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**SEP Ferrari G11N QA Plan**

**12.1RU5**

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**QA Engineer**

# DOCUMENT REVISION HISTORY

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | | Date | Description of Change | Originator |
| 1.0 | 12/07/2014 | | Document creation | Andrii Velychko |
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# **TEST PLAN IDENTIFIER**

**Product Overview:** The Test Plan defines Ferrari L10N requirements, testing scope, resources, risk and schedule to be completed by G11N team.

**Product Name:** SEP 12.1RU5

**Project codename:** Ferrari

# ****REFERENCES****

**Documents, which we use as sources of information for the test plan:**

|  |  |
| --- | --- |
| Software Requirements Document | <https://socialtext.ges.symantec.com/ses-eng/sep_srd11_ru7mp4.html> |
| Architectural Design Document | <https://socialtext.ges.symantec.com/ses-eng/sep_ard11_ru7mp4.html> |
| Generic Bug Logging Guidelines | [\\sprut-b\\Enterprise\SEP 12.x\RU5\_Ferrari\docs\BugLoggingGuidelines.doc](file:///\\sprut-b\\Enterprise\SEP%2012.x\RU5_Ferrari\docs\BugLoggingGuidelines.doc) |
| Symantec Endpoint Protection 12.5 Guides | [\\sprut-b\\Enterprise\SEP 12.x\ RU5\_Ferrari \docs\SEP\_guides\](file:///\\sprut-b\\Enterprise\SEP%2012.x\%20RU5_Ferrari%20\docs\SEP_guides\) |
| IEEE Standard for Software Test Documentation, ANSI/IEEE Std 829-2008 | <http://standards.ieee.org/findstds/standard/829-2008.html> |
| Test Management System, TORO | <https://engtools.engba.symantec.com/toro/login.php> |
| Bug tracking system, Etrack | <https://engtools.engba.symantec.com/Etrack/bottom.php> |
| Language Portal | <http://together.norton.com/symtd/search> |
| DENT | <http://10.40.234.60/Default.aspx> |
| Environmental needs | [\\sprut-b\\Enterprise\ SEP 12.x\RU5\_Ferrari \docs\Enviromental needs.xls](file:///\\sprut-b\\Enterprise\%20SEP%2012.x\RU5_Ferrari%20\docs\Enviromental%20needs.xls) |

# PROJECT INTRODUCTION

Symantec Endpoint Protection – is a client-server solution that protects laptops, desktops, Mac computers, and servers in network against malware. It combines virus protection with advanced threat protection to proactively secure computers against known and unknown threats. Also SEP include firewall and network access control module.

Symantec Endpoint Protection is presented in three layouts :

* Enterprise Edition
* Small Business Edition
* Symantec Network Access Control.

Symantec Endpoint Protection includes the following components:

* *Symantec Endpoint Protection Manager (SEPM)* – provides a graphical user interface for administrators for managing policies and computers, monitoring endpoint protection status, creating and managing administrator accounts
* *Database* - The database is installed on the computer that hosts Symantec Endpoint Protection Manager
* *Symantec Endpoint Protection Client (SEP)* for Windows, MAC, Linux – protects your computer from known viruses and security risks, provides a zero-day protection against unknown threats, monitors the information which comes in and out of your computer and blocks network attack attempts and network threats..
* *Symantec Endpoint Protection WEB Console* – helps remotely to log in to SEPM from any computer that meets the system requirements for a remote console and has network access to the management server.
* *Central Quarantine Server (QCS)* – is a central repository that is composed of two primary components: Central Quarantine Server, which stores infected samples and communicates with Symantec Security Response and Quarantine Console, which snaps into Microsoft Management Console, lets you manage the Central Quarantine Server
* *LiveUpdate (LU)* - downloads definitions, updates and distributes the updates for client’s computers

