

# Test Plan

24/05/2023

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**This test plan was created to test the hotel search module on the project site <https://www.agoda.com/uk-ua/>.**

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## Revision and Signoff Sheet

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1	24/05/2023	Roman Kiktiev	Draft
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### Approvers List

Name	Role	Approver/Reviewer	Approval/Review Date

### Reference Document

Version	Date	Document Name
1.0		Agoda - Hotel Search Module

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## 1. INTRODUCTION

### 1.1. Purpose

This test plan describes the testing approach and overall framework that will drive the testing of the Agoda - Hotel Search Form - <https://www.agoda.com/uk-ua/>. The document introduces:

- Test Strategy: rules the test will be based on, including the givens of the project (e.g.: start/end dates, objectives, assumptions); description of the process to set up a valid test (e.g.: entry/exit criteria, creation of test cases, specific tasks to perform, scheduling, data strategy).
- Execution Strategy: describes how the test will be performed and process to identify and report defects, and to fix and implement fixes.
- Test Management: process to handle the logistics of the test and all the events that come up during execution (e.g.: communications, escalation procedures, risk and mitigation, team roster)

### 1.2. Project Overview

The Agoda website is a web application that allows customers to find hotels, apartments, vacation homes, and private villas for booking. In the hotel search form, the user provides information about the location where he or she is going, check-in and check-out dates, and the number of accommodations. The User can view detailed information about the accommodation, such as features, photos, amenities, rooms, price, and location.

### 1.3. Audience

- Project team members perform tasks specified in this document, and provide input and recommendations on this document.
- Project Manager Plans for the testing activities in the overall project schedule reviews the document, tracks the performance of the test according to the task herein specified, approves the document, and is accountable for the results.
- The stakeholders' representatives and participants (individuals as identified by the PMO Leads) may take part in the UAT test to ensure the business is aligned with the results of the test.
- Technical Team ensures that the test plan and deliverables are in line with the design, provides the environment for testing, and follows the procedures related to the fixes of defects.
- Business analysts will provide their input on functional changes.

## 2. TEST STRATEGY

### [GSHEETS](#)

### [PDF](#)

#### 2.1. Test Objectives

The objective of the test is to verify that the functionality of Agoda - Hotel Search Form works according to the specifications.

The test will execute and verify the test scripts, identify, fix and retest all high and medium-severity defects per the entrance criteria, and prioritize lower-severity defects for future fixing via CR.

The final product of the test is twofold:

- A production-ready software;
- A set of stable test scripts that can be reused for Functional and UAT test execution.

#### 2.2. Test Assumptions

##### Key Assumptions

- Production like data required and be available in the system prior to start of Functional Testing
- In each testing phase, Cycle 3 will be initiated if the defect rate is high in Cycle 2.

##### General

- Exploratory Testing would be carried out once the build is ready for testing.
- Performance testing is not considered for this estimation.
- All the defects would come along with a snapshot JPEG format.
- The Test Team will be provided with access to the Test environment via VPN connectivity.
- The Test Team assumes all necessary inputs required during Test design and execution will be supported by Development/BUSINESS ANALYSTs appropriately.
- Test case design activities will be performed by the QA Group.
- Test environment and preparation activities will be owned by Dev Team.
- Dev team will provide Defect fix plans based on the Defect meetings during each cycle plan. The same will be informed to the Test team prior to the start of Defect fix cycles.
- BUSINESS ANALYST will review and sign off all Test cases prepared by the Test Team prior to the start of Test execution.
- The defects will be tracked through ALM only. Any defect fixes planned will be shared with Test Team prior to applying the fixes on the Test environment.
- Project Manager/BUSINESS ANALYST will review and sign off all test deliverables.

- The project will provide test planning, test design, and test execution support.
- Test team will manage the testing effort with close coordination with Project PM/BUSINESS ANALYST.
- Project team has the knowledge and experience necessary, or has received adequate training in the system, the project, and the testing processes.
- There is no environment downtime during the test due to outages or defect fixes.
- The system will be treated as a black box; if the information shows correctly online and in the reports, it will be assumed that the database is working properly.
- Cycle 3 will be initiated if there are more defects in Cycle 2.

