
ABC Law Offices

TEST PLAN

Version *1.0*

04/17/2023

VERSION HISTORY

*[Provide information on how the development and distribution of the **Test Plan**, up to the final point of approval, was controlled and tracked. Use the table below to provide the version number, the author preparing the version, the date of the version, the name of the person approving the version, the date that particular version was approved, and a brief description of the reason for creating the revised version.]*

ID & Version #	Prepared By	Revision Date	Approved By	Approval Date	Reason
1.0	Lam Truong, Jack Pursley, Martez Andrews, Joshua Little.	04/17/23	Lam Truong, Jack Pursley, Martez Andrews, Joshua Little.	04/23/23	Test Plan draft

TABLE OF CONTENTS

1 INTRODUCTION.....	4
1.1 Purpose of The Test Plan Document	4
2 TEST ITEM.....	4
2.1 Project description.....	4
2.2 Items to be Tested / Not Tested	4
2.3 Items to be excluded.....	Error! Bookmark not defined.
2.4 Test Approach(s).....	4
2.5 Test Pass / Fail Criteria	4
2.6 Test Entry / Exit Criteria.....	5
2.7 Test Deliverables.....	5
2.8 Test Suspension / Resumption Criteria	Error! Bookmark not defined.
2.9 Staffing / Training Needs	Error! Bookmark not defined.
3 RISK AND MITIGATION	6
3.1 Test Risks / Issues	6
4 TEST ENVIRONMENT AND INFRASTRUCTURE	7
4.1 Required Infrastructure	7
4.2 Availability Plan	7
5 ROLES AND RESPONSIBILITIES.....	7
5.1 Roles and assigned responsibilities.....	7
6 TEST SCHEDULE	8
6.1 Milestones and schedule	8
TEST PLAN APPROVAL.....	9
APPENDIX A: REFERENCES.....	10
APPENDIX B: KEY TERMS	11

1 INTRODUCTION

1.1 PURPOSE OF THE TEST PLAN DOCUMENT

This test plan will serve as a guide to provide a clear understanding of the testing scope, objectives, and timelines. We want to begin executing and testing our program for any potential bugs or errors. This will help us find any limitation in our product. Furthermore, this will help provide the team with opportunities to resolve any errors with our program. This help ensure our program is of high quality and meets the expectations of our client.

2 TEST ITEM

2.1 PROJECT DESCRIPTION

We are developing a management software for ABC Law Offices of Marietta. Our intent is to alleviate ABC's staff and lawyers from more monotonous work that would take time away from their cases. The program will have the following features:

- Ticketing system.
- Custom Team roles and permissions.
- Customer Billing
- Ability to upload and download documents.
- Cloud Storage
- Etc.

2.2 ITEMS TO BE TESTED / NOT TO BE TESTED

Item to Test	Test Description	Test Date	Responsibility
Ticketing system	Cases will be stored using a ticketing system. We will provide each customer with a unique ID. Customers will be able to create tickets using a web portal or contacting ABC Law Offices via phone.	4/23/23	Tester, Test Administrators, Test Managers, Developers
Cloud Storage	We will need to contract out a cloud service to store our program and also our client's data. We will need to make sure this is scalable to future proof for ABC Law Offices.	5/17/23	Tester, Test Administrators, Test Managers, Developers
Ability to Upload and Download documents.	Customers should be able to provide pictures or documents on the ticket.	5/24/23	Tester, Test Administrators, Test Managers, Developers
Customer Billing	We will use the customer unique ID to track billable hours. This will also have features to flag and past due balance.	6/24/23	Tester, Test Administrators, Test Managers, Developers
Custom Team Roles and Permissions	Employees with certain roles will only have access to certain features/pages.	6/29/23	Tester, Test Administrators, Test Managers, Developers

2.3 TEST APPROACH(S)

We are planning to take the following approaches to test our product:

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1. Test the program/features using both as employee of ABC Law Offices and a client.
 - We will run through all functions to make sure all features are operating normally.
2. Stress
 - After making sure that our program/features are running normally. We will produce a lot of traffic to see how the system can perform at high volume.
3. Test Integrations
 - Since we plan to use a third part cloud storage solution. We will need to make sure that all features work together seamlessly.
4. Documentation.
 - We will document our entire process. This will help us with organization, and we will be able to create KB articles to help the client navigate the program in the future.

2.4 TEST PASS / FAIL CRITERIA

1. Test the program/features using both as employee of ABC Law Offices and a client
 - Pass: The program/features that are intended for employees and clients respectively are accessible to them and are functional.
 - Fail: The program/features that are intended for employees and clients respectively are not accessible to them, are not functional, or both.
2. Stress
 - Pass: The software can handle the highest expected volume of traffic while remaining stable and reliable.
 - Fail: The software cannot handle the highest expected volume of traffic while remaining stable and reliable.
3. Test Integrations
 - Pass: Our features work together with our third-party cloud storage solution seamlessly.
 - Fail: Our features do not work together with our third-party cloud storage solution seamlessly.
4. Documentation.
 - Pass: Documentation for our entire process is thorough and leaves no ambiguity. Documentation provides enough information that we are able to make KB articles for navigation.
 - Fail: Documentation is either not thorough or leaves ambiguity. Documentation does not provide enough information to make KB articles for navigation.

2.5 TEST ENTRY / EXIT CRITERIA

1. Test the program/features using both as employee of ABC Law Offices and a client.
 - Entry: Test starts when software is opened
 - Exit: Test stops when the program and all features have been tested extensively for all expected use cases as both an employee and a client.
2. Stress
 - Entry: Test starts when automated scripts are executed to stress the software and collect data.
 - Exit: Test stops when data from stress test has been analyzed and the software has been determined to be able to handle a sufficient amount of stress.

