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Contents

# 

[0](#_heading=h.gjdgxs)

[Contents 1](#_heading=h.30j0zll)

[Introduction 1](#_heading=h.1fob9te)

[Control Procedures 1](#_heading=h.3znysh7)

[Bug and Problem Reporting 1](#_heading=h.2et92p0)

[Change Requests 1](#_heading=h.tyjcwt)

[Test Schedule 1](#_heading=h.3dy6vkm)

[Phase 1: Unit & Integration Testing 1](#_heading=h.1t3h5sf)

[Phase 2: System Testing 3](#_heading=h.4d34og8)

[Phase 3: Acceptance Testing 4](#_heading=h.2s8eyo1)

[Appendices I](#_heading=h.17dp8vu)

[Test Cases I](#_heading=h.3rdcrjn)

[**Test Case** 1: Create Account Successfully I](#_heading=h.26in1rg)

[**Test Case** 2: Create Account Invalid Email III](#_heading=h.35nkun2)

[**Test Case** 3: Create Account Password Mismatch IV](#_heading=h.1ksv4uv)

[**Test Case** 4: Registered Customer Login Successfully V](#_heading=h.44sinio)

[**Test Case 5**: Registered Customer Login Required VI](#_heading=h.2jxsxqh)

[**Test Case** 6: Registered Customer Make Changes to Account VII](#_heading=h.z337ya)

[**Test Case** 7: Registered Customer Makes Purchase VIII](#_heading=h.3j2qqm3)

[**Test Case** 8: Registered Customer Makes A Return X](#_heading=h.1y810tw)

[ERD Diagram XI](#_heading=h.4i7ojhp)

[Fully baked Use Case XII](#_heading=h.2xcytpi)

# INTRODUCTION

*This document describes the plan for testing the developed software system for Pre-Orders against the requirements as defined. The purpose of these tests are to ensure that the system developed during the project, complies with the definition of the requirements, Epics and User Stories.*

# Control Procedures

### Bug and Problem Reporting

Test participants will submit the results of their testing at the end of the testing session. The standard form used for testing the system is located in Appendix A. The Test Facilitator will collect the documented results and document when a question or comment is made by the participants during the session.

Results collected will be documented and tracked in the Tracking Log and the Team will review the log to resolve issues reported on a weekly cycle, prior to the next testing phase.

### Change Requests

Modifications requested during the Testing Phases will be reviewed weekly by the Change Control Board. The team will analyze the change request to determine if it is within scope, change requirements, impact to cost or existing products (findings will be presented to the board members).

# Test Schedule

Testing will be conducted in phases as outlined below: **(SP21 – We are not actually doing this so just identify the plan.)**

| Phase | Start | End | Environment | Testers |
| --- | --- | --- | --- | --- |
| 1: Unit & Integration Testing |  |  |  | Two project team members |
| 2: System Testing |  |  |  | Four project team members |
| 3: Acceptance Testing |  |  |  | Customers |

Each phase will be evaluated to ensure requirements are met. Each testing session will assign requirements a rating of Yes or No indicating whether it was successful. Any unsuccessful results encountered shall be reported and entered in the Tracking Log to be evaluated (corrected according to priority).

# Phase 1: Unit & Integration Testing

**Focus will be on whether the class meets the requirements stated.**

#### VALIDATE RELATIONSHIPS

1. Products include Refunds
2. Customer Account includes Refunds
3. Products has Orders
4. Orders has Refunds
5. Customer Account has Orders

Reference Appendix B: Entity Relationship Diagram

#### VALIDATE SCENARIOS IDENTIFIED IN USE CASES AND STORIES

Focus on moving through each use case to ensure they work correctly

1. Create Account
2. Place Order
3. Manage Account
4. View Order
5. Process Order
6. Process Payment and Refund
7. Add/Modify Products
8. Delete Account

Reference Appendix C: Fully Baked Use case (TBD).

#### Validate Operational Interface Requirements

Focus on moving through each menu item in the interface in a top-down manner and validate data transfers are successful.

