FOOD ORDERING SYSTEM (FOS)

### TEST INCIDENT REPORT

FOOD ORDERING SYSTEM (FOS)

Independent Verification and Validation

Version: 1.0.0

Date: 13/12/2016

# Document Control

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| **Document Name** | FOS Test Case Specification |
| **Reference Number** | FOS\_TIR |
| **Version** | 1.0.0 |
| **Project Code** | NKMM\_FOS |
| **Status** | In-Use |
| **Date Released** | 13th of December, 2016 |

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| --- | --- | --- |
| **Name** | **Position** | **Contact Number** |
| Prepared By*:*  V NITHYA A/P VISVANATHAN | Test Manager  TZARIA INC. |  |
| Reviewed By: NUR SHAHIRAH BINTI MOHAMAD FAIZAL | Quality Assurance Team |  |

**Version History**

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| --- | --- | --- | --- |
| **Version** | **Release Date** | **Section** | **Amendments** |
| 1.0.0 | 13/12/2016 | All | Original Document |

**Distribution List**

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| --- | --- | --- | --- | --- | --- | --- |
| **Version** | **Release Date** | **Contolled Copy No** | **Receipient Name** | **Department** | **Issue Date** | **Return Date** |
| 1.0.0 | 13/12/2016 | 01 |  | TZARIA INC. QA Dept. | 13/12/2016 |  |
| 1.0.0 | 13/12/2016 | 02 |  | TZARIA INC. Test Team | 13/12/2016 |  |
| 1.0.0 | 13/12/2016 | 03 |  | NKMM | 13/12/2016 |  |

# TEST INCIDENT REPORT

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| Incident report identifier | |
| Scope | The scope of this incident report is on any incident occurred based on test procedure executed on FOS Login (F001) in which took place during test execution only. |
| References | FOS\_TPS\_1\_1.0.0 |

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| --- | --- | --- |
| Test Incident Number: | | TIR-00-001 |
| Summary | | |
| User can maintain a session indefinitely without performing any transaction, which causes a security issue. | | |
| Date and Time Incident: | | 13/12/16 |
| Context: | | FOS\_2.1 |
| Description of Incident | | |
| Test Procedure: | Incident applies to all transaction type | |
| Test Data: | None. | |
| Expected Result: | System displays a message to ask if user needs more time to perform current transaction after 30 seconds without response from user. | |
| Actual Result: | System continues to wait for user response for more than 1 minute. | |
| Unexpected Outcome: | None. | |
| Procedure to reproduce the incident | 1. Click ‘Confirm’ button  3. Wait for 61 seconds | |
| Test Environment | Hardware model: CINEO C2040  Manufacturer: Wincor Nixdorf  Keyboard: EPP V6  Card Processor: Hybrid Motorized | |
| Attempt to repeat | Procedure is repeated 3 times. | |
| Tester’s Name | V Nithya A/P Visvanathan | |
| Observer’s Name (witness) |  | |
| Status of Incident | | |
| Open Assigned for Resolution Retested with the fix confirmed  Approved for Resolution Fixed | | |
| Impact | | |
| Mission Critical : Application will not function or system fails  Major : Severe problems but possible to work around  Minor : Does not impact the functionality or usability of the process is not according to requirements/design specifications | | |
| Priority | | |
| Immediate : Must be fixed as soon as possible  Delayed : System is unstable but incident must be fixed prior to next level of test or shipment  Deferred : Defect can be left in if necessary due to time or costs | | |
| Description of the corrective action | | |
| Client should consider this issue from the aspect of security and decide whether to amend this issue. | | |

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| Conclusions and Recommendations | | |
| It is recommended that this incident be fixed as soon as possible as the user need to go through this first module before moving on to the next module. | | |
| Approvals | | |
| Name | Job Title | Signature |
|  | Test Lead |  |
| Mr Rahman | Product Manager |  |

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