

# Verification and Validation Report: Sayyara

Team 3, Tiny Coders

Arkin Modi

Joy Xiao

Leon So

Timothy Choy

April 5, 2023

# 1 Revision History

Table 1: Revision History

Date	Developer(s)	Change
February 22, 2023	Arkin Modi	Add Automated Testing Section
March 3, 2023	Joy Xiao	Add Tests Evaluations for Legal and Cultural Requirements
March 3, 2023	Joy Xiao	Add Services and Appointments Test Evaluations
March 4, 2023	Leon So	Add Introduction
March 4, 2023	Arkin Modi	Add Tests Evaluation for Security Requirements
March 4, 2023	Arkin Modi	Update Look and Feel Requirements Tests
March 4, 2023	Arkin Modi	Add Unit Testing Summary Table
March 4, 2023	Leon So	Add NFR Tests for Operational and Environmental Requirements
March 4, 2023	Timothy Choy	Add Test Evaluations for Usability and Humanity Requirements
March 4, 2023	Timothy Choy	Add Test Evaluations for Performance Requirements
March 5, 2023	Leon So	Add Functional Requirement Tests for Shop Profile
March 5, 2023	Timothy Choy	Add Test Evaluations for Maintainability and Support Requirements
March 6, 2023	Leon So	Add Functional Requirement Tests for Authentication
March 6, 2023	Leon So	Add Functional Requirement Tests for Employee Management
March 6, 2023	Timothy Choy	Add Functional Requirement Tests for Shop Lookup
March 6, 2023	Arkin Modi	Add Functional Requirement Tests for Quotes
March 7, 2023	Arkin Modi	Add Functional Requirement Tests for Work Orders
March 7, 2023	Arkin Modi	Add Code Coverage Metrics Section
March 7, 2023	Arkin Modi	Add Changes Due to Testing Section
March 7, 2023	Timothy Choy	Add Unit Test Evaluations for Shop
March 8, 2023	Timothy Choy	Add Verification Table
March 8, 2023	Joy Xiao	Update editing appointments tests
March 8, 2023	Arkin Modi	Add Unit Test Results
March 8, 2023	Arkin Modi	Add Traceability Between Test Cases and Requirements & Traceability Between Test Cases and Modules Sections
March 8, 2023	Timothy Choy	Add Test Evaluation for Usability Survey
March 8, 2023	Arkin Modi	Add Reflection
March 8, 2023	Joy Xiao	Add Reflection

March 8, 2023	Leon So	Add Reflection
March 8, 2023	Timothy Choy	Add Reflection
March 8, 2023	Joy Xiao	Fix some grammar
March 15, 2023	Joy Xiao	Update service test due to update in SRS
March 19, 2023	Joy Xiao	Update appointments tests due to update in SRS
April 1, 2023	Leon So	Update authentication tests due to update in SRS
April 5, 2023	Leon So	Update changes due to testing

---

## 2 Symbols, Abbreviations and Acronyms

symbol	description
API	Application Programming Interface
CD	Continuous Deployment
CI	Continuous Integration
CLS	Cumulative Layout Shift
CSS	Cascading Style Sheets
FCP	First Contentful Paint
FID	First Input Delay
HTML	HyperText Markup Language
LCP	Largest Contentful Paint
ms	Milliseconds
PII	Personal Identifiable Information
PWA	Progressive Web Application
s	seconds
SRS	Software Requirements Specification
T	Test
TTFB	Time to First Byte
VnV	Verification and Validation

# Contents

<b>1</b>	<b>Revision History</b>	<b>i</b>
<b>2</b>	<b>Symbols, Abbreviations and Acronyms</b>	<b>iii</b>
<b>3</b>	<b>Introduction</b>	<b>1</b>
3.1	Project Summary . . . . .	1
3.2	Purpose of Document . . . . .	1
3.3	Scope of Testing . . . . .	1
<b>4</b>	<b>Functional Requirements Evaluation</b>	<b>1</b>
4.1	Authentication . . . . .	1
4.2	Appointments . . . . .	7
4.3	Quotes . . . . .	11
4.4	Work Orders . . . . .	14
4.5	Employee Management . . . . .	15
4.6	Services . . . . .	17
4.7	Shop Lookup . . . . .	19
4.8	Shop Profile . . . . .	19
<b>5</b>	<b>Nonfunctional Requirements Evaluation</b>	<b>20</b>
5.1	Look and Feel Requirements . . . . .	20
5.2	Usability and Humanity Requirements . . . . .	21
5.3	Performance Requirements . . . . .	22
5.4	Operational and Environmental Requirements . . . . .	22
5.5	Maintainability and Support Requirements . . . . .	23
5.6	Security Requirements . . . . .	23
5.7	Cultural Requirements . . . . .	23
5.8	Legal Requirements . . . . .	24
<b>6</b>	<b>Verification and Validation Summary</b>	<b>24</b>
<b>7</b>	<b>Unit Testing</b>	<b>26</b>
7.1	User Module . . . . .	27
7.2	Quotes Module . . . . .	30
7.3	Appointments Module . . . . .	34
7.4	Work Orders Module . . . . .	38
7.5	Employee Management Module . . . . .	40
7.6	Services Module . . . . .	42
7.7	Shop Module . . . . .	46
<b>8</b>	<b>Changes Due to Testing</b>	<b>49</b>
<b>9</b>	<b>Automated Testing</b>	<b>49</b>
<b>10</b>	<b>Traceability Between Test Cases and Requirements</b>	<b>50</b>
<b>11</b>	<b>Traceability Between Test Cases and Modules</b>	<b>54</b>

<b>12 Code Coverage Metrics</b>	<b>56</b>
<b>13 Appendix</b>	<b>57</b>
13.1 Usability Survey Results . . . . .	57
13.2 Reflection . . . . .	57

## List of Tables

1 Revision History . . . . .	i
2 Verification and Validation Summary . . . . .	25
3 Unit Tests Results Summary . . . . .	26
4 Traceability Between Functional Test Cases and Functional Requirements, BE1 to BE16 . . . . .	50
5 Traceability Between Functional Test Cases and Functional Requirements, BE17 to BE30 . . . . .	52
6 Traceability Between Nonfunctional Test Cases and Nonfunctional Re- quirements . . . . .	53
7 Traceability Between Test Cases and Modules . . . . .	54
8 Code Coverage Report . . . . .	56

## List of Figures

## 3 Introduction

### 3.1 Project 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 Purpose of Document

This document outlines the validation and verification process for the application, Sayyara, and a detailed summary of results for the planned tests defined in the [VnV Plan](#).

### 3.3 Scope of Testing

As defined in the [VnV Plan](#), the tests reported aim to verify and validate functional and nonfunctional requirements listed in the [SRS](#).

In addition, the testing reported in this document aims to validate that the application provides adequate usability and to verify that the system is in a functional state for the end users. The testing and validation will aid in ensuring that the product fulfills the system requirements, intended use, and goals of stakeholders.