1. The system will provide electronic customer updates.
2. The system will provide inventory control electronically.
3. The system will provide electronic supply chain management.
4. The system will provide links to the company for pre-orders.
5. The system will provide links to available content.
6. The system will work with the existing computer system.
7. The system will work on any web browser.
8. The system will be able to integrate with the existing inventory system.
9. The system will be able to manage inventory once the pre-order event is over.

# Phase 2: System Testing

#### REQUIREMENTS & USABILITY TESTING

Focus will be on whether the original requirements are met and the ease of use. Testing will be conducted with at least three members of the company staff and two existing customers.

Functional requirements, use cases, user stories will be tested and feedback will be collected on the following scale: rate the results as Pass or Fail and rate the ease of use as Easy, Standard, or Difficult. Any fail or difficult rating will determine the acceptance criteria was not met and necessary changes will be determined through the Problem Reporting process.

#### Functional RequiremenTS/Stories

1. Create Account
   1. Un-registered Customer creates a new account.
2. Manage Account
   1. The registered customer can make changes to their account.
   2. The registered customer can delete their account.
   3. The registered customer can view the orders in their account.
   4. The registered customer can place orders on their account.
3. Processes Orders
   1. The system processes the order placed by the customer.
   2. The system can view orders placed by the customer.
   3. The system can issue returns placed by the customer.
4. Process Payment & Refunds
   1. Billing processes the payments from the customer.
   2. Billing processes the refunds for the customer.
   3. Billing can view the orders the customers place.
5. System Management
   1. The database manager can add products to the system.
   2. The database manager can modify products in the system.
   3. The database manager can manage customer accounts in the system.
   4. The database manager can view orders placed in the system.

**Security Testing: Focus on whether the security requirements are meet.**

#### Non-Functional Security Requirements

* 1. Only registered customers can make and view their orders.
  2. Only billing can interact with financial information.
  3. Customer accounts have limited viewing rights for each department.
  4. The fulfillment system cannot make changes to customer accounts.

**Performance Testing: Focus on whether the Performance requirements are met.**

#### Non-Functional Performance Requirements

1. Any interaction between the customer and the system should not exceed 2 seconds.
2. The system should receive updated inventory information every 10 minutes.
3. The system should be available for use 24 hours a day, 7 days a week
4. The system will update with pre-order amounts sold every 10 minutes.

# Phase 3: Acceptance Testing

The final phase of testing will be conducted prior to the system “go live.” Careful monitoring will be conducted to ensure all requirements are met and no errors occur.

This will be conducted with real data in real time over a 2 week period of time. A minimum of five orders must be successfully submitted during the Acceptance testing phase and the implementation plan must be completed for the deliverable to be met.

# Appendices

Appendix A

## Test Cases

### **Test Case** 1: Create Account Successfully

**Tester: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Organization: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

| **Purpose:** | Fulfills functional requirement 1, create account. Un-registered customer creates account successfully. |
| --- | --- |
| **Prerequisite:** | Login page displayed. |
| **Steps:** | Steps to carry out the test.   | Step | Result | Ease of Use | | --- | --- | --- | | 1. Click on “New Account Request” button towards the bottom of the window | Pass Fail | Easy  Standard Difficult | | 2. Enter Username: *Test1* | Pass Fail | Easy  Standard Difficult | | 3. Enter Email: *Test@gmail.com* | Pass Fail | Easy  Standard Difficult | | 4. Enter Password: *Secret* | Pass Fail | Easy  Standard Difficult | | 5. Enter Confirm Password: *Secret* | Pass Fail | Easy  Standard Difficult | | 6. Click “Submit” | Pass Fail | Easy  Standard Difficult | | 7. Confirm Personal Information page displays | Pass Fail | Easy  Standard Difficult | | A. Confirm new customer record is created | Pass Fail | Easy  Standard Difficult | | B. Confirm Username stored is **Test1** | Pass Fail | Easy  Standard Difficult | | C. Confirm Email stored is **Test@gmail.com** | Pass Fail | Easy  Standard Difficult | | D. Confirm Password is unviewable | Pass Fail | Easy  Standard Difficult | |
| **Notes and Questions:** | * \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ * \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

