

ISTANBUL SOFTWARE TESTING CONFERENCE



#ISTC2026

AI · DELOITTE

Deloitte was caught using AI in \$290,000 report to help the Australian government crack down on welfare after a researcher flagged hallucinations

BY NINO PAOLI

October 7, 2025 at 5:10 PM EDT



Why mental power is essential for working with AI

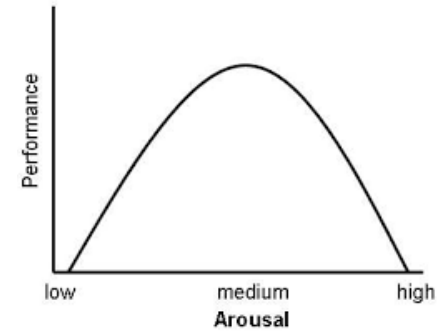
Ard Kramer

Introduction



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Mental capabilities



Session based working

Mental capabilities: concentration





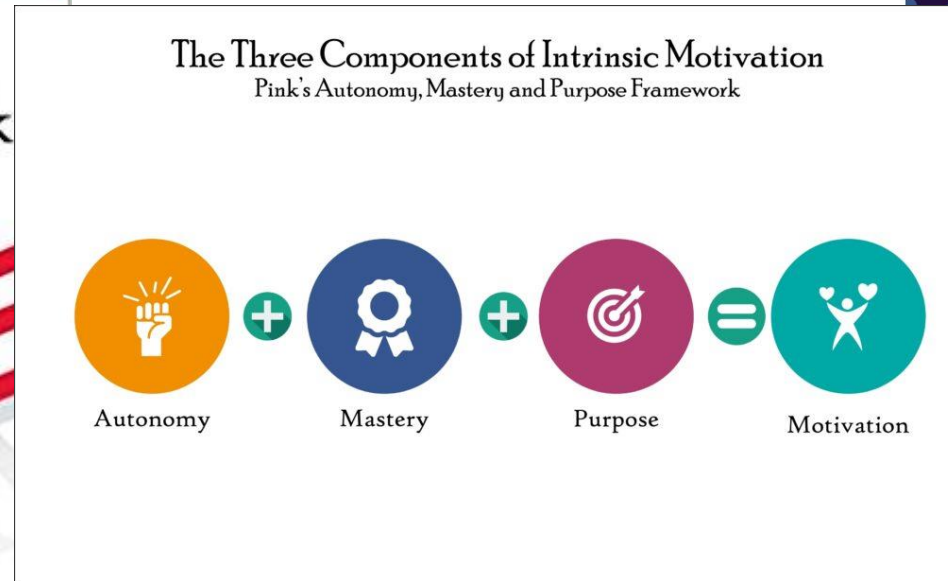
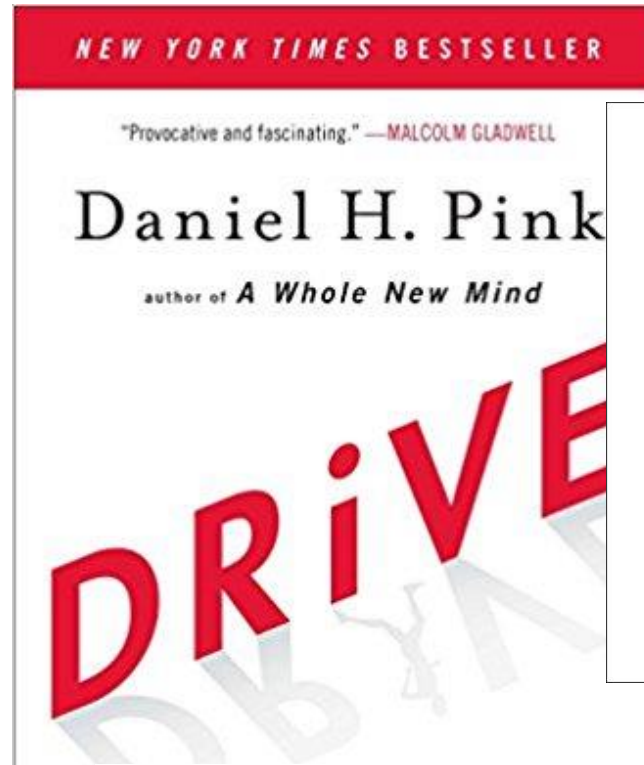
LOS RITUALES DE NADAL

