

## Q-Lab Chronicles

### A Day at the Q-LAB

It was a hectic but fulfilling day for a delegation from Universiti Kuala Lumpur (UniKL), as they spent a day at the Q-Lab on March 4, 2011.

The delegation, comprising about 30 final year ICT students and lecturers, were briefed on various aspects of the Lab including tools and infrastructures as well as service offerings.

The visitors also had the opportunity to have some hands-on experience with testing tools available at the lab.



**Exposure:** Students from UniKL get to gain some practical training on test tools during their visit to Q-LAB

## EVENTS

### Promotions at MSE 2011

MSTB took part in the recent 4th Malaysia Services Exhibition (MSE 2011) at the Abu Dhabi National Exhibition Centre, the United Arab Emirates. The show was held from April 17 to 20, 2011.

Apart from promoting Q-Lab services, the team also promoted SOFTEC2011 at the trade show, which had about 100 companies participating.

### Working Visit to FedEx Tech Institute

A delegation comprising officers from MSTB and the Economic Planning Unit was off on a business exploratory visit to the FedEx Institute of Technology at the University of Memphis, USA. The delegation attended a series of business meetings as well as attended a two-day workshop on software testing at the institute.

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The FedEx Institute of Technology symbolises the "front door" for industry, government and community organisations to "enter" the University of Memphis in search of collaboration, innovation and entrepreneurship. MSTB hopes to emulate the success of various collaborative programmes run at the institute.

## Academia Outreach

### Career Talks at Varsities



**Attentive:** Students of UniMAP listening to the explanation on why should one chooses to take up software testing as a career option

MSTB's efforts to promote software testing as a viable career option among university students continued with career talks in Universiti Kuala Lumpur (UniKL) main campus in Kuala Lumpur and Universiti Malaysia Perlis (UniMAP) in Arau.

More than 40 students attended the talk in UniKL session while the outing at UniMAP had about 60 students. Participants were final year students from ICT and related courses.

On both occasions, MSTB Director Amiruddin Jaafar Sidek talked to students on various options and possibilities in choosing software tester as a career.

Universities, being the source of supply for the national pool of skilled professionals, are one of the focus areas of development under the Malaysia Software Testing Hub (MSTH) initiative.

## COVER STORY

### MSTB Seeks to Contribute to IoT Development

The Malaysian Software Testing Board (MSTB) is keen to take on active role in international initiative geared towards realisation of the Internet of Things (IoT). In particular, the MSTB intends to leverage on its software testing domain expertise to contribute in relevant development projects.

According to MSTB President Mastura Abu Samah, the board proposes to come in as an extended partner of Custommedia Sdn. Bhd. (CMSB) which is one of the eight international partners in the CASAGRAS2 project.

CASAGRAS stands for *Coordination and Support Action for Global RFID-related*

*Activities and Standardisation*, with specific reference to the IoT, a term referring to an environment of networked interconnection of everyday objects, inclusive of those with computing capability and those without, through various means of wired and wireless connectivity. The CASAGRAS2 project is funded by the European Union.

"Software testing component is expected to be included in the next phase of CASAGRAS project and we hope MSTB will be recognised as an extended partner of CMSB in the project," Mastura said.

She added that MSTB's motion is fully

supported by the Economic Planning Unit (EPU) of the Prime Minister's Department and the two parties have had initial discussions on the subject with coordinators of the CASAGRAS2 projects during the recent Seminar on IoT, which was held in Putrajaya from February 28 to March 2, 2011.

The seminar was jointly hosted by the Ministry of Information, Communication and Culture and the EPU, in conjunction with the National Centre of Excellence for Sensor Technology (NEST) and CASAGRAS2. More than 400 delegates from the government, industry, research and development institutions and academia attended the event over the three days. This was the first time that Malaysia has hosted such a seminar.



