

Test Plan Document

Shopping at Amazon (Manual Test Plan)

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Version Control

Version	Date	Updated by	Role	Details
Draft	23-Jan-2021	Anjali Bharati	QA	Draft version of Test Plan prepared
1.0	24-Jan-2021	Anjali Bharati	QA	Details on Test Plan added
1.1				

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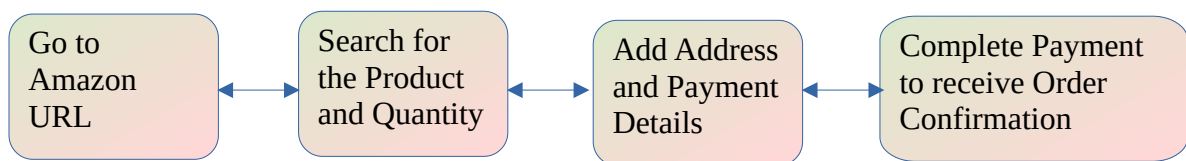
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1. Introduction

Amazon is recognised as a leader in providing e-commerce solutions in the all over the world. Amazon is guided by four principles: customer obsession rather than competitor focus, passion for invention, commitment to operational excellence, and long-term thinking. They are driven by the excitement of building technologies, inventing products, and providing services that change lives. They embrace new ways of doing things, make decisions quickly, and are not afraid to fail. They have the scope and capabilities of a large company, and the spirit and heart of a small one.

During the process of shopping from Amazon starting from selecting the item, adding it cart till payment for order confirmation.

Process of Shopping is mentioned below (which need to be Tested end to end):



2. Objectives and Tasks

2.1 Objectives

Test Plan document would cover the details of the entire flow which is required for shopping through Amazon.

- Ensure the Application Under Test conforms to functional and non-functional requirements
- Ensure the Application Under Test meets the quality specifications defined by the client
- Bugs/issues are identified and fixed before go live to achieve Customer Satisfaction

2.2 Tasks

Tasks to be performed during Testing would involve the following:

- JIRA Card creation corresponding to each User Story and its Acceptance Criteria
- During Sprint Planning meeting, JIRA Card need to be story pointed to understand the coverage per Sprint / Iteration
- Depending on the Team's velocity, each Iteration can accommodate certain numbers of JIRA Cards with respective story points
- Use of Zephyr (as per the requirement) for writing Test Condition and Test Cases
- Task in the JIRA board moves from QA Testing to BA review

3. Scope

3.1 In Scope

Scope of this Test Plan is to cover the online Shopping Journey of a customer. It will comprise of the following:

- Functional Requirements:
 - Browsing the URL to search for required Product to be purchased
 - Adding the Product to the Cart
 - Option to Login as a Guest User
 - Adding Address details for Delivery or Pickup
 - Payment details would be required
 - Shopping can be completed with Order Confirmation
- Non-Functional Requirements
 - Time taken by Customer in the entire process
 - Number of Steps required starting from URL till Delivery of Products
 - Security features of the Website where customer need to add his/her:
 - Personal details, as well as
 - Payment details
 - Performance or Load testing when many users at the same time are:
 - looking for same item
 - making payment

3.2 Out of Scope

All those requirements which are not related to this particular User Journey of Shopping would be out of scope. It does not mean that these other features are not important. It just implies that these would be taken care in another User Journey or as a part of some other Feature Test Plan. Please find the Out of Scope details as mentioned below:

- Customer Login journey would be taken separately and is out of scope of this test plan
- Contents present in dashboard page
- Links present on the page which can take you to social media websites such as Facebook, Twitter, Instagram, Pinterest, YouTube, LinkedIn
- Customer review on the product

4. Roles and Responsibilities

Roles and responsibilities of resource across the team are mentioned below:

Role	Team	Responsibilities
Test Manager	E-Commerce	Prepare Test Plan and execute Performance Testing
QA	E-Commerce	End to End Testing of E-Commerce journey
Developer	E-Commerce	Fix the Bugs
Iteration Manager	E-Commerce	Co-ordinate between Teams and resolve impediments
Business Analyst	E-Commerce	Gather, Analyse requirements to prepare User Stories
QA	Payments	PVT of Customer Payments journey Testing
QA	Database	PVT of fetching Products from DB
QA	API	PVT for API calls between Cart, Bank, Payments

5. Test Strategy

Test Strategy would describe the overall approach of our Online Shopping testing at Amazon. For each step which a Customer would go through, as well as the combination of all the step, approach need to be specified to ensure that these feature groups are adequately tested. All the major activities, techniques, and tools which are used to test the designated groups of features need to be specified.

