<ServiceWolf> System Test Plan

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Introduction

This document tests and reports the results of system tests on the ServiceWolf program. It tests the relationship between commands, incidents, service groups, and the ServiceWolfManager. It also tests that system behaviors are displayed properly in the ServiceWolfGUI

To run the tests:

- 1. Right click on ServiceWolfGUI class in the Package Explorer.
- 2. Select Run As > Java Application

Test ID	Description	Expected Results	Actual Results
Test 1: Open ServiceWolf Application Author: Michael Golden	Preconditions: None Run ServiceWolfGUI as a java Application Check Results	 ServiceWolfGUI opens to show a screen with blank service group information. The current service group is blank. Menu displayed has buttons for adding/editing/d eleting service groups and incidents 	 GUI opens to correct screen Current Service Group is blank Service Group info is all blank Correct buttons are displayed
Test 2: Load System State Author: Michael Golden	Preconditions: Test 1 passes Select File in the top left corner Select Load Load the file "test-files/incidents1.txt"	 CSC IT is the current service group 4 incidents are displayed in order by ID Incident with ID 2 has State = 	 Current Service Group is correct All 4 incidents are displayed in order and have their correct information in the table
	Check Results	Canceled, Title = Piazza, Status Details = Not an Incident Incident with ID 3 has State = New, Title = Moodle down, Status Details = No Status Incident with ID 4 has State = Resolved, Title = Set up Jenkins	

		•	VMs, Status Details = Permanently Solved Incident with ID 9 has State = In Progress, Title = Jenkins behind firewall, Status Details = No status		
Test 3: SaveSystem State	Preconditions: Tests 1 and 2 pass Click File In the top left corner	•	The contents of "test-files/incidents1_	•	The contents of "test- files/incidents1_
Author: Michael	Click Save		output.txt" and "test- files/incidents1.t		output.txt" and "test- files/incidents1.t
Golden	Save to "test-files/incidents1_output.txt"		xt" should match		xt" match
	Check Results				
Test 4: ClearSystem State	Preconditions: Tests 1 and 2 pass Click File in the top left corner	•	Current Service group should be blank	•	All Service Groups and incidents
Author: Michael	Click Clear	•	Incident table should be blank There are no	•	successfully removed Current Service
Golden	Check results		service groups in the system		Group is blank
Test 5: AddService	Preconditions: Test 1 passes	•	Current Service Group should be	•	Current Service Group is "SG 1'
Group Author:	Click Add Service Group Enter "SG 1" in the resulting dialogue box	•	"SG 1' Incident table should be blank	•	Incident table is blank
Michael Golden	Click OK				
T C	Check results		6		6
Test 6: EditService	Preconditions: Tests 1 and 5 pass	•	Current Service Group should	•	Current Service Group is now
Group	Click Edit Service Group		now be "New SG Name"		"New SG Name"
Author: Michael	Type "New SG Name" in the resulting dialogue box				
Golden	Click OK				
	Check results				
Test 7:	Preconditions: Tests 1 and 5 pass	•	Current Service	•	Current Service
Remove			group should be		Group is blank
Service	Click Delete Service Group		blank	•	Incident table is
Group	Check Results	•	Incident table should be blank		blank There are no
Author:	CHECK NESUITS	•	There are no		service groups in
Michael			service groups in		the system

