FEW HICCUPS – Exercise - Using heuristics in our reports

- **Familiarity.** We expect the system to be inconsistent with patterns of familiar problems. When we watch testers, we notice that they often start testing a product by seeking problems that they've seen before. This gives them some immediate traction; as they start to look for familiar kinds of bugs, they explore and interact with the product, and in doing so, they learn about it.

- **Explain-ability.** *We expect a system to be understandable to the degree that we can articulately explain its behaviour to ourselves and others.*

- **World.** We expect the product to be consistent with things that we know about or can observe in the world.

- **History.** We expect the present version of the system to be consistent with past versions of it. (The features or functions current behavior should be consistent with its past behavior, assuming that there is no good reason for it to change. This heuristic is especially useful when testing a new version of an existing program.)

- **Image.** We expect the system to be consistent with an image that the organization wants to project, with its brand, or with its reputation.

- **Comparable Products.** We expect the system to be consistent with systems that are in some way comparable. This includes other products in the same product line; competitive products, services, or systems; or products that are not in the same category but which process the same data; or alternative processes or algorithms.

- **Claims.** We consider that the system should be consistent with things important people say about it, whether in writing (references specifications, design documents, manuals...) or in conversation (meetings, public announcements, lunchroom conversations...).

- **Users' Desires.** We believe that the system should be consistent with ideas about what reasonable users might want. (Update, 2014-12-05: We used to call this "user expectations", but those expectations are typically based on the other oracles listed here, or on quality criteria that are rooted in desires; so, "user desires" it is.

- **Product.** We expect each element of the system (or product) to be consistent with comparable elements in the same system. (The behavior of a given function should be consistent with the behavior of comparable functions or functional patterns within the same product unless there is a specific reason for it not to be consistent.)

- **Purpose.** We expect the system to be consistent with the explicit and implicit uses to which people might put it. (The behavior of a feature, function, or product should be consistent with its apparent purpose.)

- **Statutes.** We expect a system to be consistent with laws or regulations that are relevant to the product or its use.