**Test plan:**

**KFC mobile app**

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**Brest – Warszawa – Wrocław, 2023**

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**Test plan**

**1. Test plan Identifier**

| **№** | 12344-С |
| --- | --- |
| **Company** | BelHard IT Academy |
| **Date** | 25.06.2023 |
| **Version** | 3.0 |
| **Authors** | Volha Kalesnik Aliaksei Varyvonchyk  Kiryl Azimka |
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**History of changes**

| **Date** | **Version** | **Type of change** | **Author** |
| --- | --- | --- | --- |
| 16.06.2023 | 1.0 | Creating | Volha Kalesnik |
| 20.06.2023 | 2.0 | Making changes | Aliaksei Varyvonchyk |
| 25.06.2023 | 3.0 | Making changes | Kiryl Azimka |

**2. References**

The testing process is based on the following company documents:

- project plan;

- requirements specification;

- testing process standards;

- methodological guidelines and examples;

- corporate standards and methodologies.

**3. Introduction**

**Purpose of the Test Plan**

The purpose of this Test Plan is to describe the process of testing all available features of the KFC mobile app.

This document provides an overview of the planned testing activities of the project.

**Stages of testing**

Five stages of the testing process are planned:

• the first stage consists of analysing the project plan and other documents related to testing the KFC mobile app, drafting a test plan, and running partial functional tests;

• the second stage will be a detailed run of the functional tests, identifying and describing defects;

• in the third stage, cross-platform testing will be carried out with a description of the defects found;

• the fourth step is to verify the bugs solved by the developers and conduct regression testing;

• the fifth step is to test the product design with a description of the defects found.

This maximises the level of detail in the depth of testing, which in turn allows for a more accurate definition of the resources involved and allows the project developer to correct defects at the earliest possible stage.

**Raw data**

The KFC restaurant mobile app is an app with the following functions: providing users with quick and easy access to the KFC menu, the ability to order and pay for food quickly and remotely, receiving discounts and bonuses, and informing users about the company's innovations.

The target audience of this app is the public:

• users who want to order food from KFC quickly and conveniently;

• users who want to receive bonuses and discounts on KFC products;

• users who want to keep up to date with current KFC innovations.

**Testing objectives**

The purpose of testing the mobile app is to test all available functions of the app (ordering food, viewing menus and discount promotions, paying, etc.) on the two smartphone operating systems - iOS and Android.

Part of the time (about 20%) will be used to test non-typical/potentially buggy use cases.

The outcome of the testing process will be the following:

• an opinion from the testing team regarding the overall status, giving the developers and managers of this product a picture regarding the correctness of the app's operation on iOS and Android systems;

• documented bugs in the customer's bug tracker.

Testing will be done manually, by ad-hoc testing, from the end-user perspective of the application.

**4. Test items (Functions)**

Below is a list of items to be tested:

• installing the app on your smartphone;

• registration and authorisation process in the app;

• all available ordering functions in the app;

• payment system;

• notification system;

• functionality on different smartphone operating systems (iOS, Android);

• application operability for different regions;

• application operability in different languages;

• correctness of order and delivery information output;

• chat with technical support service operability;

• error scenarios and error handling;

• security.

**5. Software risk issues**

The following problems can affect the test results:

• changes and modifications to the software product that were not planned and discussed in advance with the testing team;

• changes in software requirements that were not previously discussed with the testing team;

• delays in fixing bugs;

• the deadline is set for the summer period, due to which the company staff may go on holiday. Because of this, delays are possible;

• possible replacement of a test team member;

• security risks.

**6. Features to be Tested**

Below is a list of features to look out for when testing the app:

• install the app on mobile devices running on iOS and Android systems. Registration and user authorisation;

• user registration and authorisation;

• viewing menus and prices of meals;

• adding meals to your shopping basket;

• changing the number of dishes in your cart;

• checkout and payment through the app;

• ordering food for delivery or pickup;

• tracking order status;

• the application will be available in two languages (Russian and English);

• Cancellation of order;

• an opportunity to leave a feedback on the order and food;

• viewing promotions and special offers;

• contact information and user support;

• exit of users from the application;

• uninstall the app.

