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| **SOUTHERN CROSS UNIVERSITY** |

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| Unit Code: | **CMP73010** |
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| Assignment No.: | **Assignment 1** |
| Assignment Title: | **testing, configuration management and software tendering assignments** |
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**Executive Summary**

The report consists of three different parts, testing, configuration management and request for proposal. Testing consists of two specific examples which about acceptance tests and black-box test plan. Configuration management is a example about how to release new version of software and build system. Request for proposal is a specifical example about how to build a new system.

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# Introduction

This report is about software testing, configuration management and Request for Proposal (RFP). It discusses two kinds of test the acceptance testing and black box testing. The acceptance testing is about a framework for accommodation of task which checks a few framework necessities. Alongside this, the black box testing of print exchange of Microsoft office. Configuration Management is for identifying the changes done at the mailing of the GitHub and the advises to the build management of Mozilla Firefox. What's more, finally, an RFP for a framework is finished.

**Part 1 – Testing**

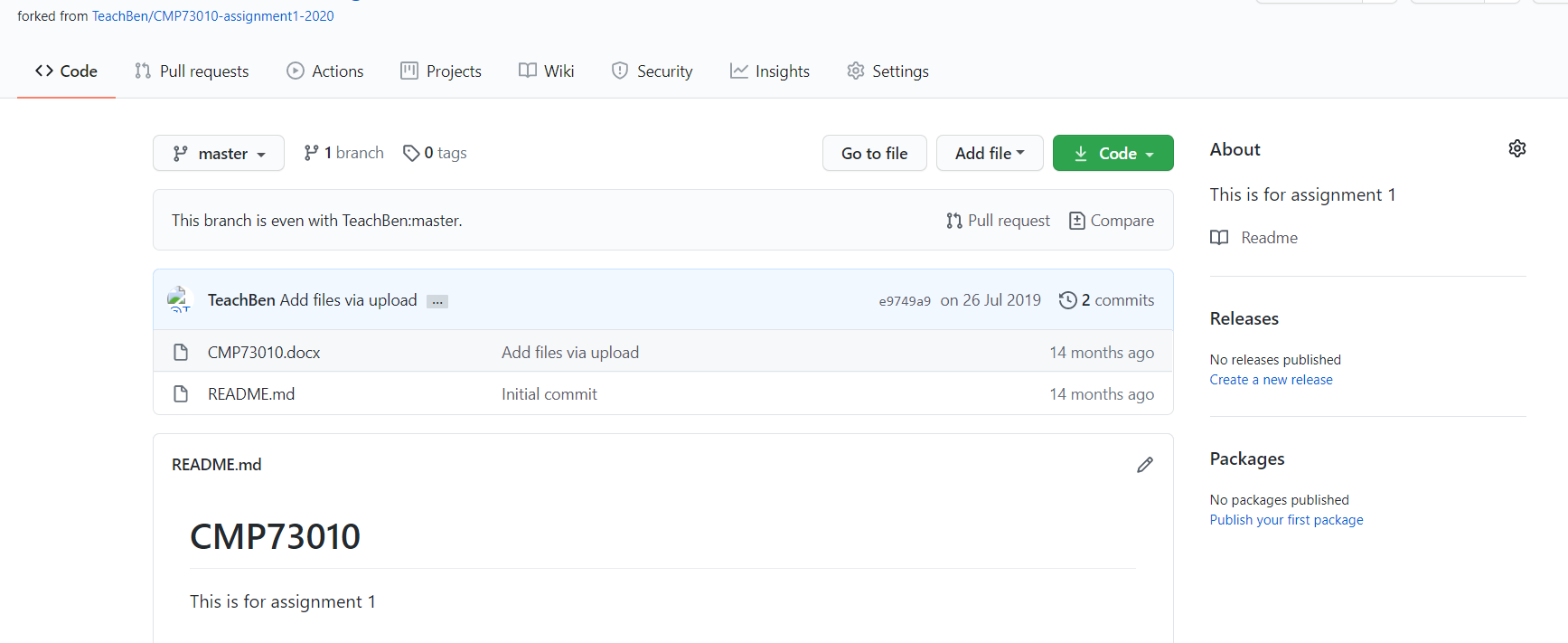
**The Acceptance tests**

|  |  |
| --- | --- |
| **Scenario** | **Expected outcome** |
| **S1.0: The system provides a login security authentication, and can directly face recognition authentication, but also includes the registration account and authentication** |  |
| S1.1: The user opened the ordering app | If users open the app, they can recommend the food nearby, the category of the last order, and the relevant shops when there is a network. If there is no network, the app will display the default shops and food by default |
| S1.2: When the user logs in, the password is entered | The password is invisible. After the user enters the password, the corresponding local test is carried out to directly determine whether the user's account number and password match |
| S1.3: When the user clicks the login button | When the user clicks login, it is judged whether the user's account is invalid, and whether the user performs graphic verification and mobile phone number verification, or can directly log in to the third-party account and face recognition login |
| **S2.0 The payment method of the system must be strict** |  |
| S2.1: After ordering, add the user's shopping cart and click settlement to enter a payment interface | There are many options, such as WeChat, Alipay, bank card payment, and credit card payment, which can be paid by using password payment, face recognition and fingerprint.  There will be relevant prompt information for successful payment and related prompt information for payment failure, such as abnormal network or insufficient balance |
| S2.2 When the user enters a password or other means of payment | There will be relevant prompt information when payment is successful. Enter a page to view the meal time of the shop and prompt for delivery time of the delivery personnel  Payment failure also has related prompt information. If the network is abnormal or the balance is insufficient, it will enter a page of ordering failure. If the network is normal, try ordering again in three seconds. When the network is abnormal, it will stay on the page where the order fails |
