**Software Test Plan - ABC**

TRAVELLER

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# 1. Introduction

This document is a Test Plan for the **ABC / TRAVELLER** produced by Quality Assurance. It describes the testing strategy and approach to testing that QA will employ to validate the quality of the product prior to release. It also contains various resources required for the successful completion of the project, the risks and contingencies involved and the roles and responsibilities of the concerned authorities

## Purpose

The primary goal of this document is to establish a Test Plan for the activities that will verify ABC / TRAVELLER as a high quality product that meets the needs of the business community. These activities will focus upon identifying the following:

* Items to be tested
* Testing approach / Strategy adopted
* Resource Requirements
* Roles and Responsibilities
* Risks and contingencies
* Test deliverables

## Scope

ABC Traveller is the cloud-based evolution of the highly acclaimed and successful TOCrm solution, trusted for more than a decade by leading rail franchise operators and their outsourced call centre partners.

Developed on the Microsoft Dynamics platform, ABC Traveller manages a broad spectrum of customer contact types across multiple contact channels to validate claimed journey delays and generate appropriate customer communications and compensation.

ABC Traveller features advanced workstream, workflow and process automation management, case quality checking, SLA management with full audit trails and generates automated reporting to the rail regulator.

The scope of the Test Plan may include, but is not limited to the following activities,

* To validate that requirements as expected according to business and functional requirements
* To validate that the application's performance and responsiveness meet expectations

## Reference Documents

The requirements are managed as PBI in TFS at the below location

http://

The Test Case and Test Execution Report are created and saved in the share point at the below location and the same path is saved in the respective tasks in the PBI

[http:///](NULL)

# Test Items

## Features to be tested

Agile Scrum model is followed for the development of the product. The Requirements called as Product Backlog Items (PBIs) are added in the Backlog in the TFS Tool. These PBIs are added into the 2 week Sprint in discussion with the development team as per the business priority.

All the testable features are added with QA tasks in the respective PBI under the current sprint.

## Test Case Matrix

The Test cases are created for the respective PBI in the ABC Test Case Template. The created test cases are sent to the Onsite Coordinator and the Product Owner for the review. Once they are reviewed, they are uploaded in the share point and the shared path is referenced in the QA task under the PBI.

Path: [http://c/](http://cls-tfsx-001/qa/Test%20Files/TOCrm/Test%20Strategies/Traveller%202016/)

## Features Excluded from Testing

Few PBIs are just development tasks / cannot be tested by QA and then no testing will be required for them. These PBIs are discussed in the sprint planning / scrum and no QA tasks are added for them under the PBI.

# Test Strategy

## Testing Types

### Smoke Testing

Brief description of the Smoke / Acceptance Tests will be run on handover of code from Development

Run through with the Dev who has worked on the PBI (generally on a conference call where screen sharing can be used), to show the functionality that has been put in place, as a handover to QA.

### Functional Testing

Function testing of the application will focus on testing of all the features of the application that can be traced directly to product requirements (PBI). The testing will be based upon black box techniques, that is, verifying the application (and its internal processes) by interacting with the application via the GUI and analyzing the output (results).

Once the ACs are tested, the main functionality of the application is tested by executing the generic test cases to make sure that the existing functionality is working as expected.

### User Interface Testing

User Interface testing verifies the user’s interaction with the software. The goal of UI Testing is to ensure that the User Interface provides the user with the appropriate access and navigation through the functions of the application.

### Webservices Testing

Web Services is the mechanism or the medium of communication through which two applications / machines will exchange the data irrespective of their underline architecture and the technology. Web service testing is done using the custom url from the developer.

### Load & Stress Testing

Load testing is a performance test which subjects the target-of-test to varying workloads to measure and evaluate the performance behaviors and ability of the target-of-test to continue to function properly under these different workloads. Additionally, load testing evaluates the performance characteristics (response times, transaction rates and other time sensitive issues). Stress testing is a type of performance test implemented and executed to find errors due to low resources or competition for resources. Stress testing can also be used to identify the peak workload the target-of-test can handle.

Stress Stimulus is used to perform the Stress and Load Testing on the Traveller site.

# Resource Requirements

## Hardware

List of hardware requirements are:

1. Windows 7 / 10
2. Printer

## Software

List of software requirements: Primary and secondary Operating System

1. Various Browsers
2. SSL VPN
3. Cisco VPN client
4. Print Manager
5. Dynamics 365
6. Sql server
7. Lync
8. Microsoft Teams
9. Sharepoint
10. Microsoft Office

## Test Tools

Apart from manual tests, the following tools will be used:

1. Stress Stimulus
2. MS Team Foundation Server
3. Microsoft Visual Studios

# Roles and Responsibilities

|  |  |  |
| --- | --- | --- |
| **Human Resources** | | |
| **Role** | **Minimum Resources Recommended** | **Specific Responsibilities/Comments** |
| Project Manager | 1 | Provides management oversight  Responsibilities:   * Provide technical direction * Acquire appropriate resources * Management reporting |
| QA | 2 | Identifies, prioritizes and implements Test Cases  Responsibilities:   * Generate test plan * Generate test cases * Evaluate effectiveness of test effort * Execute tests * Log results * Bug Validations |

# Risks and Contingencies

Risk is an uncertain event or condition that, if it occurs, has an effect on the project objective. Risk management focuses on identifying and assessing the risks to the project and managing those risks to minimize the impact on the project.

By applying a mitigation plan, we reduce the probability of impact of the identified risk. By identifying the contingency plan, we do not change the probability or impact of the current risk, but we plan to control the impact as risk event looks like occurring.

The Risks are tracked in the Risk Tracking Tool spreadsheet and periodically updated with any new risk and the impact ratio of the outstanding risk.

# Test Deliverables

Below are the test deliverable that are produced by the QA

* Test Plan
* Test Cases
* Test Execution Report
* Defect Report
* Daily Status Report
* Weekly Status Report