**Software Testing**

**Assignment 13**

**Perform a risk analysis for Omninet**

**Group 4**

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**Question:**

Based on your reading of the Omninet Marketing Requirements Document, the Omninet System Requirements Document, and your experience with testing and bugs, perform a risk analysis for Omninet.

**Answer:**

We used the informal quality risks analysis technique to perform a risk analysis for Omninet.

We start with the classic quality risk category and set priorities to test every quality risk with key stakeholders. We first identify the risks and then prioritize them. We use priorities to guide the scope of testing for each risk area. According to Omninet marketing documents, we add more details, such as connection speed performance, user confidentiality protection, management operations, etc. Therefore, we have developed a list of Omninet quality risk analysis.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Quality Risk | Tech.  Risk | Bus.  Risk | Risk  Pri. # | Extent of  Testing | Tracking |
| Functionality | | | | | |
| Web is unavailable | 4 | 1 | 4 | Extensive | 3.1 |
| Users cannot send or receive e-mail to or from Macintosh PCs. | 2 | 2 | 4 | Extensive | 3.1 |
| Some languages are not supported. | 5 | 2 | 10 | Cursory | 3.1.2 |
| Can not handle time accounting (blocks, limits) properly. | 4 | 2 | 8 | Broad | 3.1.2 |
| Can not pop up a message properly. | 5 | 1 | 5 | Extensive | 3.1.2 |
| The time goes too fast or too slow. | 4 | 3 | 12 | Cursory | 3.1.2 |
| The system mishandle the expiration process. | 3 | 2 | 6 | Broad | 3.1.2 |
| Valid payment of customers can not be accepted by the system. | 4 | 2 | 8 | Broad | 3.1.2 |
| Cannot support specified browsers. | 4 | 5 | 20 | Opportunity | 3.1.3 |
| Browsers cannot display Web pages in specific languages | 4 | 3 | 12 | Cursory | 3.1.5 |
| The system blocks appropriate content improperly | 1 | 1 | 1 | Extensive | 3.1.6 |
| Appropriate content doesn’t block inappropriate content properly. | 1 | 1 | 1 | Extensive | 3.1.6 |
| Can not log out successfully | 5 | 2 | 10 | Broad | 3.1.7 |
| Session not cleared after termination | 5 | 3 | 15 | Cursory | 3.1.8 |
| Fail to clear cookies and other downloaded files and URL history after exiting the browser | 3 | 1 | 3 | Extensive | 3.1.8 |
| Browser does not exit at end of session. | 5 | 2 | 10 | Broad | 3.1.8 |
| Call center could not read the kiosk status | 2 | 4 | 8 | Broad | 3.2.2 |
| Call center could not add a time block | 4 | 3 | 12 | Cursory | 3.2.4 |
| User could not receive terminating message | 4 | 3 | 12 | Cursory | 3.2.5 |
| Usability | | | | | |
| Color schema, fonts, etc. are not appropriate or accessible. | 1 | 1 | 1 | Extensive | 3.1 |
| Confidentiality is not preserved. | 2 | 1 | 2 | Extensive | 3.1.8 |
| The call center agents are unable to access/control current sessions. | 1 | 2 | 2 | Extensive | 3.2.2 |
| The call center agents are unable to access information about past sessions. | 2 | 2 | 4 | Extensive | 3.2.2 |
| The kiosk does not report status to call center. | 3 | 2 | 6 | Broad | 3.2.2 |
| The call center agents are unable to modify user session. | 4 | 4 | 16 | Opportunity | 3.2.4 |
| User Interface | | | | | |
| Can not display an inviting welcome message | 3 | 3 | 9 | Broad | 3.1.1 |
| The Payment screens or process may drive away potential customers. | 1 | 1 | 1 | Extensive | 3.1.2 |
| The expiration screens or process may drive away repeat customers. | 1 | 1 | 1 | Extensive | 3.1.2 |
| The language selection process may make users confused or is unusable. | 2 | 1 | 2 | Extensive | 3.1.5 |
| The termination message of system is inappropriate. | 3 | 3 | 9 | Broad | 3.2.5 |
| Localization | | | | | |
| Local currencies not properly handled. | 5 | 2 | 10 | Broad | 3.1.2 |
| The kiosks are not configured in primary local language. | 5 | 2 | 10 | Broad | 3.1.5 |
| Not all languages supported by the browser or OS is accessible. | 3 | 3 | 9 | Broad | 3.1.5 |
| Local time zones cause update, reliability problems. | 2 | 3 | 6 | Broad | 3.1.5 |
| Reliability | | | | | |
| The server farm is unable to support 1,000 kiosks. | 1 | 1 | 1 | Extensive | 2 |
| The kiosk sessions may crash during use. | 1 | 1 | 1 | Extensive | 3.1 |
| The kiosks are unable to access the Internet. | 2 | 1 | 2 | Extensive | 3.1 |
| Web site or URL compatibility problems | 3 | 3 | 9 | Broad | 3.1 |
| The kiosk completes the transaction before finishing charging when the network connection fail. | 3 | 5 | 15 | Cursory | 3.1.2 |
| Dial-up (PSTN) kiosk sometimes establishes <= 50 KBPS connection. | 1 | 2 | 2 | Extensive | 3.1.4 |
| Cable/DSL kiosk sometimes establishes <= 128 KBPS connection. | 1 | 2 | 2 | Extensive | 3.1.4 |
| Availability of the call center is too low. | 4 | 1 | 4 | Extensive | 3.2 |
| Call center agent access/ control/termination sometimes fails. | 4 | 2 | 8 | Broad | 3.2 |
| Performance | | | | | |
| The response time of the system is too long. | 1 | 1 | 1 | Extensive | 3.1.2 |
| Cable/DSL kiosk never establishes > 128 KBPS connection. | 5 | 2 | 10 | Broad | 3.1.4 |
| Dial-up (PSTN) kiosk never establishes > 50 KBPS connection. | 5 | 2 | 10 | Broad | 3.1.4 |
| The call center agent access/ control/termination too slow | 2 | 1 | 2 | Extensive | 3.2 |
| Update or session may have problems. | 4 | 3 | 12 | Cursory | 3.2.1 |
| Supportability | | | | | |
| Agents can’t push updates to kiosks. | 3 | 1 | 3 | Extensive | 3.2.1 |
| The kiosk remains connected after checking for/performing update. | 5 | 4 | 20 | Opportunity | 3.2.1 |
| The software can not be updated regularly. | 5 | 3 | 15 | Cursory | 3.2.1 |
| Call center agent can not push updates to the kiosks. | 1 | 1 | 1 | Extensive | 3.2.1 |