| **S3.0 The system needs to be verified to see if the user has ordered the meal correctly in the corresponding shop** |  |
| S3.1 When a user chooses a shop to order, the user needs to input the receiving address and the number of orders | When the address selected by the user exceeds the delivery range, the system will directly send out a prompt message to prompt that the delivery address is out of the range  When the quantity of food selected by the user exceeds the quantity specified by the merchant, the system will display relevant prompt information in time, indicating that the food quantity is excessive |
| **S4.0 The system will determine the location of the user** |  |
| S4.1 When the user opens the app, it will locate the user's location by default and display the shops near the user's address | If the positioning fails, the system will prompt the user to locate manually, and then start to recommend the food nearby |
| S4.2 User setting location permission | Users can set the receiving address and location information by themselves. The system does not interfere with the operation of receiving address. |
| **S5.0 When a third-party payment or login is made, the third-party service will not automatically obtain the user's basic information. If it is necessary to obtain information, it must be approved by the user.** |  |
| S5.1 When users pay or log in, they pull the third-party service, wechat | When users pay or log in, they will get the basic information of third-party services and wechat, but this operation must allow users to agree. |
| S5.2 When the user pays or logs in, he pulls the third party service, Alipay. | When the user pays or logs in, he pulls the third party service, Alipay. |

**Black-box test plan**

|  |  |  |
| --- | --- | --- |
| ***Screen: PowerPoint 2016 Print dialog*** | | |
| **Widget** | **Tests** | **Expected result** |
| Button | Move mouse cursor over the button. | The size and color of the button should change |
| Color | Click to modify the theme color | Display blue gray red gray |
| Click to modify the theme color | 1. Input 0 2. Input 1000000 3. Input -1 4. Input “string” | 1. 0 is on the input box 2. Error 3. Error 4. Error |
| Address information | 1. Click “print all sides” 2. Move mouse cursor over the box. 3. Input 5 in the sides field 4. Input -1 | 1. Displays a drop-down list 2. The input fields change from black to red 3. Error |
| Print | 1. Move mouse cursor over the button. 2. Click “print” | 1. The input fields change from black to red 2. Current page jumps to another page |
| Full page sides | 1. Move mouse cursor over the box 2. Click “Full page sides” | 1. The input fields change from black to red 2. Show more details |

**Part 2 – Configuration management**



URL: https://github.com/Lucas-RJ1997/CMP73010-assignment1-2020

**Build Management**

**Nightly build system of …**

1. Firefox 81 is on the night channel, and over the last week, the night-time channel has been fed some 380 bug fixes..
2. The new print user interface was enabled at night. The latest application is still incomplete, so we would love to check your bug reports..
3. Pinch zooming screen allowed at night. With this step, the touchscreen and precise touchpads are zoomed smoothly.The developers of fox must write new component versions through their own database code modules to complete the corresponding update requirements.
4. Auto-fill credit card for en-US users is now enabled, and credit card synchronization is included.
5. Firefox is now able to install language packages before updates, where the langur pack user resets English for updates, which will correct a bug.