6. Software / Hardware Requirements

6.1 Software

- **JIRA** for defect management
- **Zephyr** for test case management
- **Confluence** for requirement and other documentation
- Microsoft Excel, Word, PowerPoint

6.2 Hardware

- Laptop/Desktop
- Mouse
- Modems

7. Environment Requirements

When build is ready, then Testing would start from Dev Environment. Once Tested successfully, it would be deployed in the next higher environment for further testing in the sequence as mentioned below with URLs (example):

#	Environment	URL
1	DEV	https://dev.amazon/
2	INT	https://int.amazon /
3	UAT	https://uat.amazon /
4	PROD	https://prod.amazon /

8. Test Methodology

Agile Methodology is being used for this e-commerce application at Amazon. Agile methodology is a practice that promotes continuous iteration of development and testing throughout the software development lifecycle of an application. Agile is a term used to describe software development approaches that employ continual planning, learning, improvement, team collaboration. It encourages flexible responses to change.

Agile methodology would be followed using Scrum which will go iteration wise. Following Agile ceremonies would be part of the team:

- Daily Stand-up meeting
- Iteration/Sprint Planning Meeting
- Review Meeting
- Retrospective Meeting

9. Test Schedule

Test schedule is described below with details for identification of the major testing tasks and estimation of the time required to do each one. One Iteration at the project would be equal to two weeks. Project would start from **06-Jan-2021**.

#	Testing	Start Date	End Date	Role	Teams	Team Member
1	Unit Testing	06-Jan	19-Jan	Developer	E-Commerce	William Jones
2	System Testing	06-Jan	19-Jan	QA	E-Commerce	Anjali Bharati
3	Integration Testing	20-Jan	22-Jan	QA	E-Commerce	Anjali Bharati
4	Performance Testing	25-Jan	26-Jan	Test Manager	E-Commerce	Grace Macdonald
5	User Acceptance Testing	27-Jan	02-Feb	Client	Business	Anjali Bharati
6	Production Validation Testing	03-Feb	04-Feb	QA	E-Commerce Payments Database API	Anjali Bharati Jack Moon Olivia Warne Amit Raj

10. Control Procedures

10.1 Problem Reporting

In case an incident which might be encountered during the Testing Process, a proper procedure need to be in place. For this project, when an incident happens, then a JIRA Card need to be raised and assigned to QA of e-commerce team. Also, for critical issues, where change is required, then further Change Request need to be raised.

10.2 Change Request

Change Request would comprise of the process of modifications to the software. Sign off on the changes would be required by the Business. It contains the criteria for including the changes to the current product.

If the changes will affect the existing programs, then Amazon's e-commerce team need to get in touch with Core team.

11. Dependencies

E-Commerce team would be dependent on the following teams for the respective work:

#	Title	Priority	Dependent on Team	Comment
1	Fetching the Products	High	Database	Products in the Cart
2	Payment Gateway	Medium	Payments	MasterCard, Visa, Paypal etc
3	API Calls	Low	API	Cart, Bank, Payments

12. Risks

E-Commerce team would have the following risks:

#	Title	Priority	Risk Mitigation Team	Comment
1	Security of Bank Data	High	Payments	Card and other details
2	Customer Cart items	Medium	Database	Total Number of items left in Inventory should update
3	API Call failure	Low	API	Proper API to be called