### 

### **Test Case** 2: Create Account Invalid Email

**Tester: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Organization: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

| **Purpose:** | Fulfills functional requirement 1, create account. Un-registered customer creates account with invalid email resulting in error message. |
| --- | --- |
| **Prerequisite:** | Login page displayed. |
| **Steps:** | Steps to carry out the test.   | Step | Result | Ease of Use | | --- | --- | --- | | 1. Click on “New Account Request” button | Pass Fail | Easy  Standard Difficult | | 2. Enter Username: *Test1* | Pass Fail | Easy  Standard Difficult | | 3. Enter Email: *Test@gmail.com* | Pass Fail | Easy  Standard Difficult | | 4. Confirm error message displays “You must enter a valid E-mail Address” | Pass Fail | Easy  Standard Difficult | |
| **Notes and Questions:** | * \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ * \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

### **Test Case** 3: Create Account Password Mismatch

**Tester: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Organization: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

| **Purpose:** | Fulfills functional requirement 1, create account. Un-registered customer creates account with password and confirm password does not match resulting in error message. |
| --- | --- |
| **Prereq:** | Login page displayed. |
| **Steps:** | Steps to carry out the test.   | Step | Result | Ease of Use | | --- | --- | --- | | 1. Click “New Account Request” | Pass Fail | Easy  Standard Difficult | | 2. Enter Username: *Test1* | Pass Fail | Easy  Standard Difficult | | 3. Enter Email: *Test@gmail.com* | Pass Fail | Easy  Standard Difficult | | 4. Enter Password *Secret* | Pass Fail | Easy  Standard Difficult | | 5. Enter Confirm Password *Secrett* | Pass Fail | Easy  Standard Difficult | | 6. Click “Submit” | Pass Fail | Easy  Standard Difficult | | 7. Confirm error message displays “Both passwords must match” | Pass Fail | Easy  Standard Difficult | |
| **Notes and Questions:** | * \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ * \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

### **Test Case** 4: Registered Customer Login Successfully

**Tester: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Organization: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

| **Purpose:** | Fulfills functional requirement/story 2.1, registered customer can make changes to their account and can successfully login to their account. |
| --- | --- |
| **Prerequisite:** | Login page displayed. Account exists for customer with stored data from a previous order. *Successful completion of Test Case 1: CREATE ACCOUNT SUCCESSFULLY.* |
| **Steps:** | Steps to carry out the test.   | Step | Result | Ease of Use | | --- | --- | --- | | 1. Enter Username: *Test* | Pass Fail | Easy  Standard Difficult | | 2. Enter Password: *Password* | Pass Fail | Easy  Standard Difficult | | 3. Click “Login” | Pass Fail | Easy  Standard Difficult | | 4. Confirm Personal Information displays | Pass Fail | Easy  Standard Difficult | |
| **Notes and Questions:** | * \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ * \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

### **Test Case 5**: Registered Customer Login Required

**Tester: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Organization: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

| **Purpose:** | Fulfills security requirement 1, registered customer must enter username and password to access account. |
| --- | --- |
| **Prereq:** | Login page displayed. |
| **Steps:** | Steps to carry out the test.   | Step | Result | Ease of Use | | --- | --- | --- | | 1. Click “Login” | Pass Fail | Easy  Standard Difficult | | 2. Confirm error message displays “Please Enter Username” | Pass Fail | Easy  Standard Difficult | | 3. Confirm error message displays “Please Enter Password” | Pass Fail | Easy  Standard Difficult | |
| **Notes and Questions:** | * \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ * \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

