



## American International University-Bangladesh (AIUB)

Department of Computer Science

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Section: E

Software Quality Assurance and Testing

### **Tour and Travel Management System**

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# Software Test Plan

for

<Project>

Version 1.0 approved

Prepared by <author>

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<date created>

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Name:

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Sign:

Date:

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## Revision History

Revision	Date	Updated by	Update Comments
0.1	2023.06.04	Durjoy Ghosh	First Draft
0.2	2003.11.19	Humaira Rashid Hiya	Second Draft

# 1. INTRODUCTION

In the highly competitive travel and tourism industry, it is crucial for companies to provide a seamless and enjoyable experience for their customers. A Tours and Travel Management System is an essential tool for companies to manage their operations, bookings, and customer interactions. However, even the most well-designed software can have errors or defects that can affect the user experience and damage the company's reputation. This is where software testing comes in.

Software testing is the process of evaluating a software system or application to ensure that it meets its specified requirements and works as expected. In the context of TTMS, software testing helps to identify any bugs, errors, or inconsistencies that could affect the user's ability to book and manage their travel plans. Testing can also ensure that the TTMS is secure, reliable, and performs well under different scenarios, such as high user traffic or unexpected downtime.

## Background to the Problem

- Managing manually at a relatively low processing rate.
- Managing a travel management system manually can be a time-consuming process.
- Managing a travel management system manually can be inefficient, as it requires a lot of manual labor.
- Manual processes can be inefficient, resulting in delays, redundancies, and inconsistencies.

## Solution to the Problem

- Improve efficiency of all processes and increase staff access to their job for improved outcomes.
- Save time and ensure error free operations.
- Improve efficiency and increase work volume capacity.
- Better Collaboration & Communication.

## 2. REQUIREMENT SPECIFICATION

### System Features

#### 1. System Login

- The software shall allow users to login with their given username and password.
- If the username and/or password has been inserted wrong for more than three times, the random verification code will be generated by the system to retry login.
- If the number of login attempt exceeds its limit (5 times), the system shall block the useraccount login for one hour.

**Priority Level:** High

**Precondition:** user have valid user id and password

#### 2. System Registration

- The software shall allow users to register with their name, email, username, password, phone number.
- If the username is already used in the system, the system shall give an error message.
- Without provided valid username, email or phone number, the user shall not register.

**Priority Level:** High

**Precondition:** user must provide proper information

#### 3. User can edit and update profile

- The software shall allow users to update and delete profile information.
- The system shall store the updated information of the users.

**Priority Level:** Medium

**Precondition:** user must update profile with valid information.

#### 4. Admin can add, update and delete package information

- The software shall allow admin to add, update and delete package information.
- The system shall store the updated information of the packages.
- If the package already exists, system shall give warning.

**Priority Level:** Medium

**Precondition:** Admin must add packages with detailed information.

#### 5. Admin can assign manager

- The software shall allow admin to add manager to manage the packages.
- The system shall store the information of the manager.

**Priority Level:** Medium

**Precondition:** Admin must give major access to manager.

#### 6. User can order packages with online payment

- The software shall allow users to order packages and make payment online.

**Priority Level:** Medium

**Precondition:** User must provide valid payment information.

7. User can rate the service

- The software shall allow user to give ratings and feedback.
- The ratings of the packages shall be updated in the system.

**Priority Level:** Medium

**Precondition:** Users must give ratings between 1 to 5 stars.

### 3. System Quality Attributes

- **Security:** It is secured and prevented from the exposure of system hacking.
- **Reliability:** The system can provide service 24/7
- **Usability:** It is quite easy for both the admin panel and customer panel operate this software.
- **Efficiency:** A 64-bit operating system like Windows 10 or later and 4 GB RAM or more.
- **Maintainability:** There should be scope for system change amplification and correction in any emerging situation. A maintenance programmer shall be able to modify existing feature to make change or correct any feature.

#### 4. System Interface



*Figure 1: Home page*

## Tour and Travels Management System

General

First Name

Last Name

Username

Him

Password

\*\*\*

Confirm Password

Gender

☐ Male ☐ Female

Contact

Email

Mobile no

Address

Street/House/Road

Country

Bangladesh

Register

Already have an account?

