Test Completion Report for implementing new plane ticket reservation system

# 1. Document Controls

## 1.1. Document Revision History

| **Version** | **Date** | **Author** | **Modification** | **Notes** |
| --- | --- | --- | --- | --- |
| 1.0 | 21.03.2020 | Maria Popescu |  | Initial Version |
| 1.1 | 25.03.2020 | Maria Popescu | Add the systems that are going to be used |  |
| 1.2 | 31.03.2020 | Maria Popescu | Update number of test cases passed |  |
| 1.3 | 1.04.2020 | Maria Popescu | Update the number of closed defects | Final Version |

## 1.2. Distribution List

| Name | Role |
| --- | --- |
| Andrew Madisson | QA Team Lead |
| Maria Popescu | QA Analyst |
| Michael Slater | QA Analyst |
| Antoine Benguella | Technical Analyst |
| Rany Chaveron | Business Analyst |
| Cristiana Styles | Software Development Lead |
| Mary Stuart | Software Engineer |
| Adrien Postowski | Project Manager |
| Cole Garfield | Product Owner |

# 2. Introduction

## 2.1. Project Description

This project is about implementing an **Online Flight Booking Application** that should enhance the customer experience of acquiring a ticket and leverage the entire process, and also reduce the pressure over current front desk employees

## 2.2. Objective

The objective of this test report is to show the status of the testing and quality targets at the completion of the project and to provide stakeholders with risk assessment data, which supports the decision to proceed with the release of the tested version of the script on the Go Live date of May 10th 2020.

# 3. Test Scope

## 3.1. Tests in scope (a.i. tests that were executed during the testing process)

The following table reflects the BR/TR traceability, and it contains only the requirement name (a.i. no BR description/FR technical details will be provided)

| **Business Requirement Document**  **BRD** | | **Functional Specification Document (Technical Requirements Document)**  **FRD** | |
| --- | --- | --- | --- |
| Business Requirement ID | Business Requirement Name | Functional Requirement Id | Functional Requirement Name |
| BR1 | Reservation Module | FR1 | One way ticket booking |
|  |  | FR2 | Two-way ticket booking |
|  |  | FR3 | Multi-City Ticket Booking |
|  |  | FR5 | Change Flight |
|  |  | FR6 | Change Name |
|  |  | FR7 | Add checked in luggage |
| BR2 | Payment Module | FR8 | By Debit Card |
|  |  | FR9 | By credit card |
|  |  | FR10 | Full Payment |
|  |  | FR11 | Split Payment |
|  |  | FR12 | Pay with loyalty Points |
| BR3 | Age discounts | FR13 | Children between 0 and 10 years will have a free ticket |
|  |  | FR14 | Children between 10 and 18 years old have a discount of 50 percent |
|  |  |  | Adults between 18 and 65 years old will pay full amount |
|  |  |  | People over 65 will have a free ticket. |
| BR4 | Customer consent agreement according to the GDPR policies | FR5 | Implement data consent for the customer via inline frame |

## 3.2. Tests not in scope:

For the current development process we will not implement solution for international flights, as these will be covered in a subsequent project.

Also, no pet-friendly and disability policies will be included because these are approached in a separate project, because of it’s sensitivity.

## 3.3 Additional Functionalities or Features Tested

There were no additional functions that were tested that were not originally in the plan to be tested.

# 4. Test Results

## 4.1 Test Execution Details

The following sprints were included in the product development process:

| **Sprint Id** | **Start Date** | **End Date** | **Status** |
| --- | --- | --- | --- |
| S1 | 2020-01-01 | 2020-01-07 | COMPLETED |
| S2 | 2020-01-08 | 2020-01-15 | COMPLETED |
| S3 | 2020-01-16 | 2020-01-23 | COMPLETED |
| S4 | 2020-01-24 | 2020-01-31 | COMPLETED |
| S5 | 2020-02-01 | 2020-01-08 | COMPLETED |
| S6 | 2020-02-09 | 2020-02-16 | COMPLETED |
| S7 | 2020-02-17 | 2020-02-24 | COMPLETED |
| S8 | 2020-02-25 | 2020-03-03 | COMPLETED |
| S9 | 2020-03-04 | 2020-03-11 | COMPLETED |
| S10 | 2020-03-12 | 2020-03-19 | COMPLETED |
| S11 | 2020-03-20 | 2020-03-27 | COMPLETED |
| S12 | 2020-03-28 | 2020-04-04 | COMPLETED |

## 4.2 Any variance to original test Plan

The first testing cycle was delayed by three days because the UAT environment setup was not ready. However, the timelines were adapted throughout the process and the project finished on time.