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3. Test Integrations

- Entry: Test starts when our software has merged or synced with our third-party cloud storage solution
- Exit: Test stops when our software and our third-party cloud storage solution have been determined to be capable of transmitting data between each other seamlessly.

4. Documentation.

- Entry: Test starts when the first instance of testing is being planned
- Exit: Test stops after all types of testing including documentation up to this point has been completed.

2.6 TEST DELIVERABLES

1. Test the program/features using both as employee of ABC Law Offices and a client.

- Deliverables: Documentation of programs and features tested and reports of the results.

2. Stress

- Deliverables: Documentation of all programs, features, and actions taken to stress the software. Reports of results of stress test, including chart of how software responded to specific stressing actions and quantities.

3. Test Integrations

- Deliverables: Documentation on what features of ours interact with the third-party cloud storage solution and report on how those features interact with our third-party cloud storage solution and vice versa.

4. Documentation.

- Deliverables: Documentation of the documentation performed on all types of tests up to this point.

3 RISK AND MITIGATION

3.1 TEST RISKS / ISSUES

1. Test the program/features using both as employee of ABC Law Offices and a client.

- Test risks/issues: Test may require a backdoor to be able to efficiently test software as both employee and client, which must be patched out before release to clients and employees.

2. Stress

- Test risks/issues: Test must require safety measures taken to prevent Denial of Service attacks to be disabled temporarily to test. Safety measures must be re-enabled immediately after testing. If safety measures are later found not enabled, they will be enabled then. All data must be backed up before testing in case of something going wrong.

3. Test Integrations

- Test risks/issues: Connection between our software and our third-party cloud storage solution may be vulnerable. Data shared between the two may also be vulnerable. Data should be encrypted if possible, and all data must be backed up on both sides before transmission.

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4. Documentation

- Test risks/issues: Documentation may not be done properly which could lead to lack of information, inaccurate information, or ambiguity later. Documentation should be done by multiple people and cross-referenced to ensure accuracy and thoroughness.

DO NOT COMPLETE SECTION 4

4 TEST ENVIRONMENT AND INFRASTRUCTURE

4.1 REQUIRED INFRASTRUCTURE

[Describe the required infrastructure for test environment]

4.2 AVAILABILITY PLAN

[Describe the infrastructure availability plan]

5 ROLES AND RESPONSIBILITIES

5.1 ROLES AND ASSIGNED RESPONSIBILITIES

Role	Responsibilities
Tester	These are the individuals actually conducting the tests. This could be someone who is within the organization or contracted from outside of the company.
Test Administrator	Is the one responsible for delivering the test environment. The procedures and regulations of the test are given from this role.
Test Manager	A Test Manager manages and is responsible for the bigger picture of testing-related activities. Test Administrators report to Test Managers.
Developers	Developers in the test environments each have individual responsibilities in development. They are responsible for making sure the test environment operates properly.
SQA Team Members	A SQA team is recommended for giving a data analysis from the tests conducted. Whether a large SQA team is needed is based on if data is qualitative or quantitative and if there is a great amount of data.
Users	Users can play a role within the testing. When they may be needed is determined by specific needs.
Customers	The Customers have the highest regarded input. It is important that they are satisfied. They overall can approve or deny the final products.

6 TEST SCHEDULE

6.1 MILESTONES AND SCHEDULE

Milestone	Deliverable	Effort(Person Hour)	Start Date	End Date
Prototype Testing	Test and provide a Report on the front/back End architecture of the project. Include any Bugs found.	Will require at least. 3-4 Employees.	4/23/2023	7/14/2023
Testing Product Functionality	Provide a report on the functionality of the product (if all features are working correctly) and include and errors that are present.	Will require at least 4-5 employees	7/15/23	7/30/2023
Final product Testing.	Ensure that the product meets all required standards. Provide a test summary and report that demonstrate full product functionality.	Will require at least 4-5 employees	7/30/23	8/15/2023

TEST PLAN APPROVAL

The undersigned acknowledge they have reviewed the [Lawful Technobabble](#) Test Plan document and agree with the approach it presents. Any changes to this Requirements Definition will be coordinated with and approved by the undersigned or their designated representatives.

Signature:	<u>Lam Truong</u>	Date:	<u>2/23/2023</u>
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Signature:	<u>Jack Pursley</u>	Date:	<u>2/23/2023</u>
Print Name:	<u>Jack Pursley</u>		
Title:	<u>Product Manager</u>		
Role:	<u>Test Manager</u>		

Appendix A: References

The following table summarizes the documents referenced in this document.

Document Name and Version	Description	Location
<i>Test Deliverables</i>	Documentation from performance of on all types of tests up to this point.	<i>TBA</i>
<i>Test Risks/Issues</i>	Documentation should be done by multiple people and cross-referenced to ensure accuracy and thoroughness.	<i>TBA</i>

Appendix B: Key Terms

The following table provides definitions for terms relevant to this document.

Term	Definition
<i>Ticketing System</i>	<i>This is used to solve various problems that occur within a product. Customers who contact a help center utilize this and troubleshooting is documented here.</i>
<i>Cloud Storage</i>	<i>A computing model in which stored data can be accessed through a Software as a Service (SAAS) provider</i>
<i>Test Backdoor</i>	<i>This is any method in which tester are able to get around usual security measures with a different approach.</i>
<i>Denial of Service Attacks (DoS)</i>	<i>A DoS is any attack with the purpose of shutting down a machine or network making normal processes inaccessible.</i>