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| **SIT Test Strategy with Plan**  **for**  Free Customer Relationship Management(CRM)  **Version: 0.1**  **Author: Akash Mishra**  **Issue date: 09-Feb-2021** |

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# Introduction

* This document is SIT for ‘Free Customer Relationship Management(CRM)’ Test Plan enlists all test phases and testing type for this project release with timeline for each applicable testing phase.

# Overview

* Free CRM website delivers not just cloud-based Free CRM but a full range of software and choice in how you want it - licensed, on-demand, private label, and custom services.

# In Scope for SIT

* The objective of this document is to test the functionality of the Free Customer Relationship Management(CRM) Web Application.
* The features which are to be tested, are:

1. Login Page

2. Home Page

3. Contacts Page

# Out of Scope for SIT

* Nothing other than mentioned above in section 1.2

# Planned Testing

* 1. Testing phases:

Below are the different Testing phases planned for ‘Free Customer Relationship Management(CRM)’:

|  |  |
| --- | --- |
| **In Scope** | **Responsible Team** |
| Component Integration Testing (CIT) | Development Team |
| System Integration Testing (SIT) | SIT Testing Team |
| User Acceptance Testing (UAT) | In country Business |
| Dress Rehearsal | Business Users |
| Live Confidence Test (LCT) | Business Users |

2.1.1 Component Integration Testing (CIT):

Development team will perform CIT testing & Sign off to be provided to SIT team prior to Testing start date. Development team is to share the CIT artefacts with the SIT testing team.

2.1.2 System Integration Testing (SIT):

SIT will be performed by testing team. SIT test cases will be prepared by testing team based on Functional document. Project Manager to ensure depth and breadth of testing coverage is adequate, provide the sign-off and obtain sign-off from Free Customer Relationship Management(CRM) stakeholders.

**Functional Testing**

To ensure all the functional requirements coverage across all the impacted systems as per stated and defined in business requirements.

**Automation Testing**

After successful completion of test execution of planned functional test scenarios another cycle of testing will be performed which will cover UI, functional changes (if any) and defects found in Cycle 1.

2.1.3 User Acceptance Testing (UAT):

UAT will be performed by in country team after successful completion of SIT. Testing team does not recommend any parallel testing of UAT with SIT, exception approval to be taken from Portfolio Test Lead (PTL) and Lead Technology Partner (LTP) for such plan. UAT test cases to be shared with entire project team prior to UAT commencement. It is responsibility of Business/UAT team to ensure that UAT test cases are reviewed & executed prior to production implementation including minimal product regression.

* + 1. Live Confidence Testing (LCT):

Program team will engage LCT manager to conduct test in production environment after successful deployment. Details of Production environment will be provided before LCT commence. LCT should cover testing of E2E business flows in integration with all upstream and downstream applications/interfaces and verify business critical flows are working. To take ‘Go’ and ‘No Go’ decision based on LCT results.

# Testing Scenarios

Testing Scenarios for Free Customer Relationship Management(CRM) are listed below :

* Test Scenario 1: Verify the Login Functionality.
* Test Scenario 2: Verify the Home Page Functionality.
* Test Scenario 3:-Verify new Contacts can be added on the Contact Page.

# Defect Management Process

Log Defect in JIRA and communicate to Dev Team

Defect Identified during Testing

Defect Analysis by Dev Team.

Valid Defect?

Y

Defect fixing and retesting until closed

Defect Closure

N

Defect Rejection

# Test Environment

This section describes information related to SIT test environment.

5.1 Test Environment

|  |  |
| --- | --- |
| Web Application | Link |
| Free CRM | <https://freecrm.com/> |

5.2 Test Environment Stability

* To ensure environment stability during testing.

