

American International University-Bangladesh (AIUB)

Department of Computer Science Faculty of Science & Technology (FST)

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Section: D

Group No:06

A Software Quality and Testing project submitted By

Title: E-Emergency

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INTRODUCTION

E-Emergency software provides emergency response the tools to prevent, prepare for, and manage a variety of emergencies or incidents in the workplace, home and outside. Any emergency, personnel or agency can utilize this type of software to simulate possible emergency scenarios in a short time. This software is user-friendly. So anyone can use it easily. Outline all the functions - User Accounts, Registration and creation of user profile, Checking Availability, Making Confirmation, Confirm Service, Reschedule Service, Cancellation, Update Profile, View Service Status, Telephone access, Card access, User History

OBJECTIVES AND TASKS

Objectives

This document is about master test plan of E-emergency Systems. Here we will care the interaction between user and the systems where we need to think about impact of different user activities to the systems. The main target of doing this is to develop software test plan for E-emergency Systems by following the requirements and functionalities. We will follow some testing technique like black box testing, white box testing and gray box testing. Beside different level of testing will be need one by one and these are unit testing, integration testing, System testing, Acceptance testing. A number of tasks may perform by user now we will plan to understand and justify the system behave against user.

Tasks

- Service menu selection
- Verifications of each condition
- Number of chances giving to enter pin
- Service limitation
- Printing details of service
- Prompt of different service
- Timely service ejection
- Cancelling service
- Enabling Routine maintenance
- Enabling to add cash and payment

- Facilities are available
- User & admin access
- System apology

SCOPE

General

User Accounts

There are two options – registered user and guest. A user can choose one of these and his choice would be governed by whether he is a guest or a registered user and whether he wants to check the availability of services.

But a registered user can also act as a guest if he only wants to check the short list of service. The system shall present the user with an option to exit from the system at any time during the following processes.

Registration and creation of user profile

The system shall require a user to register, in order to checking the all services. It will ask the user for the following information at the least – a user id, a password, first name, last name, address, phone number, email address, sex, and age.

Checking Availability

After logging in a user (either a registered user or a guest), the system shall request him to enter the following details – Current City or auto location detected process. The Current City would be entered as text. Either the origin or destination cities are not listed in DB-geography, the system shall suggest the nearest city to which service is available

After the current city ascertained, the system shall now access the service database, referred to as 'DB-service' in section 2, and checks if there is a direct operational service from current location. If not, the system shall suggest possible routes and service using a 'route selection algorithm'. The user shall now be presented with a choice of either selecting one of the routes. The system shall now display the price of the service for the trip. The system shall also list any rules regarding the cancellation of service—what percentage of the price will be refunded within what date ranges. This will be displayed as a table.

Making Confirmation

After having taken the user through the step Checking Availability, The system will now ask the user if he wishes to book the service. If yes, and If the user has been a guest, he will have to first register and become a registered user and then log onto the system. If the user is already a registered user, and if he has logged on already, he can book the service, but if he has been acting as a guest, he will have to log on. Having taken the input from the user, the system shall now proceed to update the reservation database DB-reservation. It will decrement the number of available service on the particular sector

Confirm Service

When the user confirm a service, the system shall first log him on and ask for his booking service. Then it accesses DB-reservation and removes the check mark, which so far represented a booked service. The service is now confirmed and reserved for the user.

Reschedule Service

The system shall present the user with an option to re-schedule his service. In order to do this, the system first logs on the user and requests his confirmation number. It will not allow a user to reschedule a service but only a confirmed service. Using this, it queries DB-reservation and presents the details of the booked service to the user.

The system shall now ask the user to select new dates from the calendar-menu. In case, there are no available service for the dates entered, it displays a suitable message informing him that rescheduling to that date is not possible. In case there are Service available, the system asks the user to select the service and proceeds to update the database. The system accesses DB-reservation and decrements the number of available service. The system now checks if there is any difference in the prices of the service. If so, it accesses DB-user and charges or credits the credit card as the case may be. The system generates a new confirmation number and displays it to the user.

