PAS 10

Stabilization Phase Plan

Document Control Information

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# Introduction

## Stabilization Phase Plan

The purpose of the PAS 10 Stabilization Phase Plan is to document the quality assurance activities that will be performed during this phase of the PAS 10 release, with the primary focus on regression testing. Stabilization Phase quality assurance activities include:

* Business Exploratory Testing
* Security Testing
* Performance Testing
* Rate Testing
* Regression Testing

**Business Exploratory Testing** is performed by CSAA IE business stakeholders.

**Security testing** is performed by the Security Testing Team and includes running scans and vulnerability tests against the PAS application.

**Performance testing** is performed by the Performance Testing Team. It determines how fast the PAS application responds to critical transactions under peak load in the PP1 (online testing) and PP2 (batch testing) environments. It includes load testing, endurance testing and client side testing.

**Rate testing** is performed by the CTS testing team. It covers validation of the PAS system rating functionality using an extensive set of scenarios developed by CSAA product and rating specialists, with expected results (the premium amounts) computed by an independent off-line implementation of the PAS rating algorithm.

**Regression testing** is a type of software testing that seeks to uncover software bugs in existing functional and non-functional areas of a system after changes such as enhancements, patches or configuration changes have been made. The intent of regression testing for the PAS Software Factory is to test that existing functional area changes have not introduced new defects. For the PAS Software Factory, regression testing includes (but is not limited to):

1. Business processes (Policy life cycle events - Quote, Bind, Mid-term, Billing, Payment and Renewals)
2. State level requirements (Common functionality as well as state specific changes)
3. Product level requirements
4. Document generation and content validation
5. Backwards compatibility (data compatibility with prior releases
6. Browsers used to access PAS
7. Roles and privileges
8. Integrations with external information providers such as Lexis-Nexis, Risk Meter, DMV, DQS, etc.
9. Integrations with other CSAA systems, such as Payment Central, CAS, the PeopleSoft general ledger, etc.
10. Legacy system policies imported and converted into PAS

# PAS 10 Release Scope

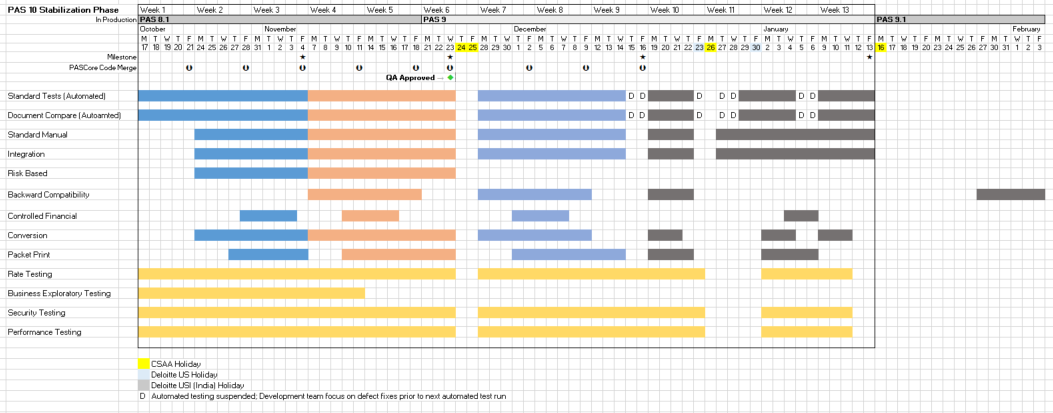
The scope of the PAS 10 software release includes the following work items:

| **#** | **Work Item** | **Description** | **User Story Count\*** |
| --- | --- | --- | --- |
| 1 | WI0162 | CA HDES Conversion | 57 |
| 2 | WI0208 | CA Prop Conversion SIS-DP3 and FoxPro-PUP | 53 |
| 3 | WI0237 | Overall Prod Enhancements and Defect Debt PAS10 | 2 |
| 4 | WI0316 | Property PAS Simplification Phase 2 | 9 |
| 5 | WI0329 | Grandfathering Rules for MAIG States | 29 |
| 6 | WI0330 | 3rd party cover page for Non-Pay Cancel Notice-CA Property | 2 |
| 7 | WI0333 | UBI Enhancements | 19 |
| 8 | WI0340 | Enable Book roll in New Business and Capping | 16 |
| 9 | WI0342 | UW Simplification - Phase 1 | 45 |
| 10 | WI0344 | Left-over Auto or Property CRs | 22 |

\*All Counts are as per RTC extract as on 10/03/2016

# Stabilization Phase Testing Schedule

The PAS 10 Stabilization phase begins on October 17, 2016, and runs through January 13, 2017, comprising four milestone periods.



**Schedule notes:**

* At the completion of Milestone 3, regular regression testing will stop to allow the development team time to complete defect fixes resulting from earlier release testing activity. During this time, regression testing will be limited to spot checks of completed defect fixes. Full regression testing will resume with the start of the Milestone 4 testing period.
* Testing will be suspended the week of December 26 due to year-end holidays and vacation schedules.
* The final run of Backward Compatibility Testing will begin the week after PAS 9.1 production implementation, overlapping with the start of the PAS 10 Certification Phase

# Stabilization Phase Milestone Entry / Exit Criteria

## Regression Test Plan Milestone Entry / Exit Criteria

The Regression test milestone entry and exit criteria help determine if the prerequisite activities have been completed allowing regression test execution to begin and then proceed through the planned milestone periods. All entry and exit criteria must be met or exceptions documented. Exceptions, which may be a result of blocking defects or other issues outside the control of the QA team, must be agreed upon with PAS stakeholders before testing can proceed to the next milestone period.

