# SOFTWARE QUALITY ASSURANCE PLAN

# Team IDTE

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# Introduction

## Scope and intent of SQA activities

The team's objective is to ensure the product does deviate from the scope of our project as defined with the client. If an issue arises, it will be brought up immediately and would be presented to the client as necessary. The team will also inquire about any new ideas or features that may be seen as useful for the client. At which point, the team lead would contact the client and discuss the changes.

## SQA organizational role

The role is to review the product at specific times during implementation. These would be defined once implementation of the project has begun and the SQA would need to be in contact with the developer to know what to validate. If there are any defects that arise action would be taken immediately.

# SQA Tasks

## Task Overview

### Description of SQA task

#### Task 1

The team member working on the database design would reference the SRS to make sure they’re design matches what is defined as discussed with the customer. With this idea, the client’s standards and expectations will be reached and work properly.

#### Task 2

The team member working on the User-Interface design would reference the SRS to make sure they’re design matches what is defined as discussed with the customer. With this idea, the client’s standards and expectations will be reached and work properly.

#### Task 3

Each team member will do some hands-on work with the User-Interface. This is to ensure that it follows the three golden rules of User Interface.Design. User is always in control, Interfaces are consistent, and reduce user’s memory load.

#### Task 4

The team lead would be appointed as the SQA leader. This is because the team lead would keep in touch with the client for updates on the current project. Any defects brought up through testing would be tackled accordingly by severity levels. The team would all sit down and discuss what defects would need to be fixed first before continuing with new functionality.

#### Task 5

There would be a main source of testing documents conducted throughout the project. Anyone on the team has access to these test cases and would be run prior to any release to the customer. This is to ensure that any defects that may exist would be brought up to the customer prior to the release and actions would be taken with respect to the types of defects that are found.

### Work products and documentation

#### Task 1

This would make sure the database design matches what was discussed with the client. Any concerns that may come up during testing would be documented accordingly with the method the team would use while conducting the project.

#### Task 2

This would make sure the User-Interface design matches what was discussed with the client. Any concerns that may come up during testing would be documented accordingly with the method the team would use while conducting the project.

#### Task 3

Each team member is responsible to take a look at the User-Interface during all phases of the project. Any issues that may come up or ideas for changes would be documented accordingly and be discussed in a future meeting with the client if deemed important. No changes to the User-Interface design would be changed without approval from the client.

#### Task 4

All suggestions or concerns during any discussion would be recorded. Each item discussed will be tagged with the date it was reviewed and severity level. Any ideas for implementations or enhancements would also be mentioned during these meetings.

#### Task 5

The location where these test cases are held will be determined by the team. At the request of the client, we can provide these test cases so the client and other users can conduct the same testing ideas that the team used.

## Standards, Practices, and Conventions

Developers on their given tasks are responsible for turning in the functionality for QA testing by the set date as defined in the PMP. This approach would ensure that the project will be released on time. Any issues that may come up during QA testing should be reported immediately and development should take on the role. Prior to a developer releasing their functionality or bug fix, Unit Testing must be conducted. This is to make sure the code is logically correct and cannot be broken by a user.

## SQA Resources

Since this is a four person team, there will not be one SQA Lead that watches over other testers. The goal is to have everyone test parts of the code that they did not touch as to ensure assumptions do not exist. Each team member is responsible to write any defects found, regardless if it is under development or testing. The location where the test cases are listed should be updated frequently throughout the process of the project.

# Reviews and Audits

## Generic Review Guidelines

### Conducting a Review

The software will be reviewed on a weekly basis to account for errors that may have arisen in the development process and to attempt to catch them before development gets too deep. The reviews will consist of each member running through the software testing different aspects that will be assigned before the tests begin, with each defect they find being scored somewhere between 1(Catastrophic) to 4(UI flaw). Afterwards the team will congregate and discuss the defects each person has presented, and if necessary attempt to recreate them.

