

System Verification and Validation Plan for Sayyara

Team 3, Tiny Coders

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November 3, 2022

1 Revision History

Table 1: Revision History

Date	Developer(s)	Change
October 26, 2022	Arkin Modi	Added Software Validation Plan
October 27, 2022	Joy Xiao	Add Testing Team and Design Verification
October 27, 2022	Arkin Modi	Add Automated Testing and Verification Tools
October 28, 2022	Timothy Choy	Add Relevant Documentation
October 28, 2022	Leon So	Add Summary
October 28, 2022	Arkin Modi	Add System Tests for Quotes
October 29, 2022	Leon So	Add Objectives
October 29, 2022	Arkin Modi	Add System Tests for Work Orders
October 29, 2022	Joy Xiao	Add System Tests for Appointments
October 30, 2022	Timothy Choy	Add SRS Verification Plan
October 30, 2022	Leon So	Add Operational and Environmental Tests
October 30, 2022	Arkin Modi	Add Implementation Verification Plan
October 30, 2022	Leon So	Add Usability and Humanity Tests
October 30, 2022	Joy Xiao	Add System Tests for Services
October 30, 2022	Leon So	Add System Tests for Employee Management
October 30, 2022	Arkin Modi	Add Look and Feel System Tests
October 30, 2022	Arkin Modi	Add Security System Tests
October 31, 2022	Timothy Choy	Add System Tests for Shop Lookup
October 31, 2022	Joy Xiao	Add Cultural Requirements Tests
October 31, 2022	Timothy Choy	Add System Tests for Shop Profile
October 31, 2022	Timothy Choy	Add Performance Tests
October 31, 2022	Leon So	Add System Tests for Authentication
November 1, 2022	Timothy Choy	Add System Tests for Employee Profile
November 1, 2022	Timothy Choy	Add Maintainability and Support Tests
November 1, 2022	Timothy Choy	Add VnV Verification Plan
November 1, 2022	Joy Xiao	Add Legal Requirement Tests
November 1, 2022	Arkin Modi	Add Traceability Between Test Cases and Requirements
November 2, 2022	Timothy Choy	Add Introductory Blurbs
November 2, 2022	Arkin Modi	Add reflection
November 2, 2022	Joy Xiao	Add reflection
November 2, 2022	Leon So	Add reflection
November 2, 2022	Timothy Choy	Add reflection

Contents

1	Revision History	i
2	Symbols, Abbreviations and Acronyms	iv
3	General Information	1
3.1	Summary	1
3.2	Objectives	1
3.3	Relevant Documentation	1
4	Plan	1
4.1	Verification and Validation Team	2
4.2	SRS Verification Plan	2
4.3	Design Verification Plan	2
4.4	Verification and Validation Plan Verification Plan	2
4.5	Implementation Verification Plan	2
4.6	Automated Testing and Verification Tools	3
4.7	Software Validation Plan	3
5	System Test Description	3
5.1	Tests for Functional Requirements	3
5.1.1	Authentication	3
5.1.2	Appointments	6
5.1.3	Quotes	9
5.1.4	Work Orders	13
5.1.5	Employee Management	16
5.1.6	Services	17
5.1.7	Shop Lookup	19
5.1.8	Shop Profile	19
5.1.9	Employee Profile	20
5.2	Tests for Nonfunctional Requirements	22
5.2.1	Look and Feel Requirements	22
5.2.2	Usability and Humanity Requirements	23
5.2.3	Performance Requirements	23
5.2.4	Operational and Environmental Requirements	23
5.2.5	Maintainability and Support Requirements	24
5.2.6	Security Requirements	24
5.2.7	Cultural Requirements	25
5.2.8	Legal Requirements	25
5.3	Traceability Between Test Cases and Requirements	26
6	Unit Test Description	31
6.1	Unit Testing Scope	31
6.2	Tests for Functional Requirements	31
6.2.1	Module 1	31
6.2.2	Module 2	32
6.3	Tests for Nonfunctional Requirements	32
6.3.1	Module ?	32

6.3.2	Module ?	32
6.4	Traceability Between Test Cases and Modules	32
7	Appendix	34
7.1	Reflection	34

List of Tables

1	Revision History	i
2	Manual System Testing Responsibilities	3
3	Traceability Between Functional Test Cases and Functional Requirements, BE1 to BE16	26
4	Traceability Between Functional Test Cases and Functional Requirements, BE17 to BE31	28
5	Traceability Between Functional Test Cases and Functional Requirements, BE32 to BE36	29
6	Traceability Between Nonfunctional Test Cases and Nonfunctional Re- quirements	30

List of Figures

2 Symbols, Abbreviations and Acronyms

symbol	description
CI	Continuous Integration
HA	Hazard Analysis
HTTP	Hypertext Transfer Protocol
MG	Module Guide
MIS	Module Interface Specification
PWA	Progressive Web Application
SRS	Software Requirements Specification
VnV	Verification and Validation

This document outlines the verification and validation of Sayyara. Within this document, there will be plans for verifying the SRS document, the design plan, the VnV plan, the implementation plan, and the software plan. This document will also list the methods of testing that we plan to use. Furthermore, this document will list specific system and unit tests as described in our Functional and Nonfunctional requirements in the SRS, and the modules in the MG and MIS.

3 General Information

3.1 Summary

Sayyara is a Progressive Web Application (PWA) which acts as a single platform for independent auto repair shops and vehicle owners. This platform allows independent auto repair shops and vehicle owners to interact in various ways. Using Sayyara, vehicle owners can search for auto repair shops and services based on a variety of search filters; request quotes for service; book, view, and manage service appointments. On the application, auto repair shop owners have full shop management capabilities such as: adding and managing a list of employees; managing a list of service types and corresponding service appointment availabilities; managing store information such as location, hours of operation, and contact information. Auto repair shop owners and employees will be able to manage quotes, service appointments, and work orders from a single application.

3.2 Objectives

The objective of the testing outlined in this document is to demonstrate adequate usability and ensure that the system is in a functional state for the end users. The testing and validation will also aid in ensuring that the product fulfills the system requirements, intended use, and goals of stakeholders.

