**Root Cause Analysis**

Employee Manager v1.2

Here we have the new Employee Manager version 1.2 documentation: <https://devmountain-qa.github.io/employee-manager/1.2_README.html>

Take the next 30 minutes and compare your previous Employee Manager notes you have and add in any new information you can pull from the documentation.

**My notes comparison from the previous documentation**: In the previous test of Employee Manager version 1.0, the unlimited character length for the Name, Phone Number, and Title field were not initially a finding.

* There may be new features added
  + Yes, the new features are:
    - The “Add Employee” feature.
    - The range for the Name field can only be between

1 – 30 characters long.

* + - The character range for the Phone field can only be 10 digits in length.
    - The range for the Title field can only be between

1 – 30 characters long.

* + - Labeling of the current version 1.2 is displayed.
* Some old issues may have been fixed
  + Yes, the fixed old issues are:
    - The ID can only be a unique, whole, and positive number.
    - The range for the Name field can only be between

1 – 30 characters long.

* + - The character range for the Phone Number field can only be 10 digits in length.
    - The range for the Title field can only be between

1 – 30 characters long.

* + - The Name, Phone Number, and Title fields are required to have an entry and/or modification before being able to save the record.

Now take some more time and run some of your previous tests again! We’ll get into why we re-run tests in the future. For now the idea is to make sure the features that were previously working are still continuing to work.

**Notes from the re-run of previous tests**: The features that were previously working are still working.

After doing some re-testing and making sure the website is working correctly, make a list of items you would like to see as a user for Employee Manager.

* Notes on design/user flow
  + Provide on-screen instructions for selecting the employee name to view the employee’s contact information (Name, Phone Number, and Title).
  + Labeling of the employee list. Have an existing employee list and a new employee list.
  + Make the Add Employee a button. To make a distinction of the functionality.
  + Label the Employee Contact Card.
  + The capability to search on an employee.
* What features are listed to be added in the docs?
  + Validation of 10 digits (including area code, and US phone numbers) for the phone number.
  + Storing an Employee List in the database, which will be access through API integration.
  + Search functionality to filter the employee list, which will be available based on Job Title, Name, and/or ID.
  + The addition of an Email Address field will be added for each employee file.

* How do you want to see these features implemented?
  + To start ensure that from a QA perspective that the Process of a QA (Plan, Test, Report, and Follow-up) is executed.
  + The features should be prioritized and implemented to support the needs of the both the customers and stakeholders.
  + Prior to implementation the targeted features need to be documented in a test plan, build the necessary test cases, and create bug reports based on the finding of any bugs.
  + Once the bugs have been fixed and each test case has passed successfully, then move to next step in the iteration/sprint.

Some of the issues brought up by the customer in a previous lab were not fully addressed, list out some possible reasons that these issues were not addressed.

* The user interface and styling did not change. This either did not get conveyed to the development team or this change will be present in the final product as mentioned during the conversion held between the customer and the QA team member. In addition, after prioritize the development feature tasks, this change may not have been a high priority.
* The storing of the employee list in the database is required for save functionality to work properly. This is documented as a future feature to be implemented.
* The email field documented as a future feature to be implemented.
* The ability to search the employee list.
* For log-in/out functionality, during the conversation between the QA team member and the customer, the QA team did repeat back that this is a desired functionality. The request may not have been communicated to the development team; this thought is being considered because it is not listed in the README Future Functionality section. An additional thought, is that it may not be a viable or required feature for the application.

Take the next 30 minutes and write out an update to that customer, and how you would take action to address the issues that have not been fixed.

As an update, the following indicates the features and fixes that were addressed during the conversation with the QA team.

* Updating the user interface.
  + This update requires the QA team to have further communication with the development team to determine the prioritization of this change.
* Storing the employee list on the database to support the ability to save changes to an employee contact record.
  + The database implantation is targeted as a future functionality of the Employee Manager application.
* An email field for each employee record.
  + This feature has been targeted as a functionality planned for the future.
* The ability to search the employee list.
  + This feature has been targeted as a functionality planned for the future.
* The log-in/out functionality
  + This update requires the QA team to have further communication with the development to determine the prioritization of this change.

And lastly, write up a report as if it were being sent to a QA manager giving them updates on all the work you’ve done so far for Employee Manager.

As an update on the progress of the Employee Manager application, the following steps have been taken:

Since the release of the Employee Manager v1.0 (prototype), customer feedback has been received and documented regarding the user interface, save functionality, the request for an email field, request for search functionality, and log-in/out functionality.

Based on the customer’s feedback the following fixes were addressed and the updated in the Employee Manager v1.2 application:

* The Add Employee feature.
* The range for the Name field can only be between 1 – 30 characters long.
* The character range for the Phone field can only be 10 digits in length.
* The range for the Title field can only be between 1 – 30 characters long.
* Labeling of the current version 1.2 is displayed.

The future development phases will include functionality for the following features:

* Validation of 10 digits (including area code, and US phone numbers) for the phone number.
* Storing an Employee List in the database, which will be access through API integration.
* Search functionality to filter the employee list, which will be available based on Job Title, Name, and/or ID.
* The addition of an Email Address field will be added for each employee file.