

# <Project Name> System Test Plan

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Date: 2/24/2021

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## Introduction

Provide a brief overview of your system test plan. Describe how you would start your application.

Open ServiceWolf project in Eclipse.

To run the tests:

1. Right click on ServiceWolfGUI class in the Package Explorer.
2. Select Run As > Java Application

The FileChooser for the ServiceGroup records will load automatically

All tests files are located in the test-files/ folder and the contents of the files used in testing are below:

## incidents1.txt

```
# CSC IT
* 2,Canceled,Piazza,sesmith5,0,Unowned,Not an Incident
- Set up piazza for Spring 2021
- Canceled; not an NC State IT service
* 3,New,Moodle down,sesmith5,0,Unowned,No Status
- When I go to wolfware.ncsu.edu, I get a 500 error
* 4,Resolved,Set up Jenkins VMs,sesmith5,1,cgurley,Permanently Solved
- Please set up Jenkins VMs for Spring 2021 semester.
- Assigned to C. Gurley
- Set up test VM. Awaiting verification from caller.
- VM works great, please deploy the rest.
- VMs deployed. Marked resolved.
- One of the VMs has the wrong version of Checkstyle installed.
- Updated version of Checkstyle.
* 9,In Progress,Jenkins behind firewall,sesmith5,0,cgurley,No Status
- Jenkins requires VPN to access. Please open to general access.
- Assigned to C. Gurley
# ITECS
* 7,On Hold,Java not installed correctly,zmgrosec,0,itecs1,Awaiting Caller
- I can't install Java on my computer.
- Assigned to itecs1
- Awaiting caller's feedback on attempting to install Java from Oracle
# OIT
* 1,In Progress,Forgot password,jctetter,0,oit_staff,No Status
- I forgot my password and can't log into NC State accounts
- OIT staff member on call with support
```

Test ID	Description	Expected Results	Actual Results
Test 1: Valid File (UC1)	Preconditions: None 1. Run ServiceWolfGUI 2. Click the option from the file menu to load from a file. In the file chooser, select: test- files/incidents1.txt 3. Click Select 4. Check result	The Service Wolf system is loaded with the Service Group Records which are filled with Incidents. The Service Record that is open is the CSC IT Group. In the Incident section, there are 4 incidents displayed with their respective ID, State, Title and Status Details	<b>The Service wolf System has loaded successfully with the CSC IT group as the active service group. There are 4 incidents displayed in the Incident section.</b>
Test2: Can't Load File (UC1)	Preconditions: None 1. Run ServiceWolfGUI 2. Click the option from the file menu to load from a file. In the file chooser, type in the name of a file that is nonexistent or missing 3. Click Select 4. Check result	a dialog box opens with the message "Unable to load file."	<b>A pop up dialog box opens with the message "Unable to load file."</b>
Test3: Add ServiceGroup (UC4)	Preconditions: Test 1 has Passed 1. Click Add ServiceGroup 2. Type in Tech 3. Click Ok 4. Check result	A new ServiceGroup is created with the active ServiceGroup as tech	<b>A new ServiceGroup is created with the active ServiceGroup as tech</b>
Test 4: Add incident (UC 9)	Preconditions: Test 3 has Passed 1. Click Add Incident 2. Details: Title: Moodle Caller: sesmith5 Message: "Random Message" 3. Click Add to ServiceGroup Check result	New incident is created with the following nodes:  ID: 1 State: New Title: Moodle Status Details: No Status	<b>New incident is created and appears in the incidents list with the following nodes:  ID: 1 State: New Title: Moodle Status Details: No Status</b>
Test 5: Add incident (UC 9)	Preconditions: Test 4 has Passed 4. Click Add Incident 5. Details: Title: Jenkins Caller: sesmith5 Message: "Another Random Message" 6. Click Add to ServiceGroup Check result	New incident is created with the following nodes:  ID: 2 State: New Title: Jenkins Status Details: No Status	<b>New incident is created and appears in the incidents list with the following nodes:  ID: 1 State: New Title: Moodle Status Details: No Status</b>
Test 6: Load active Group (UC 7)	Preconditions: Test 5 has passed  1. Change Current ServiceGroup to CSC IT by clicking the down arrow in the top and selecting CSC IT 2. Check Results	The Active ServiceGroup changes to CSC IT. 4 incidents are appear In the Incident list with IDs of 2,3,4, and 9	<b>The Active ServiceGroup changes to CSC IT. 4 incidents are appear In the Incident list with IDs of 2,3,4, and 9</b>
Test 7: Edit active Group	Preconditions: Test 6 has passed 1. Click Edit Service Group	CSC IT changes name to Zebra and Zebra is on	<b>CSC IT changes name to Zebra and Zebra is</b>

