**MWS Australia**

Testing – PC Device

Test Plan

Version 0.3

26 June 2015

**Document Control & Change Log**

|  |  |
| --- | --- |
| **Document File Name** | Test Plan |
| **Version** | 0.3 |
| **Effective date** | 6/26/2015 |
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| **Status** | Active |

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| **Date** | **Version** | **Revision Author(s)** | **Revision Notes** | |
| 18th May 2015 | 0.1 |  | |  |
| 18th June 2015 | 0.2 | Navaneetha S | Incorporating version changes. | |
| 26th June 2015 | 0.3 | Navaneetha S | Incorporating the comments from the Meeting (Test Readiness Review) | |

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# Introduction

CSC has initiated MWS Australia to develop and establish standard offerings encompassing Microsoft based Unified Communication and Collaboration (MS UCC), Mobility and BYOD covering mobile device management, Unified Desktops covering PC services and VDI and Share Point offering.

Separate projects are initiated to develop these offerings. This project is initiated to cover testing portion of PC Device which will be initially designed, developed and implemented in Pyrmont Data Center (Australia) and the functional testing will be done in CSC’s MEPZ.).The Projects are divided into several phases . This Phase of the project is for Demo purpose and it includes only the standard offerings

## Purpose

The purpose of this document is to provide an outline of the testing activities to be covered and the required resources for testing.

This Test Plan is to meet the following objectives:

* Define the Test Deliverables
* Define In-Scope testing activities
* Define the Out of Scope testing activities
* Define the anticipated risks
* Define the Test Reporting process

## Intended Audience

Program Managers, Project Managers, Offering Managers and other relevant stake holders of MWS Australia

# Test Deliverables

|  |  |  |  |
| --- | --- | --- | --- |
| **S. No.** | **Deliverable** | **Responsible** | **Frequency** |
| 1 | Test Strategy | ITS | Once |
| 2 | Test Plan | ITS | For each Offering |
| 3 | Test Case | ITS | As per the Project Schedule. |
| 4 | RTM | ITS | As per the Project Schedule. |
| 5 | Test Results and defect logs | ITS | During Execution phase |
| 6 | Test Summary Report | ITS | During Execution phase |
| 7 | Test Execution Report | ITS | Daily during execution Phase |
| 8 | Test Closure Report | ITS | At the end of Execution |

# Testing Scope

The scope of testing for PC Device includes:

* PC Device installation/configuration validating

o Operating System, Pre-requisites validation, User settings,

o Validate that Proper anti Malware Protection, Defend point service,

o Verifying the installation of applications using App-V

o PCD-SRS Reports verification

o Administrative right verifications

o Validating the OS Deployment Server, Device drivers and Common Software like (Antivirus, VPN Client etc).

## Functions and Features to be tested

Testing team will connect to Chennai MEPZ Facility servers and client machines through VPN & Validate the PC Device Installation & basic functionality as per the Test Requirements listed below for Standard.

|  |  |
| --- | --- |
| **PC Device Features** | **Standard License** |
| Supported Devices | https://encrypted-tbn3.gstatic.com/images?q=tbn:ANd9GcTzyOgA-ZP6lt9QXo1CUtg0UwLPnuaJkws4DNGvRxgpPS82LY_F |
| Windows 7 or Windows 8 Enterprise Build | https://encrypted-tbn3.gstatic.com/images?q=tbn:ANd9GcTzyOgA-ZP6lt9QXo1CUtg0UwLPnuaJkws4DNGvRxgpPS82LY_F |
| User Settings | https://encrypted-tbn3.gstatic.com/images?q=tbn:ANd9GcTzyOgA-ZP6lt9QXo1CUtg0UwLPnuaJkws4DNGvRxgpPS82LY_F |
| Application Delivery | https://encrypted-tbn3.gstatic.com/images?q=tbn:ANd9GcTzyOgA-ZP6lt9QXo1CUtg0UwLPnuaJkws4DNGvRxgpPS82LY_F |
| Application Execution Control | https://encrypted-tbn3.gstatic.com/images?q=tbn:ANd9GcTzyOgA-ZP6lt9QXo1CUtg0UwLPnuaJkws4DNGvRxgpPS82LY_F |
| Patch Management | https://encrypted-tbn3.gstatic.com/images?q=tbn:ANd9GcTzyOgA-ZP6lt9QXo1CUtg0UwLPnuaJkws4DNGvRxgpPS82LY_F |
| Anti-Malware | https://encrypted-tbn3.gstatic.com/images?q=tbn:ANd9GcTzyOgA-ZP6lt9QXo1CUtg0UwLPnuaJkws4DNGvRxgpPS82LY_F |
| Privilege Management | https://encrypted-tbn3.gstatic.com/images?q=tbn:ANd9GcTzyOgA-ZP6lt9QXo1CUtg0UwLPnuaJkws4DNGvRxgpPS82LY_F |

## Types of Testing

**Functionality Testing:-** A type of [black box testing](http://en.wikipedia.org/wiki/Black_box_testing) that bases its test cases on the specifications of the software component under test Functions are tested by feeding them input and examining the output, and internal program structure is rarely considered.

