How to break things really good

Jon Boyd, North Park University

@octothorp — #heweb11 #mmp11

http://8to.me/mmp11

good

Assumptions

- you launch elements outside your site's usual functionality
- you're responsible for overall quality somehow
- you don't like things to suck

problems

4 principles and 7 techniques

1. Don't assume it works.
2. Remember the humans.
3. It's not paranoia if they really *are* trying to hack you.
4. Let things break well.

1. Time
2. Notes
3. Instructions
4. Variations and mutations
5. The end of the pipe
6. That little voice
7. Watching for value

4 principles

http://8to.me/everything-is-broken

#1

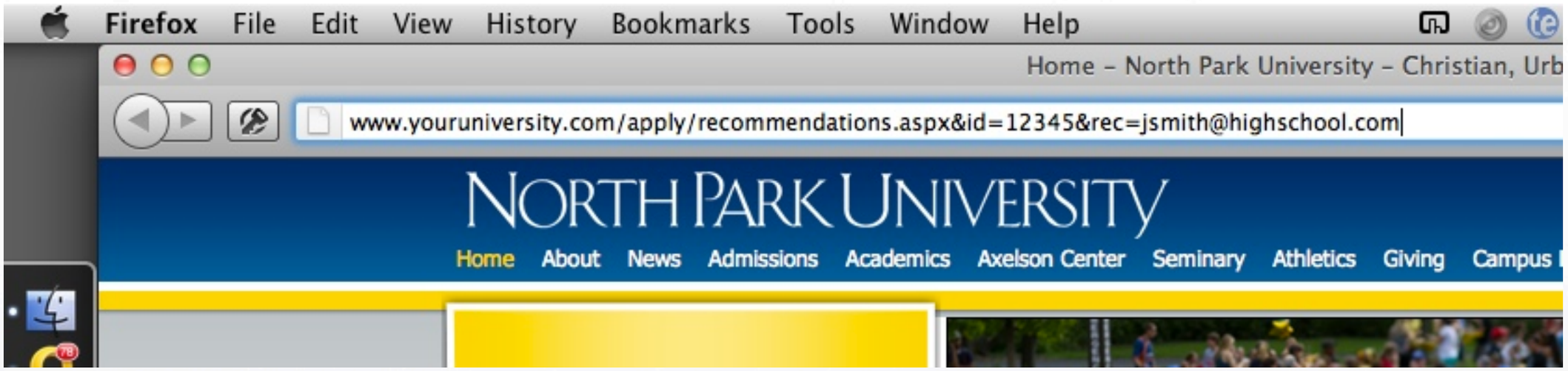
Don’t assume it works.

#2

Remember the humans.

#3

It's not paranoia if they really *are* trying to hack you.


Firefox File Edit View History Bookmarks Tools Window Help
Home - North Park University - Christian, Urb
www.youruniversity.com/apply/recommendations.aspx&id=12345&rec=jsmith@highschool.com
NORTH PARK UNIVERSITY
Home About News Admissions Academics Axelson Center Seminary Athletics Giving Campus

#4

Let things break *well*.

7 techniques

#1

Take the time to test.

#2

Take great notes and write great bug reports.

Bug-noting resources

- http://8to.me/bug-reports
- Acrobat Pro for annotated PDFs
- Notable — notableapp.com
- Bugherd — bugherd.com
- FogBugz — fogcreek.com/fogbugz

#3
Pay attention to instructions — then violate them.

#4

Don’t try it only once. Variations are revealing.

#5

Watch the other end of the pipe.

Results of their actions

- Confirmation pages and emails to the user
- Notification emails to you
- Insist on seeing the admin interface

#6

Listen to that nagging little voice — because no, it *won't* be OK.

Order Information:

Registration - Non-NPU Registrants

Select your ticket quantities:

Item	Price	Quantity
Non-NPU Faculty/Staff Registration	($75 each)	0
Non-NPU Student Registration	($60 each)	0

Close | Check Availability

Continue

#7

Watch for value.

Break it really good!

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