**New Features:**

|  |  |  |
| --- | --- | --- |
| New features | Impact | Changes |
| SEPM Security Enhancements - 1) introducing a new windows service to run the LiveUpdate under elevated privilege (i.e. local system account); 2) changing existing SEPM service(s) to run under reduced privileges (i.e. NetworkService / Virtual account); 3) adjusting SEPM folders and files ACLs (i.e. Adding NetworkService / Virtual account(s) to the existing ACL list. | High | New UI; New Strings |
| BURP Security Enhancements – 1) Add server side checking of authorization and rights of admin associated with session for handling of incoming requests; 2) Add server side verification of integrity checks for incoming requests, to validate that requests were not modified in transit and were originated from legitimate physical source. | High | New strings; new UIs will be introduced in |
| Enable HI for SEP - From Ferrari onwards SEP EE will be providing host integrity and peer- to-peer enforcement with every SEP purchase. Network Enforcement will still require the separate purchase of a Network Enforcer. | High | / New strings/new UIs is introduced |
| Bandwidth Control for Client Communication – Some customers have complained their network bandwidth is maxed out sporadically by SEPM, especially when SEP clients download content definitions and/or client packages. Older versions of SEPM used IIS which had very limited abilities to set throttling on a per web site basis. Customers have wanted at least this basic capability supported in newer versions of SEPM that support Apache. | High | New strings/new UIs is introduced |
| Merge Disk Space Utilization - This feature targets to improve Security content storage process and better utilize the disk space by serving the client’s requests, and at the same time by keeping more days’ worth of content revisions on disk and database in efficient manner. | High | Some UI changes |
| SEPM Remote Push for Client Installation and Communications Update to Mac endpoints - Remote Push will support the same Macintosh hardware requirements as the SEP for Mac client. Currently the product only supports Intel based Macs running OS X 10.8.x to 10.9.x (requirement 52294.) | High | New function support |
| Symantec Maximum Repair - SEP will integrate SMR so that it is part of the client and management console workflow. | High | New UI; new strings |
| SEPM Certificate Update – 1) Automate the manual work-around mentioned in the KB; 2) Two certificate approach. | High | Some UI changes |
| SEPM Client Password Settings – 1) Critical client controls are password controlled by default for EE; 2) Client password controls need to be introduced to SBE. | High | New link in Welcome page; New UI; New strings |
| FAST Path - Fast pathing sends “priority” events to SEPM from the client nearly immediately instead of waiting for the next heartbeat. This allows admins to respond to priority events quickly rather than waiting for a heartbeat which may be too late for isolation and remediation efforts. | Medium | New UI |
| SEP BE NBU\_Integration\_Notes – 1) to have SEP not alter or delete backup related data files on a server where SEP and BE and/or NBU are installed; 2) SEP will expose a command line executable to configure exceptions for integrating products. An in-proc solution was determined not to be feasible as the module will need to be loaded by a process that lives outside the product silo. some requirements will be implemented. | Low | Some UI changes |

# TEST ITEMS

The scope of this Testing activity includes:

* Symantec Endpoint Protection Manager
  + - SEPM with Embedded database
    - SEPM with MS SQL database
* Symantec Endpoint Protection – client for MS Windows
* Symantec Endpoint Protection – client for Mac OS X
* Symantec Network Access Control – client for MS Windows
* Central Quarantine
* Symantec Endpoint Protection documentation – only check for localized

The scope of this testing activity will not include:

* Any web site from SEP
* Any support information for customer

EMEA L10N team will testing next languages:

* Brazilian
* Czech
* German
* Italian
* Spanish

# FEATURES TO BE TESTED

Testing is executed in next aspects:

* Functional
* L10N
* I18N
* Compatibilyty
* UI testing

In this project we will testing next product component:

|  |  |  |  |
| --- | --- | --- | --- |
| **Feature teams** | **Existing Features** | **Priority** |  |
|  | Reporting | H | H |
|  | LiveUpdate | H |
| SEPM | Installation | H |
| Migration | H |
| Communication | M |
| Default Policy | M |
| Client tab | M |
| Client Deploing | M |
| Notification | M |
| Logs | M |
| Admin tab | L |
| Host Integrity policy | L |
| IMDP | Installation | H | H |
| Client deployment wizard  multilingual scenarios | H |
| Migration from Tesla/LightCycle | H |
| AutoUpgrade Localized Clients | H |
| Client Remote Puch | H |
| Replace on Reboot | M |
| WEBUI | WebConsole | H | H |
| WEB Java Console | H |
| MAC | Manage Client | H | H |
| Client | H |
| Install & Uninstall | H |
| Migration | L |
|  | Trialware | M | M |
| License |  |
| Paid License | M | L |
| SNAC | HI | L |
| Communication with SNAC client | L |

# FEATURES NOT TO BE TESTED

The following features will not be tested in this release:

* LiveUpdate Administrator
* Additional tools for SEPM
* Central Quarantine Server/Console and LiveUpdate User Interface due to remaining old version of these features in this release.
* Symantec Endpoint Protection for LINUX operation systems
* Web sites content, only testing of correct link redirecting

# APPROACH

The approach of the testing is risk-based testing. Each test case prioritized as, High, Medium, Low. First of all must executed test case with High priority. Test case with low priority can be executed using a small amount of resources. High priority have functional testing localized builds, new function, testing on new OS version. Medium priority have migration for oldest version and patch for oldest SEP clients.

Small Business Edition have Low priority. Also Low priority have Symantec Network Access Control.

On new pass, QA team must make regression testing, verifying bugs. After this execute installation checks, execute test case.

4 QA Passes were planned for testing, including one RC/RTM Pass:

Pass 1

During 1 QA Pass QA team must provide full testing cycle for all languages, including installation checks, using full list of LTO and take screenshots for LR.

Pass 3

During QA Pass 3 QA team must regress bugs, which will be fixed during QA Pass 2 and then begin testing for all languages, installation checks, using templates, documents verifying, patching and migrations from older versions.

Pass2

During QA Pass 2 is planned as regression Pass to regress all logged during 1 Pass fixed bugs and to verify that their fixing didn’t cause new issues.

RC Pass

RC Pass includes testing of high priority parts of product, checking documentation, patching and migration from older versions and bug regression and closing

Pass 4

During QA Pass 4 QA team must regress bugs, which will be fixed during QA Pass 3 and then begin testing for all languages, installation checks, using templates, documents verifying, patching and migrations from older versions.

**Automation Tools which we will use:**

* *Shadow Sort (Using on Pass1)*

This tool is developed by Brandt Technologies specifically to support all local languages linguistic review for L10N process. It would be used to take screenshots.

* *Autoinstall BAT (Using on Pass 3 and Pass4)*

This tool is being used to test SEP unmanaged Client patch for all L10N Builds. According to Experiencesofformer releases, SEP patch testing spent 3~4 man day for each language. We expect to save man-Day cost 50+% by using Autoinstall BAT.

* *AutoBA (Using on all Passes)*

This tool is used to do basic BAT (Build Acceptance Testing) testing for new local build.

Due to limited hardware resources sharing with other teams we might have not enough time to get BAT report for all localized builds.

Requests to improve situation have been submitted and we plan to apply at least on 1-2 languages.

**Defect Tracking**

The Etrack is used by L10N testers to log and track all defects. L10N testers and developers will enter their data into the Etrack database following the field entry definitions described below.