3.3 Relevant Documentation

Below are the relevant documents that will be referred to in the VnV Plan.

- [Development Plan \(Modi, Xiao, So, and Choy, 2022a\)](#)
- [Hazard Analysis \(Modi, Xiao, So, and Choy, 2022b\)](#)
- [Module Guide \(Modi, Xiao, So, and Choy, 2022c\)](#)
- [Module Interface Specification \(Modi, Xiao, So, and Choy, 2022d\)](#)
- [Software Requirements Specification \(Modi, Xiao, So, and Choy, 2022e\)](#)

4 Plan

The following section will cover our plan to verify and validate certain components of our project. We will include the members responsible for the verification and validation, as well as our plans to verify the SRS, design plan, VnV plan, implementation plan, automated testing and verification tools, and software plan.

4.1 Verification and Validation Team

The verification and validation team will consist of the core developers (Joy Xiao, Tim Choy, Leon So, Arkin Modi), as well as the course instructor and TAs.

The developers are responsible for coming up with tests with suitable edge cases to evaluate the correctness of Sayyara. The developers will all be responsible for writing and executing all test cases listed in the document and taking note of the results. The developers will ensure that Sayyara passes all tests after performing the tests and making any necessary updates.

4.2 SRS Verification Plan

SRS verification will be done by the core developers of the project, as well as by the TAs of the course. To verify the contents of the [SRS](#), we will compare the requirements stated by the stakeholder, Nabeel, with the requirements stated in the SRS. Furthermore, we will show our SRS to Nabeel for their review. We believe that this is sufficient to verify the SRS, as Nabeel has defined clear requirements for the project.

4.3 Design Verification Plan

Design verification will be done by the core developers of the project. The design will also be reviewed by the TAs of the course. The design of the system will be verified by going through the requirements from the [SRS](#) and determining whether the outputs correspond with the expected inputs. The verification will also be done by going through the [MG](#) and [MIS](#) checklist and ensure that all the modules are completed and fulfill the corresponding requirements.

4.4 Verification and Validation Plan Verification Plan

The VnV Plan verification will be done by the core developers of the project, and the TAs of the course. To verify the plan, we will run through the requirements stated in the [SRS](#) and match every requirement to at least one test. Regarding the unit tests, we will match each module stated in the [MG](#) and [MIS](#) to the tests written in the VnV plan.

4.5 Implementation Verification Plan

Automated integration tests will be created to fulfill the system tests defined in section [5](#) and automated unit tests will be created to fulfill the tests defined in section [6](#). Static analysis will be performed through code review by at least one core team member per pull request and automation tools as stated in [4.6](#). A pull request will cover at most one module.

Manual System Tests defined in section [5](#) shall take place from January 16, 2023 to January 30, 2023. The areas of responsibility will be divided as described in table [2](#).

Due to the large scope of this project and the timeline constraints, the team has chosen to rely more heavily on manual testing instead of investing in learning a new end-to-end testing framework and building a large fully featured test suite.

Table 2: Manual System Testing Responsibilities

Area of Testing	Team Member Responsible
Authentication	Leon So
Appointments	Joy Xiao
Quotes	Arkin Modi
Work Orders	Arkin Modi
Employee Management	Leon So
Services	Joy Xiao
Shop Lookup	Timothy Choy
Shop Profile	Timothy Choy
Employee Profile	Timothy Choy

4.6 Automated Testing and Verification Tools

All tooling and automations that will be used for testing and verification have been documented in the [Development Plan](#) under the “Technology” and “Code Standard” sections.

As part of our CI, we will have a pipeline running the automated tests against every commit to the main branch and every pull request opened against the main branch that contains a source code or testing code change. There will also be a pipeline running against every pull request asserting adherence to the documented code style standards. Code coverage reports will be commented directly to the pull request or the commit to the main branch using a pipeline.

4.7 Software Validation Plan

The plan for validating the software and the requirements shall be to conduct review session with the stakeholders. These review sessions shall focus on the business events and user flows as defined in the [SRS](#).

5 System Test Description

5.1 Tests for Functional Requirements

The following system tests are for functional requirements, as defined in the [SRS](#). To ensure all requirements are covered, the subsections for the VnV plan match the subsections in the SRS. Furthermore, each test case will have a label linked to their respective business event.

5.1.1 Authentication

This section will contains tests covering the “Authentication” requirements defined in the [SRS](#).

1. FRT-BE1-1

Control: Manual

Initial State: Customer with no existing account

Input: Customer submits sign up form with valid email, password, name, and phone number

Output: Redirect to vehicle owner landing page upon successful registration

Test Case Derivation: New customer wants to sign up for a new account with valid sign up information provided

How test will be performed: The tester will register and sign up for a new customer account using valid sign up information

2. FRT-BE1-2

Control: Manual

Initial State: Shop owner with no existing account

Input: Shop owner submits sign up form with valid email, password, name, phone number, shop name, shop address, and shop phone number

Output: Redirect to shop owner landing page upon successful registration

Test Case Derivation: New shop owner user wants to sign up for a new account with valid sign up information provided

How test will be performed: The tester will register and sign up for a new shop owner account using valid sign up information

3. FRT-BE1-3

Control: Manual

Initial State: Employee with no existing account

Input: Employee submits sign up form with valid email, password, name, and phone number

Output: Redirect to employee landing page upon successful registration

Test Case Derivation: New employee user wants to sign up for a new account with valid sign up information provided

How test will be performed: The tester will register and sign up for a new employee account using valid sign up information

4. FRT-BE2-1

Control: Manual

Initial State: Customer with existing account and not logged in

Input: Customer submits login form with valid email and password

Output: Redirect to vehicle owner landing page upon successful login

Test Case Derivation: Customer wants to login to existing with valid login credentials provided

How test will be performed: The tester will login to an existing customer account using valid login credentials

5. FRT-BE2-2

Control: Manual

Initial State: Shop owner with existing account and not logged in

Input: Shop owner submits login form with valid email and password

Output: Redirect to shop owner landing page upon successful login

Test Case Derivation: Shop owner wants to login to existing with valid login credentials provided

How test will be performed: The tester will login to an existing shop owner account using valid login credentials