**Official Launch :** Deputy Minister of Information, Communication and Culture Datuk Joseph Salang (centre) at the official launch of Seminar on IoT 2011. (from left) Dato' Dr. Mohd Ali bin Mohamad Nor, Deputy Secretary General (Communication), Ministry of Information, Communication and Culture, EPU Director-General Dato' Noriyah Ahmad, CASAGRAS2 Coordinator Ian Smith and Prof. Dr. Borhanuddin Mohd Ali, Director of NEST

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## SOFTEC 2011

### Leading Software Testing Experts to Speak at SOFTEC2011

A total of 17 international speakers have confirmed their participation in SOFTEC2011, the fourth edition of the software testing conference organised annually by the Malaysian Software Testing Board (MSTB).

With a theme of Test It Right, the conference will be held from July 6 to 8, 2011 at the Prince Hotel & Residence in Kuala Lumpur. Similar to last year's edition, SOFTEC2011 will also comprise series of tutorial and workshop. The conference proper will feature 8 keynote addresses from leading authorities in the global fields of software testing and software quality assurance while the tutorial and workshop will have 28 sessions in total.

MSTB President Mastura Abu Samah said response to SOFTEC2011 among potential speakers had been good. In fact, MSTB was not able to accommodate a greater number of speakers due to venue constraints.

"This is a good indication that SOFTEC is making positive marks in

the world stage.

"Our conference is getting the right attention from the global software testing and SQA fraternity. This should augur well for future development of SOFTEC," she said.

For Malaysia's software testing professionals and industry stakeholders, SOFTEC2011 will provide golden opportunity to hear and interact with some of the world's top software testing experts, practitioners and thought-leaders.

Mastura calls on Malaysia's software professionals and corporate decision makers to register for SOFTEC2011 to keep abreast with the latest development in the industry and gain better understanding on the importance and relevance of software testing to their organisations. For more information on and to register online for SOFTEC2011, visit [www.mstb.org/softec2011](http://www.mstb.org/softec2011) or [www.qportal.com.my](http://www.qportal.com.my)



### Meet SOFTEC2011 speakers



**Dr. James H. Hill**  
Asst. Prof. at Dept. of Computer & Information Science at the Purdue-Indianapolis University, USA

Dr. Hill's research focuses on techniques for evaluating and validating QoS properties of enterprise distributed systems continuously throughout its software life cycle. His research led to an open-source artifact named CUTS.



**Geoff Thompson**  
Chairman of the UK Testing Board

Over the last 22 years, Thompson has established a track record in Test Management and Process Improvement.

He helped create the ISTQB (International Software Testing Qualification Board) and founded the UKTB and the TMMi Foundation.



**Dr. Tafline Murnane**  
Senior Test Consultant, K. J. Ross & Associates, Australia

Dr. Murnane works in the areas of test management, test strategy development, risk-based testing, test process improvement and software testing education and mentoring. She is a co-editor of the new ISO/IEC 29119 Software Testing standard.

## Q-INDUSTRY

### Gaining Certification via Q-CAP Programmes

Training and certification programmes planned under the Q-Capability (Q-CAP) for 2011 are progressing well with total of 185 individuals having gone through Certified Tester Foundation Level (CTFL) classes and examinations so far this year. As for the Certified Professional Requirements Engineer (CPRE), 11 individuals have taken up the training courses and examinations as at April 15, 2011.

Q-CAP is a training and certification programme designed to produce highly sought-after, internationally recognised,

and globally competitive professionals and experts. The Q-Cap syllabi are recognised by the International Software Testing Qualification Board (ISTQB) and the International Requirements Engineering Board (IREB).

Since beginning this year, 70 professionals have obtained their CTFL certification as at the end of March. Over the same period, eight obtained the CPRE certification.



**Hands-on experience:** Q-LAB's technical test analyst Mohd Izzuddin Mat Zin (centre) giving a run-through of an application to participants from UniKL during their visit to the lab, as part for their CTFL training programme

## PRESIDENT'S NOTE

### Skilling up the Nation for a Connected World



Going by numbers, Malaysia seems to be ready to embrace the digital lifestyle in a big way. More than half of the population are online and similarly, the household broadband penetration rate has surpassed the half-way mark.

