**Test Plan**

**1. Test Plan ID:**  
TestPlan\_ICICI\_HFC\_001

**2. Introduction:**

* **Product Overview:**  
  The ICICI Home Finance website is a platform for providing home Fixed Deposit loans, mortgage products, and related services. The website allows users to apply for Fixed Deposits, loans, check eligibility, calculate EMI, and access customer support.
* **Scope of Testing:**  
  This test plan covers functional, security, performance, usability, and compatibility testing for the website.
* **Exclusions:**
* Testing of third-party integrations (e.g., payment gateways) will be covered separately.
* Backend systems and databases are out of scope unless specifically mentioned.

**3. Test Objectives:**  
The objective of the testing process is to:

* Ensure that all features on the website function as intended.
* Validate the responsiveness and compatibility across different devices and browsers.
* Ensure the website is secure and protects user data.
* Evaluate the website's load performance and response times under different conditions.
* Assess usability and user-friendliness.

**4. Test Scope:** The following areas will be tested:

* **Functional Testing:**
  + Loan application forms.
  + Fixed Deposit
  + EMI calculator functionality.
  + Loan eligibility check.
  + Contact form, chat, and customer support integration.
  + Login and registration processes (if applicable).
* **Performance Testing:**
  + Website load time.
  + Stress and load testing (simulating high traffic).
* **Security Testing:**
  + Ensure that user data is protected (e.g., SSL, encrypted communication).
  + Test for vulnerabilities such as XSS, SQL Injection, etc.
* **Usability Testing:**
  + Accessibility features.
  + User navigation flow.
  + User experience (UX) testing.
* **Compatibility Testing:**
  + Browser compatibility (Chrome, Firefox, Safari, Edge, etc.).
  + Device compatibility (desktop, mobile, tablet).

**5. Testing Strategy/Approach:**

* **Testing Levels:**
  + Unit testing for individual features.
  + Integration testing for form submissions and third-party integrations.
  + System testing for the complete website functionality.
  + User Acceptance Testing (UAT) for verifying that the website meets user needs.
* **Testing Types:**
  + Manual testing for functional testing, security, and usability.
  + Automated testing for regression testing and repetitive tasks (using tools like Selenium).
  + Load/Stress testing using tools like JMeter or LoadRunner.
* **Test Methodology:**
  + **Black-box testing** (focus on functionality without knowledge of internal code).
  + **White-box testing** (focus on security and code-related vulnerabilities).

**6. Test Criteria:**

* **Entry Criteria:**
  + The website is fully deployed on the test server.
  + Test data is available (e.g., test users, loan information).
  + Test environment is set up (browser/device configurations, server access).
* **Exit Criteria:**
  + All critical and high-priority bugs have been fixed.
  + Functional test cases have passed.
  + Performance requirements have been met.
  + The website is accessible and responsive across major browsers and devices.
  + Final approval from stakeholders.

**7. Test Deliverables:**

* Test Plan document (this document).
* Test Cases and Scripts (for manual and automated tests).
* Test Execution Logs.
* Test Reports.
* Defect Reports.
* UAT Feedback Summary.

**8. Resources:**

* **Human Resources:**
  + Test Lead
  + 3 Testers
  + 1 Performance Tester
  + 1 Security Tester
  + Developers for defect fixes
* **Tools:**
  + Selenium (for test automation).
  + JIRA (for defect tracking).
  + Google Lighthouse (for performance and accessibility analysis).
* **Hardware/Software:**
  + Desktop and mobile devices.
  + Browsers: Google Chrome, Mozilla Firefox, Safari, Microsoft Edge.
  + Operating Systems: Windows, macOS, Android, iOS.

**9. Risks and Mitigations:**

* **Risk:** Insufficient test data (e.g., real loan application data).
  + **Mitigation:** Use mock data for test cases, and get data from developers or business analysts.
* **Risk:** Complex third-party integrations.
  + **Mitigation:** Test integrations in isolated environments or mock third-party services if necessary.
* **Risk:** Compatibility issues with older browsers.
  + **Mitigation:** Prioritize testing on the latest versions of browsers but also ensure support for popular older versions.

**11. Test Environment:**

* **Browsers:** Google Chrome, Mozilla Firefox, Safari, Microsoft Edge (latest and previous major versions).
* **Mobile Devices:** iPhone (iOS 15+), Android devices (latest OS versions).
* **Operating Systems:** Windows 10/11, macOS, iOS, Android.
* **Database (if applicable):** MySQL, Oracle (if the site requires interaction with backend databases for loan processing).

**12. Test Case Management:**

* Test cases will be designed for each feature:
  + User Registration and Login Flow
  + EMI Calculator
  + Loan Application Form
  + Eligibility Check Form
  + Contact Us and Chat Functionality
* Each test case will include the following:
  + **Test Case ID**
  + **Test Description**
  + **Preconditions**
  + **Test Steps**
  + **Expected Results**
  + **Actual Results**

**13. Communication Plan:**

* **Daily Standups** with the testing team to discuss progress and blockers.
* **Weekly status reports** to project stakeholders (e.g., PM, Business Analysts).
* **Review meetings** after test execution phases to gather feedback.

**14. Approval and Sign-Off:**

* **Test Manager:** [Test Manager's Name]
* **Project Manager:** [Project Manager's Name]
* **Stakeholders:** [List of stakeholders, e.g., developers, business analysts, QA leads]