|  |  |
| --- | --- |
| **Field** | **Populate With** |
| **Product** | SEP |
| **Version** | 12.x.Ferrari-BR-XXX (XXX is Feature branch’s name)  12.x.Ferrari (Integration branch) |
| **Target Version** | According to the defect reporting process |
| **Abstract** | Add “[LOC\_’build language’]“ before the abstract for L10N defects or add “[I18N]“ before the abstract for I18N defect |
| **Assigned To** | Unassigned |
| **Type** | Specify Defect or Enhancement |
| **Severity** | Specify the [Severity](#_Defect_Categorization_Severity) based on the definition |
| **Priority** | QAs don’t fill out the field |
| **Milestone** | QAs don’t fill out the field |
| **Build** | Specify the build number in which this issue was observed |
| **Category** | Specify the Upper-Level Component for the Product |
| **User-Defined List** | QAs don’t fill out the field |
| **Description** | Specify detailed steps to reproduce the scenario |
| **Configuration** | Provide a description of the system or environment configuration in which the test was ran |
| **Language** | Specify the language code, if the defect is applicable only to particular charset. |
| **State** | Specify according to the [defect workflow](#_Bug_Defect_workflow) |
| **Platform** | Specify platform on which test was run |
| **OS\_Version** | Specify operating system version on which test was run |

Etrack Parameter : PRODUCT = 'SEP\_L10N' AND VERSION = '12.1\_RU5'

[https://engtools.engba.symantec.com/Etrack/readonly\_query.php?query\_name=Ferrari-L10N&query\_owner=echo\_yu&sid=etrack](https://engtools.veritas.com/Etrack/readonly_query.php?query_name=Ferrari-L10N&query_owner=echo_yu&sid=etrack)

If defect present on all language except English – using XENG language. XENG can log for next defect type :

* English text
* Functional
* Corrupted text

If defect present on several languages (but not for all) using MULTI language.

**Severity and Priority**

Defect Severity indicates how serious the defect is and reflects its impact on the product and customers of product. Defect Severity is expressed by values: 1-critical severity, 2-major severity, 3-minor severity and 4-cosmetic severity.

Defect Priority indicates how important it is to fix the defect and when it should be fixed. Defect Priority is expressed by values: 1-immediate priority, 2-at the earliest priority, 3-normal priority and 4-later priority.

|  |  |
| --- | --- |
| **Severity** | **Conditions** |
| 1 | * System crashes or hangs, data loss or date corruption in localized environment * Obvious failing functionality in localized environment * A major area of the application is affected and it is significant to business process |
| 2 | * Operational errors, wrong results or loss of product functionality in localized environment * Defect affects an area of functionality but there is work-around which negates impact to business process * Inability to enter localized characters or invalid processing of them * Invalid display of localized characters * No support for OS regional settings * Invalid encoding |
| 3 | * Impairment in application’s usability * Defects occurs only at certain boundary conditions * Sorting and various problems with encoding/codepage * Issues in file resources * No room on UI for string extension by localization |
| 4 | * Defect related to the aesthetics of application running in localized environment * Request for I18N enhancement * Defect doesn’t impact use of the product in localized environment |

|  |  |
| --- | --- |
| **Priority** | **Conditions** |
| 1 | * Defect blocks further I18N testing and is very visible * Application cannot run in localized environment until the fix has been applied |
| 2 | * Defect impairs I18N testing activities * Application use in localized environment will be severely affected until the defect is fixed |
| 3 | * Defect has low impact on further I18N testing |
| 4 | * Defect doesn’t affect I18N testing activities and can be fixed after more serious defects have been fixed |

# TEST ENTRY/EXIT CRITERIA

The entry criteria define what need to start the testing:

* All personnel involved in the testing effort must be trained in the tools to be used in the testing process.
* Test environments are fully configured and available for use, having completed successful environment stability checks and, where required, test user profiles created.
* All the necessary documentation, design, and requirements information should be available that will allow testers to operate the system and judge the correct behavior.
* Configuration management process is finished and signed off by the development and test teams.
* All the standard software tools including the testing tools must have been successfully installed and functioning properly.
* Exit Criteria from previous test phase achieved.
* The Graphical User Interface must be fully functional.
* All developed code must be unit tested.  Unit testing must be completed and signed off by the development team.
* Integration Testing must be complete and exposed bugs must be corrected.
* Proper test data is available.