## 4 Functional Requirements Evaluation

### 4.1 Authentication

#### 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

Results: Passed

## 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, shop phone number, and shop email

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

Results: Passed

## 3. **FRT-BE1-3**

Control: Manual

Initial State: Employee with no existing account

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

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

Results: Passed

## 4. **FRT-BE1-4**

Control: Manual

Initial State: Customer with no existing account

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

Output: Input validation messages should be shown indicating that provided inputs are invalid

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

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

Results: Passed

## 5. **FRT-BE1-5**



Control: Manual

Initial State: Customer with no existing account

Input: Customer attempts to submit input validation form with empty inputs

Output: Input validation messages should be shown indicating that provided inputs are invalid

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

How test will be performed: The tester will register and sign up for a new customer account with empty fields provided

Results: Passed

#### 6. **FRT-BE1-6**

Control: Manual

Initial State: Shop owner with no existing account

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

Output: Input validation messages should be shown indicating that provided inputs are invalid

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

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

Results: Passed

#### 7. **FRT-BE1-7**

Control: Manual

Initial State: Shop owner with no existing account

Input: Shop owner attempts to submit input validation form with empty inputs

Output: Input validation messages should be shown indicating that provided inputs are invalid

Test Case Derivation: New shop owner wants to sign up for a new account with empty fields provided

How test will be performed: The tester will register and sign up for a new shop owner account with empty fields provided

Results: Passed

#### 8. **FRT-BE1-8**

Control: Manual

Initial State: Employee with no existing account

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

Output: Input validation messages should be shown indicating that provided inputs are invalid

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

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

Results: Passed

**9. FRT-BE1-9**

Control: Manual

Initial State: Employee with no existing account

Input: Employee attempts to submit input validation form with empty inputs

Output: Input validation messages should be shown indicating that provided inputs are invalid

Test Case Derivation: New employee wants to sign up for a new account with empty fields provided

How test will be performed: The tester will register and sign up for a new employee account with empty fields provided

**10. FRT-BE1-10**

Control: Manual

Initial State: Employee with no existing account

Input: Employee submits sign up form with invalid shop ID

Output: Notification should appear indicating that the provided shop ID is invalid

Test Case Derivation: New employee wants to sign up for a new account with invalid shop ID provided

How test will be performed: The tester will register and sign up for a new employee account using invalid shop ID

Results: Passed

**11. FRT-BE2-1**

Control: Manual

Initial State: Customer with existing account and not logged in

Input: Customer submits login form with valid email, password, and vehicle information

Output: Redirect to vehicle owner landing page upon successful login

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

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

Results: Passed

#### 12. **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 log in to existing with valid login credentials provided

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

Results: Passed

#### 13. **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 log in to existing with valid login credentials provided

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

Results: Passed

#### 14. **FRT-BE2-4**

Control: Manual

Initial State: Customer with existing account and not logged in

Input: Customer submits login form with invalid email and password

Output: Notification should appear indicating that the login was unsuccessful

Test Case Derivation: Customer wants to log in to existing with invalid login credentials provided

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

Results: Passed

15. **FRT-BE2-5**

Control: Manual

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

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

Output: Notification should appear indicating that the login was unsuccessful

Test Case Derivation: Shop owner wants to log in to existing with invalid login credentials provided

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

Results: Passed

16. **FRT-BE2-6**

Control: Manual

Initial State: Employee with existing account and not logged in

Input: Employee submits login form with invalid email and password

Output: Notification should appear indicating that the login was unsuccessful

Test Case Derivation: Employee wants to log in to existing with invalid login credentials provided

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

Results: Passed

17. **FRT-BE3-1**

Control: Manual

Initial State: Customer with existing account and logged in

Input: Customer requests to log out

Output: System logs the user out and transitions to home page

Test Case Derivation: Customer wants to log out

How test will be performed: The tester will request to log out on a customer account

Results: Passed

18. **FRT-BE3-2** Control: Manual

Initial State: Shop owner with existing account and logged in

Input: Shop owner requests to log out

Output: System logs the user out and transitions to home page

Test Case Derivation: Shop owner wants to log out

How test will be performed: The tester will request to log out on a shop owner account

Results: Passed

#### 19. **FRT-BE3-3**

Control: Manual

Initial State: Employee with existing account and logged in

Input: Employee requests to logout

Output: System logs the user out and transitions to home page

Test Case Derivation: Employee wants to logout

How test will be performed: The tester will request to logout on an employee account

Results: Passed

## 4.2 **Appointments**

#### 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 entered by the user

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

Results: Passed

#### 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 entered by the user

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

Results: Passed

### 3. **FRT-BE4-3**

Control: Manual

Initial State: Shop Owner/Employee Account with appointment requests

Input: Accept an appointment request

Output: Appointment booking displayed 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

Results: Passed

### 4. **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 customer 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

Results: Passed

### 5. **FRT-BE5-2**

Control: Manual

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

Input: Selects an appointment to move to scheduled

Output: The appointment is moved to the scheduled appointments tab for the customer and the shop owner/employee. The user accepting the appointment will receive a notification that the appointment was accepted.

Test Case Derivation: The shop owner/employee user is able to accept an appointment request

How test will be performed: The tester will go through the user interface to press “accept” on a request appointment and confirm the appointment is moved to the scheduled appointments tab

Results: Passed

#### 6. **FRT-BE5-3**

Control: Manual

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

Input: Selects an appointment to move to in progress

Output: The appointment is moved to in progress appointments tab for the customer and the shop owner/employee. The user moving the appointment to in progress will receive a notification that the appointment was moved to in progress

Test Case Derivation: The shop owner/employee user is able to move a scheduled appointment to in progress

How test will be performed: The tester will go through the user interface to press “in progress” on a scheduled appointment and confirm the appointment is moved to the in progress appointments tab

Results: Passed

#### 7. **FRT-BE5-4**

Control: Manual

Initial State: Shop Owner/Employee Account has an in progress appointment

Input: Selects an appointment to move to completed

Output: The appointment is moved to completed appointments tab for the customer and the shop owner/employee. The user moving the appointment to completed will receive a notification that the appointment was moved to completed

Test Case Derivation: The shop owner/employee user is able to move an in Progress appointment to completed

How test will be performed: The tester will go through the user interface to press “completed” on an in progress appointment and confirm the appointment is moved to the completed appointments tab

Results: Passed

#### 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 and receive a notification that the appointment was cancelled

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

Results: Passed

#### 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 and receive a notification that the appointment was cancelled

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

Results: Passed

#### 10. **FRT-BE7-1**

Control: Manual

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

Input: Selects reject on a requested appointment

Output: The appointment booking is rejected and displayed under “rejected appointments” for the customer and removed from the shop owner/employee schedules. The user rejecting the appointment will receive a notification that the appointment was rejected.

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

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

Results: Passed

#### 11. **FRT-BE8-1**

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

Results: Passed

### 4.3 Quotes

#### 1. **FRT-BE9-1**

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

Results: Passed

#### 2. **FRT-BE9-2**

Control: Manual

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

Input: Request all 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

Results: Passed

#### 3. **FRT-BE9-3**

Control: Manual

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

Input: Request all 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

Results: Passed

**4. FRT-BE9-4**

Control: Manual

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

Input: Request all 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

Results: Passed

**5. FRT-BE10-1**

Control: Manual

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

Results: Passed

**6. FRT-BE11-1**

Control: Manual

Initial State: Customer Account with a completed quote

Input: A quote's chat history is requested

Output: The quote's chat history

Test Case Derivation: There are chat messages to display

How test will be performed: The tester will view a quote's chat messages through the user interface

Results: Passed

**7. FRT-BE11-2**

Control: Manual

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

Input: A quote's chat history is requested

Output: The quote's chat history

Test Case Derivation: There are chat messages to display

How test will be performed: The tester will view a quote's chat messages through the user interface

Results: Passed

8. **FRT-BE12-1**

Control: Manual

Initial State: Customer Account with a created quote

Input: A chat message

Output: A chat message is created and attached to the quote

Test Case Derivation: The system shall send chat messages upon request

How test will be performed: The tester will send a chat message within a quote through the user interface

Results: Passed

9. **FRT-BE12-2**

Control: Manual

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

Input: A chat message

Output: A chat message is created and attached to the quote

Test Case Derivation: The system shall send chat messages upon request

How test will be performed: The tester will send a chat message within a quote through the user interface

Results: Passed

10. **FRT-BE13-1**

Control: Manual

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

Input: An filled in appointment invitation form

Output: An appointment invitation is sent to the customer

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

How test will be performed: The tester will send an appointment invitation from a quote through the user interface