Siempre entra con la raqueta en la mano

Mental capabilities: confidence



Mental capabilities: motivation

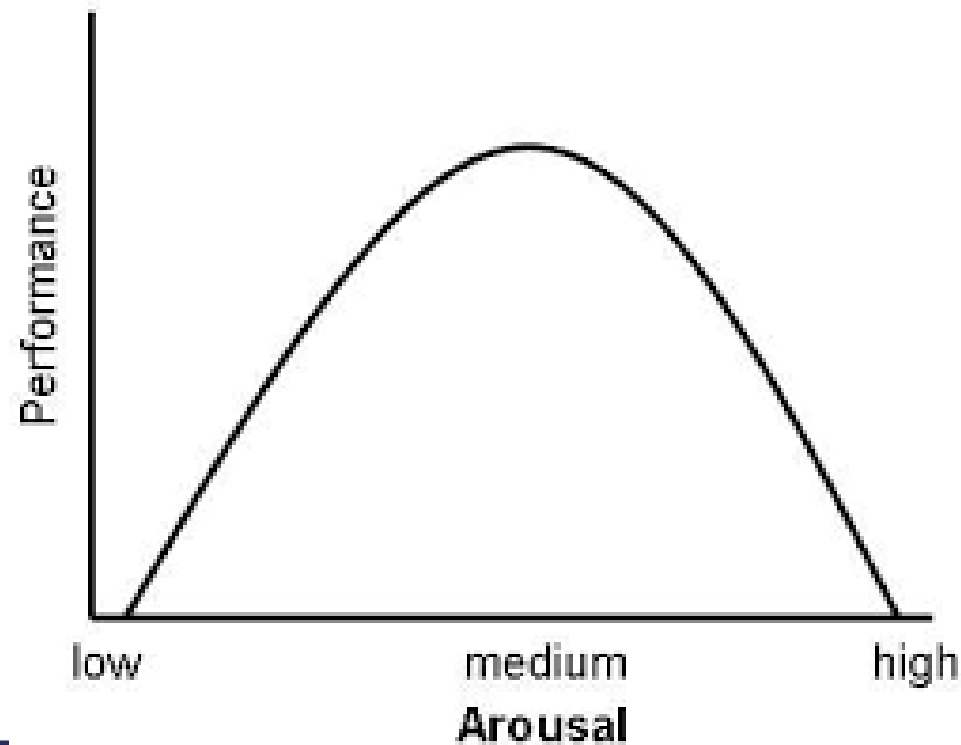


WHAT MAKES AN EMPLOYEE HIGHLY ENGAGED?