Cancellation

The system shall also give the user an option to cancel a confirmed service or a blocked service.

Update Profile

The system shall enable the user to update his profile at any time. Changes can be made in fields including but not limited to address, phone number and preferred credit card number.

View Service Status

The system shall allow a user to view all information about his service. After logging him on, it asks for his confirmation number. It accesses DB-reservation and retrieves the details of the service and presents them to the user in a convenient format, including any last minute changes to the service timings etc. Such changes will be highlighted.

Telephone access

The system shall be accessible through a touch-tone telephone. The telephonic interface shall, at the least, provide the customer with the facility to check availability of service and query service details.

Card access

The system also access the card details for payment. Also payment though online payment system or mobile banking like Bkash, Rocket, Nagod.

User History

The system provides user history. So the admin panel access user history

• TESTING STRATEGY

We learned two type of testing approach and these are manual testing and automated testing. Manual testing is a testing method that is performed by hand in order to detect faults without the use of tools or automation scripting. Software test automation uses specialized tools to control test execution and compares actual results to expected results. For this project we will use both type of testing approach.

• Unit Testing

Unit Testing is a type of software testing where individual units or components of a software are tested. The purpose is to validate that each unit of the software code performs as expected. Unit Testing is done during the development (coding phase) of an application by the developers.

• Participants
Developer/Tester

Methodology:

- Performance and Stress Testing
- Definition:

Stress testing: executes a system in a manner that demands resources in abnormal quantity, frequency, or volume

Participants:

Tester

Definition:

Performance Testing: test the run-time performance of software within the context of an integrated system (e.g. time required to response a request, compliance with operational constraints)

Participants:

End User

Testing Table

Project Name: E-emergency	Test Designed by: Mohaimenur Rahman
Test Case ID: FR_1	Test Designed date:
Test Priority (Low, Medium, High): Medium	Test Executed by:
Module Name: Login Session	Test Execution date:

Test Title: Verification of System Security with forget password and ID

Description: Analyzing App System Security.

Precondition (If any): Account Holder must have valid account with valid E-mail and phone number.

Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
1. Go to the Application. 2. Click forgotten. 3. Enter valid E-mail or phone number. 4. Use the link that send to the E-mail or the phone number. 5. The link will help the user to change the password.	e-mail: mohaimenur888@gmail.com Password: 8888	User will get the opportunity to change the old password and will give a new password.	As expected,	Pass

Post Condition: User given E-mail or phone number have to match with the System Database to get the link for changing password.

Project Name: E-emergency	Test Designed by: Mohaimenur Rahman
Test Case ID: FR_2	Test Designed date:
Test Priority (Low, Medium, High): Medium	Test Executed by:
Module Name: Location Tracking	Test Execution date:

Test Title: Verification of System Security Location

Description: Location feature is a GPS system in map that Android or Apple displays top the icon of app's UI. System provides the user a button so that user can press the button for help. When the user will press the button, the system will automatically match the location of the victim with the location of the nearest service

Precondition (If any): If user seriously want to get a notification from app to ask them to update (so that everyone gets the notification)

Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
 Search the place show the nearest place Track the location distance Provide the last selected location in online Tittle text 	Location tracking Required: GPS and Map	The tracker should track and match the location of the Customer and show it in the system.	As expected,	Pass

Project Name: E-emergency	Test Designed by: Mohaimenur Rahman
Test Case ID: FR_2	Test Designed date:
Test Priority (Low, Medium, High): Medium	Test Executed by:
Module Name: Location Tracking	Test Execution date:

Test Title: Verification of System Security Location

Description: Location feature is a GPS system in map that Android or Apple displays top the icon of app's UI. System provides the user a button so that user can press the button for help. When the user will press the button, the system will automatically match the location of the victim with the location of the nearest service

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Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
 Search the place show the nearest place Track the location distance Provide the last selected location in online Tittle text 	Location tracking Required: GPS and Map	The tracker should track and match the location of the Customer and show it in the system.	As expected,	Pass
U. ICAL				

Project Name: E-emergency	Test Designed by: Mohaimenur Rahman
Test Case ID: FR_3	Test Designed date:
Test Priority (Low, Medium, High): Medium	Test Executed by:
Module Name: Feedback	Test Execution date:

Test Title: User will give feedback or comment or give his/her experience for the system

Description: Feedback feature will help the administrator to learn more about system's drawbacks and problem from the user itself. If the user faces any problem the system will suggest the solution of that problem.

