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**Test Incident Report**

**Document Control**

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| **Document Name** | ATMS Test Incident Report |
| **Reference Number** | ATMS\_TIR\_1 |
| **Version** | 1.00 |
| **Project Code** | XYZ\_ATMS |
| **Status** | In Use |
| **Date Released** | 24 July 2018 |

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| **Name** | **Position** | **Contact Number** |
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**Version History**

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| **Version** | **Release Date** | **Section** | **Amendments** |
| 1.00 | 24/07/2018 | All | Original Document |
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**Distribution List**

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| **Version** | **Release Date** | **Controlled Copy No** | **Recipient Name** | **Department** | **Issue Date** | **Return Date** |
| 1.0.0 | 24/07/2018 | 01 |  |  | 24/07/2018 |  |
| 1.0.0 | 24/07/2018 | 02 |  |  | 24/07/2018 |  |

# TEST INCIDENT REPORT

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| Incident report identifier | |
| Scope | The scope of this Test Incident Report is on any incident occurred based on Test Procedure executed on Automated Teller Machine System (ST\_ATMS\_1.1) v1.1 and Session Verification (F003) in which took place during Test Execution only. |
| References | ATMS\_TP-03-001  ATMS\_TC-03-001 |

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| Test Incident Number: | | TIR-00-001 |
| Summary | | |
| ATMS doesn’t display error pin number message after entering wrong pin number. | | |
| Date and Time Incident: | | 24/07/2018 |
| Context: | | Automated Teller Machine System (ATMS\_1.1) |
| Description of Incident | | |
| Test Procedure: | (Incident applies to all type of bank card/ bank account) | |
| Test Data: | Incorrect PIN | |
| Expected Result: | System displays error message " Pin was Incorrect. Please re enter your PIN. Then press enter" | |
| Actual Result: | System still display Transaction Menu but after proceeding transaction the system show the error message of Error PIN number. | |
| Unexpected Outcome: | None (system performs as expected according to requirements specified in SRS) | |
| Procedure to reproduce the incident | 1. Insert card “1” 2. Input PIN, “1” 3. Select Transaction 4. Error Message Displayed (“PIN was incorrect.”) | |
| Test Environment | PC  Keyboard  Mouse | |
| Attempt to repeat | Procedure is repeated 3 times for each transaction and same result appears. | |
| Tester’s Name | Mohammad Aiman Hakeem Bin Abdullah | |
| Observer’s Name (witness) | Mohd Muzammil Bin Mohd Mahti | |
| Status of Incident | | |
| Open Assigned for Resolution Retested with the fix confirmed  Approved for Resolution Fixed | | |
| Impact | | |
| Mission Critical : Application will not function or system fails  Major : Severe problems but possible to work around  Minor : Does not impact the functionality or usability of the process is not according to requirements/design specifications | | |
| Priority | | |
| Immediate : Must be fixed as soon as possible  Delayed : System is unstable but incident must be fixed prior to next level of test or shipment  Deferred : Defect can be left in if necessary due to time or costs | | |
| Description of the corrective action | | |
| Significant code modification and regression testing are required to fix the defect. | | |

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| Test Incident Number: | | TIR-00-002 |
| Summary | | |
| ATMS doesn’t display error pin number message after entering wrong pin number. | | |
| Date and Time Incident: | | 24/07/2018 |
| Context: | | Automated Teller Machine System (ATMS\_1.1) |
| Description of Incident | | |
| Test Procedure: | (Incident applies to all type of bank card/ bank account) | |
| Test Data: | Incorrect PIN | |
| Expected Result: | System display the transaction menu and wait for user’s transaction request. | |
| Actual Result: | System still display Transaction Menu but after proceeding transaction the system show the error message of Error PIN number. | |
| Unexpected Outcome: | None (system performs as expected according to requirements specified in SRS) | |
| Procedure to reproduce the incident | 1. Insert card “1” 2. Input PIN, “42” 3. Select Transaction 4. Error Message Displayed (“PIN was incorrect.”) | |
| Test Environment | PC  Keyboard  Mouse | |
| Attempt to repeat | Procedure is repeated 3 times for each transaction and same result appears. | |
| Tester’s Name | Mohammad Aiman Hakeem Bin Abdullah | |
| Observer’s Name (witness) | Mohd Muzammil Bin Mohd Mahti | |
| Status of Incident | | |
| Open Assigned for Resolution Retested with the fix confirmed  Approved for Resolution Fixed | | |
| Impact | | |
| Mission Critical : Application will not function or system fails  Major : Severe problems but possible to work around  Minor : Does not impact the functionality or usability of the process is not according to requirements/design specifications | | |
| Priority | | |
| Immediate : Must be fixed as soon as possible  Delayed : System is unstable but incident must be fixed prior to next level of test or shipment  Deferred : Defect can be left in if necessary due to time or costs | | |
| Description of the corrective action | | |
| Significant code modification and regression testing are required to fix the defect. | | |

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| Test Incident Number: | | TIR-00-003 |
| Summary | | |
| ATMS display wrong total balance inquiry for saving account. | | |
| Date and Time Incident: | | 24/07/2018 |
| Context: | | Automated Teller Machine System (ATMS\_1.1) |
| Description of Incident | | |
| Test Procedure: | (Incident applies to all type of bank card/ bank account) | |
| Test Data: | Deposit $900 into saving account | |
| Expected Result: | System should display a correct amount after deposit money into the saving account. | |
| Actual Result: | System calculation of saving account after deposit $900 is incorrect. | |
| Unexpected Outcome: | None (system performs as expected according to requirements specified in SRS) | |
| Procedure to reproduce the incident | 1. Insert card “1” 2. Input PIN, “123456” 3. Select Deposit 4. Select Saving Account 5. Enter Deposit Amount (900) 6. Display total balance amount and available amount | |
| Test Environment | PC  Keyboard  Mouse | |
| Attempt to repeat | Procedure is repeated 3 times for each transaction and same result appears. | |
| Tester’s Name | Mohammad Aiman Hakeem Bin Abdullah | |
| Observer’s Name (witness) | Mohd Muzammil Bin Mohd Mahti | |
| Status of Incident | | |
| Open Assigned for Resolution Retested with the fix confirmed  Approved for Resolution Fixed | | |
| Impact | | |
| Mission Critical : Application will not function or system fails  Major : Severe problems but possible to work around  Minor : Does not impact the functionality or usability of the process is not according to requirements/design specifications | | |
| Priority | | |
| Immediate : Must be fixed as soon as possible  Delayed : System is unstable but incident must be fixed prior to next level of test or shipment  Deferred : Defect can be left in if necessary due to time or costs | | |
| Description of the corrective action | | |
| Significant code modification and regression testing are required to fix the defect. | | |

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| Conclusions and Recommendations | | |
| It is recommended that this incident be fixed as soon as possible as the user need to go through this 1st module before moving on to next module. Repeated test should be done without changing the testing procedure. | | |
| Approvals | | |
| Name | Job Title | Signature |
| Fadhli Bin Rozman | Test Lead  ABC Test-Co |  |
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