to include the 4-letter code from the mailing label or label area on back cover.

### Registration Fees:\*

	On or Before Feb. 22	After Feb. 22
Conference + 2 Tutorial Days	\$1,845	\$1,945
Conference + 1 Tutorial Day	\$1,545	\$1,645
Conference Only (Wed.-Thur.)	\$1,245	\$1,345
One Conference Day (Wed. or Thur.)	\$650	\$700
Tutorial Only (per day)	\$595	\$645

A **check** or **credit card** payment must be received at conference headquarters by February 22 to take advantage of the lower conference rates listed to left.

\*\$59 of your registration fee includes a one-year subscription to *STQE* magazine (\$75 value). If you are a current subscriber, your subscription will be extended an additional six issues.

## Group Discounts Available!

Space is limited and early booking is recommended.

### 5 Easy Ways to Register

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**Fax:** Send this form to the Registrar at  
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**Email:** [sqeinfo@sqe.com](mailto:sqeinfo@sqe.com)

**Web:** [www.sqe.com/testautomation](http://www.sqe.com/testautomation)

### Special Early Bird Offer!

Receive \$100 off regular conference registration fee if payment is received on or before February 22, 2002!

**Cancellation:** Registrations cancelled after March 15 are subject to a 20% cancellation fee. No cancellations or refunds may be made after March 22. Substitutions may be made at any time before the first day of the program. TO CANCEL: Call the Registrar at 904-278-0707 to obtain a cancellation code. All valid cancellations require a cancellation code.

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