Results: Passed

#### 11. **FRT-BE14-1**

Control: Manual

Initial State: Customer Account with a quote that has an appointment invitation

Input: Accept an appointment request

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 an appointment invitation from a quote

How test will be performed: The tester will accept an appointment invitation from a quote through the user interface

Results: Passed

### 4.4 **Work Orders**

#### 1. **FRT-BE15-1**

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 a new appointment with information from the quote

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

Results: Passed

#### 2. **FRT-BE15-2**

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 a new appointment

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

Results: Passed

#### 3. **FRT-BE16-1**

Control: Manual

Initial State: Customer Account with a vehicle, an upcoming appointment, and a work order associated to the appointment

Input: A list of upcoming appointments is requested

Output: The appointments in a table format with the associated work order attached to each appointment

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

Results: Passed

#### 4. **FRT-BE16-2**

Control: Manual

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

Input: A list of upcoming appointments is requested

Output: The appointments in a table format with the associated work order attached to each appointment

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

Results: Passed

#### 5. **FRT-BE17-1**

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

Results: Passed

### 4.5 **Employee Management**

#### 1. **FRT-BE18-1**

Control: Manual

Initial State: Shop Owner has a shop profile

Input: Shop owner wants to retrieve shop ID to invite employee

Output: Shop ID is displayed

Test Case Derivation: The system shall allow the shop owner to retrieve their shop ID to invite their employee

How test will be performed: The tester will use a shop ID displayed on the shop owner's employee management page and go through the sign-up flow as an employee. The tester will verify that the shop ID is displayed and correct.

Results: Passed

## 2. **FRT-BE18-2**

Control: Manual

Initial State: Shop Owner has a shop profile

Input: Employee signs up using invalid user sign up information and shop ID

Output: Message indicating that the inputs are not valid

Test Case Derivation: The system shall not allow the employee to sign up with the information provided

How test will be performed: The tester will use invalid user sign up information and invalid shop ID to sign up as an employee

Results: Passed

## 3. **FRT-BE19-1**

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

Results: Passed

## 4. **FRT-BE20-1**

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

Results: Passed

#### 5. **FRT-BE21-1**

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

Results: Passed

## 4.6 **Services**

#### 1. **FRT-BE22-1**

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 up on the shop profile

Results: Passed

#### 2. **FRT-BE23-1**

Control: Manual

Initial State: Shop Owner has a shop profile

Input: Shop Owner adds a custom service

Output: Shop service is 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 custom service to the shop profile and confirms it shows up on the shop profile

Results: Passed

### 3. **FRT-BE24-1**

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

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 the shop's services matching the search criteria are listed

Results: Passed

### 4. **FRT-BE25-1**

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

Results: Passed

### 5. **FRT-BE26-1**

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

Results: Passed



## 4.7 Shop Lookup

### 1. FRT-BE27-1

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 shop name, service name, part types and part conditions

Output: A 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

Results: Passed

## 4.8 Shop Profile

### 1. FRT-BE28-1

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

Results: Passed

### 2. FRT-BE29-1

Control: Manual

Initial State: User wants to view a shop's profile

Input: Request to view shop profile

Output: Information regarding the shop, which includes the shop's address, phone number, email, and hours of operation (if any)

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

Results: Passed

### 3. **FRT-BE30-1**

Control: Manual

Initial State: Shop Owner wants to add/update hours of operation of their shop

Input: Request to add and edit hours of operation with valid hours of operation

Output: Updated hours of operation

Test Case Derivation: The system shall allow the shop owner to add/edit their hours of operation

How test will be performed: The tester will go through the user interface to add/edit a shop

Results: Passed

## 5 Nonfunctional Requirements Evaluation

### 5.1 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

Results: Passed

#### 2. **NFRT-LF2-1**

Type: Dynamic, Manual

Initial State: The application is accessible through the 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

Results: Passed

#### 3. **NFRT-LF3-1**

Type: Dynamic, Manual

Initial State: The application is accessible through the 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

Results: Passed

## 5.2 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 on a macOS desktop/laptop device, a Windows desktop/laptop, an iOS mobile device, and an android mobile device.

Results: Passed. Testers were asked to write down which device they used to test to ensure all devices and operating systems were covered.

### 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 a web browser.

Output/Result: The system can be assessed through the web browser.

How test will be performed: The testers will attempt to launch the application on a web browser, using a device that is connected to the internet.

Results: Passed. The testers were able to access the application using the web browser while connected to the internet.

### 3. NFRT-UH3-1

Type: Dynamic, Manual

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

Input/Condition: User disconnects from the internet.

Output/Result: The system notifies the user that there is no network connection.

How test will be performed: The testers disconnects from the internet while the application is open.

Results: Passed. Testers were greeted with a toast when they disconnected from the internet.

### 4. NFRT-UH4-1

Type: Manual

How test will be performed: A usability survey will be sent to a group of test users, and their responses will be recorded. The group of test users will include people from all user types of the application.

Results: Failed. There were some critical issues and bugs found that affected the usability of the application. Users had trouble understanding some filters and were unable to recover from some errors. The full details of the survey are in section [13.1](#).

## 5.3 Performance Requirements

### 1. NFRT-PR1-1

Type: Dynamic, Manual

How test will be performed: A function will be added to the application which logs web metrics of the system. Testers will go through each of the pages and functions, making sure that the metrics meet current web standards as stated [in this article](#). These criteria include:

- LCP < 2.5s
- FID < 100ms
- CLS < 0.1
- TTFB < 0.5s
- FCP < 1.8s

Results: Passed. Testers were able to view logs of their progress and record results which met or exceeded current web standards for the metrics.

## 5.4 Operational and Environmental Requirements

### 1. NFRT-OE-1

Type: Dynamic, Manual

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

Input: The user navigates across all pages and dialogs, and performs all manual system tests for functional requirements

Output: All pages and dialogs should be fully operational on the below listed device dimensions

How test will be performed: The testers will complete the manual system tests for functional requirements on Google Chrome using various device dimension options listed in 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.

Results: Failed. Manually tested to verify whether the application supports the above device dimensions. Shop lookup page does not work on iPad Air ( $820 \times 1180$ ) dimensions. Chat window does not work on iPhone SE ( $375 \times 667$ ) dimensions.

## 5.5 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.

Results: Passed. This requirement has been maintained throughout the entire project. A table containing the results can be found in section [2](#).

## 5.6 Security Requirements

### 1. NFRT-SR1-1

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

Results: Passed.

### 2. 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 the Customer without an appointment's account

Output/Result: The Customer should only be able to view the time slot taken by the other customer and no other extra information

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

Results: Failed. Extra information is returned from the API call that is not needed for these endpoints and exposes data that does not belong to user. None of the data contains PII.

## 5.7 Cultural Requirements

### 1. NFRT-CR1-1

Type: Static, Manual

Initial State: The application is accessible through the web browser

Input: The user navigates across all pages and dialogs, and performs all end-to-end tests

Output: There should be no offensive texts or images

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.

Results: Passed. Manually tested to verify that there are no offensive images or text.

### 2. NFRT-CR2-1

Type: Static, Manual

Initial State: The application is accessible through the web browser

Input: The user navigates across all pages and dialogs, and performs all end-to-end tests

Output: All text should be displayed in English

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.

Results: Passed. Checked that everything is written in English in the implementation, documentation, and anything visible to the user.

## 5.8 Legal Requirements

### 1. NFRT-LR1-1

Type: Static, Manual

Input: The user navigates all source code and project documents

Output: Appropriate credits and/or copyright licenses are used, and MIT License requirements should be adhered to

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.

Results: Passed. Checked the MIT License requirements and that the project adhered to all the requirements.