| **Milestone** | **Entry / Exit Criteria** | **Planned Date** |
| --- | --- | --- |
| **Stabilization Begins** | * + - Regression Test Plan completed and signed off     - Development complete; Functional testing of revised PAS 10 branch: 67% complete     - Cloud and CSAA Environments are available and ready for testing     - Documented list of known issues and approved workarounds is available to testing team     - Integration schedule created and agreed with system owners | Oct 17 |
| **Milestone 1** | * + - Initial set of standard automated regression tests complete: Approximately 90% of all planned automated tests     - Initial set of manual regression tests completed: Approximately 50% of all planned manual tests     - Initial set of Risk Based tests complete     - Integration tests 50% complete     - Premium validation (rating) tests 100% complete     - MAIG Automobile (hybrid) conversion tests 100% complete     - CA Property conversion tests 75% complete, excluding tests involving the new conversion ETL import utility (to be delivered for functional testing on October 21)     - Initial set of Automated document tests complete: Approximately 90% of all planned automated document tests     - Controlled Financial tests complete     - Defects reviewed for deferral | Nov 4 |
| **Milestone 2** | * + - Standard automated regression tests 100% complete, covering prior and current releases     - Manual regression tests spanning Milestone 1 and Milestone 2 periods 100% complete (50% each period)     - Final set of Risk Based tests complete     - Integration tests spanning Milestone 1 and Milestone 2 periods 100% complete (50% each period); Initial system owner sign-offs received     - Premium validation (rating) tests 100% complete     - Packet Print tests 100% complete, including review by the Fulfillment Center     - MAIG Automobile (hybrid) conversion tests 100% complete     - All CA Property conversion tests 100% complete, including tests involving the new conversion import utility     - Automated document tests 100% complete     - Controlled Financial tests 100% complete     - Defects reviewed for deferral     - Critical and High functional defects resolved to at least 90% | Nov 23 |
| **Milestone 3** | * + - Standard automated regression tests 100% complete     - Manual regression tests 100% complete     - Integration tests 100% complete     - Premium validation (rating) tests 100% complete     - Packet Print tests 100% complete, with as needed review by the Fulfillment Center     - MAIG Automobile (hybrid) conversion tests 100% complete     - CA Property conversion tests 100% complete     - Automated document tests 100% complete     - Controlled Financial tests 100% complete     - Defects reviewed for deferral     - Final PASCore code merge complete     - Functional User Stories - 100% in QA Approved status (i.e., no Critical or High defects against functional user stories) | Dec 16 |
| **Milestone 4** | * + - Standard automated regression tests 100% complete     - Manual regression tests 100% complete     - Integration tests 100% complete; All planned system owner sign-offs received     - Premium validation (rating) tests 100% complete     - Packet Print tests 100% complete, with final review by the Fulfillment Center     - MAIG Automobile (hybrid) conversion tests 100% complete     - CA Property conversion tests 100% complete     - Automated document testing execution 100% complete     - Controlled Financial tests 100% complete     - Defects reviewed for deferral     - Performance testing complete     - Security testing complete     - 100% of the critical and high business prioritized functional and regression defects resolved | Jan 13 |
| **QA Sign Off** | * + - Quality Summary Report (QSR) is prepared, reviewed and shared with Business     - QA sign off | Jan 13 |

# PAS 10 Regression Testing

## Regression Testing and the PAS 10 Work Items

Regression testing is used to assess the unintended impact of new features on an existing system. In order to make this assessment, the regression testing suite first needs to be adjusted for the intended impact of the new features, both by adjusting existing tests and by adding new ones. This section describes how the regression testing suite will be modified to absorb the new PAS 10 work items.

**Item Description**

WI0162 – CA HDES Conversion

|  |  |
| --- | --- |
| Work Item Summary | Requirements pertaining to policies being converted from HDES Legacy system to PAS system |
| New Feature Assimilation | New tests are being created for validating the converted HDES policies, covering the below key features:   * Eligibility validation * Generation / retirement of documents * Integrations with external systems (Payment Central, Home Banking feed, Claims system) * General Ledger |
| Existing Regression Test Adjustments | Leverage existing policy life cycle scenarios to validate generic functionalities on converted policies |

WI0208 – CA Prop Conversion SIS - DP3 and FoxPro - PUP

|  |  |
| --- | --- |
| Work Item Summary | Requirements pertaining to policies being converted from SIS/ FoxPro legacy system to PAS system |
| New Feature Assimilation | New tests are being created for validating the converted SIS/ FoxPro policies, covering the below key features:   * Eligibility validation * Premium comparison * Document generation/ suppression * General Ledger * External Integrations (Order Prefill, Import tool, Data refresh) |
| Existing Regression Test Adjustments | SIS/FoxPro Property conversion introduced newly for PAS10 – Existing Regression suite can’t be leveraged |

WI0316 – Property PAS Simplification Phase 2

|  |  |
| --- | --- |
| Work Item Summary | Deals with UI changes associated with Property |
| New Feature Assimilation | Work item deals with removal of fields from UI only – No new tests planned to be added |
| Existing Regression Test Adjustments | Updates to the existing tests/ scripts to be made to cover the following key features:   * Removal of UW eligibility questions * Removal of Chattel Mortgagee field |

WI0329 – Grandfathering Rules for MAIG States

|  |  |
| --- | --- |
| Work Item Summary | Requirements pertaining to auto policies being converted from MAIG Legacy system to PAS system |
| New Feature Assimilation | New test cases to be added for:   * Personal Auto policy declaration form for Hybrid conversions * Consumer Information Notice * Ability to calculate Capping |
| Existing Regression Test Adjustments | Existing test cases to be updated for:   * Implementation of balance transfer file processing for converted policies |

WI0330 – 3rd party cover page for Non-Pay Cancel Notice - CA Property

|  |  |
| --- | --- |
| Work Item Summary | Addition of duplicate cancellation notice generation if 3rd party designee exists and generation on 3rd party cover page. |
| New Feature Assimilation | New test case to be added for:   * Duplicate cancellation notice generation if 3rd party designee exists and generation on 3rd party cover page. |
| Existing Regression Test Adjustments | No impact on existing test cases |

WI0333 – UBI Enhancements

|  |  |
| --- | --- |
| Work Item Summary | Removal Criteria for Telematics Participation discount is introduced and UI field updates |
| New Feature Assimilation | New test case to be added for:   * Checking the removal of telematics participation and its impact on various UI fields and documents * Some of the validations to be covered as part of Risk Based Testing because of time bound nature of the removal criteria |
| Existing Regression Test Adjustments | Existing test cases to be enhanced for changes to the UI |

WI0340 – Enable Book roll in New Business and Capping

|  |  |
| --- | --- |
| Work Item Summary | Introduction of Book roll feature (Source of Business) with major impact on UI (LOV, field update), enabling of capping feature for book roll policies, rating algorithm updates and authority rules. |
| New Feature Assimilation | New test cases to be added for:-   * Validating capping implementation book roll policies * Validating program codes associated with book roll |
| Existing Regression Test Adjustments | Existing test cases to be enhanced for checking rules assigned by authority level |

WI0342 – UW Simplification - Phase 1

|  |  |
| --- | --- |
| Work Item Summary | Simplification of UW rules (Automated Exceptions) and Task Management updates. |
| New Feature Assimilation | New test cases to be added for:-   * Replacing Automated Exception 4 |
| Existing Regression Test Adjustments | Existing test suite is enhanced for majority of changes such as:-   * Merging Automated Exception 2 & 3 conditions with Automated Exception 1 * Replacing Automated Exception 6 to Determine Eligibility Fireline |

WI0344 – Left–over Auto or Property CRs

| Category | Functionality | CR’s | Regression Impact |
| --- | --- | --- | --- |
| Document Updates | * Generate Application Document | 2 | 1. Update to document trigger points – Existing scenarios to be enhanced 2. Update to static/dynamic contents of the document – Form content to be verified as part of document automation, existing scenarios to be enhanced and new scenarios to be created |
| * Generate Privacy Notice Document | 1 |
| * Generate Declaration Document | 1 |
| * Generate Quote Document | 1 |
| * Add Endorsement HS 04 90 | 1 |
| Other Enhancements | * View Endorsement | 3 | 1. Existing scenarios to be enhanced for coverage and new scenarios to be created |
| * Insurance Score Report | 5 |
| * Prefill From Other Policies | 2 |
| * Display Quote Details | 1 |
| * Exposure Unit Eligibility | 1 |
| * Underwriting Rules | 2 |
| * PUP Task Management | 1 |
| * PUP Firearms Information | 1 |
|  |  | 22 |

## Regression Test Selection Guidelines

The Regression Testing team reviews user stories for the current PAS release to identify changes required to update the regression suite is based on the Regression scoping guidelines appended below.



