



paradox[®]
INTERACTIVE

The Challenge:
Understanding and Respecting QA



Who am I?

Anna Jenelius

Senior QA Manager @ Paradox Development Studio

Studied Computer Game Development at Stockholm University





What have I worked on?

A Game of Dwarves
Ancient Space
Cities in Motion
Cities in Motion 2
Cities: Skylines
Crusader Kings II
Dungeonland
East vs. West (Canceled)
Europa Universalis IV
Hearts of Iron III
Hearts of Iron IV
Hollowpoint
Impire
Knights of Pen and Paper +1 Edition
Knights of Pen and Paper II

Leviathan: Warships
Magicka
Magicka 2
Magicka: Wizards of the Square
Tablet
Magicka: Wizard Wars
Pillars of Eternity
Runemaster (Canceled)
The Showdown Effect
Starvoid
Sword of the Stars II
Teleglitch: Die More Edition
Warlock
Warlock 2
War of the Roses
War of the Vikings





Who are Paradox?

- Located in **Stockholm, Sweden**
- Founded in **1999**
- Independent since **2004**

- **Internally developed**
Europa Universalis, Crusader Kings, Hearts of Iron, Victoria, etc.
- **Published**
Magicka, Cities: Skylines, Pillars of Eternity, Mount & Blade: Warband, Knights of Pen and Paper, etc.





QA at Paradox

Paradox Studios Group QA

- 17 people (divided into pods)
- Internal titles (developer)

Paradox Interactive QA

- 13 people
- External titles (publisher)





Why this talk?

- We all want to **make good games**
- “Good games” = High quality
- QA literally **assures the quality** of the product
- Current situation: Huge **image problem**

**CONAN, WHAT IS BEST IN
LIFE?**



**TO CRUSH YOUR GAMES, SEE THE BUGS DRIVEN BEFORE YOU,
AND HEAR THE LAMENTATIONS OF THE DEVELOPERS.** r.net



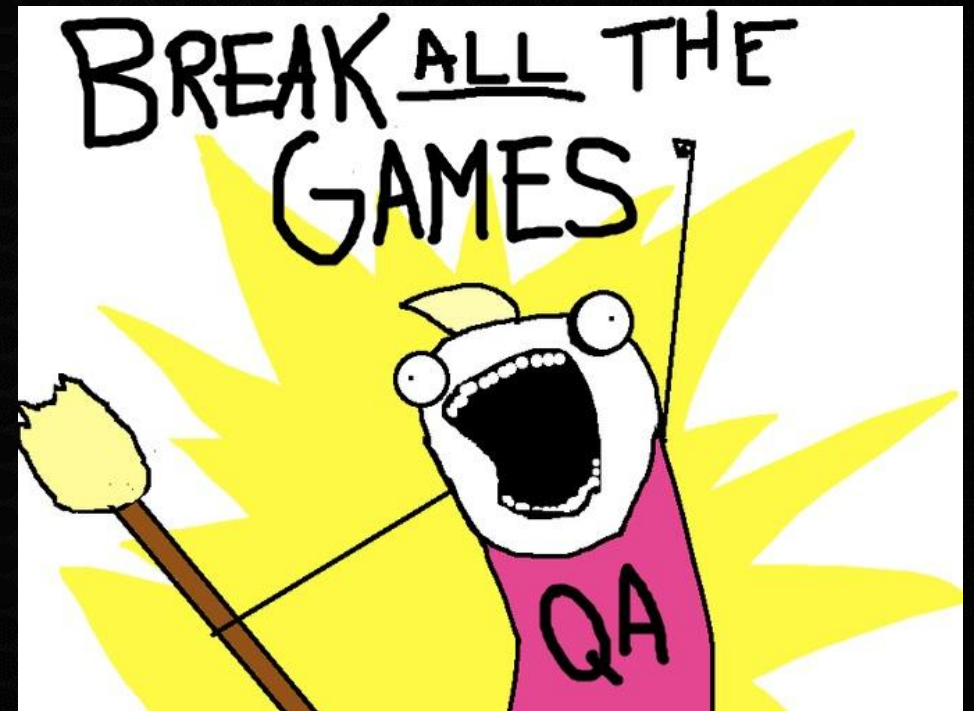
First off...





What do QA do?

- Exploratory testing
- Network testing
- Feature testing
- Compatibility testing
- Soak testing
- Smoke testing
- Negative testing
- “Bad idea” testing
- ...Etc





What does a game need?

- **Playability**
The game needs to be **engaging** and **entertaining**.
- **Usability**
The players should be able to **interact** with the game in an **efficient** and **intuitive** way.
- **Stability**
The game should be as **bug-free** as possible.



What's QA's role?

- Finding **bugs**
- Giving input on **design**





But why?

- **Reviews**
Bad reviews = **Lost players**
- **Money**
Bugs can be **expensive**



How can they get away with this garbage? They're a big-name developer. Do they not even bug test their games at all? Seriously. It's like they slap them together and ship them out without testing for bugs. Every game past Morrowind now Skyrim. It's unbelievable. And that just vanish, NPCs not doing w issues, falling through objects, an tabbing? Play a Bethesda game. they spent all the development ti models, lowers and

0 Onizuka323
EA and Dice released an inexcusable broken product, the game is filled with glitches and bugs that they won't address. I would be fine with the product if they admitted their mistakes however they are just ignoring them. The game is unplayable because of bugs that affect over 50% of users. The game freezes and crashes on a regular basis. I am hoping that render it unplayable. Completely unusable. I am not buying this mess. I am not buying an EA or Dice product
Oct 31, 2013

Great game but horribly buggy

Constantly the game has your turn bugging out or Swaps to another soldier results in the UI complet

0 Tugboat
Feb 6, 2015
This game is not good. The performance is terrible. The UI is bad. The sound is bad. The graphics are bad.
The fact that a developer can get away with this and actually have people defending them it is testament to level of crazy you find on the internet. This is EXACTLY the same junk they released 5 years ago. It's unfortunate that there is a small minority of white knights out there that will fool some people into buying this mess.
The bottom line is that this is a scam. [Collapse](#)
15 of 20 users found this helpful

20 X-ONE Magazine UK
Jan 12, 2014
TMNT is sloppy, unresponsive and it looks shocking. [Issue#106, p.86]
All this publication's reviews



So what's the problem?

- “Stepping stone”
- Salary
- Contracts
- Respect
- Getting heard





How do we fix it?

- Hiring
- Self-improvement
- Full-time contracts





How do you help us fix it?

- Belonging
- Respect





Summary

1. Happy testers
2. Better tests
3. Better quality
4. ???
5. PROFIT!





Questions?



@TheAnaka



anna.jenelius@paradoxplaza.com