### **Functional Testing**

- During Functional testing, the testing team will use preloaded data which is available on the system at the time of execution
- The Test Team will perform Functional testing only on Agoda - Hotel Search Module

### **UAT**

- UAT test execution will be performed by end users (L1, L2 and L3) and QA Group will provide their support on creating UAT script.

## **2.3. Test Principles**

- Testing will be focused on meeting the business objectives, cost efficiency, and quality.
- There will be common, consistent procedures for all teams supporting testing activities.
- Testing processes will be well-defined, yet flexible, with the ability to change as needed.
- Testing activities will build upon previous stages to avoid redundancy or duplication of effort.
- Testing environment and data will emulate a production environment as much as possible.
- Testing will be a repeatable, quantifiable, and measurable activity.
- Testing will be divided into distinct phases, each with clearly defined objectives and goals.
- There will be entrance and exit criteria.

## **2.4. Data Approach**

- In functional testing, Agoda - Hotel Search Form Module will contain pre-loaded test data and which is used for testing activities.

## 2.5. Scope and Levels of Testing

### 2.5.1. Exploratory

**PURPOSE**: the purpose of this test is to make sure critical defects are removed before the next levels of testing can start.

**SCOPE**: First level navigation, input forms, displaying pictures, carousel operation.

**TESTERS**: Testing team.

**METHOD**: This exploratory testing is carried out in the application without any test scripts and documentation.

**TIMING**: at the beginning of each cycle.

### 2.5.2. Functional Test

**PURPOSE**: Functional testing will be performed to check the functions of application. The functional testing is carried out by feeding the input and validates the output from the application.

**TESTERS**: Testing Team.

**METHOD**: The test will be performed according to Functional scripts, which are stored in ALM.

**TIMING**: After Exploratory test is completed.

#### **TEST ACCEPTANCE CRITERIA**

1. Approved Functional Specification document, Use case documents must be available prior to start of Test design phase.
2. Test cases approved and signed-off prior to start of Test execution.
3. Development completed, unit tested with pass status and results shared to Testing team to avoid duplicate defects.
4. Test environment with application installed, configured and ready to use state.

## **TEST DELIVERABLES**

S.No.	Deliverable Name	Author	Reviewer
1.	Test Plan	Test Lead	Project Manager/ Business Analyst's
2.	Functional Test Cases	Test Team	Business Analyst's Sign off
3.	Functional Test Cases	Test Team	Test Lead/ Programming Lead
4.	Daily/weekly status report	Test Team/ Test Lead	Test Lead/ Project Manager
5.	Test Closure report	Test Lead	Project Manager

## **MILESTONE LIST**

The milestone list is tentative and may change due to below reasons

- a) Any issues in the System environment readiness
- b) Any change in scope/addition in scope
- c) Any other dependency that impacts efforts and timelines

### **2.5.3. User Acceptance Test (UAT)**

**PURPOSE**: this test focuses on validating the business logic. It allows the end users to complete one final review of the system prior to deployment.

**TESTERS**: the UAT is performed by the end users (L1, L2 and L3).

**METHOD**: Since the business users are the most indicated to provide input around business needs and how the system adapts to them, it may happen that the users do some validation not contained in the scripts. Test team write the UAT test cases based on the inputs from End user (L1,L2 and L3 users) and Business Analyst's.

**TIMING**: After all other levels of testing (Exploratory and Functional) are done. Only after this test is completed the product can be released to production.



## TEST DELIVERABLES

S.No.	Deliverable Name	Author	Reviewer
1.	UAT Test Cases	Test Team	Business Analyst's Sign off

## TEST CASE AND CHECKLIST EXAMPLES

ATFA-1 / ATFA-2

### As a user i want to see detail list of taxis

Attach Add a child issue Link issue

#### Description

In this test case, we go through certain steps and get to the taxis list.

