

# Incident Resolution Manager Black Box Test Plan

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## Introduction

This Black Box Test should test the ability to load and view incidents,, transitions between states and basic functionality. To being the black box test right click on IncidentManagementViewer and select "Run as application".

Test ID	Description	Expected Results	Actual Results
Test 1: test new Incident creation	<b>Preconditions: application loads</b>  User selects "Load" from menu and navigates to exp_incident_all.xml;	The Incident list panel is populated with 6 incidents:  <ol style="list-style-type: none"><li>1. Jenkins Installation</li><li>2. Jenkins VM Hard Drive</li><li>3. Mount Data drive to VM</li><li>4. Permissions issue with reading files</li><li>5. Unable to use SSH on NCSU wireless</li><li>6. What's the best pizza place near Centennial Campus?</li></ol>	The Incident list panel is populated with 6 incidents:  <ul style="list-style-type: none"><li>• Jenkins Installation</li><li>• Jenkins VM Hard Drive</li><li>• Mount Data drive to VM</li><li>• Permissions issue with reading files</li><li>• Unable to use SSH on NCSU wireless</li><li>• What's the best pizza place near Centennial Campus?</li></ul>
Test 2: Test transition from new to inProgress	<b>Preconditions: application loads, and Test 1 passes</b>  <b>User selects "Install latest Jenkins system on215 VM"</b>  <b>User then selects "Edit Selected Incident"</b>  <b>Incident's information should be displayed</b>  <b>User then enters "cjugurley" in owner ID and presses "Investigate"</b>  <b>User Click "return"</b>	The incident's state should be updated to "In Progress" and the listing should reflect the updated state;  then the user should be redirected to the incident list (that displays updated information)	The incident's state should be updated to "In Progress" and the listing should reflect the updated state;  then the user should be redirected to the incident list (that displays updated information)
Test 3: Test Transition from inProgress to OnHold	<b>Preconditions: Test 2 passes</b>  <b>User selects the Incident: "Install latest Jenkins system on215 VM"</b>  <b>User then selects "Edit Selected Incidents"</b>  <b>Incident's information should be displayed</b>  <b>User then selects "Awaiting Caller" from "On Hold Reason" from drop down menu and clicks "Hold" button.</b>	The user should returned to the incident list that now reflects the changes and updated state  -"Install latest Jenkins system on215 VM" should now be in the "On Hold" state.	The user should returned to the incident list that now reflects the changes and updated state  -"Install latest Jenkins system on215 VM" should now be in the "On Hold" state.

Test 4: Test Transition from OnHold to inProgress	<p><b>Preconditions: Test 3 passes</b></p> <p><b>User selects the Incident: “Install latest Jenkins system on215 VM”</b></p> <p><b>User then selects “Edit Selected Incidents”</b></p> <p><b>User then selects the “Reopen” button from the menu.</b></p>	<p>User should be returned to the incident list and the listing should reflect the change to the incident:</p> <p><b>-“Install latest Jenkins system on215 VM” should now be in the “In Progress” state.</b></p>	<p>User should be returned to the incident list and the listing should reflect the change to the incident:</p> <p><b>-“Install latest Jenkins system on215 VM” should now be in the “In Progress” state.</b></p>
Test 5: Test Transition from inProgress	<p><b>Preconditions: Test 4 passes</b></p> <p><b>User selects the Incident: “Install latest Jenkins system on215 VM”</b></p> <p><b>User then selects “Edit Selected Incidents”</b></p> <p><b>User then selects “Permanently Solved” from the Resolution Code drop down menu and clicks the Resolve button.</b></p>	<p>The incident should be saved in the resolved state and updated with a note.</p> <p>Incident list should reflect the changes and “Install latest Jenkins system on 215 VM should now be in the “Resolved” state.</p>	<p>The incident should be saved in the resolved state and updated with a note.</p> <p>Incident list should reflect the changes and “Install latest Jenkins system on 215 VM should now be in the “Resolved” state.</p>

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#### Document Revision History

Date	Author	Change Description
10/26/18	William Mitchell	<ul style="list-style-type: none"> <li>Created and updated BBT for Project 2 Part 1</li> </ul>
11/10/18	William Mitchell	<ul style="list-style-type: none"> <li>Added in results of tests</li> </ul>