Golden		the system	
Test 8: SelectActive Service Group Author: Michael Golden	Preconditions: Tests 1 and 5 pass Click Add Service Group Enter "SG 2" in the resulting dialogue box Click OK Click Add Service Group Enter "SG 3" in the resulting dialogue box Click OK Use the dropdown arrow for Current Service Group to select SG 2 Check results	Current Service Group is "SG 2"	After adding multiple service groups and selecting "SG 2" the Current Service Group is "SG 2"
Test 9: Add Incidents Author: Michael Golden	Preconditions: Tests 1 and 2 pass Click Add Incident Type "Incident title" in the title box Type "Incident caller" in the caller box Type "Incident message" in the message box Click Add to Service Group Check results	 There should now be a fifth incident in the CSC IT Service Group. ID = 10 State = New Title = "Incident Title" Status Details = "No Status" 	Incident with ID of 10 is successfully added to CSC IT with its correct info
Test 10: Remove Incidents Author: Michael Golden	Preconditions: Tests 1,2 and 9 pass Select the Incident with ID 10 in the Incident table Click Delete Incident Check results	CSC IT should now only have 4 service groups with ID's of 2,3,4 and 9	 Incident 10 successfully removed from CSC IT
Test 11: EditIncident Author: Michael Golden	Preconditions: Tests 1 and 2 pass Select the Incident with ID 3 Click Edit Service Group Check results	 User is taken to a new window called "CSC IT Incident 3 – New" This window shows the incident's info Title = Moodle down Caller = sesmith5 Reopen Count = 0 Owner Id = unowned 	All incident info is displayed correctly and correct buttons for commands are displayed.

Test 12: EditIncident InNewState (NewA) Author: Michael	Preconditions: Tests 1, 2 and 11 pass Enter "Assigned to Tuffy" in the Message: box Enter "Tuffy" in the Owner box Click Assign	 Status Details = No Status Incident Log Messages should have 1 line that starts with a hyphen At the bottom of this window, there are buttons to ASSIGN or CANCEL User is returned to the main screen. Incident with ID = 3 now has a state of In Progress 	• Incident 3 correctly transitioned to In Progress state
Golden	Check results		
Test 13: EditIncident InInProgress State (InProgress A) Author: Michael Golden	Preconditions: Tests 1, 2, 11 and 12 pass Select Incident with ID 3 Click Edit Incident Check first results Enter "Put on Hold" in the Message: box Use the dropdown arrow for On Hold Reason and select Awaiting Caller Click Hold Check final results	 User taken to a screen called "CSC IT Incident 3 – In Progress Title = Moodle down Caller = sesmith5 Reopen count = 0 Owner Id = Tuffy Status Details = No Status Incident Log has 2 lines Action buttons are HOLD, RESOLVE, ASSIGN, and CANCEL Go back to directions 	Incident 3 correctly transitioned to On Hold state
		 After clicking HOLD, user returned to main screen Incident 3's state = On Hold 	
Test 14: Editincident inOnHold State	Preconditions: Tests 1, 2, and 11 - 13 pass Select Incident with ID 3	 User taken to a screen called "CSC IT Incident 3 – On Hold 	 Incident 3 correctly transitioned to In Progress state
(OnHoldA)	Click Edit Incident	Title = Moodle down	

Authori	Check first results		Callar - casmithE		
Author: Michael	Check first results	•	Caller = sesmith5		
	Enter "Dut back in progress" in the Message.	•	Reopen count = 0 Owner Id = Tuffy		
	Enter "Put back in progress" in the Message: box	•	Status Details =		
	DOX	•	Awaiting Caller		
	Click Investigate		_		
	Click Investigate	•	Incident Log has 3 lines		
	Check final results	•	Action buttons		
	Check final results	•	are INVESTIGATE		
		•			
			<u>Go back to</u> <u>directions</u>		
			<u>unections</u>		
			Incident 3's state		
			= In Progress		
Test 15:	Preconditions: Tests 1, 2, and 11 - 14 pass	•	User taken to a	•	Incident 3
EditIncident	rieconditions. lests 1, 2, and 11 - 14 pass		screen called		correctly
	Select Incident with ID 3		"CSC IT Incident		transitioned to
State	Sciect meldent with 12 3		3 – In Progress		Resolved state
	Click Edit Incident	•	Title = Moodle		nesorved state
)	onon zare moracine		down		
'	Check first results	•	Caller = sesmith5		
Author:	G.1.66K 11.66 F.66G166	•	Reopen count = 0		
	Enter "resolved" in the Message: box	•	Owner Id = Tuffy		
Golden		•	Status Details =		
	Use the dropdown for Resolution Reason to		No Status		
	select Permanently Solved	•	Incident Log has		
	,		4 lines		
	Click Resolve	•	Action buttons		
			are HOLD,		
	Check final results		RESOLVE,		
			ASSIGN, and		
			CANCEL		
		•	<u>Go back to</u>		
			<u>directions</u>		
		•	Incident 3's state		
			= Resolved		
	Preconditions: Tests 1, 2, and 11 - 15 pass	•	User taken to a	•	Incident 3
EditIncident	Colon to the control of		screen called		correctly
InResolved :	Select Incident with ID 3		"CSC IT Incident 3 – Resolved		reopened and transitioned to In
	Click Edit Incident		Title = Moodle		
(ResolvedA)	Click Edit Incident	•	down		Progress state
Author:	Check first results	•	Caller = sesmith5		
Michael	CHECK HISt results		Reopen count = 0		
	Enter "reopened" in the Message: box	•	Owner Id = Tuffy		
dolacii	Enter reopened in the wessage. box	•	Status Details =		
	Click Reopen		Permanently		
			Solved		
	Check final results	•	Incident Log has		
			5 lines		
		•	Action buttons		
			are REOPEN and		
			CANCEL		
		•	Go back to		
			directions	1	

