CIAM Test Plan –

Phase

Client Name

Draft version 0.1

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Approvals

Signing of this document acknowledges your concurrence with the validity and accuracy of the information contained in this document.

| **ID** | **Date** | **Name, Organization** | **Approval** |
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Revision History

This section represents the change history of the document. All revisions of the document must be tracked by identifying a new version number, the date it was modified, the person making the change, and the reason for the change. **Remove the revision history prior to submission to the client**.

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1. Introduction

This section provides an overview of the entire CIAM test plan document.

## Purpose

The purpose of this document is to define the various strategies and plans that will be used to verify that the CIAM solution meets its design specifications and requirements.

## Scope

The scope of this document is to describe the overall testing strategy for all the test processes.

### In Scope

The scope of this document is to provide the Test Strategy and Plan of the following components:

* <List of scope components>

### Out of Scope

This document does not cover the following aspects of the solution:

* Components of the solution that do not relate to Deloitte deliverables.
* Test plan for the phases of testing, except for the test plan phase identified by this document.
* The detailed test cases that have been run.
* <List other out of scope components>

## Intended Audience

The intended audience of this document includes all project stakeholders (i.e., business unit owners, application owners, and user account administrators). This document will also be leveraged by project management, project staff and system integrators.

## References

The following project documents have been developed and are listed in the table below:

**T****able 1: Related Project Documents**

| Document | Created or Available | Received or Reviewed | Author or Resource | Notes |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
|  |  |  |  |  |

## Organization and Responsibilities (Optional Section)

The following table depicts the different roles and responsibilities involved during the testing process:

**Table 2: Testing Key Roles and Responsibilities**

|  |  |  |
| --- | --- | --- |
| **Role** | **Responsibility** | **Resource/s** |
|  |  |  |
|  |  |  |

1. Test Overview

This section presents an overview and expected outcomes from each of the testing phases for this engagement.

## Test Phases

The table below details the test phases that will be completed during this engagement.

Table 3: Test Phases

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Test phase** | **Description** | **Performed By** | **Environment** | **Deliverables** |
|  |  |  |  |  |
|  |  |  |  |  |

1. Test Context

## Features and functions to test

This section covers the features which will be implemented and tested in the implementation of the CIAM system for <Client>. The following list of processes will be tested as per the requirements.

Table 4: Features to be Tested

| # | Feature | Description |
| --- | --- | --- |
|  |  | . |
|  |  |  |

## Assumptions

The following table details the assumptions that have been made in creating this test plan:

Table 5: Testing Assumptions

|  |  |  |  |
| --- | --- | --- | --- |
| ID | Assumption Description | Rationale | Impact |
|  |  |  |  |
|  |  |  |  |

## Risks

This section itemizes project/testing risks, their priority, and what strategy will be employed in managing the risk. The following table details the risks that have been identified in creating this test plan:

Table 6: Testing Risks

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Id | Risk | Severity (H, M, L) | Impact (H, M, L) | Probability of Occurrence (Definite, Indefinite, Unknown) | Mitigation |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

## Dependencies

The following table details the dependencies that have been identified in creating this test plan:

Table 7: Testing Dependencies

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Id | Dependency | Action | Party responsible | Description |
|  |  |  |  |  |
|  |  |  |  |  |

## Constraints

This section provides information on those factors which limit project progress or success. Constraints may be listed in other sections such as risks or dependencies, but are being called out specifically in this section as limiting factors:

Table 8: Testing Constraints

|  |  |  |  |
| --- | --- | --- | --- |
| Id | Constraints | Impact | Result if constraint is met or not |
|  |  |  |  |
|  |  |  |  |

## QM Objectives (Optional section)

This section details the objectives for testing in each of the various phases.

Table 9: Testing Ownership and Objectives

|  |  |  |
| --- | --- | --- |
| **Testing Type** | **Ownership** | **Objectives** |
|  |  |  |
|  |  |  |

1. Test Requirements

The Test Requirements section identifies the environmental conditions, staffing and training, and tools needed to conduct the tests successfully.

## Environment requirements

This section describes the environmental requirements needed to carry out the testing process for the CIAM system implementation. The table below shows the software requirements of the Test environment. The corresponding hardware requirements can be found in the Technical Design document:

Table 10: Test Infrastructure Requirements

| # | CIAM Component | Test Infrastructure Requirements |
| --- | --- | --- |
|  |  |  |
|  |  |  |

Table 11: Application components

|  |  |  |
| --- | --- | --- |
| Applications to be tested | Solution components involved | Notes |
|  |  |  |
|  |  |  |

## Roles and responsibilities

The following table details the roles and responsibilities for the various parties involved during this testing cycle:

Table 12: Roles and responsibilities

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Role | Description | Activities |
|  |  |  |  |
|  |  |  |  |

## Test tool requirements

This subsection describes any additional hardware, tools, and/or simulators that are needed to support testing the solution.

1. Test scope

## Areas to be tested

This section covers the areas which will be implemented and tested in the implementation of the CIAM System for Client A. The following list of processes will be tested as per the requirements.

