<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/deleting 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" Check Results	• CSC IT is the current service group • 4 incidents are displayed in order by ID • Incident with ID 2 has State = 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	• Current Service Group is correct • All 4 incidents are displayed in order and have their correct information in the table

		VMs, Status Details = Permanently Solved • Incident with ID 9 has State = In Progress, Title = Jenkins behind firewall, Status Details = No status	
Test 3: SaveSystemState Author: Michael Golden	**Preconditions: Tests 1 and 2 pass** Click **File** In the top left corner Click **Save** Save to "test-files/incidents1_output.txt" Check Results	• The contents of "test-files/incidents1_output.txt" and "test-files/incidents1.txt" should match	• The contents of "test-files/incidents1_output.txt" and "test-files/incidents1.txt" match
Test 4: ClearSystemState Author: Michael Golden	**Preconditions: Tests 1 and 2 pass** Click **File** in the top left corner Click **Clear** Check results	• Current Service group should be blank • Incident table should be blank • There are no service groups in the system	• All Service Groups and incidents successfully removed • Current Service Group is blank
Test 5: AddServiceGroup Author: Michael Golden	**Preconditions: Test 1 passes** Click **Add Service Group** Enter "SG 1" in the resulting dialogue box Click **OK** Check results	• Current Service Group should be "SG 1' • Incident table should be blank	• Current Service Group is "SG 1' • Incident table is blank
Test 6: EditServiceGroup Author: Michael Golden	**Preconditions: Tests 1 and 5 pass** Click **Edit Service Group** Type "New SG Name" in the resulting dialogue box Click **OK** Check results	• Current Service Group should now be "New SG Name"	• Current Service Group is now "New SG Name"
Test 7: Remove Service Group Author: Michael	**Preconditions: Tests 1 and 5 pass** Click **Delete Service Group** Check Results	• Current Service group should be blank • Incident table should be blank • There are no service groups in	• Current Service Group is blank • Incident table is blank • There are no service groups in the system

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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.

		• 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	
Test 12: EditIncident InNewState (NewA) Author: Michael Golden	**Preconditions: Tests 1, 2 and 11 pass** Enter "Assigned to Tuffy" in the **Message:** box Enter "Tuffy" in the **Owner** box Click **Assign** Check results	• 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
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* • After clicking HOLD, user returned to main screen • Incident 3's state = On Hold	• Incident 3 correctly transitioned to On Hold state
Test 14: EditIncident inOnHold State (OnHoldA)	**Preconditions: Tests 1, 2, and 11 - 13 pass** Select Incident with **ID 3** Click **Edit Incident**	• User taken to a screen called "CSC IT Incident 3 – On Hold • Title = Moodle down	• Incident 3 correctly transitioned to In Progress state

Author: Michael Golden	Check first results Enter "Put back in progress" in the **Message:** box Click **Investigate** Check final results	• Caller = sesmith5 • Reopen count = 0 • Owner Id = Tuffy • Status Details = Awaiting Caller • Incident Log has 3 lines • Action buttons are INVESTIGATE • *Go back to directions* • Incident 3's state = In Progress	
Test 15: EditIncident InInProgress State (InProgressB) Author: Michael Golden	**Preconditions: Tests 1, 2, and 11 - 14 pass** Select Incident with **ID 3** Click **Edit Incident** Check first results Enter "resolved" in the **Message:** box Use the dropdown for **Resolution Reason** to select **Permanently Solved** Click **Resolve** 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 4 lines • Action buttons are HOLD, RESOLVE, ASSIGN, and CANCEL • *Go back to directions* • Incident 3's state = Resolved	• Incident 3 correctly transitioned to Resolved state
Test 16: EditIncident InResolved State (ResolvedA) Author: Michael Golden	**Preconditions: Tests 1, 2, and 11 - 15 pass** Select Incident with **ID 3** Click **Edit Incident** Check first results Enter "reopened" in the **Message:** box Click **Reopen** Check final results	• User taken to a screen called "CSC IT Incident 3 – Resolved • Title = Moodle down • Caller = sesmith5 • Reopen count = 0 • Owner Id = Tuffy • Status Details = Permanently Solved • Incident Log has 5 lines • Action buttons are REOPEN and CANCEL • *Go back to directions*	• Incident 3 correctly reopened and transitioned to In Progress state