		Γ		
		 Incident 3's state 		
		= In Progress		
Test 17:	Preconditions: Tests 1, 2, and 11 - 16 pass	User taken to a	•	Incident 3
EditIncident	, , , , , , , , , , , , , , , , , , , ,	screen called		correctly
InInProgress	Select Incident with ID 3	"CSC IT Incident		transitioned to
State		3 – In Progress		Resolved state
(InProgressB	Click Edit Incident	Title = Moodle	•	Incident 3's
again)		down		reopen count
	Check first results	Caller = sesmith5		updated to 1
Author:	- · // · · · · · · · · · · · · · · · · ·	• Reopen count = 1		
Michael	Enter "resolved again" in the Message: box	Owner Id = Tuffy Status Datails		
Golden	Hee the drawdown for Beachting Beach to	 Status Details = No Status 		
	Use the dropdown for Resolution Reason to select Permanently Solved	Incident Log has		
	Select Fermanently Solved	6 lines		
	Click Resolve	Action buttons		
	55	are HOLD,		
	Check final results	RESOLVE,		
		ASSIGN, and		
		CANCEL		
		• <u>Go back to</u>		
		<u>directions</u>		
		_		
		Incident 3's state		
T . 10	5 15:	= Resolved		
Test 18; EditIncident	Preconditions: Tests 1, 2, and 11 - 17 pass	User taken to a	•	Incident 3
InResolved	Select Incident with ID 3	screen called "CSC IT Incident		correctly transitioned to
State	Select incident with 10 3	3 – Resolved		Canceled state
(ResolvedB)	Click Edit Incident	Title = Moodle	•	Owner =
()	5.00. 23.0	down		Unowned
Author:	Check first results	• Caller = sesmith5		
Michael		Reopen count = 1		
Golden	Enter "caller canceled" in the Message: box	Owner Id = Tuffy		
		Status Details =		
	Use the dropdown for Cancellation Reason to	Permanently		
	select Caller Canceled	Solved		
	Cital Constant	Incident Log has		
	Click Cancel	7 lines • Action buttons		
	Check final results	are REOPEN and		
	Check Illiai results	CANCEL		
		• <u>Go back to</u>		
		<u>directions</u>		
		 Incident 3's state 		
		= Canceled		
		 Incident 3's 		
		owner =		
		unowned		
Test 19:	Preconditions: Tests 1, 2, and 11 pass	User is taken to a	•	Incident 3
EditIncident	Coloct Incident with ID 3	new window		correctly
InNewState	Select Incident with ID 3	called "CSC IT		transitioned to Canceled state
(NewB)		Incident 3 –		Canceled State