6. FRT-BE2-3

Control: Manual

Initial State: Employee with existing account and not logged in

Input: Employee submits login form with valid email and password

Output: Redirect to employee landing page upon successful login

Test Case Derivation: Employee wants to login to existing with valid login credentials provided

How test will be performed: The tester will login to an existing employee account using valid login credentials

7. FRT-BE3-1

Control: Manual

Initial State: Customer with existing account and not logged in

Input: Customer requests a password reset code to be sent to inputted email

Output: System sends password reset code to inputted email and displays a countdown for password reset expiration

Test Case Derivation: Customer wants to reset password

How test will be performed: The tester will request a password reset with an email associated with an existing account

8. FRT-BE3-2

Control: Manual

Initial State: Shop owner with existing account and not logged in

Input: Shop owner requests a password reset code to be sent to inputted email

Output: System sends password reset code to inputted email and displays a count-down for password reset expiration

Test Case Derivation: Shop owner wants to reset password

How test will be performed: The tester will request a password reset with an email associated with an existing account

9. **FRT-BE3-3**

Control: Manual

Initial State: Employee with existing account and not logged in

Input: Employee requests a password reset code to be sent to inputted email

Output: System sends password reset code to inputted email and displays a count-down for password reset expiration

Test Case Derivation: Employee wants to reset password

How test will be performed: The tester will request a password reset with an email associated with an existing account

5.1.2 **Appointments**

This section will contain tests covering the “Appointments” requirements defined in the [SRS](#).

1. **FRT-BE4-1**

Control: Manual

Initial State: Customer account which received a quote from an auto shop

Input: Enters service request information and selects an available appointment time slot

Output: A new appointment request is created with service details linked to the quote. Shop Owner/Employee Accounts will receive the appointment request

Test Case Derivation: The appointment will be requested with the details the user entered

How test will be performed: The tester will go through the appointment booking process through the user interface through quotes

2. **FRT-BE4-2**

Control: Manual

Initial State: Customer account selects a canned job at an auto shop

Input: Enters service request information and selects an available appointment time slot

Output: A new appointment request is created with service details. Shop Owner/Employee Accounts will receive the appointment request

Test Case Derivation: The appointment will be requested with the canned job details as well as details the user entered

How test will be performed: The tester will go through the appointment booking process through the user interface by selecting a canned job

3. **FRT-BE4-3**

Control: Manual

Initial State: Shop Owner/Employee Account with appointment to be scheduled

Input: Enters customer information, service request information and selects an available appointment time slot

Output: A new appointment request is created with service details

Test Case Derivation: The appointment will be requested with the details the user entered

How test will be performed: The tester will go through the appointment booking process through the user interface

4. **FRT-BE4-4**

Control: Manual

Initial State: Shop Owner/Employee Account with appointment requests

Input: Accept an appointment request

Output: Appointment booking displayed in calendar for Shop Owner/Employee accounts and Customer account

Test Case Derivation: The appointment request is accepted and appointment booking is completed

How test will be performed: The tester will accept an appointment request through the user interface

5. **FRT-BE5-1**

Control: Manual

Initial State: Customer Account has a service appointment scheduled

Input: Selects an appointment to edit and selects a new available time slot for the appointment

Output: A new appointment request is made with the new time slot. Shop Owner/Employee Accounts will receive the appointment request

Test Case Derivation: The user is able to change their appointment to any of the available time slots displayed

How test will be performed: The tester will go through the user interface to edit an appointment booking

6. **FRT-BE5-2**

Control: Manual

Initial State: Shop Owner/Employee Account has a service appointment scheduled

Input: Selects an appointment to edit and selects a new available time slot for the appointment

Output: The appointment booking is updated to the new time slot

Test Case Derivation: The user is able to change their appointment to any of the available time slots displayed

How test will be performed: The tester will go through the user interface to edit an appointment booking time slot

7. **FRT-BE5-3**

Control: Manual

Initial State: Shop Owner/Employee Account has a service appointment scheduled

Input: Selects an appointment to edit service details

Output: The appointment booking is updated with the updated service details

Test Case Derivation: The user is able to update the appointment details

How test will be performed: The tester will go through the user interface to edit appointment details

8. **FRT-BE6-1**

Control: Manual

Initial State: Customer Account has a service appointment scheduled

Input: Selects an appointment to cancel

Output: The appointment booking is cancelled and removed from the customer and shop owner/employee schedules

Test Case Derivation: The appointment should be removed from the calendar when it is cancelled

How test will be performed: The tester will go through the user interface to cancel an appointment

9. **FRT-BE6-2**

Control: Manual

Initial State: Shop Owner/Shop Employee has a service appointment scheduled

Input: Selects an appointment to cancel

Output: The appointment booking is cancelled and removed from the customer and shop owner/employee schedules

Test Case Derivation: The appointment should be removed from the calendar when it is cancelled

How test will be performed: The tester will go through the user interface to cancel an appointment

10. **FRT-BE7-1**

Control: Manual

Initial State: Shop Owner selects appointment availability

Input: Sets appointment availabilities

Output: The appointment availability is updated in the database

Test Case Derivation: The appointment availability will be saved and availability time slots to book appointments will be updated

How test will be performed: The tester will go through the user interface to set appointment availabilities

5.1.3 Quotes

This section will contain tests covering the “Quotes” requirements defined in the [SRS](#).

