**DEFECT PROCESS (CERT ANALYSIS)**

1. **Initiate Defect** : tester identified defect, fills in template(aligned with fields in QC)- all required info including screenshots(Cloud test-Break fix test(production environment))
2. **Defect Review**-Template review(Co-coordinator) and Functional review(Functional review of the defects as per the reviewer’s checklist including identifying appropriate user story and steps to reproduce)
3. **Defect Logging in Quality Center (QC)**
4. Defect Management Life Cycle process
5. Defect Closure (Existing Process)

**Clarifications:** Defects reported by tester – In case of unclear requirement or other details would be raised to Business SME for clarifications (Using RCT for this.)

**BROWSER COMPATABILITY TESTING:**

We pick up scenarios covering major functionalities from the Regression scope and test them across multiple browsers to understand issues faced with browser compatibility.

(Browsers in scope: IE9, IE10, IE11, Firefox 37, Chrome 41)

Property:

|  |
| --- |
| **Business Functionalities covered** |
| Cancellation/Rewrite |
| Cancellation/Reinstatement |
| Renewal/Fast lane |
| Cancellation Rewrite |
| RP Endorsement ,Recurring |
| Cancellation Rewrite Renewals |
| Endorsements at different time points |
| AP Endorsement Off cycle Bill, Cancellation |
| Renewals |

Auto:

|  |
| --- |
| **Business Functionalities covered** |
| New Business/Endorsement/Renewal |
| Manual Cancellation/Rewrite |
| Non Pay Cancellation/Reinstatement/Renewal |
| New Business with Credit card/cancellation notice |
| New Business with NANO Policy/Cancellation/Rewrite |
| New Business/Cancellation/EP Write off |
| New Business/Spin/Error validation |
| New Business/Refund Approval |

**BCT:**

BCT is performed to determine how older polices perform with the latest PAS software release. It includes policies issued in older versions of the PAS system, as well as policies previously converted from legacy policy administration systems. Backward compatibility testing is conducted for Auto and Property policies.

* **Test production data(created on a existing release) behavior on future releases.**
* **Test real time behavior –Business effective**
* **Unfolds critical production defects.**

**HVT:**

Packet Print Testing tests that printed policy packets, including inserts, are produced correctly through CSAA’s fulfilment center. The following types of documents are tested as part of high volume testing for auto and property:

* New Business
* Billing
* Cancellations

Renewals

**CFT:**

Controlled Financial Testing (CFT) tests the Accounts Receivable and Accounts Payable balancing of the General ledger with respect to the various billing transactions occurring in the PAS application. This testing is done in a controlled environment to enable reconciliation of the financial transactions between the policy and accounting systems. There is no real time integration between PAS and GL system. However, the GL feed file generated by PAS system is processed manually into the PeopleSoft based GL system by the Finance team.

Current release additions to the scope of CFT will be recommended by the CSAA Finance team.

**EXPLORATORY TESTING:**

In this type of testing we aim to prioritize the testing of business critical functions, based on the risk of failure, and its impact. These scenarios are generic flows which are most likely to cover major functionalities. We identified the areas by analyzing what are most defect prone areas from our past experiences.

**INTEGRATION:**

Validates that all integrated systems are working in support of an end-to-end business process. This testing will be distributed across states, validating these processes for each state. If the connectivity to the integrating systems is not established in the cloud environments, then stubs will be used for testing.

**AUTOMATED DOC TESTING:**

Drastically reduce time required to test document format and content by comparing test documents with approved baseline documents.

**RCA:**

As part of stabilization testing, regression testing team runs automated tests each night on a new (or existing) PAS build. The results of these tests are analyzed to determine if the failures in the nightly run are specific to application defects or due to other factors. (This is an iterative process done throughout stabilization phase).

* **1.Identify High Priority/High Impact/Blocker Defects.**
* **2. Faster Script Maintenance Activity at a Bulk level.(Both changes from the application perspective as well as Framework related).**
* **3.Analyze Application Stability and Environment Behavior**

**CONVERSIONS:**

Executing a set of tests to validate that converted policies from legacy systems are properly functioning in PAS. Design re-usable test automation patterns for the new Manual Conversion Support and Capping capabilities. Implement automated regression tests covering PAS8 Manual Conversion Support and Capping scope.

**MANUAL:**

**AUTOMATION:**

Page object model:

Locators (Uid),handlers (Ui),functions(filling)

Name-space(2012):

Value filled for non iphen values(Data driven)

API uses and converts namespace into array list of key -value pair

assertions :(Testng capability instead of Junit)

verifytext present=driver.getsource.ispresent---irrespective of no of occurences

verifyText ofelement--locator driven

dropdown-(class to handle)---value,id,

Reporting:

Customreportrer(Customized)-overided class of existing testng capability.

Jenkins job:

connect to VM

login, latest code checkout from SVN

xml run with command prompt

(java path,testng path,maven path)

application instance

**TOOLS:**

The following tools will be employed to support the test process for the Regression Test Plan.

| Tool Category or Type | Tool Brand Name | Description |
| --- | --- | --- |
| Project / Work Management | JIRA | JIRA is used to track work items including test case and automated test scenarios |
| Test Management | HP Quality Center | HPQC is test management and defect management tool that will be used as central repository for tests and defects |
| Repository | SVN | SVN is central repository for the code that is generated for automated tests |
| Build & Deploy | Jenkins | Plan and manage builds that trigger automated execution of nightly runs for certain regression tests as well as specialized tests including business exploratory |
| Development | Eclipse | Integrated Development Environment for building automated testing code |
| Database | SQL Developer | Database |
| File Manager and Synchronization | WinSCP | FTP solution to manage files and synchronization between environments |
| Web Services (SOA) | SOAP UI | COTS tool used to test real time web services |

## CSAA IE Test Environments

|  |  |  |
| --- | --- | --- |
|  | **Environment Name** | **Usage** |
| 1 | PASQA201  PASQA203 | ETL and non-PAS batch jobs that use the PAS database |
| 2 | PASQA207 | A test environment to validate Comparison Rater testing for the following:   * Silver Plume * EZLynx * MultiCo * Quomation (Arizona only) * SAM * SFDC |
| 3 | [**https://pas-reg2-web.tent.trt.csaa.pri/aaa-app/login.xhtml**](https://pas-reg2-web.tent.trt.csaa.pri/aaa-app/login.xhtml) | Staging the production database subset process used to obtain and cleanse data used in Backwards Compatibility Testing |
| 4 | PASQA204 | The Break-Fix environment, featuring a copy of the current PAS production system build, used for non-time point tests |
| 5 | VDD7S0PLYPAS084 | The Break-Fix environment, featuring a copy of the current PAS production system build, used for time point tests |
| 6 | PS Lab | Used for Integration Testing Comp Raters such as Silverplume, Ezylynx etc. |
| \* | Various | Additional CSAA IE based environments for conducting the following tests (used by the Specialized Testing teams):  ·         Rating tests  ·         Exploratory testing  ·         Performance testing  ·         Security testing |