(UC 7)	<ol style="list-style-type: none"> <li>2. Change ServiceGroup name to Zebra</li> <li>3. Press Ok</li> </ol> <p>Check Results</p>	the bottom of the list of ServiceGroups when drop-down arrow is clicked	<b>on the bottom of the list of ServiceGroups when drop-down arrow is clicked</b>
Test 8: Edit active Group (UC 7)	<p>Preconditions: Test 7 has passed</p> <ol style="list-style-type: none"> <li>1. Click Edit Service Group</li> <li>2. Change ServiceGroup name to ITECS</li> <li>3. Press Ok</li> </ol> <p>Check Results</p>	Pop up message dialog box saying "Invalid service group name"	<b>Pop up message dialog box saying "Invalid service group name"</b>
Test 9: Delete ServiceGroup (UC 6)	<p>Preconditions: Test 8 has passed</p> <ol style="list-style-type: none"> <li>1. Click Delete Service Group</li> <li>2. Press Ok</li> </ol> <p>Check Results</p>	Zebra ServiceGroup is deleted and ITECS is set as the active group	<b>Zebra ServiceGroup is deleted and ITECS is set as the active group which only has one incident</b>
Test 10 : Edit ServiceGroup (UC 7)	<p>Preconditions: Test 7 has passed</p> <ol style="list-style-type: none"> <li>1. Click Edit Service Group</li> <li>2. Keep the new name blank</li> <li>3. Press Ok</li> </ol> <p>Check Results</p>	Pop up message dialog box saying "Invalid service group name"	<b>Pop up message dialog box saying "Invalid service group name"</b>
Test 11 : Remove Incident (UC 10)	<p>Preconditions: Test 10 has passed</p> <ol style="list-style-type: none"> <li>1. Change Active Service Group to Tech</li> <li>2. Select the top most incident</li> <li>3. Click Delete Incident</li> <li>4. Press Ok</li> </ol> <p>Check Results</p>	One incident remains in the Tech ServiceGroup. Its ID is 2 in the New state. The title of the only incident is Jenkins	<b>One incident remains in the Tech ServiceGroup. Its ID is 2 in the New state. The title of the only incident is Jenkins with the status Details of NO STATUS</b>
Test 12 : Edit Incident in New State (UC 12)	<p>Preconditions: Test 11 has passed</p> <ol style="list-style-type: none"> <li>1. Click the lone incident and press Edit Incident</li> <li>2. Add Message: A small change</li> <li>3. Click Assign</li> <li>4. Check Results</li> </ol>	The GUI goes back to the Incidents List view. Press the edited Incident. The updated State should be In Progress and the new Owner ID is asolasa. The new message gets added to the incident log messages.	The GUI goes back to the Incidents List view. Press the edited Incident. The updated State should be In Progress and the new Owner ID is asolasa. The new message gets added to the incident log messages.
Test 13: Incident in InProgress state (UC 13)	<p>Preconditions: Test 12 has passed</p> <ol style="list-style-type: none"> <li>1. Click the lone incident and press Edit Incident</li> <li>2. Change on Hold Reason to Awaiting caller</li> <li>3. Don't add anything in the messages</li> <li>4. Click Hold</li> </ol> <p>Check Results</p>	Pop up message dialog box saying "Invalid information"	<b>Pop up message dialog box saying "Invalid information"</b>