## 6 Verification and Validation Summary

It is assumed that the TA has validated our documents and implementation through marking our work throughout the course.

Table 2: Verification and Validation Summary

✓ = Pass, X = Fail						
Verification	Arkin	Joy	Leon	Timothy	Nabeel	TA
SRS	✓	✓	✓	✓	✓	✓
Design	✓	✓	✓	✓	✓	✓
VnV Plan	✓	✓	✓	✓	✓	✓
Implementation	✓	✓	✓	✓	✓	✓

## 7 Unit Testing

A summary of all the test results can be found in table 3.

Table 3: Unit Tests Results Summary

✓ = Pass, X = Fail					
Test ID	Result	Test ID	Result	Test ID	Result
FRT-M3-1	✓	FRT-M3-2	✓	FRT-M3-3	✓
FRT-M3-4	✓	FRT-M3-5	✓	FRT-M3-6	✓
FRT-M3-7	✓	FRT-M3-8	✓	FRT-M3-9	✓
FRT-M3-10	✓	FRT-M4-1	✓	FRT-M4-2	✓
FRT-M4-3	✓	FRT-M4-4	✓	FRT-M4-5	✓
FRT-M3-6	✓	FRT-M4-7	✓	FRT-M4-8	✓
FRT-M4-9	✓	FRT-M4-10	✓	FRT-M4-11	✓
FRT-M4-12	✓	FRT-M4-13	✓	FRT-M4-14	✓
FRT-M4-15	✓	FRT-M4-16	✓	FRT-M4-17	✓
FRT-M5-1	✓	FRT-M5-2	✓	FRT-M5-3	✓
FRT-M5-4	✓	FRT-M5-5	✓	FRT-M5-6	✓
FRT-M5-7	✓	FRT-M5-8	✓	FRT-M5-9	✓
FRT-M5-10	✓	FRT-M5-11	✓	FRT-M5-12	✓
FRT-M5-13	✓	FRT-M5-14	✓	FRT-M6-1	✓
FRT-M6-2	✓	FRT-M6-3	✓	FRT-M6-4	✓
FRT-M6-5	✓	FRT-M6-6	✓	FRT-M6-7	✓
FRT-M7-1	✓	FRT-M7-2	✓	FRT-M7-3	✓
FRT-M7-4	✓	FRT-M7-5	✓	FRT-M7-6	✓
FRT-M8-1	✓	FRT-M8-2	✓	FRT-M8-3	✓
FRT-M8-4	✓	FRT-M8-5	✓	FRT-M8-6	✓
FRT-M8-7	✓	FRT-M8-8	✓	FRT-M8-9	✓
FRT-M8-10	✓	FRT-M8-11	✓	FRT-M8-12	✓
FRT-M8-13	✓	FRT-M8-14	✓	FRT-M8-15	✓
FRT-M9-1	✓	FRT-M9-2	✓	FRT-M9-3	✓



FRT-M9-4	✓	FRT-M9-5	✓	FRT-M9-6	✓
FRT-M9-7	✓	FRT-M9-8	✓	FRT-M9-9	✓
FRT-M9-10	✓				

## 7.1 User Module

### 1. FRT-M3-1

Type: Functional, Dynamic, Unit, Automated

Initial State: N/A

Input: Create customer request received with valid information

Output: Customer and Vehicle are created

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

How test will be performed: Jest will send the create customer request with valid information

Result: Passed

### 2. FRT-M3-2

Type: Functional, Dynamic, Unit, Automated

Initial State: N/A

Input: Create customer request received with invalid information

Output: Request is rejected

Test Case Derivation: New customer wants to sign up for a new account, but not all information is provided

How test will be performed: Jest will send the create customer request with invalid information

Result: Passed

### 3. FRT-M3-3

Type: Functional, Dynamic, Unit, Automated

Initial State: N/A

Input: Create shop owner request received with valid information

Output: Shop Owner and Shop are created

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

How test will be performed: Jest will send the create shop owner request with valid information

Result: Passed

**4. FRT-M3-4**

Type: Functional, Dynamic, Unit, Automated

Initial State: N/A

Input: Create shop owner request received with invalid information

Output: Request is rejected

Test Case Derivation: New shop owner wants to sign up for a new account, but not all information is provided

How test will be performed: Jest will send the create shop owner request with invalid information

Result: Passed

**5. FRT-M3-5**

Type: Functional, Dynamic, Unit, Automated

Initial State: A shop exists

Input: Create employee request received with valid information

Output: Employee is created and register to given shop

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

How test will be performed: Jest will send the create employee request with valid information

Result: Passed

**6. FRT-M3-6**

Type: Functional, Dynamic, Unit, Automated

Initial State: A shop exists

Input: Create employee request received with invalid information

Output: Request is rejected

Test Case Derivation: New employee wants to sign up for a new account but not all information is provided

How test will be performed: Jest will send the create employee request with invalid information

Result: Passed

**7. FRT-M3-7**

Type: Functional, Dynamic, Unit, Automated

Initial State: A user exists

Input: Get user by an email address for an existing user

Output: The user

Test Case Derivation: Need to look up user data by the user provided email address

How test will be performed: Jest will call the internal command to get a user by email address

Result: Passed

#### 8. **FRT-M3-8**

Type: Functional, Dynamic, Unit, Automated

Initial State: A user exists

Input: Get user by an email address for a user that does not exist

Output: None

Test Case Derivation: Need to look up user data by the user provided email address

How test will be performed: Jest will call the internal command to get a user by email address

Result: Passed

#### 9. **FRT-M3-9**

Type: Functional, Dynamic, Unit, Automated

Initial State: A user exists

Input: Authorize a user with a valid email and password

Output: The user's data

Test Case Derivation: A user wants to authorize themselves in order to view their data (e.g., appointments, work orders, etc.)

How test will be performed: Jest will call the internal command to authorize a user

Result: Passed

#### 10. **FRT-M3-10**

Type: Functional, Dynamic, Unit, Automated

Initial State: A user exists

Input: Authorize a user with an invalid email and password

Output: A unauthorized error message

Test Case Derivation: A user wants to authorize themselves in order to view their data (e.g., appointments, work orders, etc.)

How test will be performed: Jest will call the internal command to authorize a user

Result: Passed

## 7.2 Quotes Module

### 1. **FRT-M4-1**

Type: Functional, Dynamic, Unit, Automated

Initial State: A customer, a vehicle, a shop, a shop owner, and a “CUSTOM” service exists

Input: Create quote request with valid information

Output: A quote is created

Test Case Derivation: A customer wants to request a quote from a shop

How test will be performed: Jest will send a create quote request with valid information

Result: Passed

### 2. **FRT-M4-2**

Type: Functional, Dynamic, Unit, Automated

Initial State: A customer, a vehicle, a shop, a shop owner, and a “CUSTOM” service exists

Input: Create quote request with invalid information

Output: Request is rejected

Test Case Derivation: A customer wants to request a quote from a shop

How test will be performed: Jest will send a create quote request with invalid information

Result: Passed

### 3. **FRT-M4-3**

Type: Functional, Dynamic, Unit, Automated

Initial State: A quote exists

Input: Update quote request with a valid ID and valid information

Output: The quote is updated

Test Case Derivation: A shop owner/employee wants to invite the customer to book an appointment and need to prepopulate the booking with service information

How test will be performed: Jest will send an update quote request with a valid ID and valid information

Result: Passed

### 4. **FRT-M4-4**

Type: Functional, Dynamic, Unit, Automated

Initial State: A quote exists

Input: Update quote request with an invalid ID and valid information

Output: Request is rejected

Test Case Derivation: A shop owner/employee wants to invite the customer to book an appointment and need to prepopulate the booking with service information

How test will be performed: Jest will send an update quote request with an invalid ID and valid information

