

Description:

HW3

Create an effective test plan for your project.

Choosing from following domains

- (1) E-Commerce - Amazon, eBay, TOYOTA
- (2) Financials - Bank of America
- (3) Internet Service Provider - Yahoo, Google
- (4) Social Media - Facebook, LinkedIn, Twitter
- (5) Cloud Computing - Salesforce
- (6) Health Care - Covered California
- (7) Google Self-Driving Car
- (8) NPU enrollment

And so on ...

The test plan should choose five or more components from:

Test Scope, Out of Scope, Test Objectives, Assumptions, Risk Analysis, Test Design, Roles & Responsibilities, Test Schedule & Resources, Test Data Management, Test Environment, Communication Approach, Test Tools, Exit Criteria.

Test Plan for the Account Set Up Feature on the Covered California Domain

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Table of Contents

I. Introduction	4
II. Test Scope	4
III. Out of scope	5
IV. Assumptions	5
V. Test Schedules	6
VI. Test Tools(Deliverables).....	7

Test Plan for the Account Set Up Feature on the Covered California Domain

I. Introduction

The test plan relates to a proposed analysis of the account set up feature on the Covered California website. The test will focus on creation of an active user account that allows one to access features that are not visible to guest browsers. There are three categories of user account applications, and this analysis will focus on the individuals & family account application. The analysis will only cover the account creation process, so it will primarily be functional testing using the data that is available on the website. It is assumed that once the account set up process is complete the user's account will be activated and the user will be redirected to the main page with his/her name as well as a welcome message displayed

II. Test Scope

This test plan will cover all the steps involved in creating a user account on the Covered California website <http://www.coveredca.com/>. The testing will begin at the application type selection, and work toward creation of a fully functional account, that a user can utilize to access parts of the website which are not visible to guest users. This test plan will primarily provide a guide to testing the functionality of this important feature on the website, due to the role the attractiveness of the account creation procedure on a website plays in attracting users to sign up. Additionally, the test plan will validate core system functions against user requirements. Only one account type application will be tested, that is the individuals & family account.

The plan is to test the complete account creation procedure for this website in a bid to examine how the different steps of the process are linked together, and ascertain the potential difficulties that users phase when creating accounts on the site. The account creation process has been found to be a key contributor of bounce rates on websites.

Generally, potential website users view cumbersome account creation processes to be unappealing, thus the simpler the process is, the better. Consequently, this test plan only covers the proposed procedure of testing the account set up feature on the Covered California's website, and does not cover any other features.

III. Out of scope

Analysis of the features that one is able to access after creating an account vis-à-vis those that a guest browser to the website can access is out of scope of this test plan. Additionally, the test will be limited to the individuals & family account application, thus the other two types of account set up feature applications will not be tested. The test plan will not focus on assessing the differences in accessible features for the different categories of accounts. Another test that is beyond the scope of this test plan is the functionality of lost password feature once an account is activated.

How the account set up forms, and what can be done to shorten the procedure in order to reduce bounce rates is out of scope of this test plan. While account set up for different websites serve the same purpose, namely to allow users to access parts of the website that are not accessible to the general public, different organizations use varying fields because the data they aim to capture is not the same. This test plan will not include a review of the fields that Covered California uses, but rather focus on the success rate of creating a functional account once the required information is supplied.

IV. Assumptions

The primary assumptions are that production like data necessary to complete the tests will be available in the system before functional testing begins, and that subsequent cycles will be initiated in case of high defect rates. The test manager and test engineers are familiar with the processes of the account set up feature on a website. Since this testing will be based on a generic methodology, the names of those who will play the

roles are not defined. The three roles will be played by individuals who do not necessarily carry the titles described in the test plan document. The role of the test team will be to perform functional testing only on the individuals and family application of the account set up feature.

At the time of performing functional testing, the team will use the data that is available on the system. Other assumptions are general, and they include performing exploratory tests to review the content in all the stages of the account creation process. More importantly, there will not be any performance test, and any defects that are identified will come with a snapshot. Additionally, the test team will have access to the test environment through VPN connectivity, and will assume all the necessary inputs. The execution phase of the tests will be supported appropriately, and all the test cases will be reviewed and signed off before they are implemented. Lastly, the test team has the requisite knowledge and experience to perform the tests successfully.

V. Test Schedules

The primary objective of the test is to verify that the account set up feature works as expected, and that users can successfully create accounts without facing any problems. The test will primarily focus on the test scripts, identification of both high and medium defects in the account creation forms. The following table summarizes the test case, and the steps that will be taken to execute it.

Test Case Field	Details
Test Case ID: Test Case Name	I. Set up an account
Purpose	Tests that the user can go to the Covered California domain and create an account

Initiation Criteria	Clear all cookies and access the domain
Execution Steps	<ol style="list-style-type: none"> I. Navigate to the website II. Select the individuals and family application III. Agree to the terms of use and notice of privacy practices IV. Fill in relevant user information V. Fill in contact information VI. Select a username and password VII. Review the account summary and submit the application to create an account
Expected results	The user's account is activated and the user is redirected to the main page with his/her name as well as a welcome message displayed

Account creation is a step by step process that requires the user to first access the website in question, access its account creation page, supply the relevant information and complete the process by clicking a complete button, which depending on the settings of the website will automatically take the user to their control dashboard or send an email to the registered address for activation purposes. Consequently, performing account set up feature tests necessitates entry and exit criteria whereby the former refers to the desirable conditions that need to be met prior to starting the execution and the latter refers to the desirable conditions for continuing with the implementation.

VI. Test Tools (Deliverables)

The testing will be performed manually, and will cover the requirements for individual users. This test plan will only detail what will be tested, but the details of how the testing itself will be carried out will be contained in the test design document. While it is better to make the tests more effective, by incorporating automated, manual and exploratory

tests, this test will primarily rely on manual testing because of the personal information that is required to activate an account. This is vital because it reduces the risks of personal data being accessed by unauthorized people, and tightens release cycles.

There are a number of elements that will be necessary to support the overall testing of the account set up feature. The first is access to the Covered California official website. Once the official site is accessed, the tester will then access the account creation page. Another important element is personal data including social security numbers and addresses for user accounts to be created. With regard to the personnel requirements to complete the testing, there will be three key roles to be filled. These include: project manager, test manager and test engineer.

The project manager's main role will be to manage the total implementation of the feature test. This role incorporates tasks such as creating test requirements, and managing the testing process. The test manager will be responsible for creating the master test plan. Other tasks that the test manager will accomplish include review of the test deliverables and management of the test cycles. It will be the test manager's responsibility to collect metrics, report the status of the project and make recommendation when the test goals are accomplished. Lastly, the test engineer will design the tests, create the test procedures, create the test data, carry out the tests, prepare incident reports, analyze incidents and report metrics to the test manager.