The Regression Integration Testing team reviews user stories for the current PAS release to identify changes required to update the regression suite is based on the Integration Regression scoping guidelines appended below.



The Regression Testing team reviews the user stories for the current PAS release to identify changes required to update the regression suite. Tests would be focused on capping and conversions features getting newly introduced with the assumption that existing regression suite already runs tests to validate PAS behavior for all Auto states. Test selection criteria that conversion regression team follow while defining if a particular User Story/AC should or should not be included into Regression.

Conversion Regression scoping guidelines appended below.



## Scope Assumptions

The following assumptions regarding the scope of regression testing have influenced how this regression testing plan has been developed:

* CSAA IE standard notification processes pertaining to the following activities remain unchanged, or advance notification has been provided to the regression testing team of upcoming changes in:
  + Change and change request management
  + User story, change request and test package review and approval schedules
  + Release scoping / sizing standards
* Documentation detailing the nature of changes (release notes) will be provided to the regression test team by development teams in advance of updates (builds) to the policy system
* Changes to internal and external systems, including upgrades to database or utility software products, including planned implementation dates, will be communicated to the regression testing team in writing

# Regression Testing Approach

This section provides an overview of the test approach that will be undertaken for Regression Testing.

## Types of Regression Tests

Regression testing comprises various scenarios designed to examine aspects of policy system capabilities through the use of different test scripts and test data. Tests are designed to include different policy events occurring at different points in time relative to a policy’s life cycle.

### Basic Tests

Standard automated or manually executed tests cover policy system functions for implemented products and states. Validation of new PAS 10 products/ features.

### Roles and Privileges Testing

Roles testing is performed to assess business-defined user privileges for the 3 most commonly used roles (F35, A30 and L41 used in Certification testing for the list of privileges agreed upon by Business). These tests will be executed for Auto and Property.

### Integration Testing

Integration testing validates that PAS and the systems that communicate with it are working as part of an end-to-end business process. Tests are developed in conjunction with the system owners, are adjusted to address the changes being introduced with each new release, while continuing to test existing PAS functionality.

The integration points listed below will be included in PAS 10 regression testing. The first table displays the test data delivery schedule and target sign-off date for each PAS 10 milestone period. Note that only certain systems require system owner sign-offs. The second table lists the systems and services covered by regression integration testing.

| **Milestone Period** | **Test Data Available** | **System Owner Sign-off** |
| --- | --- | --- |
| 1 | October 28 | N/A |
| 2 | November 11 | November 25 |
| 3 | December 19 | N/A |
| 4 | December 30 | January 13 |

| **System** | **Contact** | **Sign-off?** | **Notes** |
| --- | --- | --- | --- |
| AAA National | Sean Lucero | Yes |  |
| Agent Intranet | Usha Krishnan | Yes |  |
| AMIG Datastore |  |  |  |
| Auto-I-08 |  |  |  |
| Auto-O-11 |  |  |  |
| Auto-O-23 |  |  |  |
| Auto-O-35 |  |  |  |
| Auto-O-39 |  |  |  |
| Auto-O-70 |  |  |  |
| AVS |  |  |  |
| BlackLine |  |  |  |
| Blue Cod | Toni Lausten | Yes |  |
| CA DMV |  |  |  |
| CA DOI (Auto-O-37) |  |  |  |
| CAS | Sachin Tayade | Yes |  |
| CDX |  |  |  |
| CIS | Brent Lintz | Yes |  |
| Customer 360 | Jason Hug |  | Initiate policies using internal agents and validate the distribution of commissions |
| Customer Master CMNG |  |  |  |
| Document Creation Service |  |  | DCS forms and work items from PAS per release |
| Enterprise Commissions | Jason Hug | Yes |  |
| ExploreData - EARS & Predictor | Sean Lucero | Yes |  |
| Ezlynx |  |  |  |
| ISO | Sean Lucero | Yes |  |
| IVANS | Sean Lucero | Yes |  |
| LexisNexis | Sean Lucero | Yes |  |
| Multi Co / Turbo Rate |  |  |  |
| NCNU - Commissions (Prod Comp) |  |  |  |
| Net Promoter Score NPS |  |  |  |
| New PCOM |  |  |  |
| New POES |  |  |  |
| PAM User Repository |  |  |  |
| Payment Central | Priyadharsini G | Yes |  |
| Quomation |  |  |  |
| Reliable | Ken Garfat | Yes |  |
| Risk Alert |  |  | This is implemented manually in production, interface not used. Not in scope for PAS 9 |
| RiskMeter | Sean Lucero | Yes |  |
| SAM |  |  |  |
| SFDC |  |  |  |
| PL Rater (formerly Silver Plume) |  |  |  |
| SOA Services |  |  |  |
| Stone River |  |  |  |
| TriTech Allocator |  |  |  |
| UBI |  |  |  |
| Zillow |  |  |  |

### Risk Based Testing

Identify high risk areas and performed scenario based manual testing to identify defects that may not have been detected in scripted test cases. Coordination done with CSAA business users to include their inputs in scenario designing.

### Conversion Data Import Testing

Executing a set of tests to validate that converted policies from legacy systems are properly functioning in PAS, and that conversion specific PAS processes are confined to converted policies and don’t inadvertently affect other policies or transactions. Implement automated regression tests covering CA Property conversion scope (from the HDES, SIS and FoxPro legacy systems).

### Browser Compatibility Testing

Test the system with the full variety of in-scope browsers:

* Internet Explorer: IE10, IE11
* Edge (with the Windows 10 operating system)
* FireFox : v37
* Chrome: Latest version

### Automated Document Testing

Automated document testing involves recreation of approved baseline documents by repeating the automated tests used to originally create them with the same test data, then using the HP ExStream comparison utility to automatically compare the new version with the baseline at the pixel level Unexpected differences between the test and baseline documents are identified by the comparison utility, then manually investigated to determine the nature of the differences. Differences typically are due to an unexpected revision to a document’s template (an ITDM change) or premium differences due to the use of updated rating tables or aging of the test data (which in turn may qualify the test subject for different rates).