### **Test Case** 6: Registered Customer Make Changes to Account

**Tester: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Organization: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

| **Purpose:** | Fulfills functional requirement/story 2.1, registered customer can make changes to their account. |
| --- | --- |
| **Prerequisite:** | Account exists for customer with stored data from a previous order. Customer has logged into account and personal information is displayed. *Successful completion of Test Case 1: CREATE ACCOUNT SUCCESSFULLY and Test Case 4: REGISTERED CUSTOMER LOGIN SUCCESSFULLY.* |
| **Steps:** | Steps to carry out the test.   | Step | Result | Ease of Use | | --- | --- | --- | | 1. Enter Phone Number *5035552222* | Pass Fail | Easy  Standard Difficult | | 2. Confirm 5035552222 is displayed for Phone Number | Pass Fail | Easy  Standard Difficult | | A. Confirm customer record updates with Phone Number 50355522222 | Pass Fail | Easy  Standard Difficult | |
| **Notes and Questions:** | * \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ * \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

### **Test Case** 7: Registered Customer Makes Purchase

**Tester: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Organization: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

| **Purpose:** | Fulfills functional requirements/stories 3 and 4, registered customer can make order and process payment. |
| --- | --- |
| **Prerequisite:** | Personal Information page displayed. Customer is successfully logged on. Account exists for customer with stored data. Customer data is valid. *Successful completion of Test Case 1: CREATE ACCOUNT SUCCESSFULLY and Test Case 4: REGISTERED CUSTOMER LOGIN SUCCESSFULLY.* |
| **Steps:** | Steps to carry out the test.   | Step | Result | Ease of Use | | | --- | --- | --- | --- | | 1. Select a product “*Sparkle*” | Pass Fail | Easy  Standard Difficult | | | 2. Enter Quantity *1* | Pass Fail | Easy  Standard Difficult | | | 3. Enter Name on Card *John Doe* | Pass Fail | Easy  Standard Difficult | | | 4. Select Credit Card Type “*Visa*” | Pass Fail | Easy  Standard Difficult | | | 5. Enter Credit Card Number *446644443333* | Pass Fail | Easy  Standard Difficult | | | 6. Enter Expiration *01/16* | Pass Fail | Easy  Standard Difficult | | | 7. Enter First Name *John* | Pass Fail | Easy  Standard Difficult | | 8. Enter Last Name **Doe** | Pass Fail | Easy  Standard Difficult | | 9. Enter Street Address *555 Pleasant Drive* | Pass Fail | Easy  Standard Difficult | | | 10. Enter City *Pleasant* | Pass Fail | Easy  Standard Difficult | | | 11. Select State “*Oregon*” | Pass Fail | Easy  Standard Difficult | | | 12. Enter Zip *43333* | Pass Fail | Easy  Standard Difficult | | | 13. Click checkbox *I Agree to Terms & Conditions* | Pass Fail | Easy  Standard Difficult | | 14. Click “Submit” | Pass Fail | Easy  Standard Difficult | | A. Confirm Card was charged | Pass Fail | Easy  Standard Difficult | | B. Confirm order was stored | Pass Fail | Easy  Standard Difficult | | C. Confirm invoice was processed | Pass  Fail | Easy  Standard  Difficult | | D. Confirm QR code was generated | Pass  Fail | Easy  Standard  Difficult | |
| **Notes and Questions:** | * \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ * \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

