



ISTQB® Certified Tester – Advanced Level Test Manager

TRAINING COURSE INFORMATION

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Welcome to Tesena's training

We are pleased to welcome you to our ISTQB® Advanced Test Manager course and to offer you the chance to demonstrate that you are ready and able to take responsibility for delivery of testing. This course is accredited by the ISTQB, addresses its Advanced Test Manager syllabus Version 2012, and equips the participant to obtain ISTQB professional certification by taking the associated examination.

On this course you can look forward to learning different ways of organising testing in a variety of situations, including the management of outsourced testing. You'll be able to show that you can estimate, plan, monitor, control and report on testing in a way that suits any type and lifecycle of project, in order to meet its test objectives.

Tesena's training is available as public courses in our training centres, as in-house courses at a client's premises, or online. This document is your guide to getting the best out of the course that you will be attending.

We respectfully remind you that all materials provided by Tesena to support this course, whether digitally or in hard copy, are protected by copyright. They are provided solely for the purpose of supporting your personal attendance at our training sessions. Any other use, and in particular any unauthorised copying or distribution of them, would be a breach of and therefore punishable under copyright law; this includes the making of temporary or permanent, direct or indirect copies of materials or parts thereof, by any means, in particular in the form of a print, photographic, audio, visual or audio-visual reproduction, or in electronic form whether analogue or digital.

Materials provided

This document, and another that gives more general information and advice about participating in online training sessions, will normally have arrived as attachments to a MS Outlook™ email or invitation. The other materials that you will need to support the training may have been provided in file attached to the same email or, more likely, as a file that can be downloaded via a link in that invitation. Either way, it will be a zipped archive file that is protected by the password 'smartlearning'.

A detailed list of their contents can be found below at 'Detailed contents of the materials sent'.

Face-to-face training only

For face-to-face training courses, delegates will be provided with a binder that contains printed hard copy of some of the materials, in addition to the digital versions. These are:

- Colour copies of the main presentation slides, usually in 3-per-page format with space for notes to the right of each slide image.
- Exercises and their Solutions.
- Answer sheets for Grove's Practice Exams
 - but not the questions and solutions for these practice exams, which will be provided only digitally.

For most of the time it will, therefore, not be necessary for you to have your devices and this will spare you from the distractions of emails and messages 😊.

How should I prepare?

We recommend that you read the main chapters of the syllabus before the first training session – at least by skim-reading to get a high-level picture, but preferably in detail.

For online training

General guidance about preparing for an online event is given in a document called Tesena Online Event Joiner ReadMe, which you should have received separately (if not then please contact us for a copy).

Before the course begins you might like to print any materials that you would like to have in hard copy and to provide yourself with writing materials if you expect to need them. What to print? As much or as little as you like. In theory, there's no need to print anything. Even the exercises and exams can be read on your device, and you could write your answers on any piece of paper, or even add them to the exercise .pdf using the Comment facility of the Adobe Acrobat reader. So, it's up to you.

During the training sessions

- The course is intensive, with a lot of material to be dealt with. We'll have to start on time and ask all participants to stay in each session until a general break is called.
- There will be a ten-minute break at least every 90 minutes. On days with more than 4 hours' training there will be lunch break of at least 45 minutes.
- If you know that you will have to start late, leave early or even miss a session completely then tell the trainer in advance so that s/he can tell you what you will miss, whether that involves any exercises and whether there is any work to be done before the next session.
- For online training we advise you to set yourself up in a place that won't have any distractions and turn off any notifications from other apps on your device and your mobile phone(s). We also recommend that you be as refreshed as possible at the beginning of each session.

Detailed contents of the materials sent

The folders in the zipped archive and their contents are listed below. They are protected by the password '**smartlearning**' which will be requested after you have double-clicked on any individual file within the archive to open it. It should be possible to extract it with the standard Windows 'Winzip' tool (in case of any problem with this, see Frequently Asked Questions below)

Abbreviations in file names: Tesena may use either the official ISTQB course designation 'TM', or Grove's designation 'ATM', or our extended designation 'Adv-TMGr' to identify materials related to the Advanced Level Test Manager syllabus. Grove use 'ATM' for syllabus materials, and use 'GRV' or 'GST' to stand for Grove Software Testing.

The archive will have several folders containing .pdf files, as follows.

- Exercise Questions
 - A number of files named like 'ATM n_n ... Ex Only', one for each of the exercises that will be done at intervals during the training days, containing the questions for that exercise. Each exercise will come at the end of a topic, so as to reinforce the learning and provide some practice in using it.