**7. Features not to be Tested**

Below is a list of areas that will not be specifically addressed:

| **Function** | **The reason it will not be tested** |
| --- | --- |
| Speed of delivery of ordered products | This function does not depend on the operation of the app or on the actions of the user. Speed of delivery depends on the performance of the courier and force majeure circumstances |
| Product availability time at the product pick-up point | This function doesn't depend on application operation and user actions |
| Service of the user of the application by the courier or by the employees of the pick-up point | It does not depend on the operation of the application and the actions of the user |
| Quality of the ordered products is not affected by the app operation or user actions | It doesn't depend on the app and the user's actions |

**8. Approach**

This test plan is formal, as an understanding of the current state of the project is necessary to build a detailed plan. As a result of the first run of functional tests, changes and improvements will be made to the test plan.

The first run of functional tests will give us a clear idea of the level of stability of the system and will clearly define the set of tests that will be performed in each configuration. This approach will provide a comprehensive report on the product under test and focus maximum attention on bottlenecks.

The client will be provided with daily reports on the progress of testing, defects found, and suggestions for improving the product's robot and design. All detected defects will be entered as individual tickets for further correction in the customer's bug tracker.

**The tests will produce:**

*Functional testing*

**Purpose:** detection of functional errors, inconsistencies with TOR and user expectations by implementing standard as well as non-trivial test scenarios.

**Description of the process:**

***Registration/Authorisation:***

• User registration

• User authorization

• Restore password

***My account:***

• Editing user info

• Delete account

• Log out of your account

• Edit account

***Finalize order:***

• Selecting an item

• Returns in checkout steps

• Changing/deleting items during checkout

• Sending and delivering messages

• Cancel order

• Tracking your order

***Shopping cart:***

• Adding an item

• Receive notifications when items are added to or removed from cart

• Correct totaling of items

• Change quantity of items

• Ability to use discounts and special offers

***Order payment system:***

• Binding of payment card to the user's personal cabinet

• Payment by different card payment systems (Visa, MasterCard, BelCard)

***Feedback:***

• Filling out field function

• How to claim justification

***Search:***

• Search by name of products and sections

*Design validation*

**Purpose:** checking whether the product design corresponds to the specification layout

***Description of the process:***

• Registration form

• Letter to the user

• My account

• Site pages

*Usability testing*

**Objective:***to test the application for user-friendliness level*

***Banners:***

• Correct display of banners

• Correct navigation to relevant pages

***Languages:***

• Correct application running in Russian

• Correct function of the application in English

*Security testing*

***Password:***

• Password is shown in encrypted format

***Unregistered users:***

• Unregistered users cannot access the application

***Basic types of testing to be performed:***

• Functional testing

• UI testing

• Usability testing

• Security testing

***No type of testing will be performed as part of the test plan:***

• Load testing

**9. Item Pass/Fail Criteria**

The product shall perform in accordance with the requirements of the specification and the technical data sheet.

The product must not contain critical and blocking defects.

A certain part of the tests must be executed without errors, a certain number of minor defects are allowed.

**10. Suspension Criteria and Resumption Requirements**

***The following problems can affect the testing process up to and including suspension:***

• identify critical errors that lead to the inaccessibility or inoperability of the application;

• violation of project deadlines and budgets;

• lack of availability of the necessary resources to continue testing;

• the need to refine or change the functionality of the application based on the negative results identified during testing.

***The conditions for resuming the application testing process may be as follows:***

• correction of all critical errors and deficiencies identified during the previous testing phase;

• availability of the necessary resources to continue testing;

• adherence to project timeline and budget;

• evaluation and analysis of the results of the previous testing phase and development of new test cases for the next testing phase.

**11. Test Deliverables**

The final outcome of the testing process should be a formalised end result of the testing process with defects described, as well as recommendations for improving the product from the end-user's point of view.

