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**FACULTY COMPUTER SYSTEM & SOFTWARE ENGINEERING**

### TEST INCIDENT REPORT

FOOD ORDERING SYSTEM (FOS)

ORDER FOOD AND DRINK

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*:*  NUR SHAHIRAH BINTI MOHAMAD FAIZAL | Test Manager  TZARIA INC. |  |
| Reviewed By: NURSYAZWANI BINTI MD SHAFII | 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 and Order Food and Drink (F002) 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 | Nur Shahirah binti Mohamad Faizal | |
| 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 |
| Nur Shahirah binti Mohamad Faizal | Test Lead |  |
| Mr AbdRahman | Product Manager |  |