

Curriculum Vitae: James Duncan Christie BA MSc MBCS CITP

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Professional Qualifications & Bodies Chartered IT Professional & professional member of the British Computer Society (MBCS) ISEB Practitioner Certificate in Software Testing Member of the Usability Professionals Association (UPA) and Information Systems Audit and Control Association (ISACA)

James is currently working as a freelance consultant through his own limited company, Claro Testing Ltd. In 2007 he successfully completed a full-time MSc in IT at the University of Abertay. His master's project and dissertation, for which he received an A grade, was "Integrating usability testing with formal software testing models". He is particularly interested in how the quality of applications can be improved by incorporating usability engineering and testing techniques.

James has 27 years commercial IT experience, covering test management (the full life-cycle from agreeing the strategy and budget, writing the test plans, supervising execution, through to implementation) and test consultancy (writing and reviewing testing processes). His experience also covers information security management, project management, IT audit, systems analysis and programming. This has been largely in financial services, mainly with General Accident and IBM (working with a range of blue-chip clients).

James left IBM partly because the work required him to be away from home constantly but also to pursue his ambition to take a Masters degree.

Work Experience

Apr 08 – to date Test consultancy & analysis at National Express, Heineken UK, KAL & BiP Solutions

Over the last four years James has worked with Edge Testing, Target Testing, SQA Consulting and Software AG as an associate on test consultancy assignments with National Express, KAL and BiP Solutions. These entailed reviewing the existing testing processes and practices of clients and recommending improvements. He also undertook test analysis work at Heineken UK.

James has been studying ways to incorporating usability engineering techniques into software testing. He has written several articles for various magazines (see Published Work on the next page) as well as writing a blog about testing.

He has also been working with companies and consultants in the UK and USA developing ideas for future services and training webinars.

Oct 07 - Apr 08 Project Test Manager, Norwich Union Life, York

James worked at Norwich Union Life as test manager on a large migration programme jointly run by NU and Swiss Re. He wrote the master test plan for the Finance Project, supervised the detailed test planning for business acceptance testing, and managed the test execution, which involved both UK and offshore staff.

Mar 07 - Oct 07 Business start-up, further training and charity work

James passed the ISEB Practitioner Certificate in Software Testing. He also developed an Excel accountancy package for the charity of which he is a trustee.

Jan 07 - Mar 07 IT consultancy at Scripture Union Scotland

James carried out an IT audit, reviewing the security of the IT operation, and the use being made of IT. He followed that up with the production of a plan for a Business Continuity Programme, and a staff IT security policy with educational material.

Aug 04 – Jul 05 Test Manager & Consultant for IBM at Dept for Work & Pensions, C&J Clark & IBM internal

James worked on three projects; as the test manager for a brief internal IBM development, as a consultant on the planning and conduct of operational acceptance testing for an IBM SAP implementation at the high street shoe retailer C & J Clark in Somerset, and as test manager on an IBM project at the Dept for Work & Pensions in Blackpool.

May 01 – Aug 04 Security Transition Manager for IBM at Nokia, Boots & AstraZeneca

As a Security Transition Manager James was responsible for running projects to identify and agree the required level of information security for new outsourced accounts.

This entailed documenting the client's information security requirements and planning the work required to deliver these requirements whilst complying with the contract and IBM information security standards. James had to ensure that the existing security service was baselined, and agree with IBM management and the customer the roles and responsibilities for delivering security, and ensure that IBM set up an appropriate organisational structure and processes.

James' clients were Nokia in Finland, Boots in Nottingham and AstraZeneca in Cheshire.

Apr 97 - Apr 01 Test Manager & Consultant for IBM at General Accident (Norwich Union), Cazenove, Bank of Scotland & Scottish Power

During this spell James worked mainly at the General Accident (latterly Norwich Union) Account as a test manager on projects related to Y2K and also integrating systems following client mergers. All of the projects were completed successfully and on time. He also reviewed and recommended improvements to testing processes.