Precondition (If any): User should contain a valid ID so that it helps the administrator to know which user having problem in which terms specifically.

Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
 Go to the User account. Select the feedback option. Write the issue. Click the confirm button Will receive a message of regarding the issue. 	Notification Required: Reply or Archive	After Submitting the feedback regarding the issue that a user is facing, they will receive text with solution from the application.	As expected,	Pass

Post Condition: User have to provide the specific information so that his/her problem can be solved.

Project Name: E-emergency	Test Designed by: Mohaimenur Rahman
Test Case ID: FR_4	Test Designed date:
Test Priority (Low, Medium, High): Medium	Test Executed by:
Module Name: Response Session	Test Execution date:

Test Title: verify response session

Description: In response session when the user (General people) press the button, a notification message will be received by the server and the server will send a message to the nearest associate members. Then the associate member will send a confirmation message to the system.

Precondition (If any): User must have a valid account. User should have internet connectivity.

Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
 Press the button. Receive notification by the server. Send confirmation message by the associate members. 	button Notification Reply	System will inform the user that notification delivered by pop-up notification in the device with sound.	As expected,	Pass

Post Condition: : User must contain a device that has internet connection

Project Name: E-emergency	Test Designed by:
Test Case ID: FR_5	Test Designed date:
Test Priority (Low, Medium, High): Medium	Test Executed by:
Module Name: Facebook Button	Test Execution date:

Test Title: Verification of System Security with Facebook email/phone number and password

Description: Analyzing App System Security.

Precondition (If any): Account Holder must have valid account with valid E-mail/Phone number and password.

Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
 Go to the Application. Click Facebook. Enter valid E-mail or phone number. Enter valid password 	e-mail: mohaimenur888@gmail.com Password: 8888	User will get the opportunity to login with Facebook account	As expected,	Pass

Post Condition: User given E-mail or phone number have to valid to login

Project Name: E-emergency	Test Designed by:
Test Case ID: FR_6	Test Designed date:
Test Priority (Low, Medium, High): Medium	Test Executed by:
Module Name: Twitter Button	Test Execution date:

Test Title: Verification of System Security with Twitter email/phone number and password

Description: Analyzing App System Security.

Precondition (If any): Account Holder must have valid account with valid E-mail/Phone number and password.

Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
 Go to the Application. Click Twitter. Enter valid E-mail or phone number. Enter valid password 	e-mail: mohaimenur888@gmail.com Password: 8888	User will get the opportunity to login with Twitter account	As expected,	Pass

Post Condition: User given E-mail or phone number have to valid to login

Project Name: E-emergency	Test Designed by:
Test Case ID: FR_7	Test Designed date:
Test Priority (Low, Medium, High): Medium	Test Executed by:
Module Name: emergency Services	Test Execution date:
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Test Title: check services

Description: Analyzing App System.

Precondition (If any): Account Holder must have valid account with valid E-mail/Phone number and password.

Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
 Go to the Application. Click services Select categories select emergency services 	Emergency Service categories Required: Location tracking Required: GPS and Map	Customer selects the emergency Service categories and The tracker should track and match the location of the Customer and show it in the system.	As expected,	Pass

Project Name: E-emergency	Test Designed by:
Test Case ID: FR_8	Test Designed date:
Test Priority (Low, Medium, High): Medium	Test Executed by:
Module Name: Services	Test Execution date:

Test Title: check services

Description: Analyzing App System.

Precondition (If any): Account Holder must have valid account with valid E-mail/Phone number and password.

Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
 Go to the Application. Click services Select categories select services 	Service categories Required: Location tracking Required: GPS and Map	Customer selects the Service categories and The tracker should track and match the location of the Customer and show it in the system.	As expected,	Pass

Test Designed by: Jannatun nur shifa
Test Designed date:
Test Executed by:
Test Execution date:

Test Title: check services

Description: Analyzing App System.

Precondition (If any): Account Holder must have valid account with valid E-mail/Phone number and password.

Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
 Go to the Application. Click services Select categories select home services 	Home Service categories Required: Location tracking Required: GPS and Map	Customer selects the home Service categories and The tracker should track and match the location of the Customer and show it in the system.	As expected,	Pass

Project Name: E-emergency	Test Designed by: Jannatun nur shifa
Test Case ID: FR_10	Test Designed date:
Test Priority (Low, Medium, High): Medium	Test Executed by:
Module Name: Outgoing Services	Test Execution date:

Test Title: check Outgoing services

Description: Analyzing App System.

Precondition (If any): Account Holder must have valid account with valid E-mail/Phone number and password.

Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
 Go to the Application. Press the outgoing button. see which service is outgoing if confirmed Receive notification by the server. Send confirmation message by the associate members. or cancel 	Location tracking Required: GPS and Map	The tracker should track and match the location of the Customer and show it in the system.	As expected,	Pass

Project Name: E-emergency	Test Designed by: Jannatun nur shifa
Test Case ID: FR_11	Test Designed date:
Test Priority (Low, Medium, High): Medium	Test Executed by:
Module Name: Notification page	Test Execution date:

Test Title: check notification list

Description: Analyzing App System.

Precondition (If any): Account Holder must have valid account with valid E-mail/Phone number and password and have to in notification page

Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
 Go to the Application. Press the notification tab 	Outgoing service Or system update	The user will get notification for outgoing services or apps update	As expected,	Pass

Post Condition: User given E-mail or phone number have to match with the System Database to get notification

Project Name: E-emergency	Test Designed by: Jannatun nur shifa
Test Case ID: FR_12	Test Designed date:
Test Priority (Low, Medium, High): Medium	Test Executed by:
Module Name: Refund	Test Execution date:

Test Title: check payment is clear or not

Description: Analyzing App System.

Precondition (If any): Account Holder must have valid account with valid E-mail/Phone number and password.

Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
 Go to the Application. Press the refund tab 	Refund system Required	Confirm the refund system by server	As expected,	Pass
3. see which service is cancelled				
4. if cancelled Receive notification by the server.				
5. Send confirmation message by the associate members.				

Post Condition: User given E-mail or phone number have to match with the System Database to get refund

Project Name: E-emergency	Test Designed by: Mohaimenur Rahman
Test Case ID: FR_13	Test Designed date:
Test Priority (Low, Medium, High): Medium	Test Executed by:
Module Name: Account information	Test Execution date:
Test Titles shapes Assessed information	

Test Title: change Account information

Description: Analyzing App System Security.

Precondition (If any): Account Holder must have valid account with valid E-mail and phone number.

				ī .
Test Steps	Test Data	Expected	Actual	Status
		Results	Results	(Pass/Fail)
1. Go to the Application. 2. Click Account information 3. change information and save	e-mail: mohaimenur888@gmail.com Password: 8888	User will get the opportunity to change the information and will give a	As expected,	Pass
Suve		new information		

Post Condition: User given E-mail or phone number have to match with the System Database to get the link for changing information

Project Name: E-emerg		Test Designed by: Mohaimenur Rahman			
Test Case ID: FR_14		-	Test Designed d	ate:	
Test Priority (Low, Med	dium, High): Medium	-	Test Executed b	y:	
Module Name: Logout		7	Test Execution of	late:	
Test Title: Logout from	om account	1			
Description: Analyzin	g App System Security.				
Precondition (If any): number.	Account Holder must have	valid account v	vith valid E-m	nail and phone	
Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)	
1. Go to the Application. 2. settings 2. Click logout	User will get the opportunity to logout	expected,	Pass		