**Penetration Testing:** A penetration test can help determine whether a system is vulnerable to attack, if the defenses were sufficient and which defenses. Testing Activities carried out by cyber team

## Functions and Features that will not be tested

|  |  |  |
| --- | --- | --- |
| **S.No.** | **Component** | **Reasons for not testing** |
| 1 | PC Device Performance and Security Testing | These test efforts fall under Non-Functional Testing services. |

## The out of scope of testing for PC Device for this Phase includes:

|  |  |
| --- | --- |
| **PC Device Features** | **Standard License** |
| App Store With Workflow (Whitelist) |  |
| Device Encryption |  |

## Test Objectives

The objective of the Testing is to ensure that PC Device Offering will function as expected. This is achieved by testing PC Device Setup by remotely accessing the environment via VPN(F5). The following are the key objectives.

* Develop Test Plan, Check lists / Tests
* Perform end-to-end basic functional testing for PC Device to ensure that the deployed PC Device is configured as per the actual PC Device Functional Requirements.
* Validating Hardware, OS, pre-requisite/dependent applications’ Configurations and installations.

## Assumptions

Project Assumptions are those expectations upon which the Project “path forward” is based and which, if proven incorrect, result in a significant Project Issue that could invalidate the Project Budget Estimates, Schedules and Approach. An invalidated Project Assumption will usually result in processing of a Change Request to the Project.

* Executive support for issue resolution will be secured in timely manner
* CSC Data Centers have enough capacity for required infrastructure.
* All the documentation developed will be shared with the test project organization and will be maintained in a centralized repository(PMO Site) for reference.
* No downtime during the execution phase. In case of down time during execution phase the time lines will get adjusted accordingly
* The Test environment will be available and desktops and other devices required for testing will be available to perform testing.
* Testers will test what is documented as per the documented requirements or requirement equivalents.
* All changes to the requirements will be communicated to the testing team.
* Management support will be available to provide resources, in the project where needed.

## Dependencies

Below are the dependencies of the project.

* VPN to connect to Servers & Client Machines placed in Chennai MEPZ Facility.
* Network connectivity and required bandwidth should be available to Test team.
* Customer (GIS) to set-up the test environment and provide access to Test team.
* Should provide required credentials to test the PC Device setup.
* Should provide and support all the Pre-requisite identified for each test case.
* Connectivity to the RDC device through Resource Stack
* Connectivity to the RDC device through Client Stack

## Constraints

Due to the testing happening in the distant location

|  |
| --- |
| * There might be an impact to the network Latency which can impact the response time and in turn urn the execution * Some of the features which requires physical presence of the tester cannot be tested ( for egg - validating the print out ) |

## Acceptance Criteria

All of the completed deliverables identified in this document will be formally submitted for final review to MWS Operational readiness team approval wherever applicable. This section outlines the key components to this acceptance process. The key components are:

* There will be only one or more person identified as the designated acceptor for each deliverable.
* Deliverable required to be accepted by the designated acceptor by mail formally.
* There will be a specified timeframe for acceptance/rejection of each deliverable.
* Deliverables will be deemed accepted if the acceptance timeframe is exceeded.

In order to avoid delays in the schedule and the associated increased cost due to slow deliverable review, deliverables not reviewed and approved within 5 business days will be considered accepted. Feedback supplied after the review period will be evaluated as a change of scope.

**Defect Ratings**

* Fundamental functions working as expected/as per functional requirements.
* Defect Severity and Priority

|  |
| --- |
| **Issue Severity** |
| Severity = 1 - Critical |
| Severity = 2 - High |
| Severity = 3 - Medium |
| Severity = 4 – Low |
| Severity = 5 – Cosmetic Change |

| **Priority Rating** | **Definition** |
| --- | --- |
| **1 – Urgent** | * Must be fixed immediately * Testing/Business Processing unable to proceed * Data accuracy will be compromised |
| **2 – High** | * Testing/Business Processing can proceed but significantly impacted * Data accuracy not compromised |
| **3 – Medium** | * To be fixed as part of the current scheduled system test activity |
| **4 – Low** | * To be fixed as part of the next scheduled test baseline release of the system, time permitting, or included as part of future system enhancements |
| **5 - Cosmetic** | * To be fixed on an opportunity basis |

* End of Test (EoT) Criteria: All the test cases should have been executed . except for the test cases related to the deferred defects. All the Severity 1 and 2 Defects should be closed . The remaining defects should be attempted for closure or deferred to appropriate release.

## 3.8.1 Suspension Criteria

Overall circumstances that will lead to the suspension of testing include.