1. **FRT-BE8-1**

Control: Manual

Initial State: Customer Account with no quote requests initiated from the account

Input: Request past quotes

Output: A message saying there are no past quotes

Test Case Derivation: There are no past quotes to display

How test will be performed: The tester will request for past quotes through the user interface

2. **FRT-BE8-2**

Control: Manual

Initial State: Customer Account with quotes requests which have been closed and were initiated by the account

Input: Request past quotes

Output: A table with all the quotes

Test Case Derivation: There are past quotes to display

How test will be performed: The tester will request for past quotes through the user interface

3. **FRT-BE8-3**

Control: Manual

Initial State: Shop Owner/Employee Account with no quotes requests assigned to the shop

Input: Request past quotes with quote ID, customer phone number, and/or customer name

Output: A message saying there are no past quotes

Test Case Derivation: There are no past quotes to display matching the inputted criteria

How test will be performed: The tester will request for past quotes through the user interface

4. **FRT-BE8-4**

Control: Manual

Initial State: Shop Owner/Employee Account with closed quotes requests that were assigned to the shop

Input: Request past quotes with quote ID, customer phone number, and/or customer name

Output: A table with all the quotes

Test Case Derivation: There are past quotes to display matching the inputted criteria

How test will be performed: The tester will request for past quotes through the user interface

5. **FRT-BE9-1**

Control: Manual

Initial State: Customer Account with quotes requests which have been closed and were initiated by the account

Input: Request quote details

Output: The quote details

Test Case Derivation: Display the quote details requested

How test will be performed: The tester will request for quote details through the user interface

6. **FRT-BE9-2**

Control: Manual

Initial State: Shop Owner/Employee Account with closed quotes requests that were assigned to the shop

Input: Request quote details

Output: The quote details

Test Case Derivation: Display the quote details requested

How test will be performed: The tester will request for quote details through the user interface

7. FRT-BE10-1

Control: Manual

Initial State: Customer Account

Input: A filled in quote request form

Output: A confirmation messaging indicating that the quote was requested

Test Case Derivation: The system shall verify that the quote was created successfully

How test will be performed: The tester will create a quote through the user interface

8. FRT-BE10-2

Control: Manual

Initial State: Shop Owner/Employee Account with a registered shop

Input: A quote is requested from the shop

Output: A notification for the open quote request

Test Case Derivation: The system shall notify that a quote was created

How test will be performed: The tester will create a quote through the user interface

9. FRT-BE11-1

Control: Manual

Initial State: Customer Account with a created quote

Input: Request to delete quote with the quote's ID

Output: A quote deleted confirmation message

Test Case Derivation: The system shall delete the quote upon request

How test will be performed: The tester will delete a quote through the user interface

10. FRT-BE12-1

Control: Manual

Initial State: Customer Account with a created quote

Input: Request to update quote with the quote's new details

Output: A quote updated confirmation message

Test Case Derivation: The system shall update the quote upon request

How test will be performed: The tester will update a quote through the user interface

11. FRT-BE12-2

Control: Manual

Initial State: Shop Owner/Employee Account with a registered shop and an active quote

Input: A quote's details are updated

Output: A notification for the updated quote

Test Case Derivation: The system shall notify that a quote was updated

How test will be performed: The tester will update a quote through the user interface

12. FRT-BE13-1

Control: Manual

Initial State: Customer Account with a created quote

Input: A request to create a new quote using details from another quote which is identified by quote ID

Output: A confirmation messaging indicating that the quote was requested

Test Case Derivation: The system shall verify that the quote was created successfully with an existing quote's details

How test will be performed: The tester will create a quote through the user interface

13. FRT-BE14-1

Control: Manual

Initial State: Customer Account with a created quote

Input: A response to a quote

Output: A notification for the responded to quote

Test Case Derivation: The system shall notify that a quote was responded to

How test will be performed: The tester will create a response to a quote through the user interface

14. FRT-BE14-2

Control: Manual

Initial State: Shop Owner/Employee Account with a registered shop and an active quote

Input: A response to a quote

Output: A quote responded confirmation message

Test Case Derivation: The system shall verify that the quote was responded to successfully

How test will be performed: The tester will create a response to a quote through the user interface

15. FRT-BE15-1

Control: Manual

Initial State: Customer Account with a responded to quote

Input: Accept a responded to quote

Output: The system shall request the user to create an appointment with the shop that responded

Test Case Derivation: The system shall have the user create an appointment upon accepting a quote

How test will be performed: The tester will accept a quote through the user interface

16. FRT-BE16-1

Control: Manual

Initial State: Customer Account with a created quote

Input: A message to request additional information

Output: A message sent confirmation

Test Case Derivation: The system shall confirm to the user that the message was sent

How test will be performed: The tester will send a message for additional information through the user interface

17. FRT-BE16-2

Control: Manual

Initial State: Shop Owner/Employee Account with a registered shop and an active quote

Input: A message to request additional information

Output: A message sent confirmation

Test Case Derivation: The system shall confirm to the user that the message was sent

How test will be performed: The tester will send a message for additional information through the user interface

5.1.4 Work Orders

This section will contain tests covering the “Work Orders” requirements defined in the [SRS](#).

1. FRT-BE17-1

Control: Manual

Initial State: Shop Owner/Employee Account with a registered shop and a quote

Input: A new appointment created at the shop from the quote

Output: A new work order is created with details from the quote

Test Case Derivation: The system shall automatically create a work order for new appointment with information from the quote

How test will be performed: The tester will create an appointment through the user interface

2. **FRT-BE17-2**

Control: Manual

Initial State: Shop Owner/Employee Account with a registered shop

Input: A new appointment created at the shop

Output: A new work order is created

Test Case Derivation: The system shall automatically create a work order for new appointment

How test will be performed: The tester will create an appointment through the user interface

3. **FRT-BE18-1**

Control: Manual

Initial State: Shop Owner/Employee Account with a registered shop, an upcoming appointment, and a work order associated to the appointment

Input: Appointment is deleted

Output: Appointment and Work Order deleted confirmation message

Test Case Derivation: The system shall delete appointment and the associated work order upon request

How test will be performed: The tester will delete an appointment through the user interface

4. **FRT-BE19-1**

Control: Manual

Initial State: Shop Owner/Employee Account with a registered shop, an upcoming appointment, and a work order associated to the appointment

Input: Work Order is searched by the customer name, assigned employee, service type, and/or a date range

Output: The work orders matching the inputted criteria in a table format

Test Case Derivation: The system shall display work order upon request

How test will be performed: The tester will search for a work order through the user interface

5. FRT-BE20-1

Control: Manual

Initial State: Shop Owner/Employee Account with a registered shop, an upcoming appointment, and a work order associated to the appointment

Input: Request to view past work orders

Output: Past work orders in a table format

Test Case Derivation: The system shall display work order upon request

How test will be performed: The tester will search for past work orders through the user interface