### Backward Compatibility Testing (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. BCT testing is performed three different ways:

* Automated tests perform transactions with copied-from-production quotations or policies to confirm that PAS user interface functionality works with existing business
* PAS batch jobs perform scheduled actions on policies related to billing, cancelation and renewal processing. BCT batch tests essentially predict which policies will be processed in the next batch run, then confirm that those policies were processed by that run.
* PAS batch job logs are examined for exception and error messages.

### Packet Print Testing

Packet Print Testing tests that printed policy packets, including inserts, are produced correctly through CSAA’s business fulfilment center. Four types of documents are generated for the basic automobile and property products offered in each state where CSAA does business:

* New Business
* Billing
* Cancellations
* Renewals

### Controlled Financial Testing

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.

## Regression Test Volumes

The number of PAS 10 regression tests for the different test types are presented in the following table:

|  |  |  |  |
| --- | --- | --- | --- |
| **Test Category** | **Total Tests** | **Automated Tests1** | **Manual Tests** |
| **Automobile** | | | |
| **Standard Regression** | 7,610 | 7,547 | 63 |
| **Automated Document Testing** | 598 | 598 | - |
| **Backward Compatibility Testing (BCT)** | 291 | 286 | 5 |
| **Controlled Financial Testing** | 79 | 79 | - |
| **Conversion – HDES, SIS/FoxPro** | 28 | 28 | - |
| **Integration** | 295 | - | 295 |
| **Packet Print Testing** | 245 | 245 | - |
| **Risk Based Tests** | 35 | - | 35 |
| **Automobile Subtotal** | **9,181** | **8,783** | **398** |
| **Automobile Distribution** | **100%** | **96%** | **4%** |
| **Property** | | | |
| **Standard Regression** | 13,721 | 13,560 | 161 |
| **Automated Document Testing** | 593 | 593 | - |
| **Backward Compatibility Testing (BCT)** | 80 | 80 | - |
| **Controlled Financial Testing** | 162 | 162 | - |
| **Conversion – HDES** | 49 | 41 | 8 |
| **Conversion – SIS/FoxPro** | 28 | 11 | 17 |
| **Integration** | 219 | - | 219 |
| **Packet Print Testing** | 590 | 590 | - |
| **Risk Based Tests** | 35 | - | 35 |
| **Property Subtotal** | **15,477** | **15,037** | **440** |
| **Property Distribution** | **100%** | **97%** | **3%** |
| **Total** | **24,658** | **23,820** | **838** |
| **Distribution of All Tests** | **100%** | **97%** | **3%** |

Points to Note:

1 Automated Tests includes tests already automated plus those that will be automated during PAS 10.

Rate testing for PAS 10 is quantified in the following tables:

|  |  |
| --- | --- |
| **Test Category** | **Automated Tests** |
| **Automobile** | |
| Web Service based rate testing | 16,995 |
| GUI Based rate testing | 1,700 |
| **Property** | |
| Web Service based rate testing | 87,940 |
| GUI Based rate testing | 5,408 |
| **Total** | **112,043** |

## Regression Test Data

The following table describes the source for test data required for PAS regression testing:

| Test Category | Data Preparation Approach | Supporting Team |
| --- | --- | --- |
| Integration Tests | 1. PAS outbound data will be triggered by actions performed within PAS application 2. PAS inbound data will be coordinated with external system owners | Various external system owners |
| Conversion – New | 1. Converted Policy XML corresponding to test data requirements is needed 2. These policies will be imported to PAS using import functions and will be validated traversing across policy lifecycle transactions | CSAA |
| Conversion – Existing | MAIG Legacy XMLs will be provided by the business team for existing MAIG hybrid conversion. These will be run through an import utility to import the policies into PAS. | CSAA |
| Backward Compatibility Tests | Latest Production copy will be loaded into BCT Environment as per the PAS10 milestone dates and production release dates | CSAA PAS Environment Management team |
| Roles and Privileges | Roles and privileges provided by CSAA IE will be loaded in the PAS test system and used for Roles and Privileges testing for automobile and property business.  The updated requirements for roles and privileges for automobile and property are linked to the RRC story 25735: US Manage Privilege  The Regression Testing for Roles & Privileges will be performed to the extent the details are available in the user stories in scope for PAS 10. Additional Testing will be performed to cover the three most commonly used Roles (F35, A30 and L41), and the key privileges associated with these 3 roles | CSAA Business team |
| Controlled Financial Tests | 1. Finance team to provide the data requirements to be used for policy operations 2. Regression team to consume data and perform the operations to produce different reports/feeds for finance verification | Finance Team |
| Rating Tests | Test data and expected results provided by CSAA business stakeholders | CSAA Business team / Actuaries |

# Regression Testing Process

## Regression Test Preparation Activities

Prior to the start of regression testing, the following activities will be performed:

|  |  |
| --- | --- |
| Activity | Group(s) involved |
| Review Regression Test Plan  - Confirm the scope and schedule  - Communicate responsibilities | Business stakeholders, QA Program management, Regression Testing Team |
| Publish the Test Execution Schedule  - Plan for support requirements  - Check environment readiness/access setups | Regression Testing Team, EM Team, EIS |
| Identify and Communicate Support requirements  - Specify the duration and nature of support  - Identify and document points of contact | Regression Testing Team, EM Team, EIS, Interfacing System Owners |
| Verify Test Management Readiness  - Validate test case availability in the tools  - Set up test runs | Regression Testing Team, EIS |
| Verify the environment readiness  - Check the environment availability  - Check access and setup | Regression Testing Team, EM Team, EIS |
| Verify Test Data availability  - Verify the availability of base test data | Regression Testing Team, Interfacing System Owners |
| Complete automated regression tests to cover current release functionality  - Review user stories and test packages  - Construct regression test scenarios | Regression Testing Team |

## Regression Test Execution Activities

During regression testing, the following activities will be performed:

### Perform Dry Run & Smoke Test

* Conduct dry runs before the test cycle to determine regression testing readiness
* Conduct smoke tests after every build by executing core tests before the test cycle begins to confirm there are no blockers

### Execute Automated Tests

* Execute automated test jobs
* Perform manual test, including Risk Based tests
* Execute Controlled Financial, Packet Print, Conversion, and other specialized tests per schedule
* Perform Integration testing, and where required, coordinate test activities and results review with other system owners and QA teams

### Analyze Automated Test Results

* Generate nightly execution report from Core Velocity
* Determine cause of failed tests
* Provide daily status updates including trend analysis

### Report Defects

* Report environment issues following the standard process
* Log defects in Quality Center following CSAA defect logging guidelines
* Participate in daily QA and defect triage meetings
* Facilitate communication between the regression test support team and business stakeholders for issue resolution

### Communicate Status

* Record the status of test case executions in Quality Center after each execution cycle
* Report daily test execution results including details of environment issues and defects
* Prepare CSAA end-of-phase reports (QSR and MAR)
* Conduct status update meeting at milestones and provide testing metrics walkthrough to stakeholders
* Daily communications and interactions between the Deloitte test support team and development, data, and infrastructure team members

## Regression Testing Reports

Testing status reports are created to provide an overall status of tests executed and defects logged in each cycle of regression testing. Status reports provide a current status as of a point in time for measurement against the schedule.