#### Acceptance Criteria:

1. Car photo
2. Type of car
3. Class of car
4. Ride time
5. Cost of ride
6. Driver rating
7. Number of passengers
8. Allowed amount of luggage
9. Additional services as: Meet & Greet
10. Additional services as: COVID-19 Prepared
11. Additional services as: Baby seats

#### Pre Conditions

On the taxi search page, enter the information: pick up, drop off, pickup date, pickup time, number of travelers.

#### Steps

1. Open <https://www.agoda.com/uk-ua/>
2. Click on "Taxi from the airport"
3. Enter information about pick up > drop off > pickup date > pickup time > number of travelers
4. Click on the search button

1

To Do

Actions

Details	
Assignee	Роман Киктев
Labels	None
Reporter	Роман Киктев
Automation	Rule executions

Created last week  
Updated 5 days ago

Configure

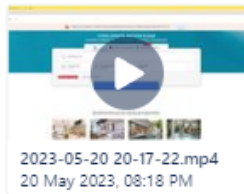
### Expected Result

When the user enters all the necessary information and clicks the search button, a list of taxis will then open.

### Post Conditions

None

### Attachments (1)



### Child issues

Order by ... +

		0% Done	
ATFA-19	Test Design	=	TO DO
ATFA-20	Test Execution	=	TO DO

ATFA-1 / ATFA-21

## As user i want to see the detail page of certain car

Attach Add a child issue Link issue ...

### Description

Pre conditions: on taxi list page click on "Book Ride"

### Acceptance Criteria:

1. As user I want to see passenger information
2. As user I want to see car photo
3. As user I want to see type of car
4. As user I want to see class of car
5. As user I want to see ride time
6. As user I want to see cost of ride with detail information: ride price, service & safety fee, total price
7. As user I want to see special instructions as: SMS notification and virtual sim card
8. As user I want to see flight & pickup
9. As user I want to see secure payment
10. As user I want to see "upgrade your trip": include gratuity, baby seats, COVID-19 Prepared