Table 13: Areas to be Tested

| # | Feature | Description |
| --- | --- | --- |
|  |  |  |
|  |  |  |

## Areas Not Tested (Optional Section)

This section covers the areas which will not be tested.

Table 14: Areas Not Tested

| # | Dependency | Description | Risk To Not Testing |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |

## Test data

The following table depicts the test data required to perform unit testing, integration testing, and user acceptance testing. Due to PCI/SOX compliance constraints, no sensitive production data will be used during testing.

Table 15: Test Data Details

| # | Application/System | No. of Users | Test Data Creator |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |

## Test coverage

### Unit Testing (Optional section)

The objective of this testing phase is to test individual units or components of a software. The purpose is to validate that each unit of the software code performs as expected..

### Functional Testing (Optional section)

The objective of this testing phase is to confirm that application interfaces are functioning as designed. This testing is used to assess that various solution components function as designed. In this type of testing, the functional aspects of the solution are compared.

### Integration Testing (Optional section)

This testing is used to assess that the interfaces and integration points are functioning as required. This testing is typically done at a system-to-system level to assess that the various solution components communicate with each other.

### System Testing (Optional section)

The objective of this test is to assess if the system can handle the solution requirements based on its various systemic metrics.

### Acceptance Testing (Optional section)

The objective of this testing phase is for the client to assess that the solution meets the requirements defined for the solution.

### Non-Functional Testing (Optional section)

The objective of this testing phase is to evaluate the readiness of the system according to several criteria not covered by integration testing.

## Release Management (Optional section)

### Release Frequency

This section describes the frequency of releases made to carry out the testing process.

Table 16: Testing Releases

|  |  |
| --- | --- |
| **Testing Type** | **Release Frequency** |
|  |  |
|  |  |

### Exit Criteria Between Releases

1. Test cases

Outlined below are the test cases that will be run as part of the testing for this phase of the project.

## Test case register

Outlined below are the test cases that will be run as part of the testing for this phase of the project.

The following details are required to fill in the tables below:

* Test Case ID – The id of the test case e.g. LOGIN\_001.
* Name – A short name for the test case to be executed.
* Description – A description of the purpose or objective of the test, the scope, and any preconditions of the test.
* Pre-condition – For each execution condition, describe the required state that the system should be in before the test can commence.
* Expected Results – Describe the resulting state or observable conditions that are expected as a result of the test having been executed. Note that this may cover both positive and negative responses (such as error conditions and failures).]

Table 17: Test Case Scenarios

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test case id | Name | Description | Pre-condition | Expected results |
|  |  |  |  |  |
|  |  |  |  |  |

## Test execution

Describe how the testing will be completed. Testing may be completed as multiple rounds of testing or as a single round of testing.

1. Deliverables

This chapter itemizes all documentation that records the activities of the testing process.

Table 18: Testing Deliverables

| # | Document | Remarks | When Due |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |

1. Test Management

This section describes how testing activities are to be managed during the test cycle.

## Progress tracking procedures

Outline the way in which the testing cycles will be managed and identify any meetings that will be held during this time.

## Defect management procedures

Outline items such as defect management procedure, defect management applications to be used, communication protocols, identification and resolution of defects.

## Triage process

The Triage Strategy subsection describes how defects will be triaged for resolution after quantification and classification. It describes the criteria for assigning a defect to immediate resolution versus placing it in a priority queue.

## Defect classification

Defects will be classified as shown in the following tables. Severity is defined as the level of impact to testing, functionality, and/or requirements. On the other hand, Priority is tied to the timing of when the defect should be resolved. Quality Management and the business will decide how to prioritize defects.

### Severity

Provide an outline of the agreed definition and severity criteria listing for defects when they are identified during testing. Update the following table as required.

Table 19: Severity

|  |  |
| --- | --- |
| **Severity** | **Severity definition** |
| Severity 1 | Critical – a showstopper defect has occurred. Some of the application’s core functionality cannot be executed and there is no work around. |
| Severity 2 | Major Impact – some of the application’s core functionality cannot be executed but a work around exists. Any defect that may cause confusion among the user community is classified as a major severity defect. |
| Severity 3 | Minor Impact – non-conformance with standards but end-to-end transactions are successfully executed. No impact on users. |
| Severity 4 | Cosmetic – no major impact on users, no major impact on the application. Spelling mistakes or poor grammar are classified as Cosmetic defects. |

### 

### Priority

Provide an outline of the agreed definition and priority criteria listing for defects when they are identified during testing. Update the following table as required.

