

Outputs vs Outcomes: Driving and Defining Quality in Software Development



Quality Lead and QA Engineer





Previously:



SQUARE ENIX®

!f IDEA FACTORY

Quality Assurance in Video Games

How is it different?

**Do you just play video
games all day?**



DRAGON QUEST XI

Echoes of an Elusive Age



How Long Does It Take To Beat Dragon Quest 11?

Dragon Quest XI is a lengthy RPG that can easily take over 100 hours to complete.

Dragon Quest XI / Initial release date

July 29, 2017



Coming soon



Types of issues:

- Misspellings
- Bad grammar
- Incorrect sentence structure
- Incorrect capitalization



**What happens if localization
is involved earlier?**

How it was done:

- Done alongside general testing
- Enlisted testers with multilingual backgrounds
- Looked for both text and voice issues

The Outcome:

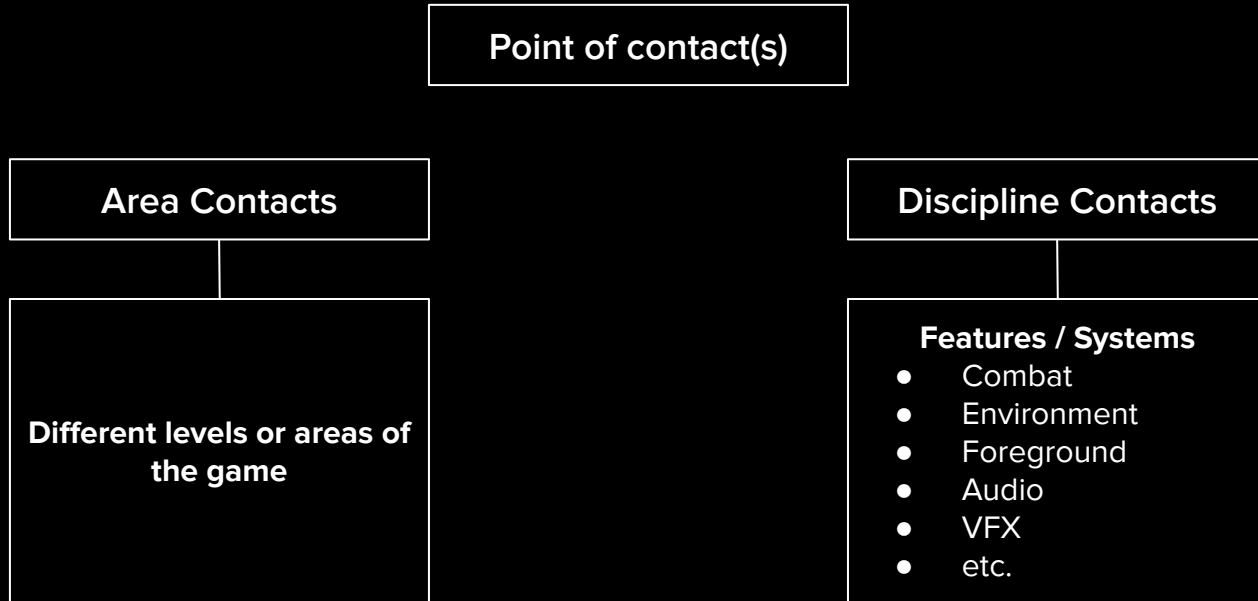
- Testers caught issues related to the tone or delivery of a character's line and suggested fixes that would better fit the context in their respective languages
- **High praise** from fans around the world who played it in their native language

THE
LAST
OF US
PART II



**How did testing the rest of
the game go?**

How the work was split up:





The Challenge

Take an early iteration of a level and turn it into a fully playable experience that was not only functional but highly enjoyable for games media and eventually, players.

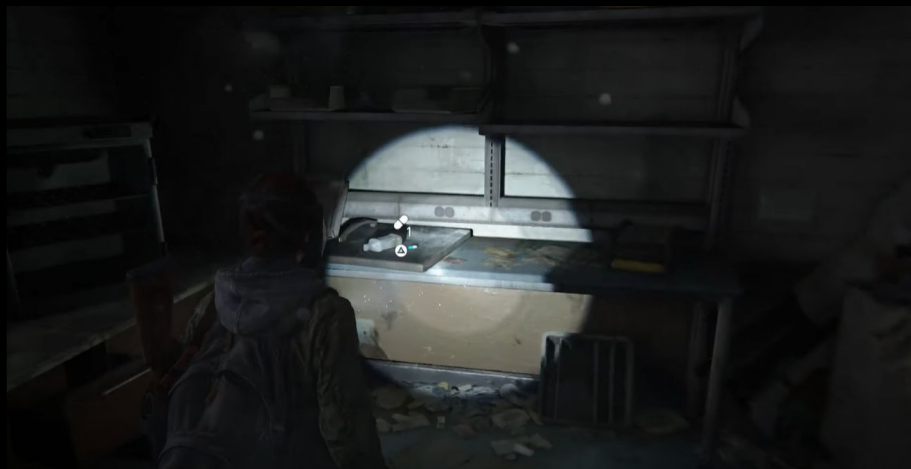
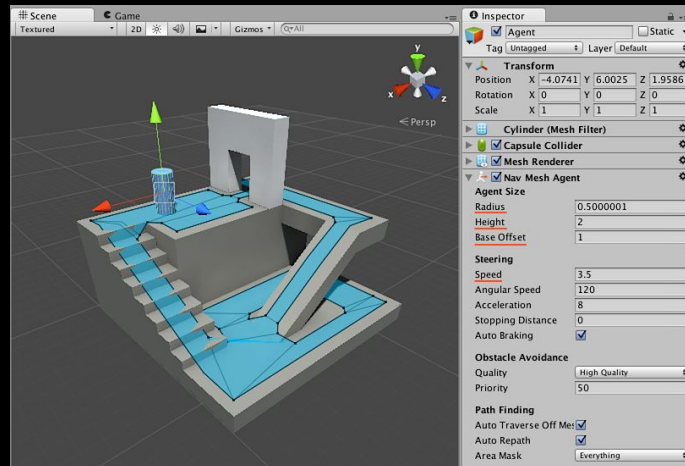
Types of issues:

- Aside from straight functional issues, there was an emphasis on attention to detail
- The Last of Us is very rooted in realism
 - Footsteps appearing in snow
 - Snow falling from trees when you touch a branch
 - Blood appearing on clothes or body
 - Clothes appearing wet from rain or snow
- Smooth transitions in and out of cinematics or animations

Catching these quality bar issues were valuable because they contributed to the overall player immersion

Development Support:

- Tasks outside of general testing, usually involving design work
- Having the context of the level as QA made me successful and allowed me to contribute to upping the quality in a hands-on way



- Placing nav-mesh for AI
 - Making sure NPCs don't end up out of bounds
- Combat QA team placing item pickups in places with context
- Tagging surfaces with different labels (shoot through, look through)
 - Ex. Enemies should be able to see through chain link fences



The Outcome

The presentation of the demo levels were a success and set the standard of quality for the rest of the game's development

Takeaways:

- Keeping someone on the same area or discipline for too long could result in tunnel vision
 - However, switching point of contacts too often felt disruptive
- When you lose a point of contact, you lose context and rapport built with other departments
 - Maintaining documentation was key
- Bugs were caught and fixed faster by long term QA.
 - **Investing in QA long term was more efficient than bringing in new bodies**

Post Launch Support

- After the game was released, QA stood up a customer support portal to track issues reported out in the wild
- Co-led a team of 10 testers
- Issues reported were manually categorized initially
 - Built out FAQs for most common issues
 - Compiled list of must fixes for post launch patch
 - Had QA verify on our end
- We built out a bot from scratch to filter out issues
 - Would use keywords to suggest FAQs
 - Would let you write a ticket if the FAQs didn't answer your question
 - Allowed us to resolve issues quicker

Quality Ownership for GaaS (Games as a service)

DEFEY THE
LIMITS

02.



BOY GAMES

DEFEY THE
LIMITS

The Challenge:

- Deliver patches on a regular basis with new high quality content that engages players
 - New skinlines
 - Battlepasses
 - Agents
 - Etc

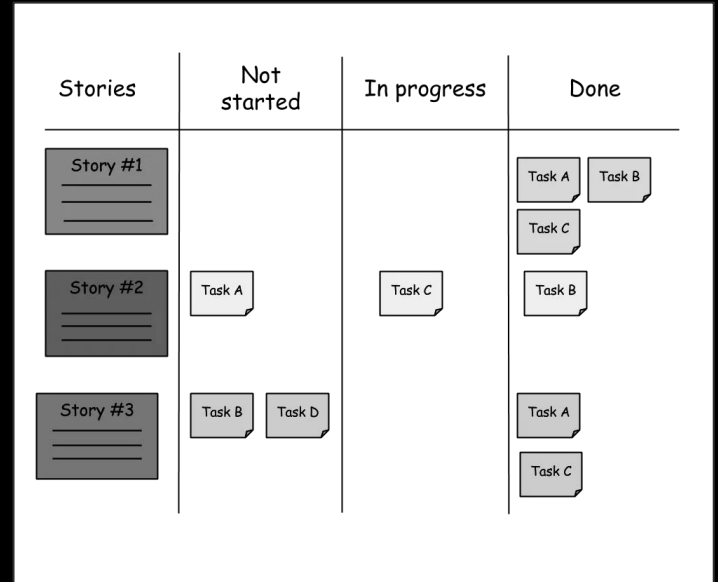
How it was done:

- Utilized Agile development
 - Two week sprints
 - Team rituals - planning, standups, triage, bug grooming, retrospectives



My role as a Quality Owner

- Validation of stories (tasks)
 - Both in and out of the engine
- Handling vendor teams and test case creation
 - Writing test plans
- Triaging and escalating issues as appropriate
- Risk assessment



Takeaways:

- Quality isn't just owned by QA but by the entire team
- To deliver the best content, we should embody the experience of the end user
 - Being a player of our games and thinking from that perspective allows us to define what “good” looks like
- There are many different ways to define quality
 - D&I – Better representation, but different outlooks and perspectives that can inform how we understand quality and identify a quality bar



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VALORANT's Neon 'a love letter' to Filipino, SEA gaming communities: Riot