		• Incident 3's state = In Progress	
Test 17: EditIncident InInProgress State (InProgressB again) Author: Michael Golden	**Preconditions: Tests 1, 2, and 11 - 16 pass** Select Incident with **ID 3** Click **Edit Incident** Check first results Enter "resolved again" in the **Message:** box Use the dropdown for **Resolution Reason** to select **Permanently Solved** Click **Resolve** Check final results	• User taken to a screen called "CSC IT Incident 3 – In Progress • Title = Moodle down • Caller = sesmith5 • Reopen count = 1 • Owner Id = Tuffy • Status Details = No Status • Incident Log has 6 lines • Action buttons are HOLD, RESOLVE, ASSIGN, and CANCEL • *Go back to directions* • Incident 3's state = Resolved	• Incident 3 correctly transitioned to Resolved state • Incident 3's reopen count updated to 1
Test 18; EditIncident InResolved State (ResolvedB) Author: Michael Golden	**Preconditions: Tests 1, 2, and 11 - 17 pass** Select Incident with **ID 3** Click **Edit Incident** Check first results Enter "caller canceled" in the **Message:** box Use the dropdown for **Cancellation Reason** to select **Caller Canceled** Click **Cancel** Check final results	• User taken to a screen called "CSC IT Incident 3 – Resolved • Title = Moodle down • Caller = sesmith5 • Reopen count = 1 • Owner Id = Tuffy • Status Details = Permanently Solved • Incident Log has 7 lines • Action buttons are REOPEN and CANCEL • *Go back to directions* • Incident 3's state = Canceled • Incident 3's owner = unowned	• Incident 3 correctly transitioned to Canceled state • Owner = Unowned
Test 19: EditIncident InNewState (NewB)	**Preconditions: Tests 1, 2, and 11 pass** Select Incident with **ID 3**	• User is taken to a new window called "CSC IT Incident 3 –	• Incident 3 correctly transitioned to Canceled state

Author: Michael Golden	Click **Edit Incident** Check first results Enter "caller canceled" in the **Message:** box Use the dropdown for **Cancellation Reason** to select **Caller Canceled** Click **Cancel** Check final results	New" • This window shows the incident's info • Title = Moodle down • Caller = sesmith5 • Reopen Count = 0 • Owner Id = unowned • 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: EditIncident InInProgress State (InProgressC) Author: Michael Golden	**Preconditions: Tests 1, 2, and 11 pass** Select Incident with **ID 9** Click **Edit Incident** Check first results Enter "assigned to new owner" in the **Message:** box Enter "Tuffy" in the **Owner Id:** box Click **Assign** Check final results	• User is taken to a new window called "CSC IT Incident 9 – In Progress" • This window shows the incident's info • Title = Jenkins behind firewall • Caller = sesmith5 • Reopen Count = 0 • Owner Id = cgurley • 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'	• 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 InInProgress State (InProgress D) Author: Michael Golden	Select Incident with **ID 9** Click **Edit Incident** Check first results Enter "Caller canceled" in the **Message:** box Use the dropdown for **Cancellation Reason** to select **Caller Canceled** Click **Cancel** Check final results	new window called "CSC IT Incident 9 – In Progress" • This window shows the incident's info • Title = Jenkins behind firewall • Caller = sesmith5 • Reopen Count = 0 • Owner Id = tuffy • Status Details = 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 = canceled	correctly transitioned to Canceled state
Test 22: LoadInvalid File Author: Michael Golden	**Preconditions: Test 1 passes** Click **Load** in the top left corner Load "test-files/incidents4.txt" Check results	• The file should not be loaded • The current service group should be null • Incident table should be null	• The file is not loaded • The current service group is null • Incident table is null
Test 23: LoadFile With Duplicate Service Groups Author: Michael Golden	**Preconditions: Test 1 and 2 pass** Click **Load** in the top left corner Load "test-files/incidents2.txt" Check results	• The file should not be loaded • Error message "Unable to load file." • No service groups are added	• Error pop up window with the message "Unable to load file." • No new service groups added
Test 24: Add Duplicate Service Group Name Author: Michael Golden	**Preconditions: Test 1 and 2 pass** Click **Add Service Group** Enter "ITECS" in the resulting dialogue box Click **OK** Check results	• 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 25:	**Preconditions: Test 1 passes**	• Error message	• Error pop up

AddInvalid Service GroupName Author: Michael Golden	Click **Add Service Group** Do not Enter anything in the resulting dialogue box Click **OK** Check results	"invalid service group name." • Service group should not be added	window with the message "invalid service group name." • Service group is not added
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: AddIncident WithNoTitle Author: Michael Golden	**Preconditions: Tests 1 and 2 pass** Click **Add Incident** Type nothing 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	• Error message "Incident cannot be created." • Incident should not be added	• Error pop up window with the message "Incident cannot be created." • Incident is not added
Test 28: AddIncident WithNo Caller Author: Michael Golden	**Preconditions: Tests 1 and 2 pass** Click **Add Incident** Type "Incident title" in the title box Type nothing in the caller box Type "Incident message" in the message box Click **Add to Service Group** Check results	• Error message "Incident cannot be created." • Incident should not be added	• Error pop up window with the message "Incident cannot be created." • Incident is not added
Test 29: AddIncident WithNo Message 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 nothing in the message box Click **Add to Service Group**	• Error message "Incident cannot be created." • Incident should not be added	• Error pop up window with the message "Incident cannot be created." • Incident is not added

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

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

Document Revision History

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