Login

Figure 2: Registration Module of the System



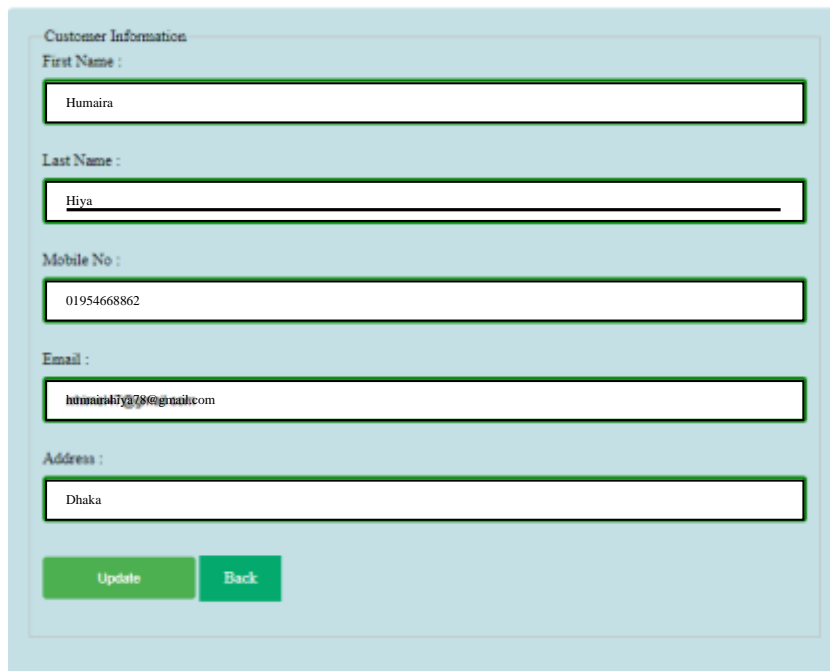
## Tour and Travels Management System



The login page features a light blue background. At the top, the title "Tour and Travels Management System" is centered. Below it, a white box with a green border contains the login form. The form includes a "Username" label and a text input field with the value "Him". Below this is a "Password" label and a text input field with three asterisks. A "Remember me" checkbox is checked, and a green button labeled "Forgotten password?" is positioned below it. At the bottom of the white box is a green button labeled "Login".

Figure 3: Login Module of the System

## Tour and Travels Management System



The user profile page has a light blue background. The title "Tour and Travels Management System" is centered at the top. Below it, a white box with a green border contains the "Customer Information" form. The form includes labels for "First Name", "Last Name", "Mobile No", "Email", and "Address", each followed by a text input field. The fields contain the values "Humaira", "Hiya", "01954668862", "humaira4738@gmail.com", and "Dhaka" respectively. At the bottom of the white box are two green buttons labeled "Update" and "Back".

Figure 4: User Profile Module

## Tour and Travels Management System

Package List :				
Package Name	Hotel Name	Location	Cost	Rating
bandarban	bandarban	bandarban	5000	4.8
CoxBazar	Seagul	coxbazar	3000	4.5
Sylhet	Grand sultan	Sylhet	3000	4.8

[Compare](#)[Search](#)[Back](#)[Logout](#)

Figure 5: Package Lists

## Tour and Travels Management System

### Add Package

Package Information

Package Name

Hotel Name

Location

Cost

Rating

Add

Figure 6: Admin Add Package Module

## Tour and Travels Management System

Package Name	Hotel Name	Location	Cost	Rating	Order
bandarban	bandarban	bandarban	5000	4.8	<a href="#">Click here</a>
CoxBazar	Seagul	coxbazar	5000	4.5	<a href="#">Click here</a>
Sylhet	Grand sultan	Sylhet	5000	4.8	<a href="#">Click here</a>

[Go back](#)[Logout](#)

Figure 7: Order Package Module

## Tour and Travels Management System

### You have ordered a package

Package Information

Package name : bandarban

Hotel Name : bandarban

Location : bandarban

Cost : 5000

Rating : 4.8

[Cancel](#)[Make Payment](#)

Figure 8: Package Information Module

# Tour and Travels Management System

## Give Rating

General

**Package Name : Cox's Bazar**

**Hotel Name : Seagul**

**Location : Cox's Bazar**

**Cost : 5000**

Give ratings ☐ 1\* ☐ 2\* ☐ 3\* ☐ 4\* ☐ 5\*

Confirm

*Figure 9: Ratings and Feedback Module*

## 5. FEATURES NOT TO BE TESTED

We're focusing our testing efforts on key areas of the Tour and Travel Management System. However, there are some aspects that won't be directly tested. Here's a simple breakdown:

### **Mobile Apps:**

What's Not Tested: Apps on phones and tablets.