Proportion of highly engaged employees experiencing this

Proportion of low or no engagement employees experiencing this

Mental capabilities: arousal



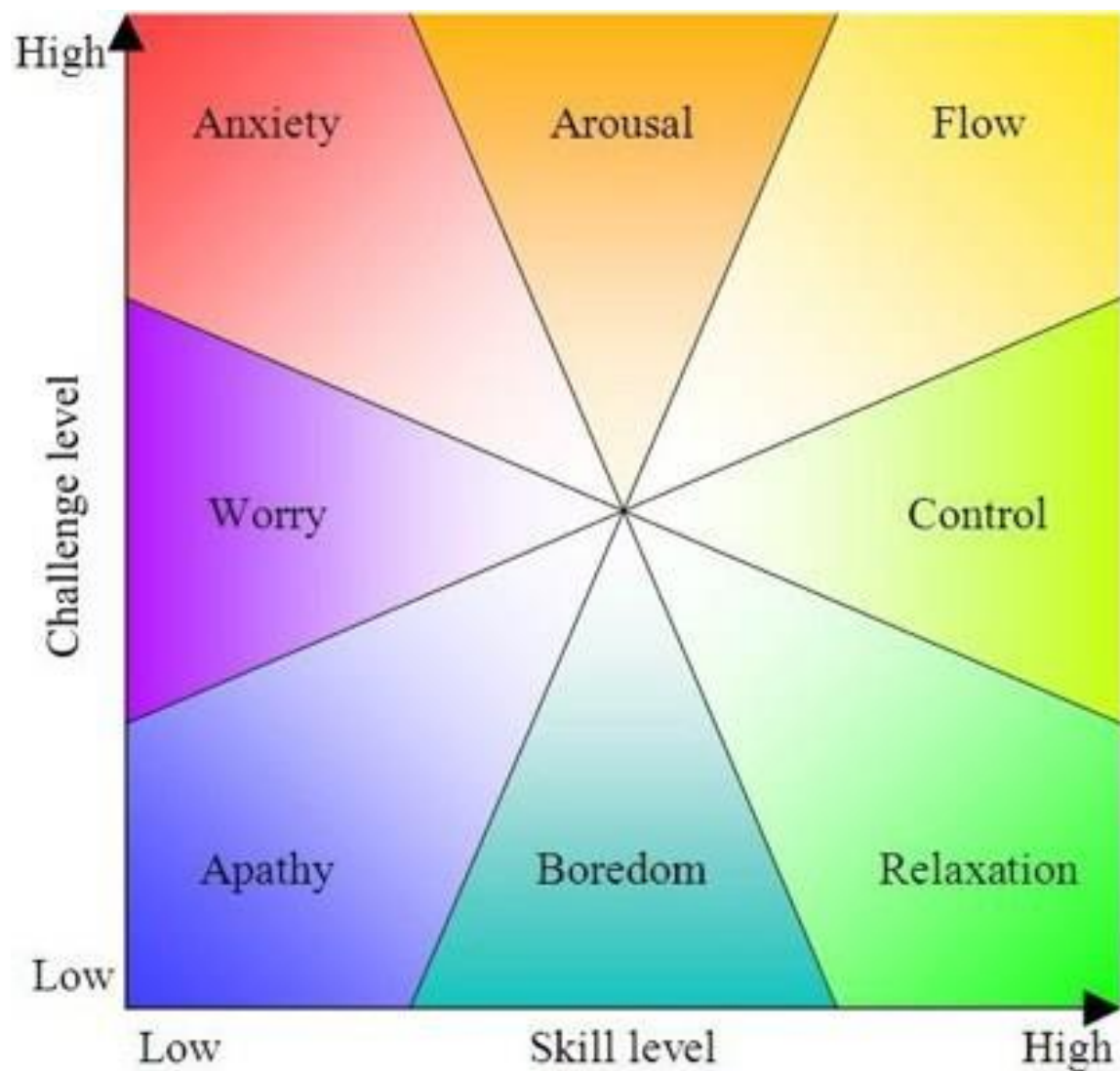


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Mental abilities



The Flow



Good preparation

Clear assignment

Actor	The intended user of the system
Purpose	The theme of the charter including what particular objective the actor wants to achieve, i.e., the test conditions
Setup	What needs to be in place in order to start the test execution
Priority	Relative importance of this charter, based on the priority of the associated user story or the risk level
Reference(s)	Specifications (e.g., user story), risks, or other information sources
Data	Whatever data is needed to carry out the charter

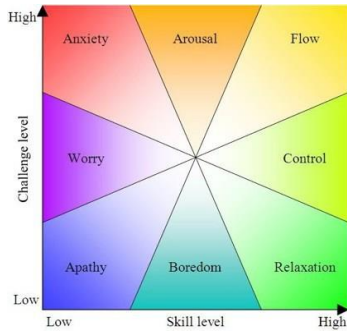
Mental abilities: goal setting





'YOU GOT BIG GOALS!?'

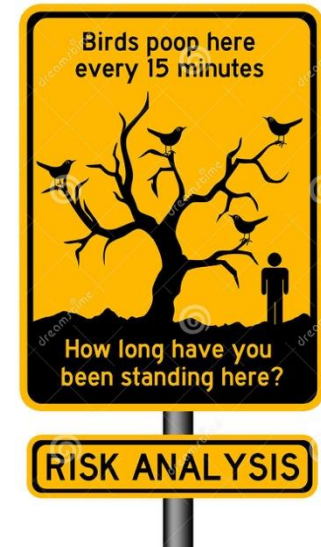
How to reach the flow in your session?