### Child issues

Order by ... +

		0% Done	
ATFA-23	Test Design	=	TO DO
ATFA-24	Test Execution	=	TO DO

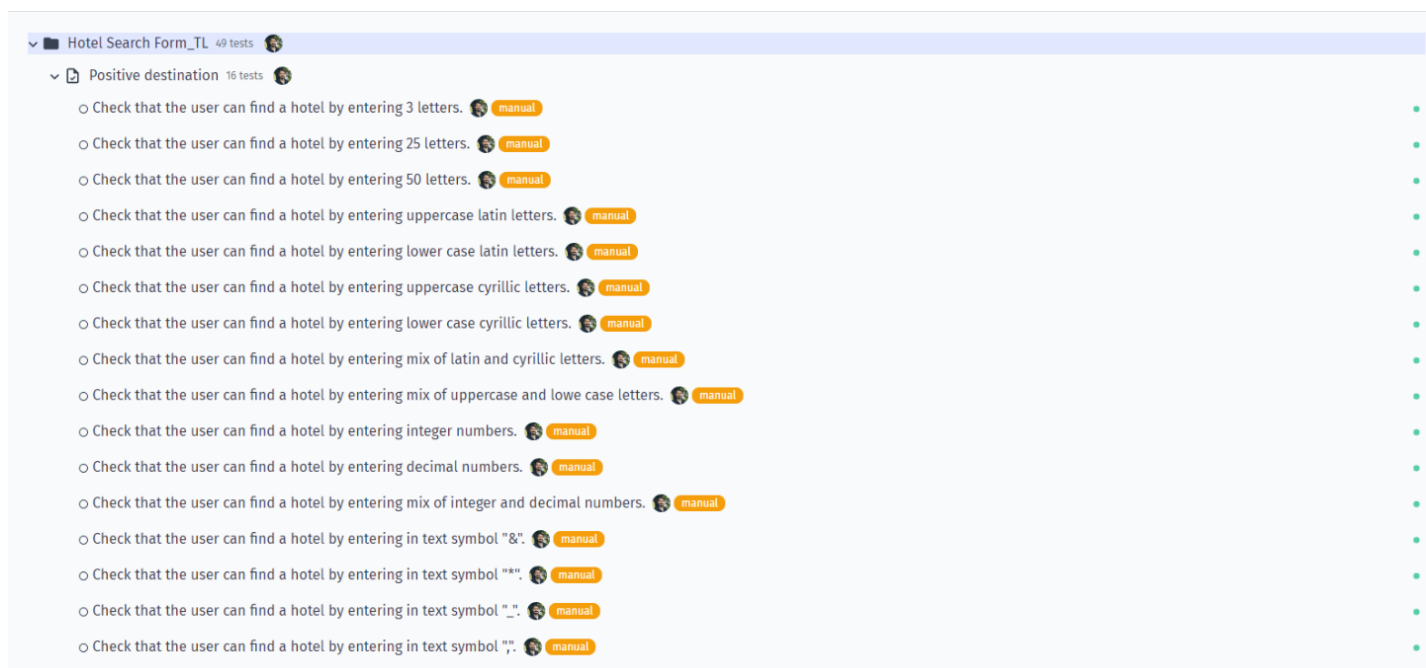
1

To Do Actions

Details	
Assignee	Роман Киктев
Labels	None
Reporter	Роман Киктев
Automation	Rule executions

Created last week  
Updated 5 days ago

Configure



### 3. EXECUTION STRATEGY

#### 3.1. Entry and Exit Criteria

The entry criteria refer to the desirable conditions in order to start test execution; only the migration of the code and fixes need to be assessed at the end of each cycle.

The exit criteria are the desirable conditions that need to be met in order proceed with the implementation.

Entry and exit criteria are flexible benchmarks. If they are not met, the test team will assess the risk, identify mitigation actions and provide a recommendation. All this is input to the project manager for a final “go-no go” decision.

Entry criteria to start the execution phase of the test: the activities listed in the Test Planning section of the schedule are 100% completed.

Entry criteria to start each cycle: the activities listed in the Test Execution section of the schedule are 100% completed at each cycle.

Exit Criteria	Test Team	Technical Team	Notes
100% Test Scripts executed			
95% pass rate of Test Scripts			
No open Critical and High severity defects			
95% of Medium severity defects have been closed			
All remaining defects are either canceled or documented as Change Requests for a future release			
All expected and actual results are captured and documented with the test script			
All test metrics collected based on reports from ALM			
All defects logged in ALM			
Test Closure Memo completed and signed off			
Test environment cleanup completed and a new back up of the environment			

### 3.2. Test Cycles

- There will be two cycles for functional testing. Each cycle will execute all the scripts.
- The objective of the first cycle is to identify any blocking, critical defects, and most of the high defects. It is expected to use some workaround in order to get to all the scripts.
- The objective of the second cycle is to identify remaining high and medium defects, remove the workaround from the first cycle, correct gaps in the scripts, and obtain performance results.
- UAT test will consist of one cycle.

### 3.3. Validation and Defect Management

- It is expected that the testers execute all the scripts in each of the cycles described above. However it is recognized that the testers could also do additional testing if they identify a possible gap in the scripts. This is especially relevant in the second cycle, when the Business analyst's join the TCOE in the execution of the test, since the BUSINESS ANALYSTs have a deeper knowledge of the business processes. If a gap is identified, the scripts and traceability matrix will be updated and then a defect logged against the scripts.
- The defects will be tracked through ALM only. The technical team will gather information on a daily basis from ALM, and request additional details from the Defect Coordinator. The technical team will work on fixes.
- It is the responsibility of the tester to open the defects, link them to the corresponding script, assign an initial severity and status, retest and close the defect; it is the responsibility of the Defect Manager to review the severity of the defects and facilitate with the technical team the fix and its implementation, communicate with testers when the test can continue or should be halt, request the tester to retest, and modify status as the defect progresses through the cycle; it is the responsibility of the technical team to review ALM on a daily basis, ask for details if necessary, fix the defect, communicate to the Defect Manager the fix is done, implement the solution per the Defect Manager request.