### Roles and Responsibilities

Each team member will be responsible for thoroughly combing through his module to find any defects that may be present. After which the SQA leader will lead a discussion about the different defects each member has found, and record them afterwards. During this time the SQA will prompt the team members for the route to correct the aforementioned errors.

### Review work products

Each team member will have an official record of the defects they may have come across during their technical reviews. The SQA will have a “master” list so to speak, having each defect catalogued. The master list will also record who was assigned to handle the defect, if the defect was resolved since the prior technical review, and if so the date that it was resolved.

## Formal Technical Review

### System Specification Review

#### Description and focus of the review

The system specific review aims to find any major defects with the overall design of the system as previously outlined in the System Specification document.

#### Timing of the review

The review will be held once the overall system design document has finished, which is planned to take place a few weeks before development begins.

#### Work products produced

The SQA leader will create a log of the reported defects as found when conducting the review, and if any defects are found, they will meet with the team and get suggestions for how the defect can be resolved.

#### Review checklist

-Can the design be better?

-Are we using the proper frameworks?

-Is the timeframe realistic for the design of the document?

-Are there any possible additions that would enhance the software?

### Software Project Plan Review

#### Description and focus of the review

The Software Project Plan Review will be conducted to determine if the planned schedule of the software and financial costs are practical. If they are not, the team will discuss possible alterations to the schedule and financial costs, and adjust the Software Project Plan as necessary.

#### Timing of the review

It is preferred to have the Software Project Plan Review done after the Software Project Plan has been completed and when development for the software begins; this is to attempt to stay on track according to the planned schedule for the software and within the bounds of the allotted financial assets.

#### Work products produced

The SQA leader will have a list of any over/under estimates regarding the software scheduling and the financial bounds that the project is limited to. If there are any notable concerns from either of the two, the team will discuss possible ways to adjust the values to something works better for the Software Project Plan.

#### Review checklist

-Is there enough time for the completion of the project within the current schedule?

-Have the schedule and financial assets been set properly?

-Is the development of one or more component been allotted too little or too much time?

### RMMM review

#### Description and focus of the review

The focus of the RMMM review is to determine if the current risk management for the software in development is feasible.

#### Timing of the review

This review will take place after the RMMM document is complete, which should be within the first few weeks of development. The RMMM review is necessary is providing a guideline on how problems will be handled if proposed risks happen early in development.

#### Work products produced

SQA leader creates a summary report of the RMMM review. Included in this report is: any possible risks not covered and risks that have been accounted for but are not correctly managed. Upon a proposal of an additional risk, a discussion will be held and the team will conclude on how to manage said risk. Also, within this discussion the team will determine how to manage other risks that are being managed inappropriately.

#### Review checklist

Have all risks been thoroughly covered in the document? If not, what is missing?

Of the risks covered in the document, are there any that did not seem to be effectively covered? If yes, which one(s)?

Of the risks covered in the document, are there any that did not seem to be appropriately managed? If yes, which one(s)?

### Requirements reviews (models, specification)

#### Description and focus of the review

This review aims to analyze the current software design proposal. Additionally this review will remove or discuss changes to any design flaws that are obvious. Once a defect is found, then the SQA team will cooperate with the Software Engineer team to decide on how to compensate for the design flaw.

#### Timing of the review

After the review specification document is completed this review will be held. Which takes place within the first few weeks of development. The reason for the timing is to ensure that the design of the software is sound and will not cause problems in the future. Each software engineer will conduct this review to ensure that the software aligns with the design. If any discrepancies are found than they will be brought up to the SQA leader and a discussion will be held to solve the problem.

#### Work products produced

The SQA leader will create a report that includes any defects or enhancements that have been brought to attention. Once defects have been identified, then the SQA team will discuss possible solutions. Documentation of all possible solutions will be created and reviewed again to determine if the solution will impact the design. If design changes are made the Requirements specification document will be amended.