Post Condition: User given E-mail or phone number have to match with the System Database to get the link for Logout

Project Name: E-emerg	Test Designed by: Mohaimenur Rahman									
Test Case ID: FR_15			Test Designed	date:						
Test Priority (Low, Me	edium, High): Medium		Test Executed	by:						
Module Name: Langua	ige		Test Execution date:							
Test Title: Language	change		1							
Description: Analyzin	ng App System Security	٧.								
Precondition (If any): Account Holder must have valid account with valid E-mail and phon number.										
Test Steps Test Data Expected Actual Status Results (Pass/Fail)										

Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
 Go to the Application. Click settings Language 	e-mail: mohaimenur888@gmail.com Password: 8888	User will get the opportunity to change language	As expected,	Pass

Post Condition: User given E-mail or phone number have to match with the System Database to change language

Project Name: E-emergency							
	Г	est Designed of	date:				
dium, High): Medium	Г	est Executed b	by:				
	Т	est Execution	date:				
ainst order							
g App System Security							
Account Holder must	have valid account v	vith valid E-n	nail and phone				
Test Data	Expected Results	Actual Results	Status (Pass/Fail)				
Application. 2. Click settings Reason: Missing. the opportunity							
	dium, High): Medium ninst order g App System Security Account Holder must Test Data Order id: 11111	dium, High): Medium Tainst order g App System Security. Account Holder must have valid account was	Rahman Test Designed of dium, High): Medium Test Executed by Test Execution arinst order g App System Security. Account Holder must have valid account with valid E-next Data Expected Results Order id: 11111 Reason: Missing. Rahman Test Designed of the Designed of the Opportunity to report against				

Post Condition: User given E-mail or phone number have to match with the System Database to report against order

5.0 HARDWARE REQUIREMENTS

Computers Modems Mobile

• ENVIRONMENT REQUIREMENTS

- A commonly used software is required to use the framework.
- Software or web app need to do automated testing
- For the team work some tool may requires to keep tracking deadline
- Specific type of environment may need to do some testing
- The interaction between programmer and tester should be smooth enough to execute everything properly for immediate feedback or help

9.0 FEATURES TO BE TESTED

Software risk issues:

The primary concerns in any system are risk detection and management where risks are identified and monitored prior to the program's execution. As a result, it is critical to understand what change to be suggest and what the fundamental areas are. Some of them for this project are-

- Possible services
- Declared conditions required
- Attempts possible for inserting pin
- service menu selection
- Showing responsible prompt
- service possible
- Printing receipt
- Needed fields available to transfer transaction
- Cancelling service
- Routine maintenance
- Adding cart
- missed service inserted

Features to be tested

- The interface and keyboard interaction will be tested to see if they are working properly.
- Need to test the service menu to ensuring all service activeness.
- All the conditions should pass to use e-emergency with valid status.
- System should confiscate the fail and inserted service.
- If someone failure to provide correct password in three attempts will result in the confiscation of the service.
- User can see the sufficient funds exist in the requested account.
- Maximum daily limit can't be exceeded.
- Cash need dispensed accurately.
- Printed receipt should contain information about the transaction.
- service should eject timely.
- For query transaction, system prompt the customer to enter account number.
- For transferring transaction, the system will prompt required fields.

- System should check if there are enough funds available in the 'from account' to transfer.
- The system should cancel any transaction if it has not been completed.
- Is the service operator can access routine maintenance.