Result: Passed

#### 5. **FRT-M4-5**

Type: Functional, Dynamic, Unit, Automated

Initial State: A quote exists

Input: Update quote request with a valid ID and invalid information

Output: Request is rejected

Test Case Derivation: A shop owner/employee wants to invite the customer to book an appointment and need to prepopulate the booking with service information

How test will be performed: Jest will send an update quote request with a valid ID and invalid information

Result: Passed

#### 6. **FRT-M4-6**

Type: Functional, Dynamic, Unit, Automated

Initial State: A quote exists

Input: Get quote request with a valid quote ID

Output: Quote data is returned

Test Case Derivation: A shop owner/employee wants to view the quote

How test will be performed: Jest will send a get quote request with a valid quote ID

Result: Passed

#### 7. **FRT-M4-7**

Type: Functional, Dynamic, Unit, Automated

Initial State: A quote exists

Input: Get quote request with an invalid quote ID

Output: Request is rejected

Test Case Derivation: A shop owner/employee wants to view the quote

How test will be performed: Jest will send a get quote request with an invalid quote ID

Result: Passed

8. **FRT-M4-8**

Type: Functional, Dynamic, Unit, Automated

Initial State: A quote exists

Input: Get quote request with a valid customer ID

Output: List of quotes is returned

Test Case Derivation: A shop owner/employee wants to view the quote

How test will be performed: Jest will send a get quote request with a valid customer ID

Result: Passed

9. **FRT-M4-9**

Type: Functional, Dynamic, Unit, Automated

Initial State: A quote exists

Input: Get quote request with an invalid customer ID

Output: Empty list

Test Case Derivation: A shop owner/employee wants to view the quote

How test will be performed: Jest will send a get quote request with an invalid customer ID

Result: Passed

10. **FRT-M4-10**

Type: Functional, Dynamic, Unit, Automated

Initial State: A quote exists

Input: Get quote request with a valid shop ID

Output: List of quotes is returned

Test Case Derivation: A shop owner/employee wants to view the quote

How test will be performed: Jest will send a get quote request with a valid shop ID

Result: Passed

11. **FRT-M4-11**

Type: Functional, Dynamic, Unit, Automated

Initial State: A quote exists

Input: Get quote request with an invalid shop ID

Output: Empty list

Test Case Derivation: A shop owner/employee wants to view the quote

How test will be performed: Jest will send a get quote request with an invalid shop ID

Result: Passed

**12. FRT-M4-12**

Type: Functional, Dynamic, Unit, Automated

Initial State: A quote exists

Input: Delete quote request with a valid quote ID

Output: Quote and Chat Messages are deleted

Test Case Derivation: A user want to delete a quote and all associated chat messages

How test will be performed: Jest will send a delete quote request with a valid quote ID

Result: Passed

**13. FRT-M4-13**

Type: Functional, Dynamic, Unit, Automated

Initial State: A quote exists

Input: Delete quote request with an invalid quote ID

Output: Request is rejected

Test Case Derivation: A shop owner/employee wants to view the quote

How test will be performed: Jest will send a delete quote request with an invalid quote ID

Result: Passed

**14. FRT-M4-14**

Type: Functional, Dynamic, Unit, Automated

Initial State: A quote exists

Input: Create a chat message request with valid information

Output: A chat message is created

Test Case Derivation: A user wants to send a chat message

How test will be performed: Jest will send a create chat message request with valid information

Result: Passed

**15. FRT-M4-15**

Type: Functional, Dynamic, Unit, Automated

Initial State: A quote exists

Input: Create a chat message request with invalid information

Output: Request is rejected

Test Case Derivation: A user wants to send a chat message

How test will be performed: Jest will send a create chat message request with invalid information

Result: Passed

#### 16. **FRT-M4-16**

Type: Functional, Dynamic, Unit, Automated

Initial State: A quote exists

Input: Get chat messages request with a valid quote ID

Output: List of chat messages is returned

Test Case Derivation: A user want to see the previous chat messages

How test will be performed: Jest will send a get chat messages request with a valid quote ID

Result: Passed

#### 17. **FRT-M4-17**

Type: Functional, Dynamic, Unit, Automated

Initial State: A quote exists

Input: Get chat messages request with an invalid quote ID

Output: Empty list

Test Case Derivation: A user want to see the previous chat messages

How test will be performed: Jest will send a get chat messages request with an invalid quote ID

Result: Passed

## 7.3 Appointments Module

#### 1. **FRT-M5-1**

Type: Functional, Dynamic, Unit, Automated

Initial State: A customer, vehicle, shop, shop owner, and service exist

Input: Create appointment request with valid information

Output: An appointment and work order is created

Test Case Derivation: A customer wants to create an appointment at a shop

How test will be performed: Jest will send a create appointment request with valid information



Result: Passed

**2. FRT-M5-2**

Type: Functional, Dynamic, Unit, Automated

Initial State: A customer, vehicle, shop, shop owner, and service exist

Input: Create appointment request with missing information

Output: Request is rejected

Test Case Derivation: A customer wants to create an appointment at a shop

How test will be performed: Jest will send a create appointment request with missing information

Result: Passed

**3. FRT-M5-3**

Type: Functional, Dynamic, Unit, Automated

Initial State: A customer, vehicle, shop, shop owner, and service exist

Input: Create appointment request with an end time before the start time

Output: Request is rejected

Test Case Derivation: A customer wants to create an appointment at a shop

How test will be performed: Jest will send a create appointment request with invalid timing information

Result: Passed

**4. FRT-M5-4**

Type: Functional, Dynamic, Unit, Automated

Initial State: An appointment exists

Input: Get appointment request with a valid appointment ID

Output: Appointment data is returned

Test Case Derivation: A user wants to view an appointment

How test will be performed: Jest will send a get appointment request with a valid appointment ID

Result: Passed

**5. FRT-M5-5**

Type: Functional, Dynamic, Unit, Automated

Initial State: An appointment exists

Input: Get appointment request with an invalid appointment ID

Output: Request is rejected

Test Case Derivation: A user wants to view an appointment

How test will be performed: Jest will send a get appointment request with an invalid appointment ID

Result: Passed

#### 6. **FRT-M5-6**

Type: Functional, Dynamic, Unit, Automated

Initial State: An appointment exists

Input: Get appointments request with a valid shop ID

Output: List of appointments is returned

Test Case Derivation: A shop owner/employee wants to view all appointments as their shop

How test will be performed: Jest will send a get appointments request with a valid shop ID

Result: Passed

#### 7. **FRT-M5-7**

Type: Functional, Dynamic, Unit, Automated

Initial State: An appointment exists

Input: Get appointments request with an invalid shop ID

Output: Empty list

Test Case Derivation: A shop owner/employee wants to view all appointments as their shop

How test will be performed: Jest will send a get appointments request with an invalid shop ID

Result: Passed

#### 8. **FRT-M5-8**

Type: Functional, Dynamic, Unit, Automated

Initial State: An appointment exists

Input: Update an appointment request with a valid appointment ID and valid information

Output: The appointment is updated

Test Case Derivation: A user wants to update the appointment

How test will be performed: Jest will send an update appointment request with a valid appointment ID and valid information

Result: Passed

**9. FRT-M5-9**

Type: Functional, Dynamic, Unit, Automated

Initial State: An appointment exists

Input: Update an appointment request with an invalid appointment ID and valid information

Output: Request is rejected

Test Case Derivation: A user wants to update the appointment

How test will be performed: Jest will send an update appointment request with an invalid appointment ID and valid information

Result: Passed

**10. FRT-M5-10**

Type: Functional, Dynamic, Unit, Automated

Initial State: An appointment exists

Input: Update an appointment request with a valid appointment ID and invalid information

Output: Request is rejected

Test Case Derivation: A user wants to update the appointment

How test will be performed: Jest will send an update appointment request with a valid appointment ID and invalid information