# 5. Quality of Software

## 5.1. Test Coverage and results

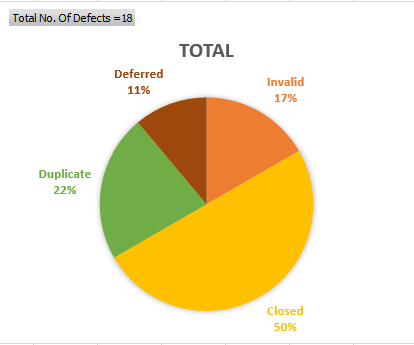
| **Test Cycles** | **Total Number of Test Cases** | **# of Test Cases Executed** | **# of Test Cases Passed** | **# of Test Cases Still Failed** |
| --- | --- | --- | --- | --- |
| S1 | 88 | 88 | 88 | 0 |
| S2 | 126 | 126 | 126 | 1 |
| S3 | 130 | 130 | 129 | 1 |
| S4 | 50 | 50 | 50 | 0 |
| S5 | 67 | 67 | 60 | 7 |
| S6 | 43 | 43 | 42 | 1 |
| S7 | 102 | 102 | 102 | 0 |
| S8 | 56 | 56 | 56 | 0 |
| S9 | 97 | 97 | 90 | 7 |
| S10 | 45 | 45 | 45 | 0 |
| S11 | 59 | 59 | 59 | 0 |
| S12 | 67 | 67 | 67 | 0 |
| **Total # TCs** | **388** | **388** | **386** | **2** |

**Performance Test Results** **NA – No Performance testing was performed**

## 5.2 Defect Metrics – by Defect Type (throughout the project)

| **Defect in Phase** | **Severe** | **High** | **Medium** | **Low** | **Lowest** | **Total** |
| --- | --- | --- | --- | --- | --- | --- |
| S1 | **3** | **4** | **10** | **15** | **2** | **34** |
| S2 | **1** | **1** | **3** | **1** | **0** | **6** |
| S3 | **0** | **1** | **1** | **0** | **0** | **2** |
| S4 | **1** | **4** | **5** | **7** | **3** | **20** |
| S5 | **2** | **5** | **7** | **4** | **8** | **26** |
| S6 | **3** | **6** | **3** | **7** | **1** | **20** |
| S7 | **5** | **4** | **3** | **6** | **14** | **32** |
| S8 | **9** | **8** | **13** | **15** | **20** | **65** |
| S9 | **6** | **3** | **7** | **9** | **11** | **36** |
| S10 | **6** | **9** | **4** | **6** | **8** | **33** |
| S11 | **2** | **5** | **7** | **12** | **12** | **38** |
| S12 | **5** | **7** | **23** | **17** | **2** | **55** |
| **Totals** | **43** | **57** | **86** | **99** | **81** | **18** |

## 5.3. Current defect status:



## 5.4. Exit Criteria

| **Criteria** | **Met/Not Met** |
| --- | --- |
| All planned test cases have been executed in Execution Tool | Met |
| All defects found have been recorded in the Defect Management Tool | Met |
| All Severity High defects have been resolved | Met |
| Test Summary Report (this document) issued to stakeholders | Met |

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# 6. Knowledge Maintenance

## 6.1. Lessons Learnt

| 1. | Knowledge of Unix commands is required for verifying Payment Module Backend. |
| --- | --- |
| 2. | Whenever there is any new requirement or update, it should be clearly updated in Tool and those updates should be shared to dev and QA team via mail. |
| 3. | Current Test Link version is broken. Need to find alternatives |
| 4. | SQL removed Query Cache functionality in MySql 8. |

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## 6.2. Best Practices Adopted & New Improvements Implemented

1. QA Team performed Peer review of Test Cases for each Sprint which helps in better test coverage.
2. QA team involved Development team to provide review comments on test cases.
3. QA team member is attending daily development scrum calls for seeking clarifications & inputs.
4. Communication improved by mitigating conflicts in the team.