Features not to be tested

- Don't need to test collecting records of the customer account to test as it will all be maintained at the server and will not be the responsibility of the system.
- We should not test opening or closing of accounts, and to create, update, or delete customer and debit card records as these tasks are performed elsewhere by the bank.
- It's not required to test maintenance of the hardware devices of the service or network facilities as the system is not responsible for that.
- For different admin works there we don't need validation/verification test.
- If the pin is ok there will be no activity to check even if it is stolen but not notified.
- Is printing working for all the service

11.0 RESOURCES/ROLES & RESPONSIBILITIES

Project lead:

- Ensuring budget and time schedule
- Checking risk and inform
- Available resources should be provided
- Take care of quality
- Taking regular feedback

Quality assurance lead of the project:

- Guide and demanding from test related employees
- Testing progress feedback
- Ensuring proper testing with the team
- Checking regular activity of tester

Test planner:

- Test planning
- Choose condition for testing
- Reporting test progress in meetings
- Test outcome review

- Set up steps to test
- Reporting problems
- Choosing exit requirements

Testers:

- Execution of function
- Choosing test data
- Testing with different possible input
- Evaluation of result
- Giving feedback
- Measuring issue weight
- User friendliness

12.0 SCHEDULES

Serial	Tasks	Start	Duration	Responsibility
1	Unit testing	2-02-22	6 days	Developer/Tester
2	Integration testing	7-02-22	6 days	Tester/Developer
3	System review	13-02-22	4 days	Testing team lead
4	Design review	18-02-22	4 days	Testing team lead
5	Changing control	22-02-22	2 days	Developer/Tester
6	Regression testing	25-02-22	4 days	Tester
7	System testing documentation	28-02-22	2 days	Tester/Team lead
8	System testing	1-03-22	4 days	Tester
9	Changing control	5-03-22	2 days	Developer/Tester
10	Regression testing	8-03-22	4 days	Tester
11	System testing documentation	12-03-22	2 days	Tester/Team lead
12	System testing	14-03-22	4 days	Tester
13	Acceptance testing	17-03-22	4 days	End user/Third party testing team
14	Reviewing test case	22-03-22	4 days	Testing team lead

Major Deliverables

Test Deliverables:

Test deliverable will cover the outcome done by testing team and these are-

- Test cases
- Test plan
- Test Strategy
- Test Data Sets
- Test Evaluation Report
- Test Results
- Test Environment
- Test Defect log
- Execution log files
- Error log
- RTM
- Summary report

13.0 DEPENDENCIES

Staffing and Training needs:

With the initial project planning, the project manager can take the responsibility of a test engineer. Following the completion of the fundamental form, the approval and confirmation tests necessitate the involvement of two full-time tester. From them one should be tester at the beginning who will be the assistant of project manage. Then the project lead and Manager must work with the workforce of an organization to train on the internal operation of a project stream and to learn about more. In between if they need any kind of must help or solution then they may hire expert for specific amount of hour.

Gant chart:

Task	0	0 5	0 7	0 9	1	1 3	1 5	1 7	1 9	2	2 3	2 5	2 7	2 9	0	0	0 5	0 7	0 9	1 1	1 3	1 5	1 7	1 9	2	2 3
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1	1 -	1 -	1 -	1	1 -	1 -	1 -	1 -	1 -	1 -	1 -	1	1	2	2	2	2	2	2	2	2	2	2	2	2
	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
Unit	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
testing																										
Integra tion testing																										
Syste																										
m																										
review																										
Design																										
review																										
Changi																										
ng control																										
Regres																										
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g docum																										
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Accept ance																										
testing																										
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wing test																										
case																										

Planning Risk and Contingencies:

The required number of test employee may not be obtained on time, which can be a danger for the working schedule. The schedule must be updated in time to account if needed. At

the time of working some software may need to use which are not available at that moment. For this the person who will realize it firstly he/she should inform the lead and lead has to manage these resources if they are must. Similarly, if any contingencies will appear at the time of using available resource, then the person who will face should knock the lead immediately. If the possibility of finishing project in the deadline will decrease day by day manager or main project lead should take some necessary steps to fix with ay parameter even the schedule may need to change too. If any small problem of different team will appear then tester may knock them directly.

Approvals:

Name	Designation	Date	Signature
Mosiur rahman	Test lead, BIT	05-05-22	Efaj
Talder khan	Project manager, BIT	05-05-22	Efty
Jantun ifa	Development lead, BIT	05-05-22	Shiha
Zumal ullah	Director, IT, BIT	05-05-22	Isrit