**Ta****ble 20: Priority**

|  |  |
| --- | --- |
| **Priority** | **Priority Definition** |
| Emergency | Requires immediate attention. Work cannot continue until the problem has been fixed. The relevant party is requested to drop everything and fix the problem immediately with a view to including the fix in the next implementation. |
| High | Has a major impact on work and must be addressed quickly. A work around exists, or resources are busy doing other work, so their time is not being wasted. A high priority defect is required to be fixed and closed within the current release schedule (prior to User Acceptance Test). |
| Medium | Work can continue. Other tests can be executed. May fix within the current release once all the higher priority defects have been resolved. |
| Low | Work is not impacted. |

Table 21: Status (Optional section)

|  |  |
| --- | --- |
| **Defect Status** | **Description** |
| New | This defect has recently been found and has not yet been discussed with the development team. |
| Open | This defect has been discussed with the development team and accepted. |
| Rejected | This defect is not a true defect as it is behavior outside the scope of requirements. |
| Fixed | The development team has fixed the defect, but it has not yet been retested. |
| Fixed Awaiting Deployment | The development team has fixed the defect, but it has not yet been retested and awaiting deployment into the current build. |
| Deferred | This defect has been deferred until a subsequent time/phase. |
| Closed | Reasons for closing a defect:   * As Designed – Defect is expected behavior based on requirement specification * Duplicate – There is an existing defect that already reports this anomalous behavior * Fixed – The defect has been fixed and retested * Not A Defect – Defect is expected behavior |
| Reopen | Reasons for reopening a defect:   * This defect was originally closed but it has since resurfaced * This defect was originally listed as Fixed but did not successfully pass a re-test |
| Completed | Once the task or the issue raised has been fixed, status can be changed to completed. |

## Defect closure criteria

The defect closure criteria subsection identifies the criteria that will be used to determine that a defect is resolved. It also describes the resolution path to determining that a defect is closed and has sign-off.

## Test reporting procedures

The Test Summary Report will provide a detailed account of the results from this testing stage. The inputs for the report are this Test Plan, the Defect Tracking register and the Test Case results.

The Test Summary Report will contain:

* A summary of key findings
* A register of change requests added
* An assessment against the Exit Criteria for a test phase
* A listing of key points to note for the next stage of testing
* A defect analysis summary and assessment
* A recommendation for next steps
* The Test Summary report is the responsibility of the <client> Test Manager at the end of the System Test, System Integration Test and Performance Test phases.

## Appendix A — Acronyms

This section defines the acronyms required to interpret the document.

Table 22: Acronyms

|  |  |
| --- | --- |
| **Acronym** | **Description** |
|  |  |
|  |  |

1. Test Acceptance

This section contains information to supplement the content contained in this document.

For the system to be approved by QM after Testing, the following acceptance criteria must be met:

• All tests must be 100% executed (100% coverage)

• All defects found must be resolved or deferred to a future release.

• All requirements must be covered by at least one test.

## Unit Testing

### Entry criteria

The CIAM System will be accepted into unit testing when individual components have been developed and unit test cases have been prepared.

### Exit criteria

Identify the criteria that will be used to confirm that the solution has passed testing this phase.

## Integration Testing

### Entry criteria

The CIAM System will be accepted into integration testing when the following criteria are satisfied:

* Common components have been developed and unit tested;
* Test data ready;
* Dedicated test environment is available for each application/interface; and
* Wherever applicable, test harnesses have been developed.

### Exit criteria

Identify the criteria that will be used to confirm that the solution has passed testing this phase.

## Acceptance Testing

### Entry criteria

The CIAM System will be accepted into user acceptance testing when the following criteria are satisfied:

* All requirements and business processes have been agreed upon & signed-off by the client;
* QM Readiness Walkthrough will have been conducted successfully
* All critical defects have been fixed and tested successfully;
* Results of integration testing are reviewed and accepted;
* Formal defect reporting & change management process is in place;
* A dedicated QA environment that is closer to production configuration has been setup; and
* For user acceptance testing, the testing plan has been prepared and a user familiarization session has been conducted.

### Exit criteria

Identify the criteria that will be used to confirm that the solution has passed testing this phase.

## Non-Functional Testing

### Entry criteria

The CIAM System will undergo the Non-Functional Testing phase when the following conditions are met:

* Integration testing is completed;
* A production similar environment has been set up for carrying out non-functional testing;
* Test data has been constructed for the load/stress testing; and
* Ways of measuring the response times of key business processes have been identified.

### Exit criteria

Identify the criteria that will be used to confirm that the solution has passed testing this phase.

1. Test Timelines

This section highlights the test timelines for the overall testing strategy, including detailing each applicable phase of testing.

1. Test Communications

This section outlines any communications that will be in place across all test phases.

Communications between the various testing stakeholders may be completed in the following ways:

* Meetings – Progress or defects meetings may be held at various stages to discuss the status of testing and defects.
* Test documentation – This may include the test strategy and test plans, which outline the approach being taken for testing.
* Test reporting – This may include test summary reports, as well as progress reports and defects reports.

1. Appendix

This section contains information to supplement the content contained in this document.

## Appendix A — Acronyms

This section defines the acronyms required to interpret the document.

Table 23: Acronyms

|  |  |
| --- | --- |
| **Acronym** | **Description** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

## Appendix B — Glossary of terms

This section defines terms required to interpret the document.

Table 24: Glossary of Terms

|  |  |
| --- | --- |
| **Term** | **Definition / description** |
|  |  |
|  |  |
|  |  |
|  |  |

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