	Click Edit Incident	Now"	
A t. la	Click Edit Incident	New"	
Author:	Charl Carl and Ita	This window	
Michael	Check first results	shows the	
Golden	_ " "	incident's info	
	Enter "caller canceled" in the Message: box	Title = Moodle	
		down	
	Use the dropdown for Cancellation Reason to	Caller = sesmith5	
	select Caller Canceled	Reopen Count =	
		0	
	Click Cancel	Owner Id =	
		unowned	
	Check final results	Status Details =	
		No Status	
		 Incident Log has 	
		1 line	
		 At the bottom of 	
		this window,	
		there are buttons	
		to ASSIGN or	
		CANCEL	
		 Incident 3's State 	
		= Canceled	
Test 20:	Preconditions: Tests 1, 2, and 11 pass	 User is taken to a 	 Incident 9
EditIncident		new window	remains in the In
InInProgress	Select Incident with ID 9	called "CSC IT	Progress state
State		Incident 9 – In	 Incident 9's
(InProgressC	Click Edit Incident	Progress"	owner now is
)		 This window 	'Tuffy"
	Check first results	shows the	
Author:		incident's info	
Michael	Enter "assigned to new owner" in the	Title = Jenkins	
Golden	Message: box	behind firewall	
		Caller = sesmith5	
	Enter "Tuffy" in the Owner Id: box	Reopen Count =	
		0	
	Click Assign	Owner Id =	
		cgurley	
	Check final results	Status Details =	
		No Status	
		 Incident Log has 	
		2 lines	
		 At the bottom of 	
		this window,	
		there are buttons	
		to HOLD,	
		RESOLVE, ASSIGN	
		or CANCEL	
		Incident 9	
		remains in the In	
		Progress state	
		 Incident 9's 	
		owner now is	
		'Tuffy"	
Test 21:	Preconditions: Tests 1, 2, 11 and 20 pass	 User is taken to a 	 Incident 3

EditIncident		new window	correctly
InInProgress	Select Incident with ID 9	called "CSC IT	transitioned to
State		Incident 9 – In	Canceled state
(InProgress	Click Edit Incident	Progress"	
D)		This window	
,	Check first results	shows the	
Author:		incident's info	
Michael	Enter "Caller canceled" in the Message: box	Title = Jenkins	
Golden	Ū	behind firewall	
	Use the dropdown for Cancellation Reason to	Caller = sesmith5	
	select Caller Canceled	Reopen Count =	
		0	
	Click Cancel	Owner Id = tuffy	
		Status Details =	
	Check final results	No Status	
		 Incident Log has 	
		3 lines	
		At the bottom of	
		this window,	
		there are buttons	
		to HOLD,	
		RESOLVE, ASSIGN	
		or CANCEL	
		 Incident 9's state 	
		Incident 9's state= canceled	
Test 22:	Droconditions: Tost 1 posses	The file should	The file is not
LoadInvalid	Preconditions: Test 1 passes	not be loaded	loaded
File	Click Load in the top left corner	The current	The current
THE	Click Load in the top left come	service group	service group is
Author:	Load "test-files/incidents4.txt"	should be null	null
Michael	Loud test mesy meldenes 4.ext	Incident table	Incident table is
Golden	Check results	should be null	null
Test 23:	Preconditions: Test 1 and 2 pass	The file should	Error pop up
LoadFile	·	not be loaded	window with the
With	Click Load in the top left corner	 Error message 	message
Duplicate		"Unable to load	"Unable to load
Service	Load "test-files/incidents2.txt"	file."	file."
Groups		 No service 	 No new service
	Check results	groups are added	groups added
Author:			
Michael			
Golden			
Test 24:	Preconditions: Test 1 and 2 pass	 Error message 	 Error pop up
Add		"invalid service	window with the
Duplicate	Click Add Service Group	group name."	message "invalid
Service	": 	Service group	service group
Group	Enter "ITECS" in the resulting dialogue box	should not be	name."
Name	Clial OV	added	Service group is
A	Click OK		not added
Author:	Chack results		
Michael	Check results		
Golden	Drosonditions, Test 4	- Funau ma	
Test 25:	Preconditions: Test 1 passes	 Error message 	 Error pop up

