

Test Plan for IT Helpdesk System

1. Introduction

1.1 Purpose

This test plan's objective is to guarantee the IT Helpdesk System's efficacy, dependability, and quality.

1.2 Scope

This test plan provides scenarios for testing the IT Helpdesk System's operation, usability, and robustness under normal, extreme, and erroneous settings.

2. Test Scenarios

2.1 Normal Scenarios

Scenario: Call submitted through the help desk.

Test Data: Reliable details for a fresh call.

Anticipated Result: The call has been successfully recorded in the system.

Scenario: A help desk operator searches for similar difficulties from the past.

Test Data: Pick a well-known category of issue.

Anticipated Result: The system retrieves pertinent historical cases.

Scenario: An expert fixes an issue.

Test Data: An issue with a resolved flag.

Anticipated Result: Details of the resolution are updated and the status is resolved.

2.2 Extreme Scenarios

Situation: A lot of info.

Test Data: Quickly submit several help desk requests.

Anticipated Result: The system performs well under load.

Situation: An expert is overworked.

Test Data: Give a single expert many issues to solve.

Anticipated Result: The system assigns issues to professionals who are less burdened.

2.3 Inaccurate Situations

Situation: Send in a call with incomplete details.

Test Data: Send in a call that is lacking certain crucial details.

Anticipated Result: The system requests the necessary data.

Scenario: Solve an issue without providing specifics.

Test Data: Declare an issue handled without providing further information.

The system will request you for the resolution information as expected.

3. Extensiveness and Handles

Scenario: The user uses the system to navigate.

Test Data: As an operator and specialist at the help desk, use the system.

Anticipated Result: An intuitive UI with easy navigation.

Situation: Query over several tables.

Test Data: Get details about employees, gear, and support requests.

Goal: Accomplished the recovery of pertinent data.

4. Useful Information

Situation: A help desk inquiry about the need for staff training.

Test Data: Recognize issues with software that isn't licensed.

Anticipated Result: The system indicates the areas in which employee training is required.

5. Evaluation of Testing and Effectiveness:

Conduct both human and automated testing.

Analyze the system's compliance with the given specifications.

Evaluate how accurate and comprehensive the test coverage is.

Justification for Test Data Selection:

Realistic: To verify that the system is applicable to actual operations, test data is based on real-world circumstances.

Coverage: To guarantee thorough testing, a variety of scenarios were selected.

Stress testing: Under stressful conditions, the robustness of a system is evaluated using extreme scenarios.

6. Examining Materials

Testers: The names and positions of those in charge of conducting the tests.

Testing Instruments: An inventory of automated testing instruments.

7. Timetable

[Insert start date] is the start date.

Date of End: [Insert date of end]

8. Final Products

Test Reports: Documentation produced following every stage of testing.

Reports on problems found and their state are called defect reports.

9. Occupations

Database Access: Make sure you have access to the database so you can conduct tests.

