PAID Online Claims Notification Module

Test Plan

Revision History

Date	Description	Author	Comments
12.06.2024	v1.0	Gherghe Alexandru	first version of test plan

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1. Introduction

The PAID Online Claims Notification module is a web application that allows the user to notify a claim to the Insurer (PAID Romania).

The flow for the notification of a claim represents a series of steps that will be taken by the user to notify the Insurer, that an event has occurred that caused damages to the property insured under the PAD contract, the final result of the process being the opening of a damage file with the Insurer for ascertaining the damage, the instrumenting of the file and the subsequent completion of the file by payment or not of compensation to the insured.

The PAID Online Claims Notification module is addressed to the insured for whom the PAD contract was issued directly by PAID Romania or through brokers, allowing them to notify the claim online via this module.

The PAID Online Claim Notification module is not addressed to policyholders for whom the PAD contract was issued through an Insurer, but even in their case the module will present a functionality that will redirect the policyholders to the web page of the respective Insurer to be able to notify online the claims they have suffered.

Through this module PAID Romania offers PAD policyholders a new channel, in addition to the call center, through which they can notify the occurrence of damages to the insured building, by providing a minimum of information about what happened.

1.1 Project Objective

The objective of this project are the following:

- to increase the quality of the web application
- to identify bugs and report them to the developing team
- to verify that the web application is working as per the request of the client
- to identify and mitigate the product risks.

Link for accessing the web application under test can be found here:

https://www-test.paidromania.ro/notify/flow/

Link for PAID Online Claims Notification Module business requirements can be found here:

Cerinte de business - Modul avizare PAID
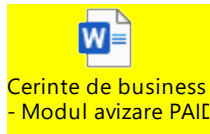
1.2 Functionalities in scope

For the current testing team, the functionalities that are in scope of testing are:

1. Welcome screen from the PAID Online Claims Notification module (cap. 2.1 - from the business requirements))
2. PAD Policy Validation screen, (cap. 2.2 - from the business requirements)
3. Damage Details screen (cap. 2.3 - from the business requirements)

Throughout the testing process the testing team will perform functional testing, positive testing, negative testing, black-box testing and GUI testing.

1.3 Functionalities and tests out of scope

All the other functionality of the web application except the ones mentioned above are out of scope.

Non-functional testing is out of scope.

Automation testing is out of scope.

2. Test process

2.1 Test planning

Roles and responsibilities

Role1	**Test lead:** will monitor the test process and check if the deadlines are met in jira.
Role2	**Tester 1:** In charge of identifying the test conditions and creating the test cases in jira. In charge of executing the test cases, reporting the bugs and retesting in jira.

Entry criteria:

- We should have test environment available and be able to be accessed by all testing members
- We should have business requirements defined
- We should have the roles and responsibilities set and allocated
- We should have the Test Plan described
- Potential project risks are defined, analyzed and a mitigation plan is set

Exit criteria:

- We should have all test cases executed
- We should have all major bugs closed
- All discovered defects were reported
- All business requirements were covered by test cases
- Potential products risks have been identified and a mitigation plan is set

Risks:

Project risks:

- The risk of missing a large number of defects given that the tester assigned to the project has limited experience in testing web applications;
- Difficulties in the production launch of the web application, considering that it will be implemented on the client's web page that is developed by another company, a collaboration on its part being necessary;

- The risk that the business requirements are changed frequently, the client not having a clear vision of how the web application works.

Product risks:

- Performance issues might be encountered by users because non-functional testing is out of scope.
- Possible defects might reach production environment because testing team was not able to cover all functionalities.

2.2 Test analysis

- In this phase we will analyze the business requirements to make sure we understand them, that there are no mistakes, ambiguities, inconsistencies or contradictions.
- We will also make suggestions for improvement on the business requirements and the customer will decide whether our suggestions are useful for him or not.
- Based on the business requirements, test conditions will be created.

2.3 Test design

- In this phase based on the test conditions previously defined we design the test cases in Jira
- The test data needed for the execution of the teste cases will be identified in this phase
- The infrastructure elements that are required for testing will be identified in this phase and communicated to the development team for the creation of the test environment

2.4 Test implementation

- In this phase we prioritize test cases written in the previous phase (based on business importance and risks)
- The test environment is validated through smoke testing
- We also make sure that test environment is updated with the latest changes
- In this step the test data identified in the previous step is created

2.5 Test execution

- In this phase we will execute test cases in Jira
- Test cases will be executed on Chrome and Edge browsers
- If there are differences between expected result and actual result in the test application, defects are reported
- After defects are fixed, retesting is done
- If missed scenarios are discovered, test cases will be updated
- Execution report is generated and sent to management team in order to take actions if risks are identified

2.6 Test closure

- We evaluate the exit criteria to ensure that we can safely close the testing process
- Any remaining open tasks and bugs are re-evaluated and subsequently closed
- Test materials are handed over and archived
- Test closure report is generated
- Traceability matrix is generated and sent to management team
- Identify potential product risk and report them to the client
- Lessons learned from the testing process are analyzed to assess the changes needed in a future similar project

2.7 Test monitoring and control

- In this phase periodic reports are generated and sent to management to inform about quality level of the application
- We will evaluate the test status report in case measures need to be made

3. Test deliverables

During the test process the following deliverables will be created and sent to management team to inform them about the quality level of the application:

- Test plan
- Test conditions
- Test cases
- Daily test summary report
- Traceability matrix
- Test case results
- Bugs report
- Test completion report

4. Schedule

The testing process will go for about 1 months before delivering into production.

In case major defects are found in production, a version is released in one week.