6. FRT-BE21-1

Control: Manual

Initial State: Shop Owner/Employee Account with a registered shop, an upcoming appointment, and a work order associated to the appointment

Input: Request to update a work order with new details

Output: A work order updated confirmation message

Test Case Derivation: The system shall update work order upon request

How test will be performed: The tester will update a work order through the user interface

7. FRT-BE22-1

Control: Manual

Initial State: Shop Owner/Employee Account with a registered shop, an appointment, and a work order associated to the appointment

Input: A customer has paid for their appointment

Output: The work order is emailed to the customer, and the appointment and work order are marked as “completed”

Test Case Derivation: The system shall mark work orders and appointments as completed when the customer has paid for the work done

How test will be performed: The tester will mark a work order as completed through the user interface

8. FRT-BE23-1

Control: Manual

Initial State: Shop Owner/Employee Account with a registered shop, an appointment, and a work order associated to the appointment

Input: Request work order details

Output: The work order details

Test Case Derivation: The system shall display work orders details upon request

How test will be performed: The tester will view a work order's details through the user interface

5.1.5 Employee Management

This section will contain tests covering the “Employee Management” requirements defined in the [SRS](#).

1. FRT-BE24-1

Control: Manual

Initial State: Shop owner account with no employees invited to shop yet

Input: Shop owner enters a list of employee emails to invite

Output: System sends invitation to employee emails provided

Test Case Derivation: The system shall allow the user to enter employee email(s) to invite; the system shall send an invitation email to the invited employee(s)

How test will be performed: The tester will use a shop owner account to send employee invitation emails

2. FRT-BE24-2

Control: Manual

Initial State: Employee account with invitation email

Input: Employee uses invitation email to sign up

Output: System displays employee sign up form

Test Case Derivation: The system shall allow the user to accept an invitation

How test will be performed: The tester will attempt to accept an employee invitation email

3. FRT-BE25-1

Control: Manual

Initial State: Shop owner account with employees listed under the shop

Input: The user enters search text to search for an employee

Output: System displays a list of employees whose name or email matches the search text

Test Case Derivation: The system shall allow the user to enter search text to search for an employee; the system shall display a list of employees whose name or email matches the search text

How test will be performed: The tester will use a shop owner account with employees listed under the shop and enter search text to search for an employee

4. **FRT-BE26-1**

Control: Manual

Initial State: Shop owner account with no employees

Input: The user attempts to view the list of employees

Output: Message indicating that there are currently no employees

Test Case Derivation: The shop owner with no employees wants to view the list of employees

How test will be performed: The tester will use a shop owner account with no employees listed under the shop and attempt to view the list of employees

5. **FRT-BE26-2**

Control: Manual

Initial State: Shop owner account with employees

Input: The user attempts to view the list of employees

Output: Table of employees details and employee management options

Test Case Derivation: The shop owner with employees wants to view the list of employees

How test will be performed: The tester will use a shop owner account with employees listed under the shop and attempt to view the list of employees

6. **FRT-BE27-1**

Control: Manual

Initial State: Shop owner account with employees

Input: The user attempts to remove an employee

Output: Table of employees details and employee management options updates with employee removed; the remove employee's access should be revoked

Test Case Derivation: The shop owner with employees wants to remove an employee

How test will be performed: The tester will use a shop owner account with employees listed under the shop and attempt to remove an employee

5.1.6 **Services**

This section will contains tests covering the “Services” requirements defined in the [SRS](#).

1. **FRT-BE28-1**

Control: Manual

Initial State: Shop Owner has a shop profile

Input: Shop Owner adds available services

Output: Shop services are sent to the database and displayed on the shop profile

Test Case Derivation: The user can add available auto shop services to their shop profile

How test will be performed: The tester will add a service to the shop profile and confirms it shows on the shop profile

2. **FRT-BE29-1**

Control: Manual

Initial State: Active Customer Account

Input: Enters specific auto service in the search bar

Output: Auto shops with relevant services displayed with service details

Test Case Derivation: Services and auto shops relevant to the search query will be displayed

How test will be performed: The tester will search for shop services through the user interface and confirms that the appropriate results are displayed

3. **FRT-BE29-2**

Control: Manual

Initial State: Shop Owner/Shop Employee searches for auto repair or maintenance services

Input: Enters specific auto service in the search bar

Output: Auto shops with relevant services displayed with service details

Test Case Derivation: Services corresponding to the auto shop will be displayed

How test will be performed: The tester will search for shop services through the user interface and confirms that all of the shop's services are listed

4. **FRT-BE30-1**

Control: Manual

Initial State: Shop Owner with services listed on their shop profile

Input: Updates the details of a service listed on their profile

Output: The service is updated with the entered details

Test Case Derivation: The shop profile will list the service with the updated details

How test will be performed: The tester will update the details of a shop service through the user interface and confirms that the shop profile is updated

5. **FRT-BE31-1**

Control: Manual

Initial State: Shop Owner with services listed on their shop profile

Input: Deletes a service listed on their shop profile

Output: Service is removed from the shop profile. Other services that were not deleted continue to be listed on the shop profile

Test Case Derivation: The service that is deleted is removed from the shop profile

How test will be performed: The tester will delete a shop service through the user interface and confirms that the shop profile is updated

5.1.7 Shop Lookup

This section will contain tests covering the “Shop Lookup” requirements defined in the [SRS](#).

1. FRT-BE32-1

Control: Manual

Initial State: Shop Owner/Employee Account with a registered shop, Customer Account exists

Input: The Customer Account attempts to view a list of shops, using the parameters of distance, postal code, and/or shop name

Output: An output list of shops based on the input parameters

Test Case Derivation: The system shall show a list of shops with the specified parameters provided

How test will be performed: The tester will search for shops, and input various parameters to see if the shop list changes correctly

5.1.8 Shop Profile

This section will contain tests covering the “Shop Profile” requirements defined in the [SRS](#).

