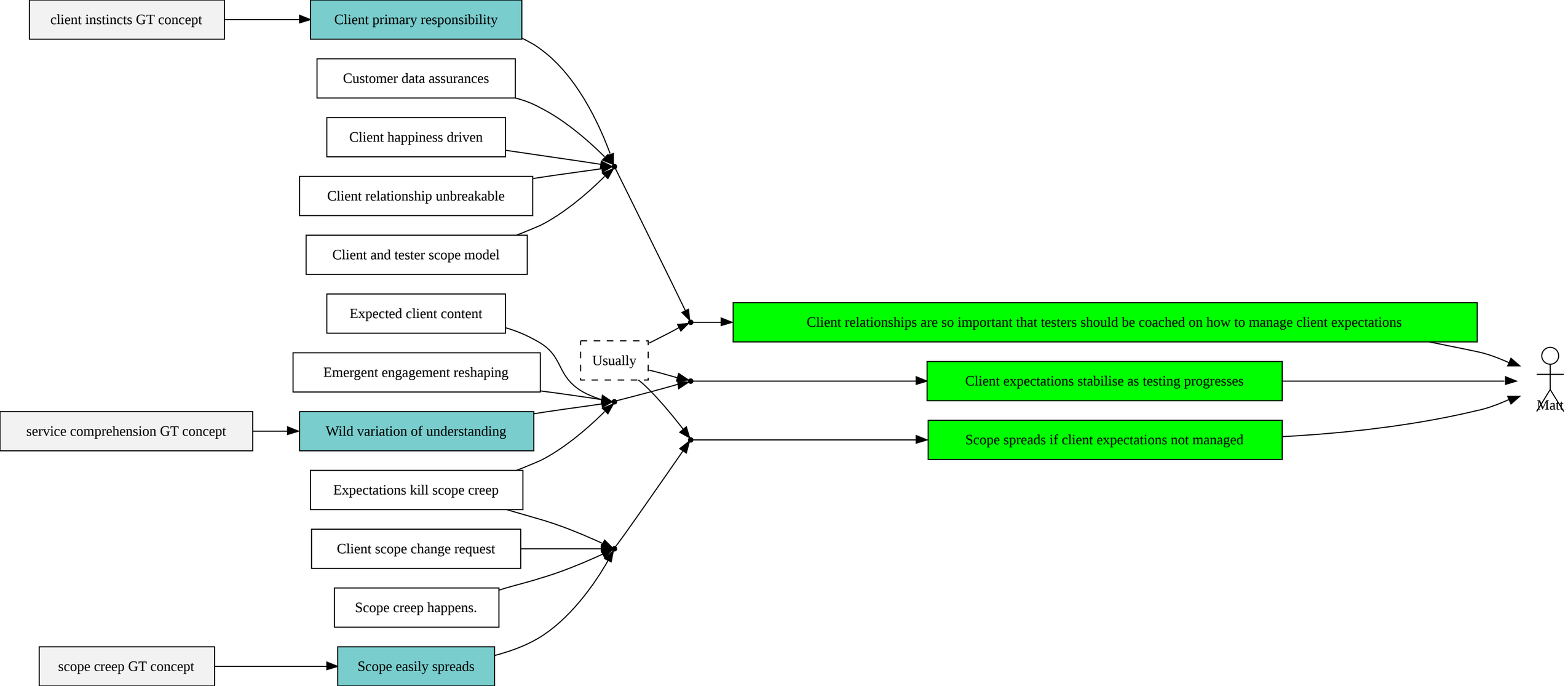
client instincts GT concept
Client primary responsibility
Customer data assurances
Client happiness driven
Client relationship unbreakable
Client and tester scope model
Expected client content
Emergent engagement reshaping
service comprehension GT concept
Wild variation of understanding
Expectations kill scope creep
Client scope change request
Scope creep happens.
scope creep GT concept
Scope easily spreads
Usually
Client relationships are so important that testers should be coached on how to manage client expectations
Client expectations stabilise as testing progresses
Scope spreads if client expectations not managed
Matt