Test 14: Edit Incident in InProgress state (UC 13)	Preconditions: Test 13 has passed <ol style="list-style-type: none"> <li>1. Make sure that the on hold reason is "Awaiting Caller"</li> <li>2. Press Hold</li> <li>3. Add message "Changed to onHold"</li> <li>4. Check Results</li> </ol>	The incident state is changed to Onhold and status details is changed to Awaiting Caller	<b>The incident state is changed to Onhold and status details is changed to Awaiting Caller</b>
Test 15: Check the Return functionality	Preconditions: Test 14 has passed <ol style="list-style-type: none"> <li>1. Click the lone incident and press Edit Incident</li> <li>2. Don't do anything and press Return</li> <li>3. Check Results</li> </ol>	The GUI goes back to the Incident List view with the active group still as "Tech" and nothing changed	<b>The GUI goes back to the Incident List view with the active group still as "Tech" and nothing changed</b>
Test 16: Edit Incident in OnHold state (UC 14)	Preconditions: Test 15 has passed <ol style="list-style-type: none"> <li>1. Click the lone incident and press Edit Incident</li> <li>2. Make sure there are already 3 messages in the incidentLog</li> <li>3. Add Message "Investigating Incident"</li> <li>4. Press Investigate</li> <li>5. Check Results</li> </ol>	The GUI goes back to the Incident List. The Incident state has changed to InProgress and the status details changed to "NO Status"	<b>The GUI goes back to the Incident List. The Incident state has changed to InProgress and the status details changed to "NO Status"</b>
Test 17: Edit Incident in InProgress State (UC 13)	Preconditions: Test 16 has passed <ol style="list-style-type: none"> <li>1. Click the lone incident and press Edit Incident</li> <li>2. Make sure there are already 4 messages in the incidentLog</li> <li>3. Add Message: "Resolved Incident"</li> <li>4. Change Resolution Reason to "Permanently Solved"</li> <li>5. Press Resolve</li> </ol> Check Results	The GUI goes back to the Incident List. The Incident state has changed to Resolved and the status details changed to "Permanently Solved"	<b>The GUI goes back to the Incident List. The Incident state has changed to Resolved and the status details changed to "Permanently Solved". Still only one incident in the ServiceGroup "Tech"</b>
Test 18: Edit Incident in Resolved State (UC 15)	Preconditions: Test 17 has passed <ol style="list-style-type: none"> <li>1. Click the lone incident and press Edit Incident</li> <li>2. Make sure there are already 5 messages in the incidentLog</li> <li>3. Add Message: "Cancelling the Incident"</li> <li>4. Change Cancellation Reason to "Unnecessary"</li> <li>5. Press Cancel</li> </ol> Check Results	The GUI goes back to the Incident List. The Incident state has changed to Canceled and the status details changed to "Unnecessary"	<b>The GUI goes back to the Incident List. The Incident state has changed to Canceled and the status details changed to "Unnecessary"</b>

Test 19: Edit Incident in Resolved State (UC 15)	<p>Preconditions: Test 17 has passed</p> <ol style="list-style-type: none"> <li>Click the lone incident and press Edit Incident</li> <li>Make sure there are already 5 messages in the incidentLog</li> <li>Add Message: "Reopening the Incident"</li> <li></li> <li>Press REOPEN</li> </ol> <p>Check Results</p>	The GUI goes back to the Incident List. The Incident state has changed to Canceled and the status details changed to "Unnecessary"	<b>The GUI goes back to the Incident List. The Incident state has changed to Canceled and the status details changed to "Unnecessary"</b>
Test 19: Edit Incident in Canceled State (UC 16)	<p>Preconditions: Test 18 has passed</p> <ol style="list-style-type: none"> <li>Click the lone incident and press Edit Incident</li> <li>Make sure there are already 6 messages in the incidentLog</li> <li>Review the details of the Incident</li> <li>Check Results</li> <li>Press Return</li> </ol>	<p>The only option in the Edit Incident view should be the Return button. 6 messages are listed.</p> <p>Final Details:</p> <p>Title: Jenkins  Caller: sesmith  reopenCount: 0  Owner Id: Unowned  StDetails: Unnecessary</p>	<p><b>The only option in the Edit Incident view is the Return button. 6 messages are listed. And the Final Details are :</b></p> <p><b>Title: Jenkins  Caller: sesmith  reopenCount: 0  Owner Id: Unowned  StDetails: Unnecessary</b></p>
Test 20: Add Incident with an empty field (UC 9)	<p>Preconditions: Test 1 has passed</p> <ol style="list-style-type: none"> <li>Press Add Incident</li> <li>Make sure CSC IT is the active group</li> <li>Type in:  Title: Bob  Caller:  Message: "Some Message"</li> <li>Review the details of the Incident</li> <li>Check Results</li> <li>Press Return</li> </ol>	Pop up message dialog box appears saying "Incident cannot be created"	<b>Pop up message dialog box appears saying "Incident cannot be created"</b>
Test 21: Add Incident with an empty field (UC 9)	<p>Preconditions: Test 1 has passed</p> <ol style="list-style-type: none"> <li>Press Add Incident</li> <li>Make sure CSC IT is the active group</li> <li>Type in:  Title:  Caller: asolasa  Message: "Some Message"</li> <li>Review the details of the Incident</li> <li>Check Results</li> <li>Press Return</li> </ol>	Pop up message dialog box appears saying "Incident cannot be created"	<b>Pop up message dialog box appears saying "Incident cannot be created"</b>