#### Review checklist

Is the proposed design the best possible solution?

Is there any obvious design flaws that have not been accounted for? If yes, what?

Are there any necessary enhancements for the software?

Is the proposed Requirements Specification within the time frame?

### Data design review

#### Description and focus of the review

The focus of the Data Design review will be to look over the major data objects found within the software. Specifically, whether or not the intended operations of the software is within the possibilities of the chosen language for the project. The languages that will have a part in the software will be HTML & CSS, Javascript, Java, and SQL. Additionally, we will be looking at if each object was designed and implemented efficiently.

#### Timing of the review

The time of the review will take place within a few weeks from when development starts. This is to ensure each data member is set before going forward with development, and to ensure. Each team member will conduct reviews on the data objects that he had a part of working with, and will report any defects to the SQA leader to be addressed later.

#### Work products produced

The SQA will have a list of reported defects from the Data Design Review, and will discuss with the team the severity of each of them. The leader will then discuss possible solutions to the defects, and address if the proposed solutions had an impact on the defects.

#### Review checklist

-Is the data design the most practical one?

-Are any data objects structured in an un-intuitive manner that further complicates the software?

-Is the communication between data objects properly designed or is the communication too elaborate?

### Architectural design review

#### Description and focus of the review

The purpose of the Architectural design review is to obtain a basis for analysis of the current software architectural design proposal. Specifically this review will focus on the assessment of the current design to make sure that data flow and control are being handled in the correct manner. If a design flaw is found then the Software engineers and the SQA team will attempt to provide a suggestion on how to compensate for the flaw.

#### Timing of the review

After both the Requirements and system specification documents are completed the Architectural design review document will be conducted.

#### Work products produced

A summary report will be created that includes any defects that have been discovered. After these defects are discovered the team will discuss possible solutions. All potential solutions will be documented in the report for later review. All changes will be amended to the Requirements and System specification documents.

#### Review checklist

Is the proposed architectural design the best possible solution?

Is there any obvious architectural design flaws that have not been accounted for (i.e. slow data flow or control)? If yes, what?

Are there any obvious changes you see would further enhance the software’s performance?

Is the proposed architectural design complete? If not, what seems to be missing?

Does the proposed architectural design seem possible within languages of choice? If not, why?

### Interface (GUI) design review

#### Description and focus of the review

The GUI Design review will focus on whether or not the GUI fits the purpose of the software, looks pleasing, and is easy to use. If the client notes any issues they may have with the GUI, solutions will be discussed to adjust it accordingly..

#### Timing of the review

The GUI design review will be held once the Software Specification document and Requirements document are completed. The GUI will be relatively easy to design before the backend of the software is built, so it is planned to have the GUI design review done during the beginning of development.

#### Work products produced

The SQA leader will have a report of the review, which will list any changes that need to take place for the GUI, and what team member has been assigned to handle it. Naturally the Software Specification document and Requirements document will need to be changed if any new designs are going to be implemented for the GUI.

#### Review checklist

-Is the GUI simple enough to understand?

-Can the GUI be used easily?

-Does the GUI behave as expected?

-Is the GUI visually appealing?

### Component GUI for Technology Concept database review

#### Description and focus of the review

This review aims to determine whether the Technology Concept database is structured in line with the design. If any defects or enhancements are possible then they will be handled via meeting/discussion.

#### Timing of the review

The Technology Concept database review should take place immediately after the Technology concept database is constructed and implemented. This will ensure that we can find defects as soon as possible due to having a limited time frame.

#### Work products produced

A report will be created by the SQA team lead that includes the status of the Technology concept database. Also this report will include all defects and enhancements brought up in meetings/discussion. All proposed changes will also exist within this document.

#### Review checklist

Does the GUI follow the UI golden rules?

Does the GUI function correctly?

Is the GUI how the Customer wanted it?

Is the GUI flexible to change?

