# Test plan

# Test Strategy

The test strategy consists of a series of different tests that will fully exercise the Helpdesk system. The primary purpose of these tests is to uncover the systems limitations and measure its full capabilities. A list of the various planned tests and a brief explanation follows below. (Unit test, integrity test)

1. System Test

The System tests will focus on the behavior of the Helpdesk system. User scenarios will be executed against the system as well as screen mapping and error message testing. Overall, the system tests will test the integrated system and verify that it meets the criteria defined in the user story.

1. Performance Test

Performance test will be conducted to ensure that the Helpdesk system’s response time meet the user expectations and does not exceed the specified performance criteria. For example, people could receive validation requirements quickly

3. Security Test

Security tests will determine how secure the Helpdesk system is. The tests will verify that unauthorized user access to confidential data is prevented.

4. Stress and Volume Test

We will subject the Helpdesk system to high input conditions and a high volume of data during the peak times. The System will be stress tested using 10 (10 users) the number of expected users.

5. Documentation Test

Tests will be conducted to check the accuracy of the user documentation. These tests will ensure that no features are missing, and the contents can be easily understood.

6. User Acceptance Test

Once the Helpdesk system is ready for implementation, we will perform User Acceptance Testing. The purpose of these tests is to confirm that the system is developed according to the specified user requirements and is ready for operational use.

# Test Schedule

Release one test: 01/09/2015----22/09/2015

Release two test: 22/09/2015----22/10/2015

To be specific

System Test, Performance Test would be executing during the period when we start develop till the end. 01/09/2015-----22/10/2015

Security Test, Stress and Volume Test would be executed after the release one, because these functions are in the release two.

Documentation Test is during the whole testing as well.

User Acceptance Test would be on the Release one and Release two due day.

# Test flowchart

# Functions To Be Tested

The following is a list of functions that will be tested:

Login/Logout

Register

Sending request

Contact us

Check request status

Security

Change request

Delete request

# Testers responsibility

|  |  |
| --- | --- |
| Testers | Responsible for performing the actual system testing. |

Developers Responsible for testing the code and fixing the issues that exist in the testing.

# Test tools

Selenium

# Risks

## Schedule

The schedule for each phase is very aggressive and could affect testing. A slip in the schedule in one of the other phases could result in a subsequent slip in the test phase. Close project management is crucial to meeting the forecasted completion date.

## Technical

Since we are all students, we do not have high level to make it as professional as real company’s website. But we could learn and try our best.

## Management

Management support is required so when the project falls behind, the test schedule does not get squeezed to make up for the delay. Management can reduce the risk of delays by supporting the test team throughout the testing phase and assigning people to this project with the required skills set.

## Personnel

Due to the aggressive schedule, it is very important to have all testers focus on this project. Unexpected turnovers can impact the schedule. If attrition does happen, all efforts must be made to replace the experienced individual.

## Requirements

The test plan and test schedule are based on the current Requirements Document. Any changes to the requirements could affect the test schedule and will need to be approved by the clients.