Test 22: Edit Incident in Resolved State (UC 15)	Preconditions: Test 1 has passed <ol style="list-style-type: none"> <li>1. Press Add Incident</li> <li>2. Make sure CSC IT is the active group</li> <li>3. Select Incident with Id 4 and a title "Set Up Jenkins VMs" in the Resolved State</li> <li>4. Click Edit Incident</li> <li>5. Make sure there are 7 messages in the incidentLog for this incident</li> <li>6. Add a Message: "Random Message"</li> <li>7. Click Reopen</li> <li>8. Check Results</li> </ol>	The incident details should be updated as follows:  State: In Progress ID: 4 Status Details: No Status Title: Set up Jenkins VMs And there should be 8 messages in the incidentLog with the latest message that was added at the bottom of the log	<b>The incident details should be updated as follows:</b>  <b>State: In Progress</b> <b>ID: 4</b> <b>Status Details: No Status</b> <b>Title: Set up Jenkins VMs</b> <b>And there should be 8 messages in the incidentLog with the latest message that was added at the bottom of the log</b>
Test 22: Clear System (UC 3)	Preconditions: None <ol style="list-style-type: none"> <li>1. In the top left corner, click file</li> <li>2. Select clear</li> <li>3. Check Results</li> </ol>	All the ServiceGroups are clear and all the Incidents are clear. All the Labels and buttons are still there	<b>All the ServiceGroups are clear and all the Incidents are clear. All the Labels and buttons are still there. There is no active ServiceGroup as well</b>
Test 23: Add an Incident (ID check)	Preconditions: Test 1 has passed <ol style="list-style-type: none"> <li>1. Make sure CSC IT is the active Group</li> <li>2. Click Add Incident</li> <li>3. Title: Something Caller: asolasa Message: "Some Message"</li> <li>4. Click Add To Service Group</li> <li>5. Check Results</li> </ol>	The ID of the new Incident created is 10 and the incident is on the bottom of the list  State: New Title: Something Status Details: No status	The ID of the new Incident created is 10 and the incident is on the bottom of the list  State: New Title: Something Status Details: No status
Test 24: Add Empty ServiceGroup name	Preconditions: Test 1 has passed <ol style="list-style-type: none"> <li>1. Click Add Service Group</li> <li>2. Click OK</li> </ol>	Pop up message dialog box appears saying "Invalid service group name."	Pop up message dialog box appears saying "Invalid service group name."
Test 25: Add Duplicate ServiceGroup name	Preconditions: Test 1 has passed <ol style="list-style-type: none"> <li>1. Click Add Service Group</li> <li>2. Type in OIT</li> <li>3. Click Ok</li> </ol> Check Results	Pop up message dialog box appears saying "Invalid service group name."	Pop up message dialog box appears saying "Invalid service group name."
Test 26: Save to a file (UC2)	Preconditions: Test 1 has passed <ol style="list-style-type: none"> <li>1. Click the option from the file menu to save to a file.</li> <li>2. Browse for the blank text file you created in the test-files</li> </ol>	The system successfully saves to the text file that you created. In the created text file, the updated Service Groups	The system successfully saves to the text file that I created. In the created text file, the updated Service Groups and

	folder of the ServiceWolf project 3. Browse for the file outputrecords2.txt in the test-files folder 4. Select that file as the output file	and their respective incidents are outputted in the correct manner: A # next to the Service groups, a * next to the incidents in that service group and dashes next to the log messages  There Should be a total of 3 service groups with their respective incidents and data outputted.	their respective incidents are outputted in the correct manner: A # next to the Service groups, a * next to the incidents in that service group and dashes next to the details.  In the outputted document, there are 3 total ServiceGroups which are named CSC IT, ITECS, OIT
Test 27: Add Duplicate ServiceGroup name	Preconditions: Test 1 has passed 1. Delete all 4 incidents in the CSC IT group so that none remain 2. Go to File, then click save 3. Select the file test-files/outputrecords.txt 4. Click Ok Check Results	Pop up message dialog box appears saying "Unable to save file."	Pop up message dialog box appears saying "Unable to save file." One of the servicegroups had no data to output which is the reason it showed a message box

#### Document Revision History

Date	Author	Change Description
2/23/2021	Abhinav Solasa	<ul style="list-style-type: none"> <li>Included a few black box tests</li> </ul>
3/18/2021	Abhinav Solasa	<ul style="list-style-type: none"> <li>Finished full System Test Plan for Project 1</li> </ul>