

# ServiceWolf System Test Plan

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This System Test plan provides test cases that test various different paths through the ServiceWolf program.

To run the tests (Also described in Test 1):

1. Right click on ServiceWolfGUI.java class in the Package Explorer.
2. Select Run As > Java Application

All test files are located in the test-files/ folder and contents of these files are listed below:

*incidents1.txt*

```
# CSC IT
* 2,Canceled,Piazza,sesmith5,0,Unowned,Not an Incident
- Set up piazza for Spring 2021
- Canceled; not an NC State IT service
* 3,New,Moodle down,sesmith5,0,Unowned,No Status
- When I go to wolffware.ncsu.edu, I get a 500 error
* 4,Resolved,Set up Jenkins VMs,sesmith5,1,cgurley,Permanently Solved
- Please set up Jenkins VMs for Spring 2021 semester.
- Assigned to C. Gurley
- Set up test VM. Awaiting verification from caller.
- VM works great, please deploy the rest.
- VMs deployed. Marked resolved.
- One of the VMs has the wrong version of Checkstyle installed.
- Updated version of Checkstyle.
* 9,In Progress,Jenkins behind firewall,sesmith5,0,cgurley,No Status
- Jenkins requires VPN to access. Please open to general access.
- Assigned to C. Gurley
# ITECS
* 7,On Hold,Java not installed correctly,zmgrosec,0,itecs1,Awaiting Caller
- I can't install Java on my computer.
- Assigned to itecs1
- Awaiting caller's feedback on attempting to install Java from Oracle
# OIT
* 1,In Progress,Forgot password,jctetter,0,oit_staff,No Status
- I forgot my password and can't log into NC State accounts
- OIT staff member on call with support
```

Test ID	Description	Expected Results	Actual Results
Test 1: Test that ServiceWolf opens (UC0) Author: Anthony	<b>Preconditions: ServiceWolfGUI is not running</b>  1. In Eclipse right click on <b>ServiceWolfGUI.java</b>  2. Click <b>Run As</b> and then Click <b>Java Application</b>  3. <i>Check Results</i>	The GUI opens and displays the empty Service Group and Service Group list	<b>The GUI loads with an empty service group and incident list. Everything is empty and there are no service groups.</b>

Pulsone			
<p>Test 2: Load Valid System State from File (UC1) Author: Anthony Pulsone</p>	<p><b>Preconditions ServiceWolfGUI is running and Test 1 has passed</b></p> <ol style="list-style-type: none"> <li>1. Select the <b>“load”</b> option from the ServiceWolfGUI menu</li> <li>2. In the file chooser, choose “incidents1.txt” from the test-files folder and click select</li> <li>3. <i>Check Results</i></li> </ol>	<p>The system processes and loads the file. There are 3 Service Groups in the drop down list and when each of the following service groups is selected the table contains the following incidents:</p> <p>CSC IT:</p> <ul style="list-style-type: none"> <li>- 2, Canceled, Piazza, Not an Incident</li> <li>- 3, New, Moodle down, No Status</li> <li>- 4, Resolved, Set up Jenkins VMs, Permanently Solved</li> <li>- 9, In Progress, Jenkins Behind firewall, No Status</li> </ul> <p>ITECS:</p> <ul style="list-style-type: none"> <li>- 7, On Hold, Java not installed correctly, Awaiting Caller</li> </ul> <p>OIT:</p> <ul style="list-style-type: none"> <li>- 1, In Progress, Forgot password, No Status</li> </ul>	<p><b>The Service Groups are loaded into the system. There are 3 service groups in the System and they contain the following incidents:</b></p> <p><b>CSC IT:</b> <b>2, Canceled, Piazza, Not an Incident</b></p> <p><b>3, New, Moodle down, No Status</b></p> <p><b>4, Resolved, Set up Jenkins VMs, Permanently Solved</b></p> <p><b>9, In Progress, Jenkins Behind firewall, No Status</b></p> <p><b>ITECS:</b> <b>7, On Hold, Java not installed correctly, Awaiting Caller</b></p> <p><b>OIT:</b> <b>1, In Progress, Forgot password, No Status</b></p>
<p>Test 3: Add Valid Service Group (UC4) Author: Anthony Pulsone</p>	<p><b>Preconditions: Test 2 has passed ServiceWolf is running and everything appears the same as it did after Test 2 was completed</b></p> <ol style="list-style-type: none"> <li>1. Click the <b>Add Service Group</b> button</li> <li>2. Enter the name “ITM”</li> <li>3. Click <b>Ok</b></li> <li>4. <i>Check Results</i></li> </ol>	<p>The Service Group ITM is added to the list of Service Groups and is now the active service group. ITM appears in the Service Groups drop down list. The table of incidents is empty.</p>	<p><b>ITM is added as a Service Group and is made the current Service Group. No incidents are listed in the Service Group</b></p>
<p>Test 4: Edit Service Group Name (UC5) Author: Anthony Pulsone</p>	<p><b>Preconditions: Test 3 has passed and ServiceWolf is running and everything appears the same as it did after Test 3 was completed</b></p> <ol style="list-style-type: none"> <li>1. “ITM” is selected as the active Service Group</li> <li>2. Click <b>Edit Service Group</b></li> <li>3. Enter the text “AITM” for the</li> </ol>	<p>The active Service Group now displays the name AITM. AITM appears as an option in the Service Group dropdown list. The AITM Service Group still has no Incidents in the Incident table. AITM is the first Service Group in the list.</p>	<p><b>The Service Group name is changed to AITM and it now appears as the top Service Group in the list. There are no incidents listed in AITM</b></p>

	name text field 4. Click <b>Ok</b> 5. <i>Check Results</i>		
Test 5: Add a Valid Incident to and Empty Service Group (UC9) Author: Anthony Pulsone	<b>Preconditions: Test 4 has passed, ServiceWolf is running, and everything appears the same as it did after Test 4 was completed.</b> 1. Make sure AITM is selected as the active Service Group 2. Click the <b>Add Incident</b> button 3. Enter the following information into the text fields <ul style="list-style-type: none"> <li>- Title: <b>WiFi Outage</b></li> <li>- Caller: <b>systemuser</b></li> <li>- Message: <b>Unable to connect to the access point</b></li> </ul> 4. Click the <b>Add to Service Group</b> button 5. <i>Check Results</i>	You are returned to the Incident table with the active Service Group being AITM. The following Incident now appears in the table: 10, New, WiFi Outage, No Status	<b>System returns to the Incident table and the active Service Group is still AITM. AITM now contains the following Incident: 10, New, WiFi Outage, No Status</b>

#### Document Revision History

Date	Author	Change Description
2/25/2021	Anthony Pulsone	Added 5 system tests
2/26/2021	Anthony Pulsone	Added test overview and updated formatting
3/18/2021	Anthony Pulsone	Ran all system tests and documented results