The exit criteria define what need to finish the testing:

* All planned test cases have been executed.
* A certain level of requirements coverage has been achieved.
* There is no priority 1 and 2 defects, no critical and major severity defects remaining open.
* All high-risk areas have been fully tested.
* All the risks and issues are identified during testing and formally documented.
* No deferred issues with 1 and 2 severity
* All defects are fixed or closed.
* The schedule has been achieved.

# ITEM PASS/FAIL CRITERIA

Item pass criteria:

* During QA Pass 1 75% of the test cases must be executed and results of execution must be PASSED
* During QA Pass 2 85% of the test cases must be executed and results of execution must be PASSED
* 95% of the test cases during QA Pass 3 and later must be executed and results of execution must be PASSED
* All test cases dealing with critical functionality must be executed with result PASSED
* Documentation and EULA must be localized
* No missing text
* All components are present in build

Item fail criteria:

* Less than 75% of the test cases during QA Pass 1 will be executed or results of execution will be FAILED
* Less than 85% of the test cases will be executed or results of execution will be FAILED during QA Pass 2
* Less than 95% of the test cases during QA Pass 3 and later will be executed or results of execution will be FAILED
* Less than 100% of the test cases, which are dealing with critical functionality, will be executed or results of their execution will be FAILED
* Documentation and EULA are not localized
* There are missing texts
* Any component is missing

Test case pass/fail criteria:

* PASSED – if after test case passing no critical cosmetic issues and no functional bugs were found
* FAILED – if after test case passing critical UI issues or any functional bugs were found

# SUSPENSION CRITERIA AND RESUMPTION REQUIREMENTS

Testing should be terminated when:

* New build doesn’t install
* New build doesn’t run
* New build is wholly or big part unlocalaized
* New build doesn’t work correctly
* Product geometry is broken
* Main product’s functionality doesn’t work

Resumption requirements:

* If testing is suspended, resumption will only occur if every encountered problem which caused the suspension had been resolved. When a critical defect is a cause of suspension, the “FIX” must be verified by the testing team before testing is resumed.

# TEST DELIVERABLES

The following documents will be generated as result of these testing activity:

* Documentation for preparation of tests:
  + Test Plan (this document) - plan how the testing will proceed.
  + Test Design Specification - It records what needs to be tested, and is derived from the docments that come into the testing stage, such as requirements and design. It records which features of a test item are to be tested, and how a successful test of the features would be recognized.
  + Test Case Specification - The test cases are prodused when the test design is completed. The cases specify for each testing requirement.
* Documentation for running the tests:
* Test Incident Report Logs – The report consists of all details of the incident such as actual and expected result, when it failed and any supporting evidence that will help in this resolution.
* Test Log (Weekly L10N Test Status Report) – The Test Log records the details of what Test Cases have been run, the order of their running, and the results of the test. The result are either the test passed, meaning that the actual and expected results were identical, or it failed and that there was a discrepancy.
* Documentation for completion of testing:
  + Test Summary Report – The Test Summary brings together all pertinent information about the testing, including an assessment about how well the testing has been done, the number of incidents raised and outstanding, and crucially an assessment about the quality of the system.

# ENVINRONMENTAL NEEDS

All testing activities will be executed using VMware Workstation v. 10.0 and VMware ESX technologies.

The list of necessary operating systems for the testing and their combinations you can find in the “Environmental needs” document.

All Windows OS must be updated according to the latest updates, with turned off Firewall settings, turned off User Account Control settings, turned on network services to be able to have connection with each other over the local test network and install default IIS.

On all MAC OS must be turned on Remote Management, Remote Login, File Sharing and enabled Root User.

**OS Languages (Windows):**

* Brazilian
* Czech
* German
* Italian
* Spanish

**OS Languages (MAC):**

* Brazilian
* German
* Italian
* Spanish

# TRAININGS NEEDS

If there are new Qas in the team, they will need training for Symantec Endpoint Protection. Also they need training for using MAC OS and for any test tools to be used in testing.

