



Testing Software Quality Characteristics – Part 2

Error Detection, Recovery and
Serviceability Testing

Objective



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Develop error
detection,
recovery and
serviceability tests

Error Detection and Recovery Testing



Overall system reliability and availability is dependent upon the system's ability to detect and recover from a variety of failures

- User
- Hardware
- Software
- Other systems

Error Detection and Recovery Testing (cont'd)



| It is essential to have a list of the errors to recover from specified in the requirements

| Usual testing approach consists of error injection

Serviceability Testing



- | Important for system availability

- | Objective is to verify serviceability requirements are being met

- e.g. "critical problems will receive fixes or workarounds within 4 hours"

- | Serviceability includes all aspects of problem reporting, isolation, correction, verification and fix release

- | Usual testing approach is to inject a failure and assess response

Summary