Defects found during the Testing will be categorized according to the bug-reporting tool and the categories are:

Severity	Impact
1 (Critical)	<ul style="list-style-type: none"><li>• This bug is critical enough to crash the system, cause file corruption, or cause potential data loss</li><li>• It causes an abnormal return to the operating system (crash or a system failure message appears).</li><li>• It causes the application to hang and requires re-booting the system.</li></ul>
2 (High)	<ul style="list-style-type: none"><li>• It causes a lack of vital program functionality with workaround.</li></ul>
3 (Medium)	<ul style="list-style-type: none"><li>• This Bug will degrade the quality of the System. However there is an intelligent workaround for achieving the desired functionality - for example through another screen.</li><li>• This bug prevents other areas of the product from being tested. However other areas can be independently tested.</li></ul>
4 (Low)	<ul style="list-style-type: none"><li>• There is an insufficient or unclear error message, which has minimum impact on product use.</li></ul>
5(Cosmetic)	<ul style="list-style-type: none"><li>• There is an insufficient or unclear error message that has no impact on product use.</li></ul>

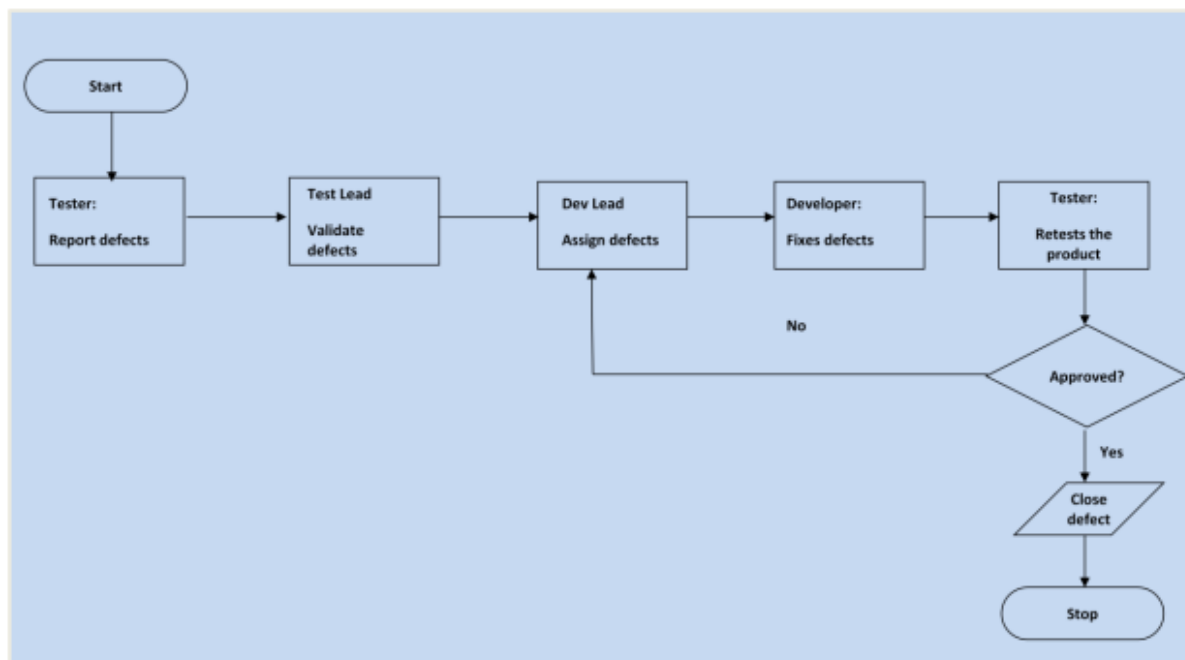
### 3.4. Test Metrics

Test metrics to measure the progress and level of success of the test will be developed and shared with the project manager for approval. The below are some of the metrics

Report	Description	Frequency
Test preparation & Execution Status	To report on % complete, %WIP, % Pass, % Fail Defects severity wise Status – Open, closed, any other Status	Weekly / Daily (optional)
Daily execution status	To report on Pass, Fail, Total defects, highlight Showstopper/ Critical defects	Daily
Project Weekly Status report	Project driven reporting (As requested by PM)	Weekly – If project team needs weekly update apart from daily and there is template available with project team to use.