Why: Users handle these apps, so testing is up to them. We'll help with data info, but they're in charge of checking their apps.

### **Payments:**

What's Not Tested: Outside payment services.

Why: Payment companies control this part. We'll make sure our system connects, but they're responsible for payment testing.

### **Client Reports:**

What's Not Tested: Spreadsheets clients use.

Why: Clients manage their reports. We'll give data details, but they run the show for testing their tools.

### **Custom Stuff:**

What's Not Tested: Extra things clients or others build.

Why: If clients or others add special features, it's their job to check them. We'll provide info to make it work together.

## 6. TESTING APPROACH

### 6.1 Testing Levels

- **Unit Testing:**  
Developers perform unit testing, approved by the team leader.  
Proof of unit testing, including test cases, sample outputs, and defect details, is required.  
Test manager oversees and coordinates unit testing.
- **System/Integration Testing:**  
Test manager, development team leader, and developers collaborate.  
No specific test tools available; testing starts after critical defects are fixed.  
Up to two major defects allowed if they don't hinder testing.
- **Acceptance Testing:**  
End users lead acceptance testing with support from the test manager and team leader.  
Runs in parallel with the manual ZIP/FAX process for a month after System/Integration testing.

### 6.2 Test Tools

The only test tools to be used are the standard AS/400 provided utilities and commands.

- o The Program Development Manager (PDM) will be used as the source version configuration management tool in conjunction with the in-house check-in/check-out control utility. The check-in/out utility is part of each developer's standard AS/400 access menu.
- o The initial prototypes for the new screens will be developed using the AS/400 Screen Design Aid (SDA). The initial layout and general content of the screens will be shown to the sales administration staff prior to proceeding with testing and development of the screens.

### 6.3 Meetings

The test team will meet once in every week to evaluate progress to date and to identify error trends and problems as early as possible. The test team leader will meet with development and the project manager once every two weeks as well. These two meetings will be scheduled on different weeks. Additional meetings can be called as required for emergency situations.

#### 4 TEST CASES/TEST ITEMS

Project Name: Tour and Travel Management System		Test Design by:Humaira Rashid Hiya, Hamim,Ashaduzzaman		
Test case ID:FTM033		Test Designed date: 10.12.2023		
Test Priority (Low,Medium,High): High		Test Executed by: Durjoy Ghosh, Md.Rabiul Islam Rasel		
Module Name: Login Session		Test Executed date:12.12.2023		
Test Title: verify login with valid username and password				
Description: Test TTM Login page				
Precondition: Valid username and password in system Database				
Test steps	Test Data	Expected Result	Actual Results	Status (Pass/Fail)
1. Go to website 2. Enter username 3. Enter password 4. Click submit	Username:hiya74  Password:12345@hiya	User should login into the admin dashboard the application	As expected	Pass
Post Condition: User is validated with database and successfully login to account				

Project Name: Tour and Travel Management System		Test Design by: Humaira Rashid Hiya, Hamim,Ashaduzzaman		
Test case ID:FTM04		Test Designed date: 13.12.2023		
Test Priority (Low,Medium,High): High		Test Executed by: Durjoy Ghosh, Md.Rabiul Islam Rasel		
Module Name:Test sign up page		Test Executed date:15.12.2023		
Test Title:Verify sign up				
Description: Test TTM sign up				
Precondition:User must filled all required fields				
Test steps	Test Data	Expected Result	Actual Results	Status (Pass/Fail)
1. user go to website 2. Go the sign up page 3. Filed required fields 4. Click sign up	Name:Humaira Rashid Hiya Username:hiya74 Email:hiya78@gmail.com Password:12345@hiya	User go the login page	As expected	Pass
Post Condition: The user successfully sign up with the system				



Project Name: Tour and Travel Management System			Test Design by: Humaira Rashid Hiya, Hamim,Ashaduzzaman	
Test case ID:FTM05			Test Designed date: 13.12.2023	
Test Priority (Low,Medium,High): Medium			Test Executed by: Durjoy Ghosh, Md.Rabiul Islam Rasel	
Module Name:verify search package			Test Executed date:15.12.2023	
Test Title:TMM Dashbroad search				
Description:Search offer package				
Precondition:user search by word and show all offer package				
Test steps	Test Data	Expected Result	Actual Results	Status (Pass/Fail)
1. Go the website 2. search in search box 3. Click search button	Search:thailan d package	Show all Thailand package	As expected	Pass
Post Condition:user successfully get search result				