### Daily Reports

* Test execution results:
  + Environment issues
  + Defect status (suspected, logged, blocking)
  + Number of builds tested by automated test runs and outcomes
  + Burn down/progress against plan - individual test streams and consolidated view
* Defect Accountability Report (within Consolidated Metrics Report)

### End of Release Reports

* Quality Summary Report
  + Release Content
  + Business Considerations
  + Defect Summary
  + Defects moved to the backlog
  + Sign off documentation
* MAR Audit Document

# Regression Testing Team

## Test Team Resources

This table shows the organization of the Deloitte Consulting regression testing team.

|  |  |
| --- | --- |
| **Regression Testing Management** |  |
| Senior Leadership | Prashanth Ajjampur, Amy Allen\*, Minal Deshpande |
| Advisors | Sachin Dalal |
| Engagement Manager | Jerry Brady\* |
| Project Managers | Bhushan Deodhar, Shreevardhan Kabra |
| **Coordinators** |  |
| Integration Testing and Packet Print Testing | Jishnu Dasgupta\* |
| US Defect Management | Sharique Shaikh\* |
| Financial and Conversion Testing | Saurav Kumar\* |
| **Work Stream Leads** |  |
| Conversion | Gurpreet Kaur and Viral Jain |
| Design | Gurpreet Kaur |
| Automation | Madhuri Pendyala |
| Manual Testing | Vikram Jetty |
| RCA (automated test results analysis) | Sudha Maurya |
| Risk Based Testing | Gurpreet Kaur |
| Integration Testing | Ruchi Chaudhary |
| Controlled Financial Testing | Viral Jain |
| Backward Compatibility Testing | Saurav Kumar\* |
| Early Regression Testing | Sudha Maurya |
| Offshore Defect Coordinator | Priya Yadav |
| Build and Configuration Management | John Ermezildo Dsouza, Ritesh Vaswani |

\* On-site

Please contact Jerry Brady or Amy Allen with questions about PAS regression testing ([jebrady@deloitte.com](mailto:jebrady@deloitte.com); 847-274-0809) ([acallen@Deloitte.com](mailto:acallen@Deloitte.com); 312-699-6633)

# Defect Management Process

The regression testing team logs defects according the defect management process available by following this link to the CSAA SharePoint site: [Link to Defect Management Process](http://aaagateway/sites/PAS/CAM%20documents/Forms/AllItems.aspx?RootFolder=%2Fsites%2FPAS%2FCAM%20documents%2FRegression%20log%20files%2FDefect%20Management&FolderCTID=0x01200013A33833D1C02E469F33B4AE67691598&View=%7BA411A7FB-F431-479E-AA3B-5CCB4D)

## Defect Management Service Level Agreements

Service level agreements for defect management are outlined below.



## Break Fix Retesting Guidelines

Any defect identified during testing activities may be a new defect or a defect that existed in the code after a prior release (that is to say, the defect exists in the branch of code that has been deployed into production.) The table below provides the guidelines for determining if a defect is an existing production defect or a new defect.

| Rules for Break Fix testing | Rationale | Next Steps for Business |
| --- | --- | --- |
| During regression testing, any defect found against existing states in Production will be checked against the Break Fix environment (a copy of the production environment) for the **first time** execution of a test case in a release if the associated functionality existed in prior release. | * Software Factory is not staffed to fix existing production defects, but to roll out new states into production. * This rule accounts for the majority of such defects | * If the defect already exists in production then the defect will be assigned to PASCore Triage to determine its disposition. * If Triage deems the defect to be valid, Business would assign priority to defect based on which   + A production patch may be requested   + Defect may be moved to backlog   + A change request for inclusion in a PAS Software Factory release may be initiated |
| During regression testing, any defect found against existing states in Production will not be checked against the Break Fix (production copy) environment for the **subsequent** execution of a test case within a release | * The above rule would have been applied after first time execution * Defect must exist because of a subsequent code change | * If the defect arose because of a subsequent code change, then none; these will be fixed within the Software Factory release |
| Any defect found against new states in scope for the release for a true state delta user story will not be checked against the Break Fix (production copy) environment.  Any defect found against new or existing states in the release for a Common Library story will not be tested against the Break Fix (production copy) environment if the associated functionality did not exist in prior release  Any defect found against new states in the release for a Common Library story will be tested against the Break Fix (production copy) environment for one additional state existing in production. (Recommendation is to re-test for AZ Property.) | * Defects specific to true state delta stories cannot exist in production * Software Factory is not staffed to fix existing production defects, but to roll out new states into production. | * None if the Common Library story does not exist in production (i.e., was broken with the current release).  Defect will be fixed in current Software Factory release. * If the common library already exists in production then the defect will be assigned to PASCore Triage to determine its disposition. * If Triage deems defect to be valid, Business would assign priority to defect based on which   + A Production patch may be requested   + Defect may be moved to backlog   + A change request for inclusion in a PAS Software Factory release may be initiated |

**Break –Fix Exclusion Item**

|  |  |
| --- | --- |
| Test/Defect Type | Reason for not retesting in Break-fix |
| Backward Compatibility Testing | Break-Fix environment is currently not setup to run automation scripts. QA has already confirmed to skip BCT scenarios retest in Break-Fix environment |
| Control Financial Testing | Only normal functionality can be tested in Break-Fix. Any specialized testing/validation (e.g. ledger balances), running jobs, operational reports will not be tested due to large efforts involved. |
| Enhancements in ongoing release as break-fix is replica of production | Regression test are performed in Cloud/CSAA environments. Only if a defect is found, we replicate the issue in Break-Fix, if nature of defect permits. Regression QA doesn’t test directly in Break-Fix w/o it being validated in cloud first. |
| Integration | Limited number of interface connections are available, since multiple teams share these environments. Since stub is not used during integration testing it may not be an accurate Break-Fix test. |
| Rating | Break Fix testing for rating related defects will be performed as per defect triage process by the Rating Regression team not by Regression QA. |
| Packet print | Client confirmed that break-fix testing is not required to be done by Regression QA for defects related to Packet Print Testing due to long process involved. |