### 3.5. Defect Tracking & Reporting

Following flowchart depicts Defect Tracking Process:



## BUG REPORT EXAMPLES

✎ Add epic / 🇷🇺 ATFA-32

The "Search" button does not work after entering a hotel or city name using & or \* in the input form.

📎 Attach   👤 Add a child issue   🔗 Link issue   ▾   ⋮

### Description

Add a description...

Severity                      High

Priority                        =   Medium

Type                          Functional

### Environment

Windows 10.

Chrome Version 113.0.5672.127

### Steps to Reproduce

1. Open <https://www.agoda.com/uk-ua/>
2. Click on the input form "Enter the destination or facility"
3. Enter \* > pick "\*\*\*\*", Nasugbu"
4. Pick the date from and date to
5. Click on "Search" button > observe

### Actual result

After the user enters a hotel or city name using & or \* in the beginning and clicks the search button, the button clicks but nothing happens.

### Expected result

After the user enters a hotel or city name using & or \* in the beginning and clicks the search button, he should be taken to the hotel search page.

### Attachments (1)



🔒   👁 1   👍   🔗   ⋮   ✕

testing ▾

⚡ Actions ▾

### Details

Assignee                      👤 Unassigned

[Assign to me](#)

Labels                        Sprint\_1

Reporter                      👤 Роман Киктев

Automation                   ⚡ Rule executions

Created 4 days ago

Updated 4 days ago

⚙ Configure

The inscription on the "Learn More" button on the COVID-19 banner comes out on the frame of the button.

📎 Attach   👤 Add a child issue   🔗 Link issue   ▾   ⋮

#### Description

**NOTES:** The inscription is out of bounds on some locales. In English and Italian, for example, it appears correctly.

Severity                      Low

Priority                        =   Medium

Type                          Visual

#### Environment

Windows 10.

Chrome Version 113.0.5672.127

#### Steps to Reproduce

1. Open <https://www.agoda.com/uk-ua/>
2. Observe the button "Learn More" on covid-19 banner

#### Actual result

When a user goes to <https://www.agoda.com/uk-ua/> and sees the covid-19 banner he sees that the inscription on the "Learn More" button comes out on the frame of the button.

#### Expected result

The inscription on the "Learn More" button on the COVID-19 banner must not extend beyond the button.


#### Attachments (1)



#### Activity

Show:   All   **Comments**   History


Newest first 15



Pro tip: press **M** to comment

 Роман Киктев   4 days ago   Edited

The inscription is out of bounds on some locales. In English and Italian, for example, it appears correctly.

Edit · Delete · 

testing ▾

🔗 Actions ▾

#### Details

Assignee                       Unassigned

[Assign to me](#)

Labels                         [Sprint\\_1](#)

Reporter                       Роман Киктев

Automation                    Rule executions

Created 4 days ago

Updated 4 days ago

⚙ Configure



## The currency in the burger menu does not change when you change it in the header.

Attach Add a child issue Link issue

### Description

Add a description...

Severity Medium

Priority High

Type Functional

### Environment

Windows 10.

Chrome Version 113.0.5672.127

### Steps to Reproduce

1. Open <https://www.agoda.com/uk-ua/>
2. Click on currency in the header and change it on USD
3. Click on burger menu and observe currency
4. Click on currency and change it on any other
5. Click on burger menu > observe currency
6. Reload page > Click on burger menu > observe currency

### Actual result

When the user changes the currency in the header, it does not change in the burger menu until the user reloads the page.

### Expected result

When the user changes the currency in the header, it should automatically change everywhere on the site.