**5.3 . Following software is required in addition to client-specific Website.**

* Eclipse for Automation Testing

# 6. Impediments / RAIDs

6.1 Risks

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr. No** | **Risk Description** | **Owner** | **Impact H/M/L** | **Mitigation** |
| 1 | Environment and Infrastructure availability is critical for test schedule. Any environment downtime, Issues pertaining to timely availability of test environment may impact overall test schedule. | PM | H | Program team to work with infrastructure teams to ensure consistent environment availability  Program team to continuously monitor the availability of test environment readiness to avoid delays  To re-plan test schedule as applicable. |
| 2 | Priority critical and priority high defects during test execution would impact test execution schedule, if not turned around as per defect SLAs. | PM | M | Program team to work with concerned support team and get defects fixed. |
| 3 | Any major Delay in build deployments into the SIT will impact the testing timelines | PM | H | Program team to make sure that builds are deployed timely without any major downtime/ delays. |

6.2 Assumptions

|  |  |
| --- | --- |
| **Sr. No** | **Assumptions** |
| 1 | Test Scenarios and Test Cases to be reviewed by Product BA/SME and signed-off to allow required assurance in terms of testing depth and breadth of coverage. |
| 2 | Test Environments, connectivity, User access for testing team members would be available ahead of testing initiation. PM to ensure appropriate responsible team engaged for such. PM can seek specific details from testing team contact for this project. |
| 3 | Test Environment will be dedicated for this project. Any sharing to be notified by PM to Testing team contact for this project, well in advance to plan for appropriate test approach. |
| 4 | CIT test-ware, test results, test plan and test closure report would be provided to SIT team as entry criterion, further ensuring no priority critical, high are open. |
| 5 | There will be no major environment downtime other than Regular Maintenance window during SIT and all the Interface system will be in line with new design after CIT testing is completed. |
| 6 | Post SIT test execution, any regression testing due to the change in requirement would be covered as part of SIT and for which timelines might be impacted. |

6.3 Dependencies

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr. No** | **Dependency** | **Tasks/Event impacted** | **Owner** |
| 1 | Access to Free CRM site. | SIT Execution | PM |
| 2 | Availability of stable dedicated and fit for purpose test environment with all relevant systems and interfaces. | SIT Execution | PM |
| 3 | Test data would be provisioned by PM/Product team ahead of test execution commencement. | SIT Execution | PM |
| 4 | All the SIT entry criteria should have been met. | SIT Execution | PM |

# 7. Acceptance Criteria

## 7.1 ENTRY CRITERIA

* CIT Testing completed and No-Show stopper, Critical defect are left open. CIT Closure Report signed-off.
* SIT Test Plan has been reviewed, baselined and signed off from all stake holders.
* SIT Test Cases, scenarios are reviewed internally, externally and signed off.
* All Test cases are updated in the identified Test Management tool and accesses for users are available.
* SIT environment is ready and build is deployed and ready to test.
* Release Notes are received from Dev team with the Software version deployed in SIT for testing.
* Application Access of various Roles (if any) is obtained. List down the roles for each application.
* Tools and Application access should be provided to all the SIT resources.
* Resource availability. Ensure all the estimated number of resources are available for the execution completion.
* Perform a High-level Sanity / Shake down testing to ensure the application health check to start the SIT Testing

## 7.2 EXIT CRITERIA / Definition of Done

* SIT test ware in scope is executed completely with all the test scenarios/cases passed.
* All outstanding issues / defects from SIT and related risks are identified and signed off by Program Manager. Defects are deferred to Next Testing phase.
* SIT Test Closure Report is reviewed and signed off by the Stake holders. SIT Sign off meeting attended by SIT Manager, UAT manager, Project / program manager, Test Portfolio Manager.
* Defects Report is reviewed and signed off by stakeholders.

# 8. Test Schedule

* Phase wise SIT timelines are given in below table:

|  |  |  |
| --- | --- | --- |
| **Phase** | **Start Date** | **End Date** |
| Test Planning | 09-Feb-2021 | 09-Feb-2021 |
| Test Case Designing | 10-Feb-2020 | 10-Feb-2020 |
| Test Execution | 10-Feb-2021 | 14-Feb-2021 |
| Test Closure | 15-Feb-2021 | 15-Feb-2021 |
| UAT Support | -- | -- |
| Migration support activities/ NFT | -- | -- |
| Go-Live Support | -- | -- |

# 9. Agreed SLAs

It is important for all to have a common understanding of defect severity definitions and agree to respective defect fix SLAs. Delays in participating teams not providing a defect fix within SLA prescribed limits will have a direct impact on test execution schedule and cost and therefore cascading effect to project implementation timelines.