# Test Environment Needs

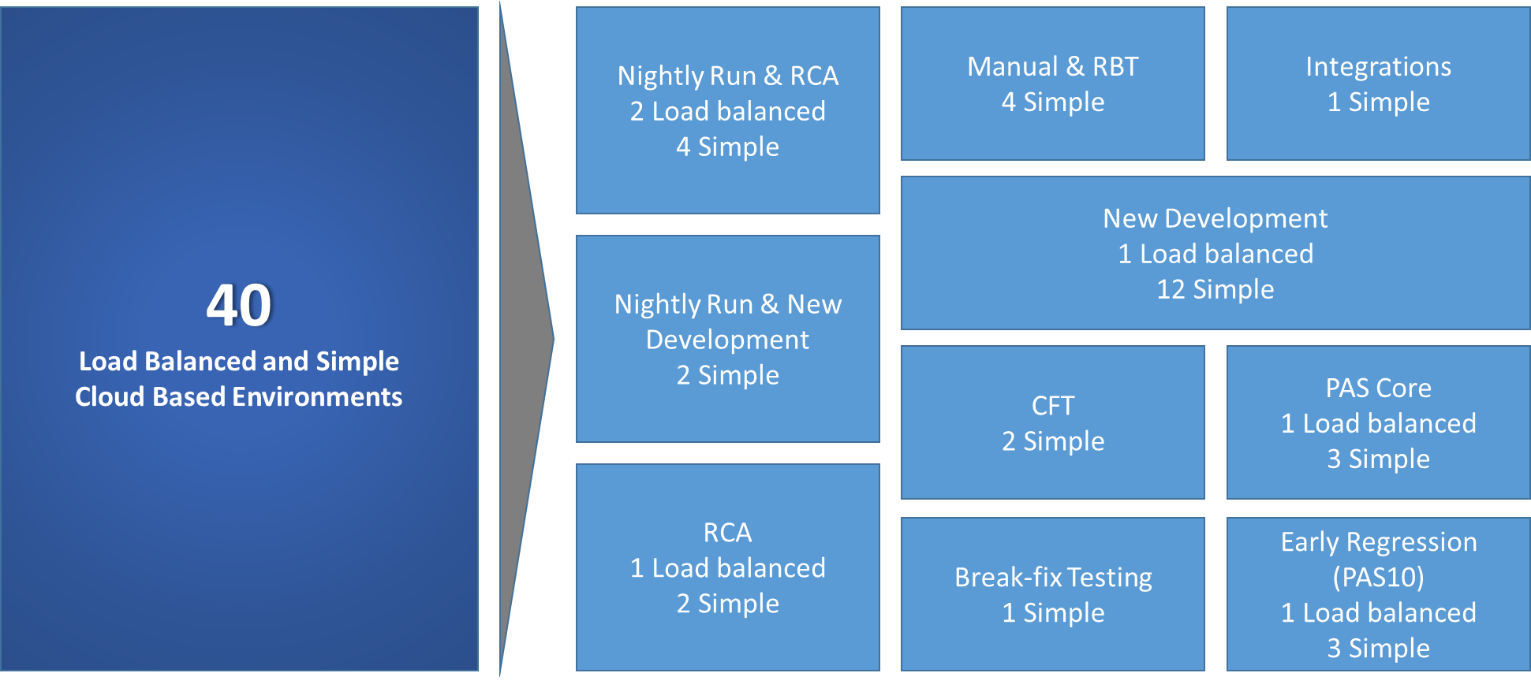
This section presents the technical resources required for the Test Plan. The Environment Management Issue Tracking & Closure Process can be found here: [Environment Issue Tracking](https://aaaprojects/PWA/Memberpoint%20Re-Arch/Project%20Documents/Forms/All%20Documents.aspx?RootFolder=%2fPWA%2fMemberpoint%20Re%2dArch%2fProject%20Documents%2fTesting%2fProcess%20documents%2fDefect%20Management%20Process&FolderCTID=0x012000119871F00B968540A77B66120EDF8240&View=%7bBF2EE0F0%2d0BE6%2d461A%2d9B90%2d1BB58BEC07F1%7d)

## Core Velocity Test Environments

<<In Progress>>

The following list depicts the overall environment landscape of the Exigen Cloud based Testing environments for:

* PAS Stabilization: 35 load balanced and simple environments.
* Early Regression: 4 load balanced and simple environments
* Break-fix testing: 1 Simple environment



The following table sets forth the Test Environments for the test effort presented in the Regression Test Plan. Each environment is followed by a description that defines the activities that will be conducted in that environment.