He also worked as a test consultant at the Bank of Scotland and IBM accounts at Cazenove (stockbrokers) and Scottish Power, defining new testing processes for these clients. This work was mostly in IBM mainframe MVS environments (CICS, Cobol & DB2), but also covered midrange Unix platforms and Oracle.

Feb 94 - Apr 97 Project Leader & Business Analyst - General Accident, Perth

James successfully led three sub-projects within GA's strategic MI project. This role provided valuable experience of project management, definition of user requirements, handling customer relationships and team leading.

James joined IBM in November 1996 when GA outsourced its UK IT function to IBM. He was immediately seconded back to GA to define the outline business requirements for new MI data warehousing systems, and to review a business critical accounting system to decide whether it should be replaced before 2000 or made Y2K compliant.

Jan 88 - Feb 94 Computer Auditor & Senior Computer Auditor, Internal Audit Dept, General Accident, Perth

James conducted reviews covering IT security, operational systems, and IT processes and practices. He also provided internal consultancy to user management during IT developments, developed fraud detection programs (using SAS), took part in fraud investigations and represented General Accident on the Audit Panel of the Motor Insurers' Bureau.

Jan 83 - Dec 87 Programmer, Analyst Programmer & IS Analyst, Information Services, General Accident, Perth

James worked on a variety of projects, all on IBM mainframes, running MVS & VM.

Mar 81 - July 82 Assistant Investment Accountant, Investment Division, Scottish Amicable Life Assurance Society, Glasgow.

Published Work

- May 2011 "Why do people happily accept poor quality?", Teatime with Testers Magazine, issue 4. <http://issuu.com/teatimewithtesters/docs/tea-time-wit-testers-may-2011-year-1-issue-iv/search?q=christie>
- February 2010 "Motivating staff and traditional techniques", Software Testing Club Magazine, issue 1. <https://files.pbworks.com/download/XYB1phzGsb/testingclub/22874833/stc-mag-feb2010.pdf>
- December 2009 "Do standards keep testers in the kindergarten?", Testing Experience, issue 8. www.testingexperience.com - <http://clarotesting.com/page20.htm>
- September 2009 "Bridging the gap with Agile - the troubled relationship between UX & software engineering", T.E.S.T magazine, vol 1 issue 6. <http://www.testmagazine.co.uk/> - <http://bit.ly/J0GpEW> (cover story)
- September 2009 "Testers and coders are both developers", T.E.S.T magazine website lead comment article. <http://clarotesting.com/page19.htm>
- June 2009 / Oct 09 "Business logic security testing and fraud", Testing Experience, issue 6 & Security Acts magazine, issue 1. <http://www.securityacts.com/> - <http://clarotesting.com/page15.htm>
- March 2009 "What happens to usability when development goes offshore?", Testing Experience, issue 5. <http://clarotesting.com/page12.htm>
- December 2008 "The dangerous and seductive V Model", Testing Experience magazine, issue 4. <http://clarotesting.com/page11.htm>

Languages

James has a good reading knowledge of French and German, though his spoken skills are rusty.

Training Record

- Nov 2011 James Bach Rapid Software Testing
- Jun 2007 ISEB Practitioner Certificate in Software Testing
- Oct 2006 Usability Testing (E-testing Consultancy)
- Feb 2005 ISEB Foundation Certificate in Software Testing
- Nov 2002 ISEB Certificate in Information Security Management (passed with distinction)

Educational History

- 2005-2007 University of Abertay, Dundee. MSc IT.
- 1982 ADM Ltd, Glasgow. Government TOPS course in Programming & Systems Analysis
- 1979 - 1980 University of Stirling. Postgraduate Certificate in Accountancy
- 1975 - 1978 University of Lancaster. BA Economics and Financial Control
- 1970 - 1975 Tadcaster Grammar School, North Yorkshire. 4 A levels (including French & German).

PC Skills

Windows 2007/XP, HP Quality Center, MS Office, MS Project, PMW, Mac OS X, Lotus Smartsuite, OpenOffice