Result: Passed

**11. FRT-M5-11**

Type: Functional, Dynamic, Unit, Automated

Initial State: An appointment exists

Input: Update an appointment request with a valid appointment ID and with an end time before the start time

Output: Request is rejected

Test Case Derivation: A user wants to update the appointment

How test will be performed: Jest will send an update appointment request with a valid appointment ID and invalid timing information

Result: Passed

**12. FRT-M5-12**

Type: Functional, Dynamic, Unit, Automated

Initial State: Multiple appointment exists with some having overlapping time slots

Input: Update an appointment request with a valid appointment ID and update status from “PENDING\_APPROVAL” to “ACCEPTED”

Output: The appointment is updated and all other overlapping appointment are updated to “REJECTED”

Test Case Derivation: A shop owner/employee wants to accept an appointment

How test will be performed: Jest will send an update appointment request with a valid appointment ID and status as “ACCEPTED”

Result: Passed

#### 13. **FRT-M5-13**

Type: Functional, Dynamic, Unit, Automated

Initial State: An appointment exists

Input: Delete appointment request with a valid appointment ID

Output: The appointment and work order should be deleted

Test Case Derivation: A user wants to delete an appointment

How test will be performed: Jest will send a delete appointment request with a valid appointment ID

Result: Passed

#### 14. **FRT-M5-14**

Type: Functional, Dynamic, Unit, Automated

Initial State: An appointment exists

Input: Delete appointment request with an invalid appointment ID

Output: Request is rejected

Test Case Derivation: A user wants to delete an appointment

How test will be performed: Jest will send a delete appointment request with a valid appointment ID

Result: Passed

## 7.4 **Work Orders Module**

#### 1. **FRT-M6-1**

Type: Functional, Dynamic, Unit, Automated

Initial State: A work order exists

Input: Get work order request with a valid work order ID

Output: Work order data

Test Case Derivation: A user wants to view the work order

How test will be performed: Jest will send a get work order request with a valid work order ID

Result: Passed

## 2. **FRT-M6-2**

Type: Functional, Dynamic, Unit, Automated

Initial State: A work order exists

Input: Get work order request with an invalid work order ID

Output: Request is rejected

Test Case Derivation: A user wants to view the work order

How test will be performed: Jest will send a get work order request with an invalid work order ID

Result: Passed

## 3. **FRT-M6-3**

Type: Functional, Dynamic, Unit, Automated

Initial State: A work order exists

Input: Get work order request with a valid shop ID

Output: List of work orders

Test Case Derivation: A shop owner/employee wants to view all the work orders for their shop

How test will be performed: Jest will send a get work orders request with a valid shop ID

Result: Passed

## 4. **FRT-M6-4**

Type: Functional, Dynamic, Unit, Automated

Initial State: A work order exists

Input: Get work order request with an invalid shop ID

Output: Request is rejected

Test Case Derivation: A shop owner/employee wants to view all the work orders for their shop

How test will be performed: Jest will send a get work order request with an invalid shop ID

Result: Passed

## 5. **FRT-M6-5**

Type: Functional, Dynamic, Unit, Automated

Initial State: A work order exists

Input: Update work order request with a valid work order ID and valid information

Output: Update the work order

Test Case Derivation: A shop owner/employee wants to update the work order

How test will be performed: Jest will send an update work order request with a valid work order ID and valid information

Result: Passed

#### 6. **FRT-M6-6**

Type: Functional, Dynamic, Unit, Automated

Initial State: A work order exists

Input: Update work order request with an invalid work order ID and valid information

Output: Request is rejected

Test Case Derivation: A shop owner/employee wants to update the work order

How test will be performed: Jest will send an update work order request with an invalid work order ID and valid information

Result: Passed

#### 7. **FRT-M6-7**

Type: Functional, Dynamic, Unit, Automated

Initial State: A work order exists

Input: Update work order request with a valid work order ID and invalid information

Output: Request is rejected

Test Case Derivation: A shop owner/employee wants to update the work order

How test will be performed: Jest will send an update work order request with a valid work order ID and invalid information

Result: Passed

## 7.5 Employee Management Module

#### 1. **FRT-M7-1**

Type: Functional, Dynamic, Unit, Automated

Initial State: A shop account exists with employees

Input: Get employees with a valid shop ID

Output: All employees associated with the shop

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

How test will be performed: Jest will send a get employees request with a valid shop ID

Result: Passed

## 2. **FRT-M7-2**

Type: Functional, Dynamic, Unit, Automated

Initial State: A shop account exists with employees

Input: Get employees with an invalid shop ID

Output: Empty list

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

How test will be performed: Jest will send a get employees request with an invalid shop ID

Result: Passed

## 3. **FRT-M7-3**

Control: Manual

Initial State: Shop owner account with employees

Input: Update employee status from “ACTIVE” to “SUSPENDED” for a given employee ID

Output: No operation

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

How test will be performed: Jest will send a delete employee request with a valid employee ID

Result: Passed

## 4. **FRT-M7-4**

Control: Manual

Initial State: Shop owner account with employees

Input: Update employee status from “ACTIVE” to “SUSPENDED” for a given employee ID

Output: Request is rejected

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

How test will be performed: Jest will send a delete employee request with an invalid employee ID

Result: Passed

## 7.6 Services Module

### 1. FRT-M8-1

Type: Functional, Dynamic, Unit, Automated

Initial State: A shop and a shop owner exist

Input: Create service request with valid information

Output: Create the service

Test Case Derivation: A shop owner wants to create a service at their shop

How test will be performed: Jest will send a create service request with valid information

Result: Passed

### 2. FRT-M8-2

Type: Functional, Dynamic, Unit, Automated

Initial State: A shop and a shop owner exist

Input: Create service request with invalid information

Output: Request is rejected

Test Case Derivation: A shop owner wants to create a service at their shop

How test will be performed: Jest will send a create service request with invalid information

Result: Passed

### 3. FRT-M8-3

Type: Functional, Dynamic, Unit, Automated

Initial State: A service exists

Input: Get service request with a valid service ID

Output: The service data

Test Case Derivation: A user wants to view a service

How test will be performed: Jest will send a get service request with a valid service ID

Result: Passed

### 4. FRT-M8-4

Type: Functional, Dynamic, Unit, Automated

Initial State: A service exists

Input: Get service request with an invalid service ID

Output: Request is rejected



Test Case Derivation: A user wants to view a service

How test will be performed: Jest will send a get service request with an invalid service ID

Result: Passed

**5. FRT-M8-5**

Type: Functional, Dynamic, Unit, Automated

Initial State: A service exists

Input: Get services request with a valid shop ID

Output: List of services

Test Case Derivation: A user wants to view the services at a shop

How test will be performed: Jest will send a get services request with a valid shop ID

Result: Passed

**6. FRT-M8-6**

Type: Functional, Dynamic, Unit, Automated

Initial State: A service exists

Input: Get services request with an invalid shop ID

Output: Empty list

Test Case Derivation: A user wants to view the services at a shop

How test will be performed: Jest will send a get services request with an invalid shop ID

Result: Passed

**7. FRT-M8-7**

Type: Functional, Dynamic, Unit, Automated

Initial State: A “CANNED” service exists

Input: Get “CANNED” services request with a valid shop ID

Output: List of “CANNED” services

Test Case Derivation: A user wants to view the “CANNED” services at a shop

How test will be performed: Jest will send a get “CANNED” services request with a valid shop ID

Result: Passed

**8. FRT-M8-8**

Type: Functional, Dynamic, Unit, Automated

Initial State: A “CANNED” service exists

Input: Get “CANNED” services request with an invalid shop ID

Output: Request is rejected

Test Case Derivation: A user wants to view the “CANNED” services at a shop

How test will be performed: Jest will send a get “CANNED” services request with an invalid shop ID