| Instance | Track | URL | IP Address | Usage |
| --- | --- | --- | --- | --- |
| 109 | Integration | <http://dev2aaawas109.eqxdev.exigengroup.com:9081/aaa-app> | 209.44.73.119 | Time Shifting |
| fe301 | PAS Core | <http://dev2aaa3fe301.eqxdev.exigengroup.com:9081/aaa-app> | 209.44.73.145 | Time Shifting |
| fe302 | New Dev | <http://dev2aaa3fe302.eqxdev.exigengroup.com:9081/aaa-app> | 209.44.73.146 | Time Shifting |
| fe351 | Early Regression | <http://dev2aaa3fe351.eqxdev.exigengroup.com:9081/aaa-app> | 209.44.73.150 | Time Shifting |
| 353 | New Dev | <http://dev2aaa3was353.eqxdev.exigengroup.com:9081/aaa-app> | 209.44.73.153 | Time Shifting |
| 354 | New Dev | <http://dev2aaa3was354.eqxdev.exigengroup.com:9081/aaa-app> | 209.44.73.154 | Time Shifting |
| 355 | New Dev | <http://dev2aaa3was355.eqxdev.exigengroup.com:9081/aaa-app> | 209.44.73.155 | Time Shifting |
| 356 | New Dev | <http://dev2aaa3was356.eqxdev.exigengroup.com:9081/aaa-app> | 209.44.73.156 | Time Shifting |
| 357 | New Dev | <http://dev2aaa3was357.eqxdev.exigengroup.com:9081/aaa-app> | 209.44.73.157 | Time Shifting |
| 358 | RBT | <http://dev2aaa3was358.eqxdev.exigengroup.com:9081/aaa-app> | 209.44.73.158 | Time Shifting |
| 401 | New Dev | <http://dev2aaa3was401.eqxdev.exigengroup.com:9081/aaa-app> | 209.44.73.131 | Time Shifting |
| 402 | PAS Core | <http://dev2aaa3was402.eqxdev.exigengroup.com:9081/aaa-app> | 209.44.73.132 | Time Shifting |
| 403 | CFT | <http://dev2aaa3was403.eqxdev.exigengroup.com:9081/aaa-app> | 209.44.73.133 | Time Shifting |
| 404 | CFT | <http://dev2aaa3was404.eqxdev.exigengroup.com:9081/aaa-app> | 209.44.73.134 | Time Shifting |
| 405 | Early Regression | <http://dev2aaa3was405.eqxdev.exigengroup.com:9081/aaa-app> | 209.44.73.135 | Time Shifting |
| 406 | PAS Core | <http://dev2aaa3was406.eqxdev.exigengroup.com:9081/aaa-app> | 209.44.73.136 | Time Shifting |
| 461 | Early Regression | http://dev2aaa3was461.eqxdev.exigengroup.com:9081/aaa-app | 209.44.73.149 | Time Shifting |
| 462 | Early Regression | http://dev2aaa3was462.eqxdev.exigengroup.com:9081/aaa-app | 209.44.73.159 | Time Shifting |
| 501 | New Dev | <http://dev2aaa3was501.eqxdev.exigengroup.com:9081/aaa-app> | 209.44.73.138 | Time Shifting |
| 502 | New Dev | <http://dev2aaa3was502.eqxdev.exigengroup.com:9081/aaa-app> | 209.44.73.139 | Time Shifting |
| 503 | New Dev | <http://dev2aaa3was503.eqxdev.exigengroup.com:9081/aaa-app> | 209.44.73.147 | Time Shifting |
| 504 | PAS Core | <http://dev2aaa3was504.eqxdev.exigengroup.com:9081/aaa-app> | 209.44.73.148 | Time Shifting |
| fe601 | Nightly/RCA | <http://dev5aaa3fe601.eqxdev.exigengroup.com:9081/aaa-app> | 65.49.55.168 | Functional |
| fe602 | Nightly/RCA | <http://dev5aaa3fe602.eqxdev.exigengroup.com:9081/aaa-app> | 65.49.55.169 | Time Shifting |
| 701 | Nightly/RCA | <http://dev5aaa3was701.eqxdev.exigengroup.com:9081/aaa-app> | 65.49.55.171 | Time Shifting |
| 702 | Nightly/RCA | <http://dev5aaa3was702.eqxdev.exigengroup.com:9081/aaa-app> | 65.49.55.172 | Time Shifting |
| 703 | Nightly/RCA | <http://dev5aaa3was703.eqxdev.exigengroup.com:9081/aaa-app> | 65.49.55.173 | Time Shifting |
| 704 | Nightly/RCA | <http://dev5aaa3was704.eqxdev.exigengroup.com:9081/aaa-app> | 65.49.55.174 | Time Shifting |
| 705 | Manual | <http://dev5aaa3was705.eqxdev.exigengroup.com:9081/aaa-app> | 65.49.55.175 | Time Shifting |
| 706 | Manual | <http://dev5aaa3was706.eqxdev.exigengroup.com:9081/aaa-app> | 65.49.55.176 | Time Shifting |
| 801 | Nightly/New Dev | <http://dev5aaa3was801.eqxdev.exigengroup.com:9081/aaa-app> | 65.49.55.181 | Time Shifting |
| 802 | Nightly/New Dev | <http://dev5aaa3was802.eqxdev.exigengroup.com:9081/aaa-app> | 65.49.55.182 | Time Shifting |
| 851 | Manual | <http://dev5aaa3was851.eqxdev.exigengroup.com:9081/aaa-app> | 65.49.55.186 | Time Shifting |
| 852 | New Dev | <http://dev5aaa3was852.eqxdev.exigengroup.com:9081/aaa-app> | 65.49.55.187 | Time Shifting |
| 853 | New Dev | <http://dev5aaa3was853.eqxdev.exigengroup.com:9081/aaa-app> | 65.49.55.188 | Time Shifting |
| 854 | New Dev | <http://dev5aaa3was854.eqxdev.exigengroup.com:9081/aaa-app> | 65.49.55.189 | Time Shifting |
| 855 | Break-fix | <http://dev5aaa3was855.eqxdev.exigengroup.com:9081/aaa-app> | 65.49.55.190 | Time Shifting |
| 861 | RCA | http://dev5aaa3was861.eqxdev.exigengroup.com:9081/aaa-app | 65.49.55.178 | Time Shifting |
| 862 | RCA | http://dev5aaa3was862.eqxdev.exigengroup.com:9081/aaa-app | 65.49.55.179 | Time Shifting |
| fe863 | RCA | http://dev5aaa3fe863.eqxdev.exigengroup.com:9081/aaa-app | 65.49.55.185 | Time Shifting |

**Note on Amazon Web Servers:**

Towards the beginning of Milestone 3, we plan to migrate testing infrastructure to Amazon web servers (AWS). This is subject to establishing connectivity with AWS and certification of successful test execution by regression team.

Assumption:

PAS Stabilization will be on PAS 10 and early regression will be on PAS 11 build.

## CSAA IE Test Environments

|  |  |  |  |
| --- | --- | --- | --- |
|  | Environment Name | Usage | Team |
| 1 | PASQA201 | ETL and non-PAS batch jobs that use the PAS database | Integration |
| 2 | PASQA203 | ETL and Payment Central integration | Integration |
| 3 | PASQA207 | A test environment to validate Comparison Rater testing for the following:   * PL Rater * EZLynx * MultiCo * Quomation (AZ only) * SAM * SFDC * Turbo Rater (ID and OR Property only) | Integration |
| 4 | [PASQA214](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 | BCT |
| 5 | PASQA204 | The Break-Fix environment, featuring a copy of the current PAS production system build, used for non-time point tests | Integration |
| 6 | VDD7S0PLYPAS084 | The Break-Fix environment, featuring a copy of the current PAS production system build, used for time point tests |  |
| \* | 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 |  |

## Productivity and Support 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 |

# Regression Test Risks, Dependencies, Assumptions, and Constraints

## Risks

| Risk | Mitigation Strategy | Risk Level |
| --- | --- | --- |
| Not all scripts will work against the PAS 10 build at the start of the Stabilization phase. | When automated scripts don’t work, they will be corrected and re-run; continued script failures will revert to manual execution. | High |
| Connections to live integrations may not be available during the regression testing timeline due to scheduling issues. | Advance planning and arrangements made with system owners to obtain availability commitments aligned to the PAS Regression testing schedule. | Medium |
| Due to conversions being one of the major part of the release, system owners may request for additional time for the validation and also test approach may need to be revisited to address the coverage. | Working with system owners to determine the most efficient way to test the conversions without compromising on the coverage and identify defects as soon as possible. | High |
| The structure of conversion XMLs is finalized as of 9/16. However, it may undergo changes based on functional defects found during conversion testing or ETL. These changes may lead to rework and additional effort on the automated tests | Working closely with conversion team to identify potential changes earlier. | Medium |
| Potential Risk: PAS10 BCT Testing might not be possible with PAS8.1 data if the PAS8.1 production copy is not available. | Option1: Regression team will work on the automation of PAS10 tests and optimization of existing BCT tests  Option2: Regression team will run PAS 10 BCT with PAS 8 data. | Medium |
| Due to changes related to MVR, automation script will require maintenance, which might cause delay in the execution of CFT tests in Milestone 1 | Script fixes will be done prior to the execution of CFT tests | Medium |
| Incomplete rollback of MVR changes - leading to additional failures | Push/Defer the beginning of stabilization phase until PAS10 build is stable, as determined by functional testing and early regression testing results | High |
| Additional CRs or greater volume of defect fixes than planned | Assess the impact of these additional application changes and request for additional capacity for script fixing activity | Medium |

