**Quality Plan**

Image result for instant edge logo

**The Enterprise Transformation Platform**

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1. **Introduction**

Enterprise IT organizations, their systems integrators and software vendors have been reasonably good in the past more than 15 years to help business organizations integrate their disparate commercial processes into a (more) holistic whole – while at the same time neglecting own (management) decision support processes and systems.

Instant Edge provides a transformation platform that addresses this problem space by helping executives, line- and project managers, team leads, members, and employees – essentially any stakeholder of a business transformation initiative to drastically improve motivation of actors within the corporation, enable better decision making, avoid failed transformations and dramatically improve quality of delivery – achieving the desired real business partnering status with on par business interactions.

The Instant Edge Platform is structured with following business process areas:

1. Ensure Benefits delivery
2. Manage Changes
3. Manage Programs and Projects
4. **Manage Operations**
5. Manage Organizations

Instant Edge requires the development of Manage Operations Process Area. This involves the development of following Key components:

1. **Manage Service Portfolio**
2. **Manage Incident**
3. **Manage Mobile Integration**
   1. **Purpose**

The purpose of this document is to provide a plan for the testing work to be done during the development of the above Manage Operations Module of Instant Edge Platform.

* 1. **Audience**

The intended readers of this plan is the Project Manager Quality Manager, and System testers. This document should provide all the necessary instructions to conduct successful System Testing.

**Key personnel and their role in System Testing**

|  |  |
| --- | --- |
| **Role** | **Responsibility** |
| Project Manager | 1.Allocate sufficient time for performing Unit Testing.  2. Allocate sufficient time for Integration Testing. |
| Developer | 1.Create Unit Tests.  2.Monitor Unit Testing.  3.Create System Integration Test Cases.  4.Perform Unit Test cases.  5.Record Test cases results.  6.Take corrective actions. |
| End-user | 1.Perform User Acceptance Tests |

* 1. **Document Structure**

**Section 2:** presents the testing approach and procedure.

**Section 3:** presents the test data.

**Section 4*:*** specifies the system tests to be performed.

* 1. **References**

To fully understand the background to this project, the reader should also be familiar with:

1. IE Project Plan, reference ISS/IE/PP

2. IE Quality Plan, reference ISS/IE/QP

3. IE User Requirement Specification, reference ISS/IE/URS

1. **TEST PROCEDURE**

The aim of System Testing is to enable the project to demonstrate, an acceptable degree of confidence.

**2.1 Approach**

The basic method to be adopted will use a test data set, as defined in Section 3, to exercise and demonstrate the functions and features of the System. This will be done through a series of test cases given in Section 4.

* 1. **Scope**

The test cases defined in Section 4 will attempt to demonstrate the features and functions specified in the URS are implemented applicably. These test cases are designed based on the use cases to cover all the aspects by which end user might use the system.

* 1. **Entry Criteria**

Entry criteria is the minimum eligibility or the minimum set of conditions that should be met in order

to start the testing work. The entry criteria for the system testing includes the following:

1. Proper test data available.
2. The following documents should be available that will allow testers to operate the system and judge the correct behavior.
3. User Requirements Specification (URS).
4. System Test Cases
5. The test environment such as, server, software should be ready.
   1. **Procedure**

The System test cases which needs to be executed are defined in Section 4. System testing will be deemed complete when all the defined tests have been performed, documented, and approved by the Project Manager/Quality Manager. For each test case defined in Section 4, the following step shall be performed

1. Determine the expected results of the test case

2. Carry out the test case instructions

3. Compare the expected with the actual results. If the required results have not been achieved, then define the required corrective action.

4. Fill out a test log record in the testing work file at /ISS/IE/TL

Defects are classified as below,

|  |  |
| --- | --- |
| **Defect Type** | **Description** |
| Critical | These are high severity defects and system impacting. Such defects need immediate fix. |
| Major | These defects are system impacting can cause due to missing implementation. Software will not function properly if these defects are not fixed. |
| Minor | These defects are not system impacting and system can run with these defects. |

5. If the required results were not achieved then:

a. Implement the Corrective action, as specified on the test log record.

b. Perform steps 2, 3 and 4 above.

c. Repeat (a) and (b) above until the test case is successful.

When the tests have been completed, the System testing workfile should be submitted to the Project Manager for approval.

* 1. **Acceptance Process**

User acceptance testing is a process that obtains confirmation that a system meets mutually agreed-upon requirements. The UAT acts as a verification of the required business function and proper functioning of the system, emulating real-world usage conditions on behalf of customers. UAT will be performed by:

* Product managers (mandatory)
* SME's from client care, compliance, professional services, beta customers depending on interest level and availability

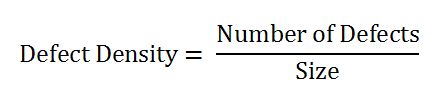
*Acceptance criteria:*

* UAT tests perform the final verification of the required business function and validate proper functioning of the software, emulating real-world usage conditions.
* UAT tests also ensure that business function for the user stories are validated not only from the component level but also from the system integration perspective

**2.6 Test Metrics**

Once the System testing has been completed, the following metrics will be calculated based on the results of the system testing:

1. **Defect Density** - It is the number of confirmed defects detected in software/module during a defined period of development divided by the size of the software/module.



1. Test Case Efficiency% - It is calculated based on the number of defects found in the test cases vs the number of test cases executed.

**2.7 Exit Criteria**

Exit criteria is the minimum eligibility or the set of conditions that should be met in order to close a particular project phase. The entry criteria for the system testing includes the following:

1. All Test cases have been run.
2. No high priority or severe bugs are left outstanding
   1. **TEST DATA**

**3.1 CRUD Dialogs**

The test data to execute the test cases for the CRUD Dialogs are defined in the ISS/IE/TD

**3.2 View Service Portfolio**

The test data to execute the test cases for the View Service Portfolio are defined in the ISS/IE/TD

**3.3 View Service in a Service Portfolio**

The test data to execute the test cases for the View Service Portfolio are defined in the ISS/IE/TD

**3.4 Manage Mobile Integration**

The test data to execute the test cases for the Manage Mobile Integration are defined in the ISS/IE/TD

**3.5 Manage Incident**

The test data to execute the test cases for the Manage Incident are defined in the ISS/IE/TD

**4.0 TEST SPECIFICATION**

The system tests to be performed, using the procedure defined in Section 2 and the test data given in Section 3, are listed in the following subsections.

**4.1 CRUD Dialogs**

The aim of these test case is to verify that all the CRUD Dialogs works as per the requirements defined in URS. For the detailed test cases refer to **CRUD Dialogs** sheet in the file stored at **/ISS/IE/TC/TestCases.**

**4.2 View Service Portfolio**

The aim of these test case is to verify that the View Service Portfolio works as per the requirements defined in URS. For the detailed test cases refer to **View Service Portfolio** sheet in the file stored at **/ISS/IE/TC/TestCases.**

**4.3 View Service in a Service Portfolio**

The aim of these test case is to verify that the View Service in a Service Portfolio works as per the requirements defined in URS. For the detailed test cases refer to **View Service in a Service Portfolio** sheet in the file stored at **/ISS/IE/TC/TestCases.**

**4.4 Manage Mobile Integration**

The aim of these test case is to verify that the Push Notifications works as per the requirements defined in URS. For the detailed test cases refer to **Push Notifications** sheet in the file stored at **/ISS/IE/TC/TestCases.**

**4.5 Manage Incidents**

The aim of these test case is to verify that the Manage Incident works as per the requirements defined in URS. For the detailed test cases refer to **Manage INcident** sheet in the file stored at **/ISS/IE/TC/TestCases.**