This article has the goal of cover all QA phases performed in the Professional Services area for custom projects on demand. I have applied following strategies while working in Professional Services along the years and has provided excellent quality, so I wanted to share with you.

Those are only the phases inside QA area. If you want to know the general strategy on the hole project/service, you can take a look on the Strategy section in the Professional Services article

QA Process:

1.We have an initial meeting where main topic is the customization requested by customer and the goal of the project plan.

2.Specification, Mock ups, Documentation are sent to QA team to know more about the new features. (Also videos are useful if they are clear, updated, and are related to the feature we are gonna test).

3.Specification can also change along time and there should be a way QA gets notified. Frequently on meetings,chats or the specific stories (tickets filed on any issue tracking tool, where each story contains the overview and details of each custom feature to develop). As an example you can see the JIRA tool for issues/stories tracking (jira issues).

4. All questions about specifications are solved by PM

5.The PM should write each story based on specification.

6.Each story could have several tasks or story bugs if applied.

7.After reading all documentation of step 2 we proceed to write the "Test Plan".

8.Test Plan is a document with all elements needed to test in addition to the test cases/use cases are gonna be run. It can be made as a Document on an specific community/SpreadSheet/Testing software tool (eg: Test Rail).

9.The elements you require to start to test and could be included in the test plan are:

•Overview (of each feature to be tested)

•Issue tracking tool with the link to the project of customer (link to the project created in the tracking tool, used to file bugs)

•QE environment (where manual and automated tests will be run)

•QA Dates (Start and End QA dates are based not only of customer requirements but also based on the amount of test cases and QA stuff assigned. It must be adjusted to amount of goals and in case the time cannot be modified, QA goals should be reduced). QA Deadline should be stipulated by QA team in agreement with PM and developers in charge.

Now, you are ready to start to play in a QA role ...

Recommendations:

-It is highly recommended to have a Code Freeze date and then at least 2 days of retesting where only critical issues are fixed. In addition, stories couldn't remind open after end of sprint.

-Test cases (they are a set of inputs with pre-conditions, steps and post-condition(expected result)) will include basic and negative cases. They need to be reviewed to check test cases cover the goal before QA test plan execution.

Automation:

1.PS Projects not always have automation due to reduced time and not likely to run over and over. When automation will exist, the following strategies are followed:

•Target 1:Sanity: 1 - 2 test cases that validate the functionality is available.

•Target 2: Smoke Test: set of tests that validate all critical functionality

•Target 3: Regression Tests: Automate all tests from Test Plan

1.Automated tests should run every night and validated during the morning filing bugs immediately

2.The Beginning of test execution:

•Each test case is run, executing each steps and considering as right result, the expected result set on the test case is being executed. In case it is does

not pass, the status for this test case will be "Failed". However, if the test case pass, the status for this test will be "Passed". (The same behavior for manual or automated tests)

•For each test case failed, a new bug is uploaded on the issue tracking tool and assigned to developer in charge of that feature is failing.

•When bug is fixed, it is considered "Resolved" and that label is set by developer as resolution of the bug in the issue tracking tool

•When bug is ready for QA, it means, the fix of the bug is already deployed on the QA environment, the status of the bug is set to "Ready For QA". It will be the alert for QA team to know it is able to be re-tested on QA environment and then closed. It is a developer work, to know when it is ready to QA and change the status of the issue filed or just includes all ready for QA bug fixed on each deploy done every day (This point is super critical in order to have the issues ready for test).

•After finishing the test cases execution, QA team will re-test all bug fixed and ready for QA and also it will make a regression/smoke test on the environment to check nothing was broken before each release.

Meetings and methodology:

•We use Agil methodology that basically results in goals cycles called "Sprints":

•One Planning meeting: In this meeting we should planning/discuss all the work to do in the current sprint.

•Checking the progress (status) daily on stand up meetings for 15 minutes and deliver workable customization at the end of every sprint.

•Calls: Calls can be useful when you have so much doubts or there are lot of people involved in one question, so it is useful to create a scheduled meeting/call to discuss.