13. Assumptions

- As soon as a customer purchases a product (example: Basketball), then it should be removed from the Database of total number of respective products present in the inventory.
- While the Customer enters their Card/Bank details and Orders the product, then proper approval should be required so as to process the payment
- If the customer selects a product which is not present in the inventory, the “Out of Stock” option should be highlighted and customer should not be able to add that particular item to their Cart

14. Approvals

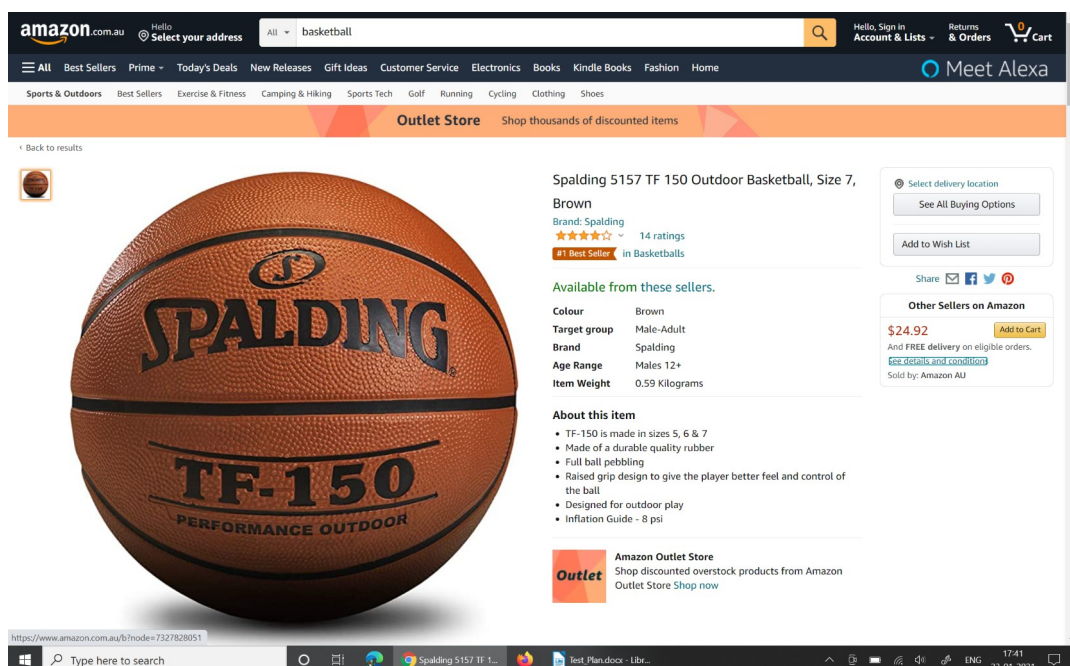
Approvals would be required from the Delivery Managers of each of the below team:

#	Team	Stakeholder	Role	Approval
1	E-Commerce	Stephen Coles	Delivery Manager	Approved
2	Payments	Robert De Costa	Delivery Manager	Pending
3	Database	Pooja Kaur	Delivery Manager	Approved
4	API	Chang Choi	Delivery Manager	Pending

15. Appendix

Hands on Test example Scenario:

- Navigate to <https://www.amazon.com.au/>
- Search for “Basketball” in the “Product Search” box and press the search button (or enter)
- Click on the search result “CV116” and navigate to the product
 - You end up at <https://www.amazon.com.au/s?k=basketball>
- Add a qty of 3 to the cart
- Navigate to the cart via the header cart summary



Continue to checkout button

- You need to Accept the Checkout message if present
- Choose the option for Guest checkout
- Enter details into the page
 - Select “delivery” option
 - Enter “test” information into the contact/billing details
 - (use 836293923 for the phone number, test@test.com for the email etc)
 - Enter “test” and “test” into the delivery instructions and order comments
 - Select the cheapest freight option if possible
- Payment details are mentioned below
 - Test credit card numbers are
 - 7333 2222 2222 2222
 - Any expiry in the future
 - CVC 111
 - Name on card is “test”
- To complete the order hit “Process Payment”
- You should end up on the Order Confirmation page with a successfully placed order