### Component GUI for Event Registration database review

#### Description and focus of the review

The focus of this review will be on the GUI for the Event Registration database. In particular, we will be determining if the GUI for the Event Registration is easy to understand and use, and is in accordance with how the client has required.

#### Timing of the review

The review will take place within the first few weeks of when the software GUI is being built, since it will not take as long to create an early test layout of it before the software as a whole is completed. If parts of the GUI are found to be unsatisfactory from the client, the team will meet to address the changes necessary.

#### Work products produced

The SQA leader will have a report of the GUI for Event Registration database review, and included will be a list of proposed changes to be made to the GUI, along with the date of completion and the member working on it. The team will discuss the necessary actions to implement them accordingly.

#### Review checklist

-Is the GUI simple to understand?

-Is the GUI simple to use?

-Does the GUI behave as expected?

-Is the GUI visually pleasing?

### Component Server Configuration review

#### Description and focus of the review

The focus of the Server Configuration review is to determine if the Server Connection is functioning as intended and is efficiently implemented. This review will also aim to make sure the server configuration aligns with the Ford company rules. If any defects are found then the SQA and Software Engineering teams will discuss a possible solution.

#### Timing of the review

This review should be conducted immediately after the first iteration of the Server Configuration is completed. Additionally this review will take place after each iteration. This is to ensure that the Server is implemented correctly and efficiently.

#### Work products produced

The SQA leader will construct a summary report of the Server configuration review. Included in this report is all defects or enhancements that have been discussed. Defects and enhancements that are documented will have a priority rank so the Software Developers can determine which defects/enhancements should be completed first.

#### Review checklist

Is the server easy to use?

Does every piece of functionality associated with the server connection work properly?

Does the server allow for enough flexibility?

Does the server make sense or not at all?

Is the server too tedious to use? If yes, why?

Are there any enhancements you would like to see in the server?

### Code Reviews

#### Description and focus of the review

The Code Review will focus on whether the written code is efficient, modular, and written in a manner such that the rest of the team (or similarly other programmers) is able to comprehend its use and the logic that is involved. Code refactoring may be necessary.

#### Timing of the review

The best time to hold the Code Review will be near the end of the projects scheduled completion date, that way most if not all of the code will be written and almost finalized. However, it is preferred to have smaller code reviews during the projects lifespan to avoid a large cleanup during the projects final weeks.

#### Work products produced

The SQA leader will have a report made of the Code review, detailing any notable changes that have taken place or need to be implemented. Unless otherwise assigned, the member that originally wrote the code will be assigned to implement the changes.

#### Review checklist

-Is the code easy to read?

-Is the source code overly complicated?

-Can parts of the code be simplified?

-Is the code efficiently written?

### Test specification review

#### Description and focus of the review

The purpose of the Test Specification review is to ensure proper software testing is enforced. If Test Specification is not thorough then the Test Specification document will be amended.

#### Timing of the review

This review will take place once the Test Specification document is completed. Doing so will help make sure that the proper testing procedures are being followed.

Once the product is completed this review will take place once more to ensure that the testing outlined within the Test Specification document has been followed.

#### Work products produced

The SQA leader will write a report entailing all changes that have or will be made to the Test Specification document.

#### Review checklist

Does the Test Specification seem to test each module thoroughly?

Are both black box and white box testing being used?

Are there any tests to any part of the software that you think are not being covered already?

Are there tests that seem to be overly redundant?

Is it specified that if changes are made to a software module how to deal with testing after the change takes place?

### Change control reviews and audits

#### Description and focus of the review

The Change Control review will aim to determine we are following the correct procedure when a change is made to the design or implementation of software. Additionally the effectiveness of the Change Control document will be documented. If Change Control management problems are discovered then a discussion will be held to produce a solution.

#### Timing of the review

This review will take place upon completion of the Change Control document which will help avoid unnecessary changes and understand the impact a change will create on the whole system. The timing also helps to make sure a specific process takes place when submitting a change request.