### **Test Case** 8: Registered Customer Makes A Return

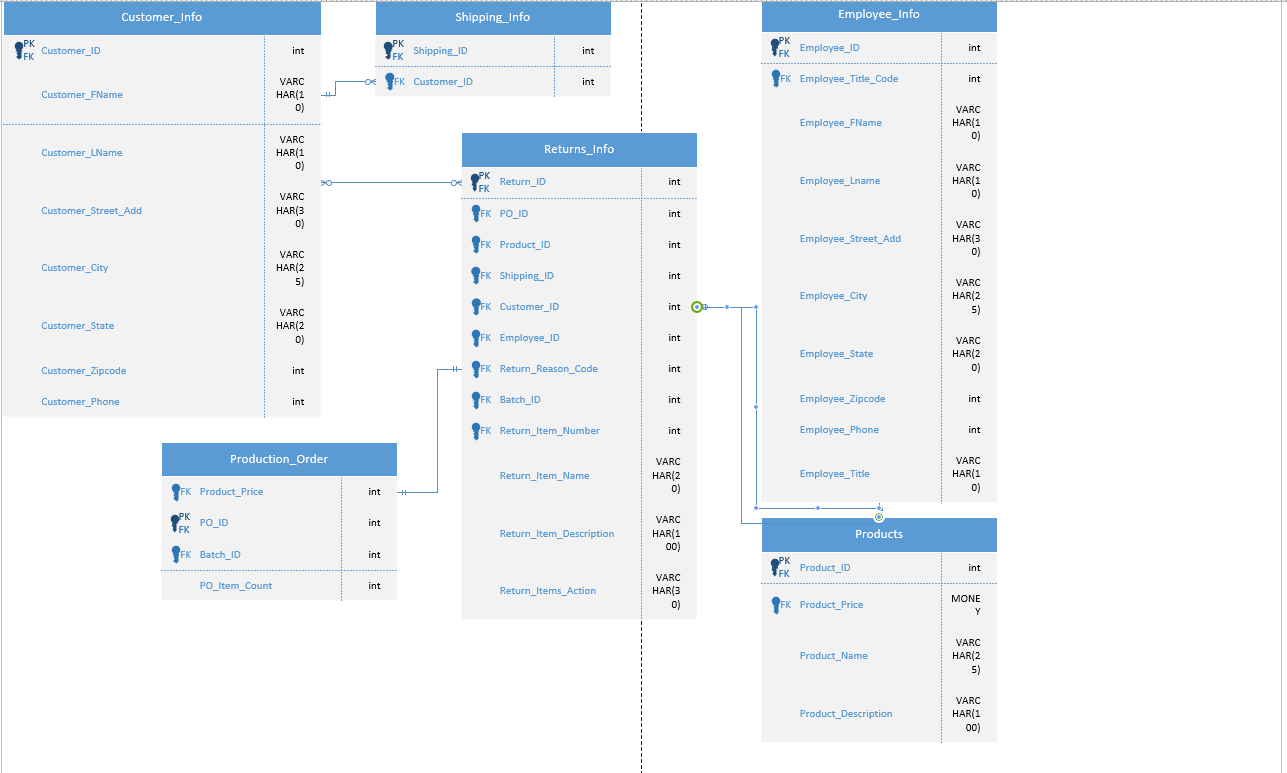
**Tester: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Organization: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

| **Purpose:** | Fulfills functional requirement/story 3,3, registered customer can issues returns. |
| --- | --- |
| **Prerequisite:** | Account exists for customer with stored data from a previous order. Customer has logged into account and personal information is displayed. *Successful completion of Test Case 1: CREATE ACCOUNT SUCCESSFULLY and Test Case 4: REGISTERED CUSTOMER LOGIN SUCCESSFULLY.* |
| **Steps:** | Steps to carry out the test.   | Step | Result | Ease of Use | | --- | --- | --- | | 1. Select Order “*Sparkle*” and add it to Returns | Pass Fail | Easy  Standard Difficult | | 2. Confirm 999999999 is displayed for contact information for the Customer | Pass Fail | Easy  Standard Difficult | | 3. Enter “Product is defected” into the details field as to why the customer is making the return. | Pass Fail | Easy  Standard Difficult | | 4. Click the “Process” button | Pass Fail | Easy  Standard Difficult | | A. Confirm Return ID was created | Pass Fail | Easy  Standard Difficult | | B. Confirm Return Reason was updated | Pass Fail | Easy  Standard Difficult | | C. Confirm QR code was created | Pass Fail | Easy  Standard Difficult | |
| **Notes and Questions:** | * \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ * \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

Appendix B

## ERD Diagram



Appendix C

## Fully baked Use Case