Result: Passed

**9. FRT-M8-9**

Type: Functional, Dynamic, Unit, Automated

Initial State: A “CUSTOM” service exists

Input: Get “CUSTOM” services request with a valid shop ID

Output: List of “CUSTOM” services

Test Case Derivation: A user wants to view the “CUSTOM” services at a shop

How test will be performed: Jest will send a get “CUSTOM” services request with a valid shop ID

Result: Passed

**10. FRT-M8-10**

Type: Functional, Dynamic, Unit, Automated

Initial State: A “CUSTOM” service exists

Input: Get “CUSTOM” services request with an invalid shop ID

Output: Request is rejected

Test Case Derivation: A user wants to view the “CUSTOM” services at a shop

How test will be performed: Jest will send a get “CUSTOM” services request with an invalid shop ID

Result: Passed

**11. FRT-M8-11**

Type: Functional, Dynamic, Unit, Automated

Initial State: A service exists

Input: Update a service request with a valid service ID and valid information

Output: The service is updated

Test Case Derivation: A shop owner wants to update the details of their service

How test will be performed: Jest will send an update service request with a valid service ID and valid information

Result: Passed

**12. FRT-M8-12**

Type: Functional, Dynamic, Unit, Automated

Initial State: A service exists

Input: Update a service request with an invalid service ID and valid information

Output: Request is rejected

Test Case Derivation: A shop owner wants to update the details of their service

How test will be performed: Jest will send an update service request with an invalid service ID and valid information

Result: Passed

**13. FRT-M8-13**

Type: Functional, Dynamic, Unit, Automated

Initial State: A service exists

Input: Update a service request with a valid service ID and invalid information

Output: Request is rejected

Test Case Derivation: A shop owner wants to update the details of their service

How test will be performed: Jest will send an update service request with a valid service ID and invalid information

Result: Passed

**14. FRT-M8-14**

Type: Functional, Dynamic, Unit, Automated

Initial State: A service exists

Input: Delete a service request with a valid service ID

Output: The service is deleted

Test Case Derivation: A shop owner wants to delete their service

How test will be performed: Jest will send a delete service request with a valid service ID

Result: Passed

**15. FRT-M8-15**

Type: Functional, Dynamic, Unit, Automated

Initial State: A service exists

Input: Delete a service request with an invalid service ID

Output: No operation

Test Case Derivation: A shop owner wants to delete their service

How test will be performed: Jest will send a delete service request with an invalid service ID

Result: Passed

## 7.7 Shop Module

### 1. FRT-M9-1

Type: Functional, Dynamic, Unit, Automated

Initial State: A shop exists

Input: Get shop request with a valid shop ID

Output: Shop data

Test Case Derivation: A user wants to view the shop

How test will be performed: Jest will send a get shop request with a valid shop ID

Result: Passed

### 2. FRT-M9-2

Type: Functional, Dynamic, Unit, Automated

Initial State: A shop exists

Input: Get shop request with an invalid shop ID

Output: Request is rejected

Test Case Derivation: A user wants to view the shop

How test will be performed: Jest will send a get shop request with an invalid shop ID

Result: Passed

### 3. FRT-M9-3

Type: Functional, Dynamic, Unit, Automated

Initial State: A shop exists

Input: Update shop request with a valid shop ID and valid information

Output: Update the shop information

Test Case Derivation: A shop owner wants to update the shop data information

How test will be performed: Jest will send an update shop request with a valid shop ID and valid information

Result: Passed

#### 4. **FRT-M9-4**

Type: Functional, Dynamic, Unit, Automated

Initial State: A shop exists

Input: Update shop request with an invalid shop ID and valid information

Output: Request is rejected

Test Case Derivation: A shop owner/employee wants to update the shop

How test will be performed: Jest will send an update shop request with an invalid shop ID and valid information

Result: Passed

#### 5. **FRT-M9-5**

Type: Functional, Dynamic, Unit, Automated

Initial State: A shop exists

Input: Update shop request with a valid shop ID and invalid information

Output: Request is rejected

Test Case Derivation: A shop owner/employee wants to update the shop

How test will be performed: Jest will send an update shop request with a valid shop ID and invalid information

Result: Passed

#### 6. **FRT-M9-6**

Type: Functional, Dynamic, Unit, Automated

Initial State: Multiple shops exist

Input: Get shop request with a valid shop name

Output: A shop that contains that shop name

Test Case Derivation: A user wants to search for auto repair shops

How test will be performed: Jest will send a get shop request with a name that exists in the list of shops

Result: Passed

#### 7. **FRT-M9-7**

Type: Functional, Dynamic, Unit, Automated

Initial State: Multiple shops exist

Input: Get shop request with a phrase that exists in multiple shop names

Output: A list of shops that contain that phrase

Test Case Derivation: A user wants to search for auto repair shops

How test will be performed: Jest will send a get shop request with a phrase that exists in the list of shops

Result: Passed

#### 8. **FRT-M9-8**

Type: Functional, Dynamic, Unit, Automated

Initial State: Multiple shops exist

Input: Get shop request with a shop name that does not exist in the list of shop names

Output: An empty list

Test Case Derivation: A user wants to search for auto repair shops

How test will be performed: Jest will send a get shop request with a name that does not exist in the list of shops

Result: Passed

#### 9. **FRT-M9-9**

Type: Functional, Dynamic, Unit, Automated

Initial State: Multiple shops exist, shops have services

Input: Get shop request with a service name

Output: A list of shops that contain that service

Test Case Derivation: A user wants to search for auto repair shops

How test will be performed: Jest will send a get shop request with a service that exists in the list of shops

Result: Passed

#### 10. **FRT-M9-10**

Type: Functional, Dynamic, Unit, Automated

Initial State: Multiple shops exist, shops have services

Input: Get shop request with a service name that does not exist in any shop

Output: An empty list

Test Case Derivation: A user wants to search for auto repair shops

How test will be performed: Jest will send a get shop request with a service that does not exist in the list of shops

Result: Passed

## 8 Changes Due to Testing

During testing there were a few changes that were needed to be made to bring the application into alignment with the requirements defined in the SRS and the plan defined in the VnV Plan. Test cases “NFRT-OE-1” and “NFRT-SR2-1” have failed and changes will be made to address them. “NFRT-OE-1” failed as some views and components did not scale as intended on some small and medium device dimensions (e.g., iPhone SE). The CSS has been updated accordingly to support all device dimensions listed in the [SRS](#). “NFRT-SR2-1” failed because extra information was being returned from the API call that is not needed for these endpoints, thereby exposing data that does not belong to the user. As a result, the endpoint has been revised to return an appropriate set of information that does not expose more information than needed and does not violate the security requirements. Additionally, there were comments made regarding the lack of the ability to edit and cancel appointments in the user interface during the Revision 0 Demonstration. This feedback will also be addressed. All changes are planned to be completed before the Revision 1 Demonstration.

## 9 Automated Testing

All automated testing was carried out by Jest, a JavaScript testing framework. Each module has its own corresponding test file located within the “test” folder. The “test” folder has the same structure as the “src” folder, creating a one-to-one mapping of a module and its corresponding test. For example, the module “src/server/services/userService.ts” has its tests located in “test/server/services/userService.test.ts”. There are two Jest test runs, with the only difference being whether the testing environment is connected to a real database or not (i.e., whether the database needs to be seeded or mocked in each test case). As part of the CI/CD pipeline, the full test suite is run and information regarding pass/fail and code coverage is reported on every pull request to the main branch and to every push to the main branch.

