To validate whether the "Find in Page" functionality is working on Chrome for mobile, I would take the following systematic approach:

Based on the complete analysis, it will be determined if this functionality will be considered as follows:

* - Bug
* - Improvement/ Enhancement
* - Working as defined/ No Action needed

**Wireframe Design**



**1. Initial Verification**

* **Customer Requests:** Review any open bugs or improvement requests submitted by customers related to this feature. Discuss these with the internal customer-facing team and examine CRM tools. This will provide insight into any existing customer issues.
* **Test on Multiple Devices:** Use different mobile devices with varying operating systems (e.g., Android, iOS, Windows, BlackBerry) to test the feature. This helps determine if the issue is device specific.
* **Check Different Chrome Versions:** Ensure tests are conducted on the latest version of Chrome and a few previous versions to see if the issue is version specific.

**2. Testing Methodology**

* **Perform a Basic Functionality Test and document steps:**
  + Open a webpage in Chrome on a mobile device.
  + Use the "Find in Page" feature by selecting the option from the menu.
  + Search for a common word present on the webpage.
  + Observe if the search highlights the word and provides navigation to the next occurrences.
* **Test with Various Page Types:**
  + Static pages (e.g., simple HTML)
  + Dynamic pages (e.g., JavaScript-heavy sites)
  + Pages with different layouts (e.g., responsive design)

**3. User Experience Assessment**

* **Gather User Feedback:** Check recent user reviews or feedback on app stores and forums to see if users have reported issues with this feature. Understand the customer pain points.
* **Simulate Common Use Cases:** Test the feature under typical user scenarios, such as poor network conditions or heavy multitasking, which might affect functionality.

**4. Technical Investigation**

* **Check for Known Issues:** Look through the bug tracking system for any logged issues related to the "Find in Page" feature.
* **Review Recent Updates:** Analyze recent changes or updates in the Chrome mobile app that could potentially affect the feature.

**5. Collaboration with Teams**

* **Mockup (if needed):** Create UI/UX design mockups to document correct behavior.
* **Engage with the Development Team:** Discuss the functionality with the developers to understand any recent code changes or known bugs.
* **Coordinate with QA:** Work with the QA team to run comprehensive tests and verify results using the regression analysis.

**Root Cause Analysis (RCA) Steps:**

If it is determined that this case was missed, perform the Root Cause Analysis to the underlying organizational requirement/process/activity which is the explanation as to why the immediate cause occurred; this is what must change, in order to prevent the recurrence of the problem the underlying organizational requirement/process/activity which is the explanation as to why the immediate cause occurred; this is what must change, in order to prevent the recurrence of the problem

Depending on each RCA, need to define Root cause category, Description and Action

**Actions:**

1. **Missed Impact Evaluation-** The defect resulted from an incomplete impact assessment that failed to identify other affected components of a change.
2. **Test Case Missing-** The bug got missed due to missing test case because of which bug was not identified during test execution phase.
3. **Missed Test Execution-** Test case was present in the related test suite; however, it was not considered during test execution/run due to reasons like stringent timelines, test prioritization.
4. **Documentation Issue-** Customer or user was unaware about the functionality / workflow which resulted in customer issue / bug.
5. **Data Specific Issue-** Lack of comprehensive test data leads to the failure to validate edge cases. Test and local development environments may lack rich data, hindering the Development and/or QA team’s ability to fully simulate and test certain features.
6. **Design Issue-** Customer issue / bug is a result of incorrect system design / architecture used in the initial phases of the feature development.
7. **Lack of functional/product knowledge-** Inconsistencies in product implementation often stem from a lack of understanding across components or features resulting in bad release quality, customer issues.
8. **DevSecOps Issue-** Deployment or build problems caused by configuration mistakes, such as incorrect environment variable setup or version control tag errors.
9. **Code Quality Issue and Coverage:** Issues introduced due to lack of technical knowledge of the technology or lack of experience in general coding practices. Identify technical training to improve knowledge on specific technology areas.

**6. Technical Documentation and Reporting**

* **Document Findings:** Keep a detailed record of all tests conducted, including devices, OS versions, Chrome versions, and webpage types.
* **Report the Issue (if confirmed):** If the feature is confirmed to be non-functional, prepare a detailed report with evidence and share it with the relevant teams for prompt action.
* **Release Notes:** Send the release notes ones it is resolved.

**7. Communication**

* **Inform the Stakeholders:** If an issue is found, communicate the findings to relevant stakeholders, including the senior executive, with assurance that the team is addressing it.
* **Provide Updates:** Keep stakeholders informed about the progress of any fixes and retesting efforts.