1. FRT-BE33-1

Control: Manual

Initial State: Shop Owner/Employee Account with a registered shop

Input: Request to view shop profile

Output: Information regarding the shop, which includes the shop’s address, phone number, and email

Test Case Derivation: The system shall display information about the shop upon request

How test will be performed: The tester will go through the user interface to view a shop profile

2. FRT-BE34-1

Control: Manual

Initial State: Shop Owner Account with a registered shop

Input: Request to update shop profile, with information which includes the shop's address, phone number, and email

Output: A shop profile update confirmation message, and updated shop details

Test Case Derivation: The system shall update a shop's information upon request

How test will be performed: The tester will go through the user interface to update a shop profile, on a Shop Owner Account

3. **FRT-BE34-2**

Control: Manual

Initial State: Employee Account with a registered shop

Input: Request to update shop profile

Output: An error message regarding incorrect privilege

Test Case Derivation: The system shall not let employees update the shop profile

How test will be performed: The tester will attempt to update a shop profile on an Employee Account

5.1.9 Employee Profile

This section will contain tests covering the "Employee Profile" requirements defined in the [SRS](#).

1. **FRT-BE35-1**

Control: Manual

Initial State: Shop Owner account with employees listed on their shop profile, Employee account exists

Input: An Employee account views their employee profile

Output: Displays the employee's name, phone number and email

Test Case Derivation: The system shall display the employee's profile when requested

How test will be performed: The tester will navigate the interface to view their own profile

2. **FRT-BE35-2**

Control: Manual

Initial State: Shop Owner account with employees listed on their shop profile, multiple Employee accounts exist

Input: An Employee account views another employee's profile

Output: Does not display the information

Test Case Derivation: The system shall not display other employee's profiles

How test will be performed: The tester will navigate the interface to view another employee's profile

3. FRT-BE35-3

Control: Manual

Initial State: Shop Owner account with employees listed on their shop profile, Employee accounts exist

Input: A Shop Owner account views an employee profile

Output: Displays the employee's name, phone number and email

Test Case Derivation: The system shall display the employee's profile to a Shop Owner when requested

How test will be performed: The tester will navigate the interface to view many different employee profiles

4. FRT-BE36-1

Control: Manual

Initial State: Shop Owner account with employees listed on their shop profile, Employee account exists

Input: An Employee account attempts to edit their own profile, by providing an email and/or a phone number

Output: A notification of a successful update and their profile is updated accordingly

Test Case Derivation: The system shall allow the Employee account to edit their own profile

How test will be performed: The tester will edit their own profile by updating the email and phone number fields

5. FRT-BE36-2

Control: Manual

Initial State: Shop Owner account with employees listed on their shop profile, multiple Employee accounts exist

Input: An Employee account attempts to update another employee's profile

Output: Nothing happens

Test Case Derivation: The system shall not allow Employee accounts to edit other employee profiles

How test will be performed: The tester will attempt to edit another employee's profile

6. FRT-BE36-3

Control: Manual

Initial State: Shop Owner account with employees listed on their shop profile, Employee account exists

Input: A Shop Owner account attempts to update any employee profile, providing an email and/or phone number

Output: A notification of a successful update and the profile is updated accordingly

Test Case Derivation: The system shall allow Shop Owner accounts to update employee profiles

How test will be performed: The tester will attempt to edit multiple employee profiles

5.2 Tests for Nonfunctional Requirements

5.2.1 Look and Feel Requirements

1. NFRT-LF1-1

Type: Dynamic, Manual

Initial State: The application is accessible through the Google Chrome web browser

Input/Condition: The window size is changed

Output/Result: The application shall adjust and scale to fit the new window size

How test will be performed: The tester will access the application through Google Chrome on their desktop/laptop and change the windows through the use of Google Chrome DevTools Device Toolbar

2. NFRT-LF2-1

Type: Dynamic, Manual

Initial State: The application is accessible through the Google Chrome web browser

Input: The application is opened in a full screened web browser window

Output: All text on the screen shall be readable

How test will be performed: The tester open the application in a full screened web browser window, navigate to all pages, and judge if all text on the screen is readable from sitting 50 centimeters away from the monitor

3. NFRT-LF3-1

Type: Dynamic, Manual

Initial State: The application is accessible through the Google Chrome web browser and there is a completed work order and quote on the user's account

Input: The user opens the work order details and the quote details

Output: All currency shall be rounded to two decimal places

How test will be performed: The tester will navigate to the work order and quote and verify that all values of currency are rounded to two decimal places

5.2.2 Usability and Humanity Requirements

1. NFRT-UH1-1

Type: Dynamic, Manual

How test will be performed: The testers will complete the manual system tests for functional requirements listed section 5.1 on a MacOS desktop/laptop device, a Windows desktop/laptop, an iOS mobile device, and an android mobile device.

2. NFRT-UH2-1

Type: Dynamic, Manual

Initial State: Device is connected to the internet and application is not open

Input/Condition: The user launches the application on Google Chrome

Output/Result: The system can be assessed through Google Chrome

How test will be performed: The tester will attempt to launch the application on the Google Chrome web browser and using a device that is connected to the internet.

3. NFRT-UH3-1

Type: Dynamic, Manual

Initial State: Device is connected to the internet and the application is open

Input/Condition: User disconnects from the internet

Output/Result: The system notifies the user that there is no network connection and functionality will be limited.

How test will be performed: The tester disconnect from the internet while the application is open.

5.2.3 Performance Requirements

1. NFRT-PR1-1

Type: Dynamic, Manual

How test will be performed: The tester will additionally add a timer to every test listed in section 5.1 to check if every user function responds within 0.5 seconds.

5.2.4 Operational and Environmental Requirements

1. NFRT-OE1-1

Type: Dynamic, Manual

How test will be performed: The testers will complete the manual system tests for functional requirements listed section 5.1 on Google Chrome using various device dimension options listed the Google DevTools Device Toolbar. At minimum, the testers will test with the following dimensions: Responsive, iPhone 12 Pro (390 × 844), iPhone SE (375 × 667), and iPad Air (820 × 1180). This set will provide a reasonable variety of different device dimensions.

5.2.5 Maintainability and Support Requirements

1. NFRT-MS1-1

Type: Manual

How test will be performed: Every document will have to pass a review by every developer before the document is finalized. The review will include running through the system and linking every module to proper documentation.