# 10 Traceability Between Test Cases and Requirements

Table 4: 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-BE1-4	X															
FRT-BE1-5	X															
FRT-BE1-6	X															
FRT-BE1-7	X															
FRT-BE1-8	X															
FRT-BE1-9	X															
FRT-BE1-10	X															
FRT-BE2-1		X														
FRT-BE2-2		X														
FRT-BE2-3		X														
FRT-BE2-4		X														
FRT-BE2-5		X														
FRT-BE2-6		X														
FRT-BE3-1			X													
FRT-BE3-2			X													
FRT-BE3-3			X													





Table 5: Traceability Between Functional Test Cases and  
Functional Requirements, BE17 to BE30

Test IDs	Functional Requirement IDs													
	BE17	BE18	BE19	BE20	BE21	BE22	BE23	BE24	BE25	BE26	BE27	BE28	BE29	BE30
FRT-BE17-1	X													
FRT-BE18-1		X												
FRT-BE18-2		X												
FRT-BE19-1			X											
FRT-BE20-1				X										
FRT-BE21-1					X									
FRT-BE22-1						X								
FRT-BE23-1							X							
FRT-BE24-1								X						
FRT-BE25-1									X					
FRT-BE26-1										X				
FRT-BE27-1											X			
FRT-BE28-1												X		
FRT-BE29-1													X	
FRT-BE30-1														X

Table 6: Traceability Between Nonfunctional Test Cases  
and Nonfunctional Requirements

Test IDs	Functional Requirement IDs														
	LF1	LF2	LF3	UH1	UH2	UH3	UH4	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-UH4-1							X								
NFRT-PR1-1								X							
NFRT-OE1-1									X						
NFRT-MS1-1										X					
NFRT-SR1-1											X				
NFRT-SR2-1												X			
NFRT-CR1-1													X		
NFRT-CR2-1														X	
NFRT-LR1-1															X

## 11 Traceability Between Test Cases and Modules

Table 7: Traceability Between Test Cases and Modules

Test IDs	Module IDs						
	M3	M4	M5	M6	M7	M8	M9
FRT-M3-1	X						
FRT-M3-2	X						
FRT-M3-3	X						
FRT-M3-4	X						
FRT-M3-5	X						
FRT-M3-6	X						
FRT-M3-7	X						
FRT-M3-8	X						
FRT-M3-9	X						
FRT-M3-10	X						
FRT-M4-1		X					
FRT-M4-2		X					
FRT-M4-3		X					
FRT-M4-4		X					
FRT-M4-5		X					
FRT-M4-6		X					
FRT-M4-7		X					
FRT-M4-8		X					
FRT-M4-9		X					
FRT-M4-10		X					
FRT-M4-11		X					
FRT-M4-12		X					
FRT-M4-13		X					
FRT-M4-14		X					
FRT-M4-15		X					
FRT-M4-16		X					
FRT-M4-17		X					
FRT-M5-1			X				
FRT-M5-2			X				
FRT-M5-3			X				
FRT-M5-4			X				
FRT-M5-5			X				
FRT-M5-6			X				
FRT-M5-7			X				

FRT-M5-8	X		
FRT-M5-9	X		
FRT-M5-10	X		
FRT-M5-11	X		
FRT-M5-12	X		
FRT-M5-13	X		
FRT-M5-14	X		
FRT-M6-1		X	
FRT-M6-2		X	
FRT-M6-3		X	
FRT-M6-4		X	
FRT-M6-5		X	
FRT-M6-6		X	
FRT-M6-7		X	
FRT-M7-1			X
FRT-M7-2			X
FRT-M7-3			X
FRT-M7-4			X
FRT-M8-1			X
FRT-M8-2			X
FRT-M8-3			X
FRT-M8-4			X
FRT-M8-5			X
FRT-M8-6			X
FRT-M8-7			X
FRT-M8-8			X
FRT-M8-9			X
FRT-M8-10			X
FRT-M8-11			X
FRT-M8-12			X
FRT-M8-13			X
FRT-M8-14			X
FRT-M8-15			X
FRT-M9-1			X
FRT-M9-2			X
FRT-M9-3			X
FRT-M9-4			X
FRT-M9-5			X
FRT-M9-6			X
FRT-M9-7			X

<b>FRT-M9-8</b>	X
<b>FRT-M9-9</b>	X
<b>FRT-M9-10</b>	X

## 12 Code Coverage Metrics

Code coverage was calculated using Jest’s built-in code coverage instrumentation. A tool by the name of “nyc” was used to merge the code coverage reports generated from the multiple runs and output a human-readable HTML report. The code coverage report is documented in Table 8. Code that was not checked by the automated testing was either tested manually or outside the scope of the requirements.

Table 8: Code Coverage Report

<b>Package</b>	<b>Line Rate</b>	<b>Branch Rate</b>
pages.api.appointment	79%	70%
pages.api.customer.[id]	19%	18%
pages.api.employee	53%	18%
pages.api.quotes	77%	33%
pages.api.quotes.[id]	73%	54%
pages.api.service	74%	61%
pages.api.shop	73%	71%
pages.api.shop.[id]	61%	43%
pages.api.shop.[id].services	65%	71%
pages.api.user.register	76%	42%
pages.api.vehicle	0%	0%
pages.api.work-order	65%	47%
server.services	92%	72%
Summary	67% (616 / 914)	51% (171 / 338)

## 13 Appendix

### 13.1 Usability Survey Results

The following are the results of the usability survey. Four people were interviewed as CUSTOMER users, and several mechanics were interviewed as SHOP OWNER and EMPLOYEE users. The following were the main points brought out through user testing

1. Were there any bugs or issues you ran into?
  - Screen resizing issues when changing screen window size
  - Scrolling while in a dropdown would move the dropdown unexpectedly
2. What did you like the most or what stood out for you while using the application?
  - Colour scheme is good
  - The website works in dark mode
3. Please share what changes you'd like to see on our website.
  - Change the multiselect for parts into radio buttons, as they are confusing
  - Customers may not know what OEM or AFTERMARKET stands for, clarification would be helpful
  - Make the logo at the top left more reactive (let the mouse turn into a clickable icon to tell the user you can click on the logo)
  - The logo seems a bit unrefined. A more professional logo would be nice
  - The email address and phone numbers for each shop profile should allow customers to immediately navigate to them (either an email or phone call)
  - There are few car companies to choose from
4. Was the website intuitive, easy to learn to use and navigate?
  - The website could be more clean, there are many steps need to reach tasks such as booking an appointment
  - The route between booking a canned appointment and a custom appointment was slightly confusing, there is no way to create a quote from the chat page
5. When you made a mistake while navigating or using the application, was it easy to recover?
  - The website crashed once, and I was given a critical warning where I had to refresh the page to recover

### 13.2 Reflection

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

1. **In what ways was the Verification and Validation (VnV) Plan different from the activities that were actually conducted for VnV? If there were**

differences, what changes required the modification in the plan? Why did these changes occur? Would you be able to anticipate these changes in future projects? If there weren't any differences, how was your team able to clearly predict a feasible amount of effort and the right tasks needed to build the evidence that demonstrates the required quality? (It is expected that most teams will have had to deviate from their original VnV Plan.)

There were some changes that we made due to changes in the requirements. There were some areas where we decided was out of scope and communicated with our supervisor. In addition, during implementation we found that some changes were necessary to achieve a desirable user flow and experience. This resulted in some changes in the requirements and testing plan. Since we had not anticipated these requirement changes, modifications were required to the VnV plan to appropriately reflect the changes in requirements. In addition, we decided to create and include a usability survey to gather feedback from users.

We would be able to anticipate most of these changes in future projects. Some changes that are difficult to anticipate are stakeholders changing the requirements which would require updating the requirements documentation and consequently the testing plans. With regards to the usability survey, we would likely consider including a usability survey earlier in the process, and therefore we would likely be able to anticipate this component of the VnV plan in the future.