

<Service Wolf> System Test Plan

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Introduction

Below are 5 system-level tests that verify the program is working correctly.

To run tests:

1. Right click on ServiceWolfGUI class in the Package Explorer
2. Select run as > Java Application

The file chooser for the ServiceGroupsList is displayed.

All test files are located in test-files/ folder and the contents of the test file used in the testing is below.

```
# 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
TestFileload (Edwin Nealis)	Preconditions: none <ol style="list-style-type: none">1. Run ServiceWolfGUI2. In the file chooser select test-file/Incidents1.txt3. Click select4. Check results.5. Close GUI	Service Group Display has 3 groups: CSC IT, ITECS and OIT. If CSC is selected 4 incidents are shown. <ul style="list-style-type: none">• 2,Canceled,Piazza,Not an Incident• 3,New,Moodle down,No Status• 4,Resolved,Set up Jenkins VMs, Permanently Solved• 9,In Progress Jenkins behind firewall, No Status If ITECS is selected 1 incident is	The 3 service groups load with CSC IT as the current service group Service group CSC IT is displayed with 4 incidents. 2,3,4,9, and associated state title and status detail match expected.

		<p>shown</p> <ul style="list-style-type: none"> 7, On Hold, Java not installed correctly, Awaiting Caller <p>If OIT is selected 1 incident is shown</p> <ul style="list-style-type: none"> 1, In Progress, Forgot password, No Status 	
Add incident (Edwin Nealis)	Preconditions: test 1 passes <ol style="list-style-type: none"> 1. Make sure CSC IT is selected as service group. 2. Click add Incident. 3. Enter "Eclipse won't start" for the title. 4. Enter "user1" for caller 5. Enter "Error message" in message. 6. Click add to service group 7. Check results 	<p>A new incident is displayed with fields:</p> <p>10, New, Eclipse won't start, Error message.</p>	<p>The new incident is displayed.</p> <p>It shows 10, New, Eclipse won't start, Error message</p>
Add Incident with invalid title. (Edwin Nealis)	Preconditions: test 1 <ol style="list-style-type: none"> 8. Make sure CSC IT is selected as service group. 9. Click add Incident. 10. Enter "Eclipse won't start" for the title. 11. Enter "" for caller 12. Enter "Error message" in message. 13. Click add to service group <p>Check results</p>	<p>Pop up message displays with message "Incident cannot be created".</p>	<p>Message pops up reading Incident cannot be created</p>
Edit incident in new state (Edwin Nealis)	Preconditions: test 1, and test 2 passes <ol style="list-style-type: none"> 1. Select incident 10 2. Click edit incident 3. Type "new message" into the message box. 4. Assign "user2" to the owner Id 5. Click assign 6. Check results 	<p>Incident 10 should now read 10, In Progress, Eclipse won't start, Error message.</p> <p>All other incidents are unchanged.</p>	<p>Incident 10 now reads 10, in progress, Eclipse won't start, Error message.</p> <p>Nothing else has changed</p>
Edit incident in in progress state (Edwin Nealis)	Preconditions: test 1, test 2, and test 4 passes <ol style="list-style-type: none"> 7. Select incident 10 8. Click edit incident 9. Type "new message 2" in the message box. 10. Select Permanently solved from the resolution reason drop down box 11. Click Resolve 12. Check results 	<p>Incident 10 should now read 10, Resolved, Eclipse won't start, Permanently Solved.</p> <p>All other incidents are unchanged.</p>	<p>Incident 10 now reads 10, resolved, Eclipse won't start, Permanently Solved</p> <p>Nothing else has changed.</p>

Document Revision History

Date	Author	Change Description
2/24/2021	Edwin Nealis	<ul style="list-style-type: none">Wrote 5 tests and intro.