**12. Remaining Test Tasks**

This paragraph lists features of the application operation that cannot be checked by the test team, but which can be used by the owners of the application to improve the user experience.

| **Function** | **Explanation** |
| --- | --- |
| Checking the accuracy of order delivery | You should check whether the orders are delivered exactly as ordered by the customer. You can do this by placing several orders with different parameters and checking how accurately they will be delivered |
| Checking menu consistency and availability of options | You should check whether the menus offered by the app correspond to the actual menus in the restaurants |
| Checking delivery functionality | The delivery team of products ordered by the user through the application under test should be tested |
| Checking the quality of delivered products | Check that the actual quality of the products ordered corresponds to the description in the appendix |
| Check that the specified waiting time corresponds to the actual waiting time of the products ordered | Check the actual manufacturing and delivery times for the products shown in the appendix after the user has placed the order |

**13. Environmental Needs**

*In order to test an application, a test environment is required, which includes:*

• mobile devices - iPhone and Android with the latest versions of iOS and Android operating systems to make sure the app is compatible with different device types;

• different network types - Wi-Fi, 3G, 4G, LTE to test the app in different connection conditions;

• real menu and ordering information - to test the app in a real environment, you can create a test restaurant and populate it with menu and ordering information;

• debugging tools - developer console, analytics to help identify and fix bugs;

• application test automation tool - which will help to perform functional testing and testing on different devices.

**14. Staffing and Training Needs**

*The following expertise and training may be required to test the KFC app:*

• knowledge of functional testing: basic skills are needed to test basic app features such as checkout, payment, menu handling, etc;

• expertise in mobile app testing: you need to have an understanding of how to test apps on different devices, operating systems and screen resolutions;

• expertise in security testing: one needs to have app security testing skills to detect vulnerabilities and prevent them from being abused;

• expertise in test automation: test automation skills are desirable to speed up the testing process and improve accuracy of results;

• knowledge of Agile: KFC uses Agile development methodology, so it is important to have an understanding of this process and be able to work in a team;

• training in the KFC app: training on using the KFC app for checkout, working with menus and other key features can be useful for more effective testing;

• training on tools: familiarity with error management and defect tracking tools, such as JIRA, can be essential for reporting and tracking the testing process;

• performance testing training: Training on application performance testing can be helpful in identifying possible system bottlenecks and improving system performance;

• knowledge of UX/UI testing: the KFC application has a user-friendly and intuitive interface, so knowledge of UX/UI can help in identifying possible user experience issues and improving the interface.

**15. 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 |
|  |  |  |  |  |  |

The development team leader will be responsible for the verification and acceptance of all unit test plans and documentation.

The project manager/test manager is responsible for all test plans and documentation.

The entire project team will participate in the review of the system and detail designs as well as review of any change requests that are generated by the user or as a result of defects discovered during development and testing. The sales administration staff is also required to participate in the initial high-level system review.

The sales administration staff will provide a person, as required, throughout the project to verify test results and answer questions as they arise. This person will also be responsible for participating in the execution of the acceptance test plan.

**16. Schedule**

| Task | Scope of work | Start date | End date |
| --- | --- | --- | --- |
| Drawing up a test plan | 24 hours | 16.06.2023 | 25.06.2023 |
| Functional testing |  | 30.06.2023 | 05.07.2023 |
| User interface testing |  | 06.07.2023 | 13.07.2023 |
| Usability testing |  | 15.07.2023 | 21.07.2023 |
| Security testing |  | 23.07.2023 | 27.07.2023 |
| Test analysis |  | 01.08.2023 | 05.08.2023 |
| Summing up |  | 10.08.2023 | 17.08.2023 |

**17. Planning Risks and Contingencies**

| Risks the team may face in testing | Actions the team can take if risks arise |
| --- | --- |
| Changes and modifications to the software product that have not been planned and discussed in advance with the test team.  Changes in software requirements that were not previously discussed with the test team.  Delays in fixing bugs.  The deadline is set for the summer period, due to which company employees may go on holiday. Because of this, delays are possible.  Possible replacement of a test team member.  Security risks. | The testing and development schedule will be shifted by an appropriate number of days.  The scope of the work plan is subject to change.  Additional staff and resources may be added to the team.  The planned project budget may be increased. |

**18. Approvals**

| Project Sponsor – Ivan Ivanov |  |
| --- | --- |
| Development Management – Petr Petrov |  |
| EDI Project Manager – Sidor Sidorov |  |
| RS Test Manager – Vasiliy Vasilyev |  |
| RS Development Team Manager – Fedor Fedorov |  |
| Reassigned Sales – Yakov Yakovlyev |  |
| Order Entry EDI Team Manager – Marina Marinina |  |

**19. Glossary**

PM - Project Manager

TM - Test Manager

Dev Team - Development Team

Test Team - Testing Team