5.2.6 Security Requirements

1. NFRT-SR1-1

Type: Dynamic, Manual

Initial State: Two created accounts with both containing an appointment

Input/Condition: The user searches for an appointment ID not belonging to the account

Output/Result: An error message saying the appointment is not found

How test will be performed: The tester will search for the appointment by appointment ID through the user interface

2. NFRT-SR1-2

Type: Dynamic, Automatic

Initial State: An account with a created appointment

Input/Condition: An HTTP request to the application's backend to get the appointment by appointment ID

Output/Result: The request is rejected with a 403 Forbidden error message

How test will be performed: Through Jest an HTTP request will be sent to the server

3. NFRT-SR2-1

Type: Dynamic, Manual

Initial State: One Shop Owner account and two Customer accounts with one customer having an appointment at the shop registered under the same Shop Owner account

Input/Condition: Request available time slots at the Shop Owner's store using both the Customer without an appointment's account and the Shop Owner's account

Output/Result: The Customer should only be able to view the time slot taken by the other customer, but the Shop Owner should be able to view all the information of the Customer that has taken the time slot

How test will be performed: The tester will view the available time slots page as both the Customer without an appointment and the Shop Owner

4. **NFRT-SR2-2**

Type: Dynamic, Automatic

Initial State: One Shop Owner account and two Customer accounts with one customer having an appointment at the shop registered under the same Shop Owner account

Input/Condition: An HTTP request to the application's backend to get the available time slots using the Customer without an appointment's security token and again with the Shop Owner's security token

Output/Result: The Customer should only be able to view the time slot taken by the other customer, but the Shop Owner should be able to view all the information of the Customer that has taken the time slot

How test will be performed: Through Jest an HTTP request will be sent to the server as both the Customer without an appointment and the Shop Owner

5.2.7 **Cultural Requirements**

1. **NFRT-CR1-1**

Type: Static, Manual

How test will be performed: The testers will go through end to end tests for the entire program and will confirm that any texts or images are not offensive.

2. **NFRT-CR2-1**

Type: Static, Manual

How test will be performed: The testers will go through end to end tests for the entire program and will confirm that the text displayed is in English.

5.2.8 **Legal Requirements**

1. **NFRT-LR1-1**

Type: Static, Manual

How test will be performed: The testers will go through the source code of the project and project documents to determine if any open source resources were used and check that appropriate credits and/or copyright licenses are used.

5.3 Traceability Between Test Cases and Requirements

Table 3: Traceability Between Functional Test Cases and Functional Requirements, BE1 to BE16

Test IDs	Functional Requirement IDs															
	BE1	BE2	BE3	BE4	BE5	BE6	BE7	BE8	BE9	BE10	BE11	BE12	BE13	BE14	BE15	BE16
FRT-BE1-1	X															
FRT-BE1-2	X															
FRT-BE1-3	X															
FRT-BE2-1		X														
FRT-BE2-2		X														
FRT-BE2-3		X														
FRT-BE3-1			X													
FRT-BE3-2			X													
FRT-BE3-3			X													
FRT-BE4-1				X												
FRT-BE4-2				X												
FRT-BE4-3				X												
FRT-BE4-4				X												
FRT-BE5-1					X											
FRT-BE5-2					X											
FRT-BE5-3					X											
FRT-BE6-1						X										
FRT-BE6-2						X										
FRT-BE7-1							X									
FRT-BE8-1								X								

[illegible]

28

[illegible]

Table 5: Traceability Between Functional Test Cases and Functional Requirements, BE32 to BE36

Test IDs	Functional Requirement IDs				
	BE32	BE33	BE34	BE35	BE36
FRT-BE32-1	X				
FRT-BE33-1		X			
FRT-BE34-1			X		
FRT-BE34-2			X		
FRT-BE35-1				X	
FRT-BE35-2				X	
FRT-BE35-3				X	
FRT-BE36-1					X
FRT-BE36-2					X
FRT-BE36-3					X

Table 6: Traceability Between Nonfunctional Test Cases
and Nonfunctional Requirements

Test IDs	Functional Requirement IDs														
	LF1	LF2	LF3	UH1	UH2	UH3	PR1	OE1	MS1	SR1	SR2	CR1	CR2	LR1	
NFRT-LF1-1	X														
NFRT-LF2-1		X													
NFRT-LF3-1			X												
NFRT-UH1-1				X											
NFRT-UH2-1					X										
NFRT-UH3-1						X									
NFRT-PR1-1							X								
NFRT-OE1-1								X							
NFRT-MS1-1									X						
NFRT-SR1-1										X					
NFRT-SR1-2										X					
NFRT-SR2-1											X				
NFRT-SR2-2											X				
NFRT-CR1-1												X			
NFRT-CR2-1													X		
NFRT-LR1-1														X	

6 Unit Test Description

[Reference your MIS (detailed design document) and explain your overall philosophy for test case selection. —SS] [This section should not be filled in until after the MIS (detailed design document) has been completed. —SS]

6.1 Unit Testing Scope

[What modules are outside of the scope. If there are modules that are developed by someone else, then you would say here if you aren't planning on verifying them. There may also be modules that are part of your software, but have a lower priority for verification than others. If this is the case, explain your rationale for the ranking of module importance. —SS]

6.2 Tests for Functional Requirements

[Most of the verification will be through automated unit testing. If appropriate specific modules can be verified by a non-testing based technique. That can also be documented in this section. —SS]

6.2.1 Module 1

[Include a blurb here to explain why the subsections below cover the module. References to the MIS would be good. You will want tests from a black box perspective and from a white box perspective. Explain to the reader how the tests were selected. —SS]

1. test-id1

Type: [Functional, Dynamic, Manual, Automatic, Static etc. Most will be automatic —SS]

Initial State:

Input:

Output: [The expected result for the given inputs —SS]

Test Case Derivation: [Justify the expected value given in the Output field —SS]

How test will be performed:

2. test-id2

Type: [Functional, Dynamic, Manual, Automatic, Static etc. Most will be automatic —SS]

Initial State:

Input:

Output: [The expected result for the given inputs —SS]

Test Case Derivation: [Justify the expected value given in the Output field —SS]

How test will be performed:

3. ...