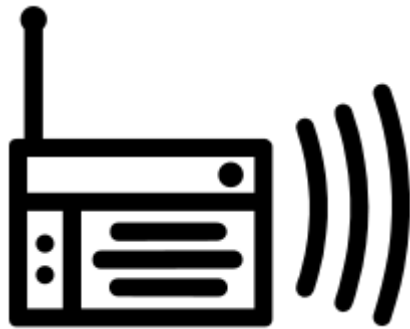
Goal setting



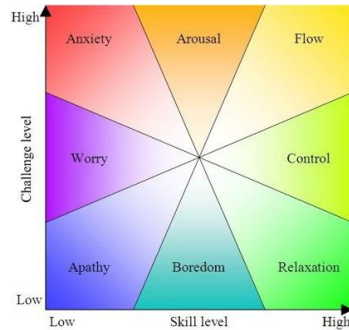
What are goals for a session?



Mental abilities: self talk

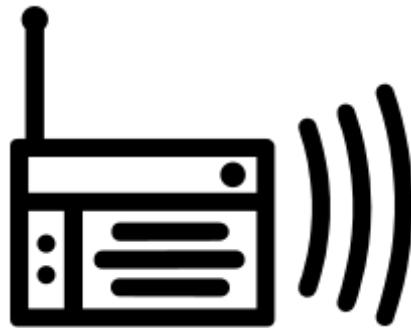


How to reach the flow in your session?



Cues and self talk

What are good cues to get a good state and good results



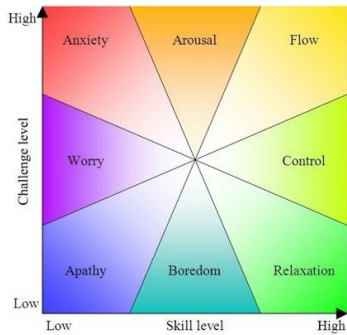
Mental abilities: visualization





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How to reach the flow in your session?



Visualization

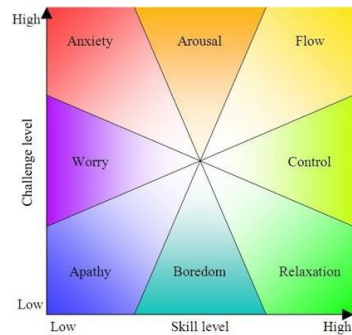
How can you use visualization in a session



Mental abilities: stress control



How to reach the flow in your session?

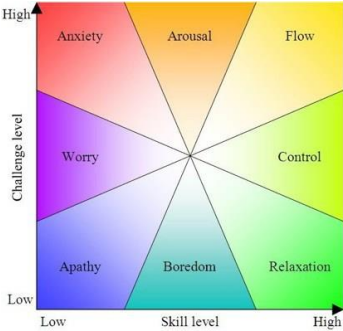


Stress control

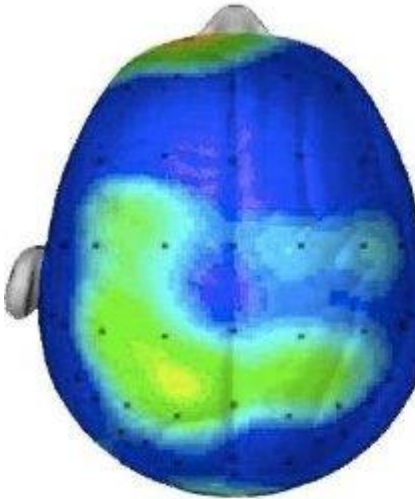
What is stress control during your session?



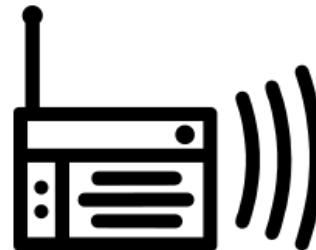
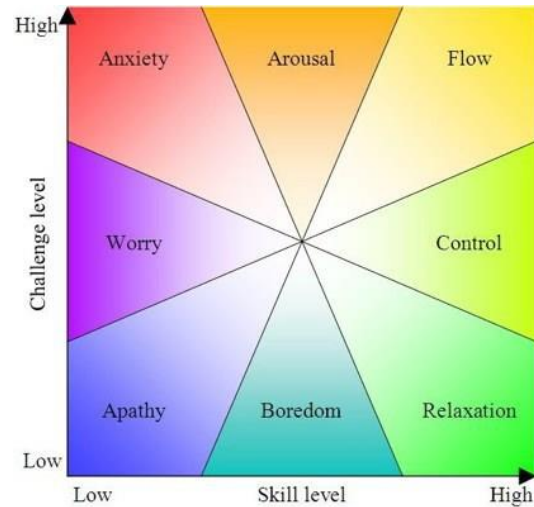
How to reach the flow in your session?