**How the company arrives at a release of the software**

1. Private information cannot be accessed during device delivery
2. Without express permission from Mozilla, you can distribute Mozilla Firefox and other Mozilla applications unaltered.
3. Mou cannot add, remove or change any part of the software, including trademarks of Mozilla. You cannot add extensions to Firefox.
4. The installation process cannot be modified, or other themes, plugins, extensions, or programs can be introduced.

**Advantages and Disadvantages of this system for the client**

Advantages:

1. All are centrally controlled
2. The peripherals of the network are created.
3. Backups and maintenance of the network are focused. most of them don't work
4. Users can access shared data centrally managed

Disadvantages：

1. An operating system unique to the network is needed
2. Strong transSecures on the list.
3. Specialists are needed, such as network managers.
4. A lot of disruption will occur if any portion of the network fails. (Teach-ICT, n.d.)

**Part 3 – Request for Proposal**

**Background information**

Guangyun Internet of things technology (Guangzhou) Co., Ltd

Guangyun IOT is a professional IOT solution provider, committed to providing enterprises with IOT software and hardware development services.

It includes industry mainstream IOT platform access services, enterprise private IOT platform development services, IOT hardware secondary development, technical support, sales and supply services.

It has been authorized and supported by many platforms, such as Alibaba cloud, baidu cloud, Tencent cloud, Huawei cloud, Xiaomi home ecology, tmall spirit ecology, etc.

We have served thousands of enterprises to realize the Internet of things. Welcome to consult.

**Existing technical environment**

1. J2EE technology platform:

2. Dedicated hosting tool / platform: GitHub

3. Server software: Netware, squid cache, Wu ftpd

4. Operating system: Windows

5. Application server: Microsoft IIS

6. Database: MySQL, sqlserver, mongodb, redis

7. Existing hosting environment: AWS

**Contact information.**

1. Guangzhou headquarters: 711, 7th floor, block B, Shilian Science Park, Huangpu District, Guangzhou

2. Shenzhen Branch: 423d, block a, Dingsheng building, Yintian Industrial Zone, Xixiang, Bao'an District, Shenzhen

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6. Wechat Consulting: Chen Gong

**Project overview**

When a company has many branches, we will design the system for unified management, customer relationship management system (CRM), we will carry out large-scale management

**Main requirement of the project**

1. Customers are the most valuable resources of the company. In order to better explore the value of old customers and develop more new customers, XX company decided to implement customer relationship management system. It is hoped that the system can fully share and standardize the management of customer basic information, contact information, communication information and customer service information; hope to improve the development ability of new customers by tracking and recording the sales opportunities and customer development process; hope that the system will give early warning when customers are about to lose, so that the sales personnel can take timely measures to reduce the loss. And hope the system to provide relevant reports, so that the company's top management at any time to understand the company's customers.

2. Customer service is a work that involves many departments and has a certain process. The level of customer service determines the core competitiveness of the company. The customer relationship management system should provide an online platform for customer service, so that the relevant personnel can complete the service processing and recording work online

3. Customer relationship management system is used to manage customer related information and activities, but does not include product information, inventory data and sales activities. These three types of data will be managed by X sales system of XX company. But the system needs to provide product information query function, inventory data query function, historical order query function.

**Budget**

1. Invest time to collect the requirements of the enterprise 7500 $before choosing CRM, the enterprise needs to understand the operation mode of the technology in the enterprise. Investigating requirements within an enterprise is a key step in reducing purchase risk and other costly errors that will bring more harm than benefits to the company. In addition to the evaluation tools and functions, it is important to consider how the CRM system chosen by the enterprise is consistent with the enterprise's values and long-term strategic objectives. First, identify problems in the current situation, such as insufficient or inefficient workflow. Through the determination of enterprise goals, we can strive to collect clear demand.