#### Work products produced

A summary report will be created by the SQA leader. Included in this summary will be all changes that could possibly be added to the Change Control document. If any changes to the Change Control document seem sound then the Change Control document will be amended.

#### Review checklist

Does the Change Control document appear to filter out unnecessary changes in the product specification?

Are the appropriate actions being taken to ensure that any possible side effects are being evaluated?

Does the Change Control document contain a controlled method of change request?

Are change requests thoroughly evaluated?

Are change requests being thoroughly documented?

Is it specified who has the final decision with regards to the request?

## SQA Audits

* + 1. Our team will conduct SQA audits monthly to ensure that the appropriate SQA activities are taking place and this will allow us to determine which specific activities are helping to deter product defects. Additionally the audits will keep the team in check and help us avoid activities that are less effective which allows us to become more effective.

To establish which activities to discard and which to continue using we will use our defect log. Also, the defect log will help us confirm that all the necessary enhancements and defect reports have been created and submitted along with any actions that have been made to handle said defect. The effectiveness all defect handling methods will also be documented to determine which methods are most useful, and the most effective methods will be reused.

# Problem Reporting and Corrective Action

## Reporting mechanisms

Any defects or enhancements are brought up to the team lead. If defects occur between meetings with the team, it will be analyzed and assigned with the priority level. This can be done through email, discord, or in person.

## Responsibilities

There would not be one person in charge of assigning work to other team members during the project development. As a team, we will take our strong suits and put more emphasis on those parts. The only action that would be taken from the team lead is review of any defects found by other team members. This is to ensure that the standards are met and if not, they will re-open for further adjustments.

## Data collection and evaluation

The team lead will keep track of all defects or enhancements that are brought up during the duration of the project. The team lead would keep track of the problems and evaluate the priority level. Data would be collected during meetings and they would be kept track of through external documents outside of meetings.

## Statistical SQA

Any defect that is submitted will be analyzed by the team lead and kept track of using a tally based system. The cause of the defect will be kept track of. Once it is identified, the source will be discussed with the other team members to figure out what would be the best option for implementing the fix. Once the decision is made, the software would be analyzed and determine if the defect discussed about would cause any new problems. Once enough time has passed, the group will meet again and discuss the best solution for the defect.

# Software Process Improvement Activities

## Goal and objectives of SPI

The goals of the SPI are to lower the amount of defects and determine underlying issues as to why these defects would occur. Once these issues are identified, actions would be taken to prevent these issues from occurring again. Changes that may be made would be adjusted to the scope and timing as well.

## SPI tasks and responsibilities

While testing is conducted, if a defect is found and documented, a count would be created. If there are continuous defects that surround a single functionality then proper actions would be taken. The first approach to the problem would be to look at the code itself. If the defects revolve around a single developer then the developer would be talked to with the team regarding their coding standards. If it is based around the entire team, then the team would sit together and discuss further actions. Once discussions are made and enough time has passed, the SQA lead would look at the count of defects again. If the problem persists, it would mean another sit down discussion and come up with different improvement ideas.

# Software Configuration Management Overview

Changes cannot be made in the software design without prior communication with the team lead and client. This must be done using a formal submission through email. The request is reviewed and determined how the changes would affect the scope of the project. If changes are planned to move forward, the PMP and SRS would be updated with the necessary changes. Any request made for a software configuration will be documented as a point of reference during the project.

# SQA Tools, Techniques, Methods

All practices used during testing would use the same guidelines and methods. Meetings conducted would expect everyone in attendance whether it be over the phone or in person. If a person cannot attend the meeting, notes written during the meeting would be emailed to the person missing. The team will look at defects and enhancements. From there, the team would determine severity levels and priorities. After a defect or enhancement is completed, it will be documented and stored for reference. A list of all defects written would be used to prevent duplicate defects from being written by various team members.