## 9.1 Fix Priority

|  |  |
| --- | --- |
| 1- Urgent | This has a severe impact on testing. This must be fixed immediately. A critical set of functionality scoped to be tested cannot be completed and needs this issue fixed before testing can be continued |
| 2- High | This has a major impact on testing. This should be fixed within a day of the defect being logged. A major set of functionality can only be tested by use of a complicated work-around which is slowing down test progress |
| 3- Medium | This has a medium impact on testing. The problem could be fixed before release of the current version in development. The bug affects pass success on some tests but the issue can be by-passed for other tests by means of a simple work-around |
| 4- Low | This has a minor impact on testing. The defect would be fixed if there is time, but it could be deferred until another release. This defect is normally cosmetic in nature and does not affect the key delivery of the business requirements |

## 9.2 Impact

|  |  |
| --- | --- |
| Severity 1 (Severe Business Impact)  Critical Showstopper | * A severity 1 defect would normally prevent the product from being released into production * Defect relates to or impacts a Critical (Must Have) requirement * Loss of credibility, with on-going viability of company threatened, National/International media interest * A system failure which may result in unrecoverable data loss or corruption * There is no work around * Serious breach of regulatory framework with likely legal action by regulators or business partners (including fine or public sanction) |
| Severity 2 (Considerable Business Impact)  Major Impact | * In general, the product would not be released with such a defect as the failure causes impairment of critical system functions. * Defect relates to or impacts a Major (Should Have) priority requirement * A work around may exist but its use is unsatisfactory as it causes significant negative user impact * The failure causes impairment of critical system functions * Company reputation materially damaged in the medium-term * Reportable breach of regulatory framework with potential action by regulators or business partners * Headline interest to local media |
| Severity 3 (Limited Business Impact)  Minor Impact | * Defect causes failure of non-critical aspects of the system * Defect may not prevent deployment to Live; will require business appropriate approval * Defect may relate to a Minor (Could Have) priority requirement * Typically, the Business will be happy to handle the defect through user training or any other workaround. * Some localised damage to reputation in the short-term * Potential regulatory breach * No media interest |
| Severity 4 (Insignificant Business Impact)  Cosmetic | * Defect of minor or cosmetic significance that is of little concern from business perspective * A work around exists or, if not, the impairment is slight * Generally, the product could be released and most customers would be unaware of the defect's existence or only slightly dissatisfied * No financial impact * No impact to reputation * No regulatory impact * No media interest |

## 9.3 Service Level Agreement

| Defect Severity | Turnaround  Time | Impact | Definition |
| --- | --- | --- | --- |
| Severity 1 | 4 hours | Critical Showstopper | Showstopper with full system impact and no work-around available |
| Severity 2 | 8 hours  (1 day) | Major | Considerable impact to part area, work-around available for testing to continue |
| Severity 3 | 15 hours  (2 days) | Minor | Non-critical impact, part functionality not working and reasonable work-around available to bypass/continue |
| Severity 4 | 24 hours  (3 days) | Cosmetic | Cosmetic/minimum impact, no discernible impact to functionality and overall testability |

# 10. Glossary/Acronym

|  |  |
| --- | --- |
| CIT | Component Integration Testing |
| E2E | End to end |
| RAIDs | Risk, Assumption, Issue, Dependencies |
| RCA | Root Cause Analysis |
| SIT | Systems Integration Testing |
| SLA | Service Level Agreement |
| SME | Subject Matter Expert |
| TBC | To be checked |
| UAT | User Acceptance Testing |
| CRM | Customer Relationship Management |