6.2.2 Module 2

...

6.3 Tests for Nonfunctional Requirements

[If there is a module that needs to be independently assessed for performance, those test cases can go here. In some projects, planning for nonfunctional tests of units will not be that relevant. —SS]

[These tests may involve collecting performance data from previously mentioned functional tests. —SS]

6.3.1 Module ?

1. test-id1

Type: [Functional, Dynamic, Manual, Automatic, Static etc. Most will be automatic —SS]

Initial State:

Input/Condition:

Output/Result:

How test will be performed:

2. test-id2

Type: Functional, Dynamic, Manual, Static etc.

Initial State:

Input:

Output:

How test will be performed:

6.3.2 Module ?

...

6.4 Traceability Between Test Cases and Modules

[Provide evidence that all of the modules have been considered. —SS]

References

- Arkin Modi, Joy Xiao, Leon So, and Timothy Choy. Development plan. <https://github.com/arkinmodi/project-sayyara/blob/main/docs/DevelopmentPlan/DevelopmentPlan.pdf>, 2022a.
- Arkin Modi, Joy Xiao, Leon So, and Timothy Choy. Hazard analysis. <https://github.com/arkinmodi/project-sayyara/blob/main/docs/HazardAnalysis/HazardAnalysis.pdf>, 2022b.
- Arkin Modi, Joy Xiao, Leon So, and Timothy Choy. Module guide. <https://github.com/arkinmodi/project-sayyara/blob/main/docs/MG/MG.pdf>, 2022c.
- Arkin Modi, Joy Xiao, Leon So, and Timothy Choy. Module interface specification. <https://github.com/arkinmodi/project-sayyara/blob/main/docs/MIS/MIS.pdf>, 2022d.
- Arkin Modi, Joy Xiao, Leon So, and Timothy Choy. Software requirements specification. <https://github.com/arkinmodi/project-sayyara/blob/main/docs/SRS/SRS.pdf>, 2022e.

7 Appendix

7.1 Reflection

The information in this section will be used to evaluate the team members on the graduate attribute of Lifelong Learning. Please answer the following questions:

1. What knowledge and skills will the team collectively need to acquire to successfully complete the verification and validation of your project? Examples of possible knowledge and skills include dynamic testing knowledge, static testing knowledge, specific tool usage etc. You should look to identify at least one item for each team member.

The team members will need to collectively acquire a set of unique skills to successfully complete the verification and validation of Sayyara. Some skills and knowledge outlined below are critical not only for the delivery of the project milestones, but also in the ensuring the application is delivered in a fully functional state that satisfies both the requirements and goals for this system. These skills will also contribute to each individual team member's success moving forward in their software engineering careers.

1. Domain knowledge and skills specific to testing of PWAs
 2. Acquire knowledge and skills related to testing tools: Jest, React Testing Library
 3. Gain an understanding of language specific typechecking (i.e., TypeScript)
 4. Familiarize with Code Review process and best practices
 5. Develop a better understanding of dynamic and static testing methods pertaining to testing a full stack progressive web application
 6. Acquire knowledge relating to best industry practices and methodologies for manual integration testing of progressive web applications
2. For each of the knowledge areas and skills identified in the previous question, what are at least two approaches to acquiring the knowledge or mastering the skill? Of the identified approaches, which will each team member pursue, and why did they make this choice?

Arkin Modi

Chosen Skills: 1., 2., 3., 5.

All of Arkin's chosen skill pertain to domain knowledge and best practices. These chosen skills are areas of passion for Arkin as he has a deep interesting in learning about best practices and how he can improve his day-to-day development skills. For skills based on tools, Arkin will be relying on YouTube tutorials and the tool specific documentation to fill in gaps in his knowledge. For the skill relating to more abstract topics (e.g., testing best practices), he will be utilizing YouTube videos and online articles discussing the many ways these topics can be approached. These methods

are what have work best for Arkin in the past, and he already has an understanding on where to look for the missing information.

Joy Xiao

Chosen Skills: 1., 2.

Joy has chosen to learn the domain knowledge and skills for testing PWAs. Learning more about how to test PWAs is essential to the project because it is one of the main features of our application. This will be done by accessing various online resources by searching how to test PWAs and looking through the documentation and any informational videos to learn how it works from end to end. Joy will also acquire knowledge and skills related to testing tools such as Jest and the React Testing library by looking through official documentation from these resources and supplementing by any video demonstration resources when needed. By learning each of these areas, it would be very beneficial for performing the testing of our project as well as skills for future career growth as many of the concepts can be used for many different situations.

Leon So

Chosen Skills: 1., 2., 5., 6.

Leon has chosen to improve and develop skills related to the testing of PWAs. In specific, Leon will need to acquire skills related to the testing tools and technologies used for this project. This can be done by referring to online resources and documentation related to testing Progressive Web Applications and the technologies used. To develop a better understanding of dynamic and static testing methods pertaining to testing a full stack progressive web application, Leon will refer to course and academic materials and fill any PWA specific gaps with research from online sources. Similarly, for industry best practices and methodologies, Leon will seek guidance from official documentation published by various industry companies, institutions, and sources with known experience working with PWAs. Each of the above development areas will contribute to building a set of knowledge, skills, and understanding that Leon can directly apply to his future work and career. These identified knowledge and skill areas will also allow Leon to contribute effectively to the overall success of the project.

Timothy Choy

Chosen Skills: 1., 2., 4., 6.

Timothy has chosen to pursue the skills stated in the list above. He made this choice because he does not have a lot of expertise with testing PWAs as well as TypeScript in general, and would like to add these testing skills and tools to his toolbox. Furthermore, he wants to gain knowledge of how the industry tests, both through code reviews and manual testing, and would like to replicate how it is done in a professional setting in this project. To approach acquiring these skills and knowledge, Timothy will do research on PWA testing and the tools used for testing, such as Jest and the React testing library. Research will be done through reading documentation and watching video tutorials. To get a sense of how the industry performs code reviews and manual testing, Timothy will reach out to

project members who have had more experience in a professional setting (through internships), as well as reach out to his coworkers at his past internship for ideas.