### Attachments (1)



testing Actions

Details

Assignee

Unassigned

Assign to me

Labels

Sprint\_1

Reporter

Роман Киктев

Automation

Rule executions

Created 4 days ago

Updated 4 days ago

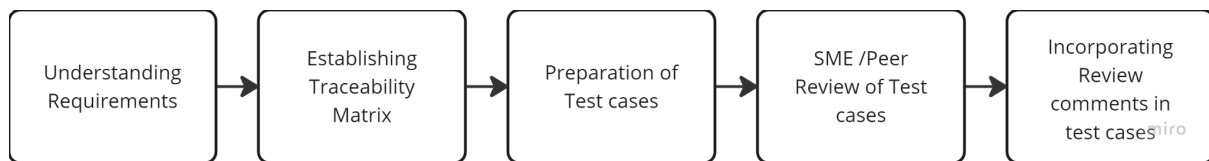
Configure

## 4. TEST MANAGEMENT PROCESS

### 4.1. Test Tools

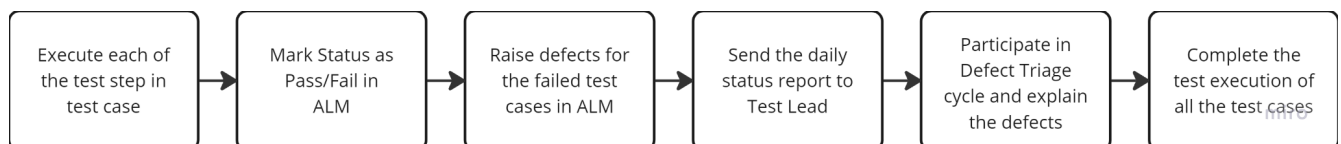
- Miro (Mind Maps)
- Testomat
- Jira
- SQLite
- Postman
- Chrome DevTools

## 4.2. Test Design Process



- The tester will understand each requirement and prepare corresponding test case to ensure all requirements are covered.
- Each Test case will be mapped to Use cases to Requirements as part of Traceability matrix.
- Each of the Test cases will undergo review by the BUSINESS ANALYST and the review defects are captured and shared to the Test team. The testers will rework on the review defects and finally obtain approval and sign-off.
- During the preparation phase, tester will use the prototype, use case and functional specification to write step by step test cases.
- Testers will maintain a clarification Tracker sheet and same will be shared periodically with the Requirements team and accordingly the test case will be updated. The clarifications may sometimes lead to Change Requests or not in scope or detailing implicit requirements.
- Sign-off for the test cases would be communicates through mail by Business Analyst's.
- Any subsequent changes to the test case if any will be directly updated in ALM.

## 4.3. Test Execution Process



- Once all Test cases are approved and the test environment is ready for testing, tester will start a exploratory test of the application to ensure the application is stable for testing.
- Each Tester is assigned Test cases directly in ALM.
- Testers to ensure necessary access to the testing environment, ALM for updating test status and raise defects. If any issues, will be escalated to the Test Lead and in turn to the Project Manager as escalation.
- If any showstopper during exploratory testing will be escalated to the respective development SPOCs for fixes.
- Each tester performs step by step execution and updates the executions status. The tester enters Pass or Fail Status for each of the step directly in ALM.
- Tester will prepare a Run chart with day-wise execution details

- If any failures, defect will be raised as per severity guidelines in ALM tool detailing steps to simulate along with screenshots if appropriate.
- Daily Test execution status as well as Defect status will be reported to all stakeholders.
- Testing team will participate in defect triage meetings in order to ensure all test cases are executed with either pass/fail category.
- If there are any defects that are not part of steps but could be outside the test steps, such defects need to be captured in ALM and map it against the test case level or at the specific step that issue was encountered after confirming with Test Lead.
- This process is repeated until all test cases are executed fully with Pass/Fail status.
- During the subsequent cycle, any defects fixed applied will be tested and results will be updated in ALM during the cycle.