According to figures published by online information service provider Internet World Stats, Malaysia has an online population penetration rate of 64.4 percent, against Asia's average of 21.5 percent and world's 28.7 percent. And as at February this year, Malaysia's household broadband penetration rate household broadband penetration rate was 67 percent.

However, we need more than just strong numbers to be successful in making the migration. In a digital lifestyle, much part of our daily

routines rely on some online systems and services, and failures in any of such systems would be disruptive to our lives. As such, integrity and reliability of the software, applications, devices and the infrastructures become very crucial to us, much like water and electricity supplies are today.

To be able to achieve this, it is important that we make sure that all components that make up the entire digital lifestyle support system are thoroughly tested and verified before they are deployed.

This is one reason why it is critical for the nation to speed up the development of our software testing capability. We must have our own capability to be able to move ahead of others and influence market direction. Without it, we will just be mere followers and susceptible to sudden changes in the market.

## NEWS

### Toyota Seeks to Protect Access to Software Codes in Legal Battle

A legal battle involving security measures typically reserved for classified government secrets has been brewing in an unlikely spot: the sprawling consumer litigation over Toyota Motor Corp.'s sudden acceleration incidents. The fight centres on access to Toyota's source code, the software that controls sophisticated engine management and other electronics in its vehicles. Plaintiffs' attorneys believe the code might contain evidence that could bolster their cases.

The Japanese auto maker has been fighting to restrict access to the software, saying it needs to protect what it calls the "crown jewel" of its global enterprise. Toyota said the attorneys should only be allowed to view parts of the code in a highly secure room, the likes of which is used by members of Congress or in trials against terrorists and spies for viewing classified information.

Toyota is also demanding attorneys submit to iris and palm scans in order to know who is viewing the software, and

all software related documents be tagged with chip based tracking tags, known as radio frequency identification technology, to avoid improper dissemination.

Attorneys on both sides have been working around the clock to iron out final security measures. The attorneys who have filed hundreds of suits against Toyota want their own engineers to view the auto maker's vehicle source code hundreds of lines of software because they think it might reveal electronic flaws that caused some Toyota vehicles to hurtle out of control.

The incidents led the company to recall millions of vehicles across the globe beginning in 2009.

Plaintiffs could see a bigger pay day in court if attorneys can prove there was a mystery defect that Toyota has yet to identify and correct, according to legal experts and lawyers tied to the case. The Wall Street Journal

### Recurring Crashes Caused by Software Flaw

Services crashes continued to bug Elion, a main telecommunication service provider in Estonia. In the latest incident, its web, TV, and bank card payment services crashed and software flaw was again blamed. The company was forced to halt its 3G network before it could manage to rectify the problem. On November 17 last year, Elion was hit by what it described as the biggest system failure in the company's history. The disruption caused 50 ATM machines to stop working and affected everything that connect through its networks - internet connection, cell phones, land lines as well as cable television.

## AROUND THE GLOBE

### Recall by General Motors

In the latest round of safety recalls, General Motors has issued a warning on certain 2011MY Buick LaCrosse sedans and Cadillac SRX crossovers due to a software glitch that may disable the driver's ability to adjust the settings on the hearing, ventilation, and air conditioning (HVAC) systems.

GM said that a total of 10,179 vehicles are affected by the recall, but it was not aware of any crashes or injuries connected to the problem.

### Duplicate Parking Charges

Some 23,000 customers of the Calgary Parking Authority must have been shocked to find mysterious charges billed to their credit cards. Officials with the city agency said that a software problem responsible for the errors (duplicated charges) has been identified and fixed, and that refunds are now being processed.

### Bug Wipes Out Emails

Google has blamed a bug within a storage software update for the email wipes affecting thousands of users last month. Many Gmail account holders found their emails and contacts had been almost completely erased. Google stores its data on multiple sites and it also backs up user data to tape, where such software bugs cannot affect data. However, it also takes longer to restore such data from tape and this is why it has taken Google hours to bring email back to some Gmail users.