* Test environment is not sufficiently robust and stable to support testing (application and infrastructure).
* The availability of test environment is less than the minimum required time period to complete the agreed test coverage and schedule.

# Test Planning and Scheduling

## Milestones

The milestones that will be achieved by the project under ideal conditions are as follows:

|  |  |  |
| --- | --- | --- |
| **Activity Details** | **Start Date** | **End Date** |
| Requirement Freeze | 15th may | 22nd June |
| Test Plan Delivery | 26th May | 29nd June |
| Test Plan Approval | 22nd June |  |
| Test Scenario Authoring | 27th April | 26th June |
| Test Case Review & Approval | 15th may | 29th June |
| Test Execution | 30th June |  |
| Project Closure Report | TBD |  |

## Note: Dates in the above table are intentionally left blank and will be filled as they are available from respective Project Managers

## Risks and Mitigation

Following are the risks foreseen for this project. The mitigation steps documented below may change depending on the risk value.

|  |  |  |
| --- | --- | --- |
| **S. No.** | **Risk Description** | **Mitigation Plan** |
| 1 | Non availability of Environment or VPN preventing Testing team from testing remotely | Immediate escalation to respective customer POC |
| 2 | Few Features may not be tested through VPN. | Find a work around to test it or get it tested from Chennai MEPZ Facility lab |
| 3 | Scope / requirements / timeline changes | Changes to base lined scope/requirements/timelines to go through the change Request process. |
| 4 | Resource Availability | Resource needs to be requested at least 5 business days ahead to accommodate identifying suitable resources and proper on boarding |
| 5. | Continues implementation of new features during the testing time line . | An existing functionality might break due to the implementation of a new configuration .Baseline test should be performed once all the configurations are completed. |
|  |  |  |

# Test Environment Setup

## Pre-requisites

1. CISCO VPN connectivity.
2. Connectivity to VPN & RDP to PC Device Servers
3. Defect Management tool - Jira

## Test Environment Set-up Procedure & Test Bed Layout

Test Environment set-up / Test bed Layout taking care by MWS Australia Team to perform all sort of testing activities through remote access.

## Compatibility Matrix

|  |  |
| --- | --- |
| **OS** | Window 8 -64 bit |
| **Software** | Internet Explorer V8 & V9  Microsoft Office Suite  LYNC Client 2013 |
| **Hard Disk** | 20 GB Min |
| **RAM** | 2 GB Min & 4 GB Max for Win 7 |
| **Processor** | 1.5 GHz |

All computers connected by network LAN environment with a network attached printer (if required).

Web based VPN (CISCO) connectivity.

# Project Monitoring & Control

## Project Stakeholders

### Roles and Responsibilities

|  |
| --- |
| **Project Manager:** |
| **Activity / Phase : R3 release** |
| Damon Hatchet –Review of Test plans, Test Scope ,RTM ,Test cases |
| **Testing Manager** |
| Satheesh Raman –Overall Co-ordination for Testing. Review of Test plans , Test Execution and Defect Management |
| **Test Lead:** |
| Navaneetha Suyambulingam : Preparation of Test plan, Test case, Test execution and Defect raising |
| **Test Analyst** |
| TBD will be in-charge of test execution |

## Project Communication Plan

**Project Team & Test team**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Activity** | **Communication Mode & Channel used** | **Frequency** | **Role and Responsibilities** | **Escalation** | **Records** |
| Status Reporting | e-Mail | As per agreed Schedule | Test Manager | Project PM/ Test coordinator | Test Status Reports |
| Issue Handling | e-Mail & IM | Whenever required | Test Manager | Project PM/ Test coordinator | e-Mails |
| Quality Reporting | e-Mail | Whenever required | Test Manager | Project PM/ Test coordinator | e-Mails |

# Resource Plan

Following are the test resources for MWS Australia – PC Device testing.

|  |  |  |
| --- | --- | --- |
| **Resource** | **Location** | **No. of Resources** |
|
| Test Manager | Offshore | 1 |
| Test Lead | Offshore | 1 |
| Test Analyst | Offshore | 1 |

# Monitoring and Control

## Team Meetings

|  |  |  |
| --- | --- | --- |
| **Meeting type** | **Stakeholders** | **Frequency** |
| Defect Triage Meetings | Test team, Test manager, Program Manager, Project Manager and Offering Engineer | As required |
| Ad-Hoc Stand up meetings | Test team, Project Team | As Required |

## Test Reporting

|  |  |  |
| --- | --- | --- |
| **Name of the Report** | **Frequency** | **Distribution List** |
| Defect Summary Reports | As per the agreed Schedule | Program Manager, Project Manager and Offering Engineer |
| Test Summary Report | As per the agreed Schedule | Program Manager, Project Manager and Offering Engineer |
| Closure Report | End of Project | Program Manager, Project Manager and Offering Engineer |