2. Establish a contingency cost of $10000 for unexpected costs, no matter what the scale of the project or how detailed the enterprise's research is before implementation, there may be unexpected costs. For example, for some CRM systems, if the enterprise's CRM needs to be fine tuned to better meet the business needs of the enterprise, there will be implementation costs and costs will rise. However, enterprises can choose their own customized options, as well as completely free implementation and support. Training is another area that is often overlooked and can be used for future financial security. Often these costs are unavoidable, so it's best to plan for them from the beginning, or find an easy to customize CRM system and a CRM team with rich implementation experience. For small enterprises, enterprises rarely introduce CRM consultants. However, if the enterprise thinks it is necessary, it may need to consider selecting training specialists or training guidance group members from the internal staff to help the whole staff use it.

3. Considering the user learning cost of $5500, the user adoption rate is the necessary condition for the success or failure of CRM implementation project. When choosing CRM, please make sure whether the supplier provides various learning guidance methods, and pay attention to whether training courses, use instructors, detailed help documents, etc. Objectively speaking, the adoption rate of CRM is about 47%, and the two most important factors are practical products and guidance. Large enterprises usually make a plan to provide special courses for the induction training of new employees, and set up training rewards to carry out CRM training. Even a few employees need the best support. Regardless of the number of employees in the enterprise, users should be able to use the tools they need to fully accept the CRM system of the enterprise.

**Timeline and important deadlines**

1. June 4: Initial RFP Announcement/Send
2. June 9: Submission Deadline
3. June 23: 1st Round Proposal Review
4. July 2: Narrow Down to Finalists
5. July 5: Vendor Finalists Review
6. July 9: Targeted project start date
7. August 26: Targeted project end date

**Criteria for selection**

1. When choosing the Internet promotion company of mutual Bai, we should pay attention to the word-of-mouth and whether there are excellent successful cases. Once the company is determined, it is suggested that Dao cooperation be carried out for a long time, so that both parties can run in well and achieve win-win cooperation. Before customizing the scheme, the company will conduct an overall analysis and resource integration of the customer's industry, and draw a conclusion from it, so as to avoid spending a lot of time but doing useless things in the later implementation

2. Be able to help customers improve it service management level and competitiveness, improve it service efficiency, strengthen personnel assessment, strengthen supplier assessment, and improve customer satisfaction

3. The company must ensure confidentiality and security, and ensure that customer information will not be disclosed

**Team roles and collaboration for the new system**

1. System operation and Maintenance Engineer: when the company completes the configuration of relevant systems, the system operation and maintenance engineers are required to carry out daily maintenance and update of the system.

2. System Analyst: conduct in-depth analysis on the system the company needs to find out the potential demand, so as to find better partners.

3. Company manager: responsible for contacting and cooperating with the responsible persons of other companies and signing relevant agreements.

4. Product Designer: interaction design is human-computer interaction, which requires in-depth understanding of product business and construction of interactive functions. The popular point is how to interact with users, how to design the function modules of app or website to make users experience better, and update and iterate for the function modules with low click through rate

5. Software Development Engineer: responsible for the technical architecture design and code writing of the product, and the output is a practical product that can be run

**Conclusion**

Acceptance testing is an important level of testing. This is done to see if the product meets the needs. Similarly, black box testing is done by programmers to find bugs in programs. The two tests were done by different people. In the black box test of the print widget, each widget attempts to check the results. Code / file version management was successfully performed to identify and extract GitHub projects and route the same changes. Build management is to compare the scalability and specifications or defects of competitors to identify common browser defects and improve them in our browser system. Similarly, the RFP is a record that requires the seller to provide arrangements and management. It was put forward very well, reached the level of understanding of the supplier, and asked the supplier side to do the same.

**References**

Krishnamurthy, S. (2005). The Launching of Mozilla Firefox-A Case Study in Community-Led Marketing. University of Washington Bothell.