## Dependencies

| Dependency Between | Potential Impact of Dependency |
| --- | --- |
| Regression testing team and other CSAA IE system owners | Ability to perform end-to-end testing using real systems (rather than surrogate means); Set up of test data in other systems corresponding to that used in the policy system, if not performed or if delayed, will impact the ability to complete planned tests |
| Regression testing team and EIS Core Velocity support team/ Deloitte CM | Responsiveness to environment problems, influencing testing team’s ability for timely completion of planned tests, Providing EIS test execution results, Core Velocity framework updates to support revised automation approach – Bhushan/Ritesh |
| Regression testing team and CSAA IE IT environment team | Responsiveness to environment problems, influencing testing team’s ability for timely completion of planned tests |
| Regression testing team and PAS Factory development teams | Overall quality of the testing effort and the PAS release should defect remediation be delayed or omitted |
| Regression testing team and business stakeholders | Timing delays in test execution or completion should inputs or validation steps be delayed |
| Regression testing team and functional testing teams (including Integration and Conversion test teams) | Ability to represent results of all functional tests in current or future regression testing cycles |

## Assumptions

| Assumption | Impact of Incorrect Assumption |
| --- | --- |
| CSAA IE infrastructure environments necessary for the performance of regression testing will be available per the regression testing schedule, and unplanned outages will be addressed with utmost priority. | Testing completion delays – missed due dates |
| EIS Group cloud infrastructure environments necessary for the performance of regression testing will be available per the regression testing schedule, and unplanned outages will be addressed with utmost priority. | Testing completion delays – missed due dates |
| Testing inputs and requirements from business stakeholders will be available for incorporation into tests as required and scheduled. | Testing completion delays – missed due dates |
| Validations performed by business stakeholders are completed in a timely manner. | Testing completion delays – missed due dates |
| The Core Velocity testing environment - is equivalent to the CSAA testing environment. | Unplanned defects appearing in Certification, Beta Testing or after production implementation |
| The final code merge from PASCore allows time for automated regression testing prior to the start of Golden Build testing. | Golden Build testing will have to be restarted if the code merge happens after the Golden Build testing has started |
| There will be a final Golden Build available towards the end of the Milestone 4 period. All defect fixes will be complete, will work and not cause regressions. There will be no last minute changes. | Testing completion delays – missed due dates |

## Constraints

| Constraint | Impact of Constraint on testing effort |
| --- | --- |
| Replacements used for obfuscated production data for backwards compatibility testing | Replacing sensitive data used in eligibility determination, driver or claim history, property valuation, and rating will likely alter results for these policies, when compared to the results obtained had the original data been used. |
| Limited availability of other CSAA IE test systems for end-to-end testing | Limitations reduce frequency with which full end-to-end testing can be performed, forcing potential over-reliance of surrogate systems or services. |
| No access to certain third party information services | Surrogate systems or services used in place of real services may not realistically portray the full range of responses or current configuration of those systems and services. |
| Policy and related document volume and lack of baseline documents | Full and thorough examination of all policy system created documents is impossible to complete during regression testing, forcing a sampling approach to document validation. |
| State and product variations within “common library” limit efficiencies available to testing | Variations within the common library force testing of all states, products and functions in order to confirm that the system is working properly – the theoretical ability to test a common library function once and be certain that it applies universally is unrealistic and a false assumption for testing. |
| Late included scope items in the release scope | Limited coverage of the newly added scope based on time available. These items may not get covered in testing plan when less time is remaining in stabilization phase |

# Approvals

| **Group** | **Role** | **Name** | **Review** | **Approve** | **Consult** | **Inform** |
| --- | --- | --- | --- | --- | --- | --- |
| Business Architecture | Policy Life Cycle Operations Executive | David Gonzalez |  | **X** |  |  |
| Business Architecture | Policy Life Cycle Experience Executive | Tracy Tillinghast |  |  | **X** |  |
| Business Architecture | Policy Life Cycle Solutions Executive | Vilayanur Krishnan |  |  | **X** |  |
| Program | PAS QA Deputy General Manager | Donald Sievers |  |  | **X** |  |
| Policy Lifecycle Operations | Manager | Lance Boicelli |  |  | **X** |  |
| Program | Design Project Manager | Arif Ahmed |  |  | **X** |  |
| Policy Lifecycle Operations | Subject Matter Expert | Chris Kesterson |  |  | **X** |  |
| Policy Lifecycle Operations | Subject Matter Expert | James Duerr |  |  | **X** |  |
| Policy Lifecycle Operations | Manager, Product | Maria Bolano Lum |  |  | **X** |  |
| Program | Development Manager | Jim Larkin | **X** |  |  |  |
| Integrations | Program Manager | Sunil Gupta | **X** |  |  |  |
| Documents | Development Manager | Michael Carter / Jim Larkin | **X** |  |  |  |
| Business Testing | Program Test Lead | Terri McRhoads | **X** |  |  |  |
| Oversight | Program Manager | Mark Sifling |  |  |  | **X** |
| Oversight | Program Manager | Karla Floor |  |  |  | **X** |
| Oversight | Lead | Robin Abbott |  |  |  | **X** |
| Program | Development Director | Scott Barth |  |  |  | **X** |
| PASCore | Development Manager | Darren Faulkner |  |  |  | **X** |
| Conversion | Project Manager | Jessica Cover |  |  |  | **X** |
| AAA National, ISO, Lexis Nexis, EARS, IVANS,  Riskmeter | Testing Liaison | Sean Lucero |  |  | **X** |  |
| Agent Intranet & Payment Central | Testing Liaison | Priyadharsini G |  |  | **X** |  |
| Enterprise Commissions | Testing Liaison | Jason Hug |  |  | **X** |  |
| CIS | Manager | Sean Lucero |  |  |  | **X** |
| Reliable | Manager | Ken Garfat |  |  |  | **X** |
| Controlled Financial Tests | Finance Liaison | Jeff Grow |  |  | **X** |  |
| CAS | Testing Liaison | Sachin Tayade |  |  |  | **X** |
| Blue Cod | Manager | Toni Lausten |  |  |  | **X** |
| Customer 360 | Manager | Dean Malametenios |  |  |  | **X** |
| Business Testing | Program Manager | Alex Magid | **X** |  |  |  |