Project Name:Tour and Travel ManagementSystem			Test Design by: Humaira Rashid Hiya, Hamim,Ashaduzzaman	
Test case ID:FTM06			Test Designed date: 17.12.2023	
Test Priority (Low,Medium,High): Medium			Test Executed by: Durjoy Ghosh, Md.Rabiul Islam Rasel	
Module Name:verify update profile			Test Executed date:18.12.2023	
Test Title:TMM user update profile				
Description: user profile update				
Precondition:user update his information successfully				
Test steps	Test Data	Expected Result	Actual Results	Status (Pass/Fail)
1. Go the website 2.login his profile 3.go to hisprofile 4.click update profile	Name:Hum aira rashid Hiya  Email:hiya78 @gmai.com  Username:hiya74  Password:1234 5@hiya	User information update successfully	As expected	Pass
Post Condition:user successfully get search result				

## 5 ITEM PASS/FAIL CRITERIA

Item is considered as passed if it passes 95% of test cases of the test suite. Other it's considered a failure.

## 6 TEST DELIVERABLES

The following will be delivered

1. **Acceptance Test Plan:**
  - Guides end users in conducting acceptance tests.
  - Outlines strategy, scope, resources, and schedule.
  - Includes parallel testing with existing processes.
2. **System/Integration Test Plan:**
  - Defines approach, objectives, and roles.
  - Specifies criteria for entering testing phases.
3. **Unit Test Plans/Turnover Documentation:**
  - Documents developer-led unit testing.
  - Includes test cases, outputs, and turnover details.
4. **Screen Prototypes:**
  - Initial layouts for new screens.
  - Reviewed by sales administration staff.
5. **Report Mock-ups:**
  - Visual representations of expected reports.
6. **Defect/Incident Reports:**
  - Documents issues identified during testing.
  - Summaries detail impact and resolution.
7. **Test Logs/Turnover Reports:**
  - Logs test activities and outcomes.
  - Summarizes testing phases and transitions.

## 7 STAFFING AND TRAINING NEEDS

### 7.1 Staffing:

#### Preferable Tester Assignment:

- One full-time tester for system/integration and acceptance testing.
- Part-time involvement at project start for reviews and initial participation.
- Full-time involvement approximately four months into the project.

### 7.2 Contingency:

- If a dedicated tester is unavailable, the project/test manager will assume the testing role.

### 7.3 Training Needs:

#### EDI Interface:

- Developers and tester(s) require training on basic EDI interface operations.
- Operations staff to undergo comprehensive EDI communications process training before final project acceptance.
- New Screens and Reports:
- Sales administration staff needs training on the usage of new screens and understanding of generated reports.

## 8 RESPONSIBILITIES

	TM	PM	Dev Team	Test Team	Client
Acceptance test Documentation & Execution	X	X		X	X
System/Integration test Documentation & Exec.	X		X	X	
Unit test documentation & execution	X		X	X	
System Design Reviews	X	X	X	X	X
Detail Design Reviews	X	X	X	X	
Test procedures and rules	X	X	X	X	
Screen & Report prototype reviews			X	X	X
Change Control and regression testing	X	X	X	X	X

## 9 TESTING SCHEDULE

Time has been allocated within the project plan for the following testing activities. The specific dates and times for each activity are defined in the project plan timeline. The persons required for each process are detailed in the project timeline and plan as well. Coordination of the personnel required for each task, test team, development team, management and customer will be handled by the project manager in conjunction with the development and test team leaders. Schedule must be done using any PM tool.



## 10. PLANNING RISKS AND CONTINGENCIES

Limited Reassigned Sales staff. The Reassigned Sales administration staff currently has two positions unfilled. As a result of this staff shortage there may be delays in getting staff to review appropriate documents and to participate in the Acceptance test process. Should client staff become a problem, the appropriate dates for reviews and acceptance testing will slip accordingly. No attempt will be made to bypass any part of the review and testing processes.

## 11. CONCLUSION

In conclusion, our project plan meticulously outlines the schedule and coordination details for testing activities. With dedicated time slots, clear roles, and collaborative efforts led by the project manager, we are well-positioned to navigate the testing phases effectively. The integration of a project management tool further enhances our ability to meet timelines and deliver successful outcomes. This structured approach reflects our commitment to achieving project milestones and ensuring the seamless collaboration of teams throughout the testing process.