As per Process, final sign-off or project completion process will be followed

#### 4.4. Test Risks and Mitigation Factors

Risk	Prob.	Impact	Mitigation Plan
<b>SCHEDULE</b> Testing schedule is tight. If the start of the testing is delayed due to design tasks, the test cannot be extended beyond the UAT scheduled start date.	High	High	The testing team can control the preparation tasks (in advance) and the early communication with involved parties. Some buffer has been added to the schedule for contingencies, although not as much as best practices advise.
<b>RESOURCES</b> Not enough resources, resources on boarding too late (process takes around 15 days).	Medium	High	Holidays and vacations have been estimated and built into the schedule; deviations from the estimation could derive in delays in the testing.
<b>DEFECTS</b> Defects are found at a late stage of the cycle or at a late cycle; defects discovered late are most likely be due to unclear specifications and are time consuming to resolve.	Medium	High	Defect management plan is in place to ensure prompt communication and fixing of issues.
<b>SCOPE</b> Scope completely defined	Medium	Medium	Scope is well defined but the changes are in the functionality are not yet finalized or keep on changing.
Natural disasters	Low	Medium	Teams and responsibilities have been spread to two different geographic areas. In a catastrophic event in one

			of the areas, there will be resources in the other areas needed to continue (although at a slower pace) the testing activities.
Non-availability of Independent Test environment and accessibility	Medium	High	Due to the non-availability of the environment, the schedule gets impacted and will lead to delayed start of Test execution.
Delayed Testing Due To new Issues	Medium	High	During testing, there is a good chance that some “new” defects may be identified and may become an issue that will take time to resolve. There are defects that can be raised during testing because of unclear document specifications. These defects can yield to an issue that will need time to be resolved. If these issues become showstoppers, it will greatly impact on the overall project schedule. If new defects are discovered, the defect management and issue management procedures are in place to immediately provide a resolution.

#### 4.5. Communications Plan and Team Roster

#### 4.6. Role Expectations

The following list defines in general terms the expectations related to the roles directly involved in the management, planning or execution of the test for the project.

	Roles	Name	Contact Info
1.	Project Manager		
2.	Test Lead		
3.	Business Analyst		
4.	Development Lead		
5.	Testing Team		
6.	Development Team		
7.	Technical Lead		

#### 4.6.1. Project Management

- Project Manager: reviews the content of the Test Plan, Test Strategy and Test Estimates signs off on it.

#### 4.6.2. Test Planning (Test Lead)

- Ensure entrance criteria are used as input before start the execution.
- Develop test plan and the guidelines to create test conditions, test cases, expected results and execution scripts.
- Provide guidelines on how to manage defects.
- Attend status meetings in person or via the conference call line.
- Communicate to the test team any changes that need to be made to the test deliverables or application and when they will be completed.
- Provide on premise or telecommute support.
- Provide functional (Business Analysts) and technical team to test team personnel (if needed).

#### 4.6.3. Test Team

- Develop test conditions, test cases, expected results, and execution scripts.
- Perform execution and validation.
- Identify, document and prioritize defects according to the guidance provided by the Test lead.
- Re-test after software modifications have been made according to the schedule.
- Prepare testing metrics and provide regular status.

#### 4.6.4. Test Lead

- Acknowledge the completion of a section within a cycle.
- Give the OK to start next level of testing.
- Facilitate defect communications between testing team and technical / development team.

#### 4.6.5. Development Team

- Review testing deliverables (test plan, cases, scripts, expected results, etc.) and provide timely feedback.
- Assist in the validation of results (if requested).
- Support the development and testing processes being used to support the project.
- Certify correct components have been delivered to the test environment at the points specified in the testing schedule.

- Keep project team and leadership informed of potential software delivery date slips based on the current schedule.
- Define processes/tools to facilitate the initial and ongoing migration of components.
- Conduct first line investigation into execution discrepancies and assist test executors in creation of accurate defects.
- Implement fixes to defects according to schedule.

## 5. TEST ENVIRONMENT

A Windows 10 environment with Firefox 113.0, with Google Chrome Version 113.0.5672.127, Opera and later should be available to each tester.

## 6. APPROVALS

The Names and Titles of all persons who must approve this plan.

Signature:	
Name:	
Role:	
Date:	