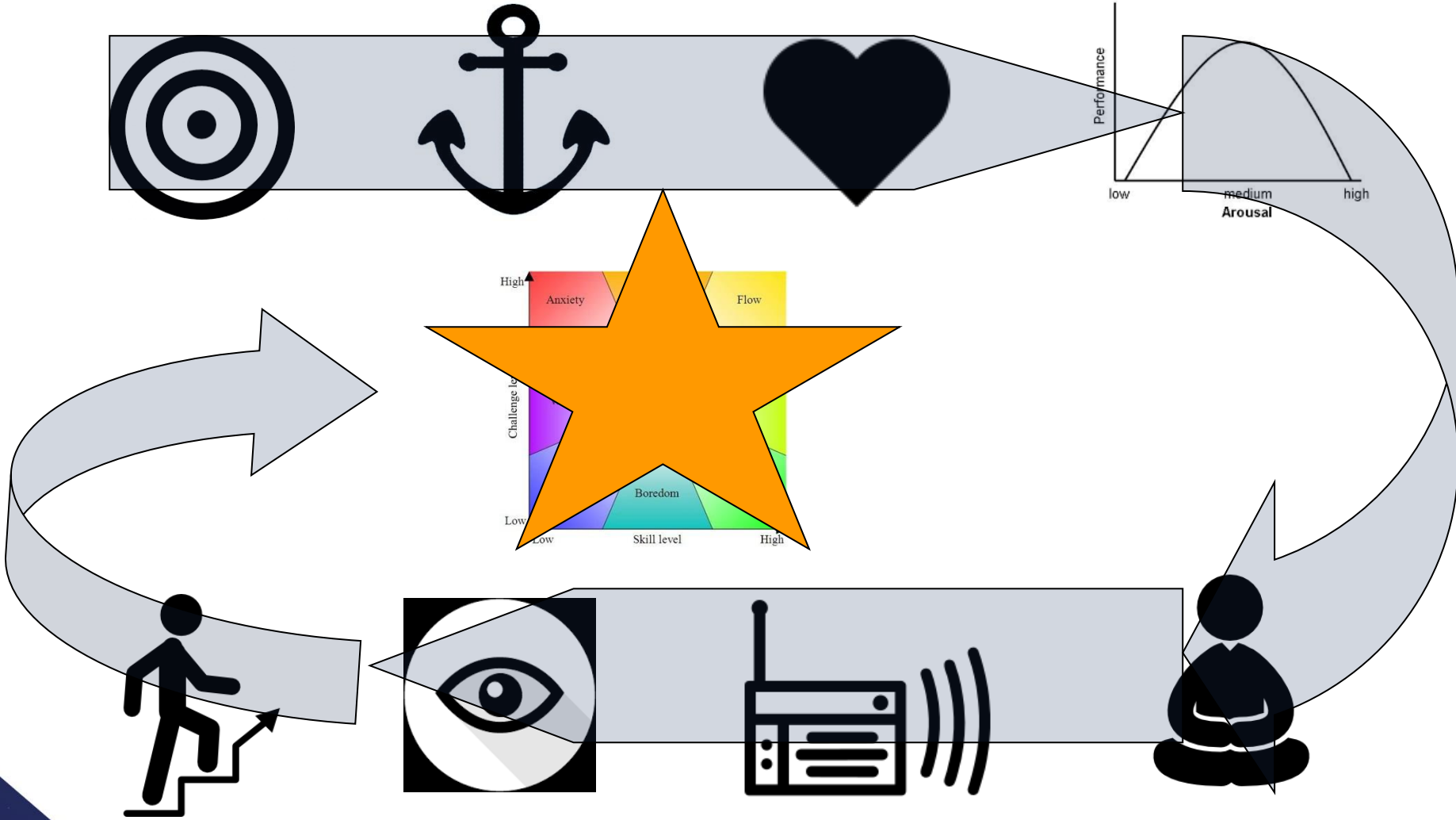
Stress control



How to reach the flow in your session?



Wrap up and conclusion





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Thank you!