# RESPONSIBILITIES

## 

**Base Team Contacts:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Name** | | **Role** | **Email** | **Location** | |
| Base Team(US) | | |  | | |
| Asim Jafri | PGM | | asim.jafri@symantec.com | | US |
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## 

**G11N Team Contacts:**

|  |  |  |  |
| --- | --- | --- | --- |
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# SCHEDULE

This part defines list of dates when testing will take place.

|  |  |  |
| --- | --- | --- |
| **Milestone** | **Start Date** | **End Date** |
| QA Pass0 | Mon 12/05/2014 | Fri 30/05/2014 |
| QA Pass1 | Wed 04/06/2014 | Mon 23/06/2014 |
| QA Pass2 | Thu 26/06/2014 | Mon 28/07/2014 |
| QA Pass3 | Thu 31/07/2014 | Fri 22/07/2014 |
| RC Pass | Wed 27/08/2014 | Thu 11/08/2014 |

Meetings:

* L10N QA/DEV meeting: 11:00 every Thursday (Kyiv Time) (17:00 – Beijing Time)

Test Status Report:

* L10N team should send Weekly L10N Test Status Report on Friday to L10N PGM

# SOFTWARE RISK ISSUES

This part describes possible and existing risks, critical product areas, which are known from previous releases and new feature.

* Deploying Symantec Endpoint Protection clients on different versions of Windows OS and connection status between SEPM console and SEP clients.
* Deploying Symantec Endpoint Protection clients on different versions of MAC OS and connection status between SEPM console and SEP clients.
* Checking for corrupted text and other UI defects in new features - Power Eraser scan, Power Eraser notification, SMR, Client change password.
* Checking for corrupted text and other UI defects during installation, on user’s interface and in mails from Outlook Auto-Protect and Internet Auto-Protect functionality.
* Risk of product’s crashing after detecting viruses by SONAR technology
* Checking the proper work of SEP client’s protection technology after migration and patching from old version to the latest version.
* New functionality

# PLANNING RISKS

|  |  |  |  |
| --- | --- | --- | --- |
| **Risk** | **Impact**  **(L/M/H)** | **Probability**  **(L/M/H)** | **Mitigation Plan** |
| Lack of key personnel (illness, changing workplace, etc.) | H | H | Involvement of resources from other projects, which are not so busy. Working team can use an option of “overtime work”. |
| Wrong time estimation | H | H | Involvement of resources from other projects, which are not so busy. Working team can use an option of “overtime work”. Testing of parts of product which are not of special importance may be omitted. |
| Unavailable localized builds | H | M | Testing of the previous version of the build or preparation of testing environment/ updating of operating systems/ updating of test cases. |
| Loss of information or collapse of buildings as a result of an accident, fire or natural disaster | H | L | To restore available information if it is possible, otherwise to postpone testing until it’s execution will be possible. |
| New people in the team without sufficient experience of work with a product | M | M | Obligations and duties of workers with sufficient experience can be extended. |
| Problems with testing network, testing environment (problems with ESX technology or VMware Workstation) | M | M | Usage of available local resources. Usage of operating system by means of VMware Workstation, if ESX is not available and vice versa. |

# APPROVALS

The EMEA QA Lead must approve this test plan and allow the project to proceed to the next level.

# GLOSSARY

* G11N - Globalization
* I18N – Internationalization
* L10N – Localization
* LU – LiveUpdate
* SEP – Symantec Endpoint Protection
* SEPM – Symantec Endpoint Protection Manager
* SNAC – Symantec Network Access Control
* EE – Enterprise Edition
* SBE – Small Business Edition
* QCS – Quarantine Central Server
* SMR – Symantec Maximum Repair
* RC– Release Candidate
* RTM - Release To Manufacturing
* EMEA - Europe, Middle East & Africa
* APJ - Asia, Pacific Rim, Japan, Australia & New Zealand