AddInvalid	Click Add Service Group	"invalid service	window with the
Service GroupName Author: Michael Golden	po not Enter anything in the resulting dialogue box Click OK group name." Service group should not be added		message "invalid service group name." Service group is not added
	Check results		
Test 26: EditService GroupWith InvalidName Author: Michael Golden	Preconditions: Test 1 and 2 pass Click Edit Service Group Remove "CSC IT" from the resulting dialogue box Click OK Check result	 Error message "invalid service group name." Service group should not be added 	 Error pop up window with the message "invalid service group name." Service group is not added
Test 27:	Preconditions: Tests 1 and 2 pass	Error message	Error pop up
AddIncident WithNoTitle Author:	te Click Add Incident "Incident cannot be created." Incident should	"Incident cannot be created."	window with the message "Incident cannot be created."
Michael Golden	Type "Incident caller" in the caller box		 Incident is not added
	Type "Incident message" in the message box		
	Click Add to Service Group		
	Check results	_	
Test 28: AddIncident WithNo Caller	Preconditions: Tests 1 and 2 pass Click Add Incident	 Error message "Incident cannot be created." Incident should 	Error pop up window with the message "Incident cannot
Author: Michael	Type "Incident title" in the title box Type nothing in the caller box	not be added	be created." Incident is not added
Golden	Type "Incident message" in the message box		
	Click Add to Service Group		
	Check results		
Test 29: AddIncident WithNo Message	Preconditions: Tests 1 and 2 pass Click Add Incident	 Error message "Incident cannot be created." Incident should 	 Error pop up window with the message "Incident cannot be greated"
Author: Michael Golden	Type "Incident title" in the title box Type "Incident caller" in the caller box	not be added	be created." Incident is not added
Joinell	Type nothing in the message box		
	Click Add to Service Group		

	T	<u> </u>	
Test 30:	Check results Preconditions: Tests 1 and 2 pass	Error message	Error pop up
EditNew Incident	Select the Incident with ID 3	"Invalid information"	window with the message "Invalid
WithInvalid Values	Click Edit Service Group	 Incident state is unchanged 	information"Incident state is
Author:	Click Assign		unchanged
Michael Golden	Check results		
Golden	Check results		
Test 31:	Preconditions: Tests 1, 2, 11 and 12 pass	Error message "Invalid	Error pop up window with the
EditIn Progress	Select the Incident with ID 3	information"	message "Invalid
Incident WithInvalid	Click Edit Service Group	 Incident state is unchanged 	information"Incident state is
Values	Click Hold		unchanged
Author: Michael	Check results		
Golden			
Test 32: EditOnHold	Preconditions: Tests 1, 2, and 11 - 13 pass	Error message "Invalid	Error pop up window with the
Incident WithInvalid	Select the Incident with ID 3	information" • Incident state is	message "Invalid information"
Values	Click Edit Service Group	unchanged	 Incident state is unchanged
Author: Michael	Click Investigate		unchangeu
Golden	Check results		
		_	
Test 33: Edit	Preconditions: Tests 1, 2, and 11 - 15 pass	Error message "Invalid	 Error pop up window with the
Resolved Incident	Select the Incident with ID 3	information" • Incident state is	message "Invalid information"
WithInvalid Values	Click Edit Service Group	unchanged	 Incident state is unchanged
Author:	Click Cancel		
Michael Golden	Check results		
Test 34: View	Preconditions: Tests 1, 2, and 11 - 18 pass	User is taken to a screen called	Taken to correct screen and
Canceled	Select the Incident with ID 3	"CSC IT Incident	incident
Incident	Click Edit Service Group	3 – Canceled" ■ Title, caller,	information is displayed
Author: Michael	Check results	reopen count, owner id, status	correctly
Golden		details, and incident log are	

		•	displayed The only button is the Return button which takes the use back to the main screen		
Test 35:	Preconditions: Test 1 and 2 passes	•	ServiceWolfGUI	•	ServiceWolfGUI
Close			closes and		closes and
Program	Click File in the top left corner		execution is		execution is
			terminated		terminated
Author:	Click Quit				
Michael					
Golden	Save to "test-files/incidents1_output.txt"				
	Check results				

Document Revision History

Date	Author	Change Description
03/18/21	Michael Golden	Created Document
03/18/21	Michael Golde	Added tests 1-35