- If you view them sorted by Name descending, they will be in the correct sequence.
- These exercises are not like the ones that you will get in the certification exam.
- Exercise Solutions
 - An equal number of files named like 'ATM n_n... Exercise' or 'ATM n_n... Solution', one for each of the exercises referred to above. Those named '... Exercise' contain both the exercise and its solution, others contain only the solution.
 - If the exercise is about a technique that has a fixed set of rules then the solution contains the correct answer(s), in so far as it will obey the rules of the technique. If the exercise is one that requires judgement then the solution is correct in the sense that it contains an appropriate set of answers, but it will not be the only 'correct' answer and your different one may be as good or even better 😊.
- Games
 - Three .pdf files, each containing the solution for one of the 'Bingo' games which may be played during training or given as 'homework'.
- Practice Exams
 - A number of .pdf files, each of which contains the questions for one of the practice exams that will be given as 'homework', called (e.g.) ATM Exam 3 Questions.
 - A file called 'ATM Exam Scenarios' that contains scenario used by some of the exam questions.
 - An Answer Grid for each of these practice exams.
 - Another file for each practice exam that contains the solution for it, called (e.g.) ATM Exam 3 Answers.
 - The questions in these practice exams are similar in style to those that can be expected in the real exam. For these, there is only one 'correct' answer, and that's the one which best matches what the syllabus says 😊.
 - The official ISTQB practice exam, and another file that contains the solution for it.
 - It's no use to search the web for any other practice exams – if unofficial ones exist they are often so badly written that they'll do more harm than good.
 - Two extra documents to help with taking the exam: one contains general advice about preparation and applies to all ISTQB exams, the other is specifically about the Advanced Test Manager exam.
- Presentation Slides
 - The introductory presentation, which is not part of the syllabus material and will usually be in 6-per-page format.
 - Two files for each of the individual presentation slide decks that correspond to the chapters in the syllabus, of which:
 - one file contains the images of that slide deck in 3-per-page + notes format.
 - the other contains an alternative 2-per-page view of the same slides, with larger images but no room for notes.
- Study Notes
 - A number of .pdf files which, between them, contain the Study Guide. In addition to one containing a table of contents and another called Annexes that contains supplementary information, there is one file for each of the main chapters in the syllabus.

- These files are your most important resources when you are preparing for the exam. They expand on the syllabus by providing explanations and examples of what the ISTQB want you to know, as well as practical extras that will help you to use this knowledge in real life.
- Xtras
 - .pdf files containing four presentation slide decks that have extra information, not needed to cover the syllabus and which there won't be time to present but will hopefully be useful, and another that contains a paper in support of one of the slide decks:
 - commonly-used metrics with presentation ideas
 - Agile test metrics
 - Agile test management
 - ROI calculation (with supporting paper; the only inconsistency between the two is the currency illustrated)
 - Anything else that we think might be useful – take a look 😊.

Essential materials that we don't provide

We have not included the ISTQB syllabus nor the Glossary because you can download it directly from the ISTQB web site, where it is also available online.

Course Outline

All days start at 9:00 and finish no later than 18:00 (second and subsequent days may a little earlier) except for the last day which will finish at approximately 14:00. The following schedule is for approximate guidance only, as the actual length of each session can vary according to the amount of input from participants – which, of course, will be welcomed.

Day 1

- **Session 1: Testing Process**
- **Session 2: Test Management**
 - Introduction; Test Management in Context.

Day 2

- **Session 2: Test Management, continued**
 - Risk-based Testing; Documentation; Estimation.

Day 3

- **Session 2: Test Management, continued**
 - Metrics; Business Value; Outsourced Testing; Industry Standards.
- **Session 3: Reviews**

Day

- **Session 4: Defect Management**
- **Session 5: Improving the Test Process**
- **Session 6: Test Tools and Automation**

Day 5

- Session 7: People Skills

Frequently Asked Questions

What if I can't extract the zipped archive?

The password for the zip file is given above. If that wasn't the problem then you might need to install a tool that will make the extract. Windows contains WinZip, so it shouldn't be necessary to get another tool, but if there is a problem with this then 7-Zip is often recommended as the best free alternative to the ones you have to pay for; it's free, open source and supports a wide range of formats. If necessary, 7-Zip can be downloaded from <https://www.7-zip.org/>.

What if my link to an online session doesn't work?

See FAQ's in the separate document called Tesena Online Event Joining Guidance.

What if audio or video quality is bad?

See FAQ's in the separate document called Tesena Online Event Joining Guidance.

With best wishes for your professional success, the Training and Events team at Tesena.