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|  | **Coast Capital Savings** | | | | | | | | |
|  |  |  |  |  |  |  |  |  |  |
|  | **Accessibility Test Plan** | | | | | | | | |
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|  | **Version 1.0** | | | | | | | | |
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| Version | Date | Prepared By | Reviewed by | Changes Done |
|
| 1 | 06/19/2020 | Feroze Mohamed |  | Initial Version |
|
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# Introduction

## Purpose

The purpose of this document is to provide the process and methodologies that shall be followed for accessibility testing for the application Coast Capital Savings Federal Credit Union. This document also gives a brief overview on all the accessibility objectives, scope and the approach that accessibility testing team shall follow.

* Scope of accessibility testing
* Test approach
* Test execution criteria
* Timelines
* Risks & assumptions

## Overview

The objective of accessibility testing is to discover how easily differently abled people can use a web site and feed that information back into improving future designs and implementations.

Accessibility testing team will evaluate the application based on the WCAG 2.1 Level AA thoroughly to ensure that the application is fit to the people with disabilities can perceive, understand, navigate, and interact with the Web, and that they can contribute to the Web.

Accessibility testing team will also ensure the application supports assistive technologies, assessment tools and verified against accessibility standard guidelines to identify the critical non-compliances in the application.

Purpose of Detailed Test Plan:

* Provide the overall framework for accessibility testing
* Define the scope of the testing
* Identify the deliverables for each test levels
* Define the overall approach to testing
* Specify the team roles & responsibilities.

# Scope

|  |  |
| --- | --- |
| Name of the application | Coast Capital Savings Federal Credit Union - DCU |
| Standard | WCAG 2.1 Level AA |
| Total number of Pages | 58 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Tools Details | | | | |
| S. No | Device & Browser Details | Tools Name | Version | License |
| 1 | Screen Reader for Desktop – Chrome (Latest Version) | Jaws | 2020.19 | Licensed |
| 4 | Screen Reader for Android device (OS Version: Android 8 or 9 or 10) | Talkback | NA | Inbuilt |
| 5 | Screen Reader for IOS device  (OS Version: 13.3.1) | Voiceover | NA | Inbuilt |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| S.No | Navigation to the Page | Page Name | Scenarios | Complexity |
| **Desktop** | | | | |
| 1 | My Accounts > View Activity Timeline | View Activity Timeline | Viewing Activity Timelines | Complex |
| 2 | View Activity Timeline -> View Transaction Details (Modal) | View Transaction Details | Medium |
| 3 | My Accounts > View eStatements | View eStatements | View eStatements | Medium |
| 4 | Products & Services > Apply for a Loan | Apply for a Loan | View eStatements | Medium |
| 5 | Products & Services > Order Cheques -> Data | Order Cheques (Data) | Order Cheques | Complex |
| 6 | Order Cheques - > confirmation | Order cheque(confirmation) | Medium |
| 7 | Order cheque ->Receipt | Order cheque (Receipt) | Simple |
| 8 | Calculators > Mortgage Calculator | Mortgage Calculator | Mortgage Calculator | Medium |
| 9 | Calculators > Loan Calculator | Loan Calculator | Loan Calculator | Medium |
| 10 | Calculators > Foreign Exchange | Foreign Exchange | Foreign Exchange Calculators | Simple |
| **Mobile (Android & IOS)** | | | | |
| 1 | Personalize > Customize Accounts | Customize Accounts | Customize Accounts | Complex |
| 2 | Personalize > Customize Profile Picture | Customize Profile Picture | Customize Profile Picture | Simple |
| 3 | Personalize > Favorite Transactions | Favorite Transactions | Favorite Transactions | Simple |
| 4 | Product & Services > Open an Account | Open an Account | Open an account | Simple |
| 5 | Product & Services > Open an Account > Chequing | Chequing | Medium |
| 6 | Product & Services > Open an Account > Chequing > Free Checking Debit and More | Free Checking Debit and More | Medium |
| 7 | Confirmation |  | Simple |
| 8 | Settings > Update Contact Info | Update Contact Info | Settings - Update contact information | Simple |
| 9 | Confirmation | Update Contact Info  (Confirmation) | Medium |
| 10 | Settings > Alerts & Notifications | Alerts & Notifications | Settings - Set an alert for low balance | Medium |
| 11 | Settings > Alerts & Notifications > Transactional Alerts | Transactional Alerts | Simple |
| 12 | Settings > Alerts & Notifications > Transactional Alerts > Low Balance | Low Balance | Simple |
| 13 | Settings > Alerts & Notifications > Security Alerts | Security Alerts | Settings - Set an alert for successful login | Simple |
| 14 | Settings > Alerts & Notifications > Security Alerts > Successful login | Successful login | Medium |
| 15 | Settings > Manage eStatements | Manage eStatements | Settings - Manage eStatements | Complex |
| 16 | Launch the url for Open personal account | Open an account home page |  | Medium |
| 17 | Launch the url for Open personal account -> New Member | Account selection page |  | Complex |
| 18 | Launch the url for Open personal account -> New Member -> About you | About you page |  | Medium |
| 19 | Launch the url for Open personal account -> New Member -> About you -> Your Profile Page | Your Profile Page |  | Medium |
| 20 | Launch the url for Open personal account -> New Member -> About you -> Your Profile Page -> Current Residential Address Page | Current Residential Address Page |  | Medium |
| **Native App (Android & IOS)** | | | | |
| 1 | Personalize > Customize Accounts | Customize Accounts | Customize Accounts | Complex |
| 2 | Personalize > Customize Profile Picture | Customize Profile Picture | Customize Profile Picture | Simple |
| 3 | Personalize > Favorite Transactions | Favorite Transactions | Favorite Transactions | Simple |
| 4 | Log in > Account Quickview | Account Quickview | Quick Access | Medium |
| 5 | Product & Services > Open an Account | Open an Account | Open an account | Simple |
| 6 | Product & Services > Open an Account > Chequing | Chequing | Medium |
| 7 | Product & Services > Open an Account > Chequing > Free Checking Debit and More | Free Checking Debit and More | Medium |
| 8 | Confirmation |  | Simple |
| 9 | Settings > Update Contact Info | Update Contact Info | Settings - Update contact information | Simple |
| 10 | Confirmation | Update Contact Info  (Confirmation) | Medium |
| 11 | Settings > Alerts & Notifications | Alerts & Notifications | Settings - Set an alert for low balance | Medium |
| 12 | Settings > Alerts & Notifications > Transactional Alerts | Transactional Alerts | Simple |
| 13 | Settings > Alerts & Notifications > Transactional Alerts > Low Balance | Low Balance | Simple |
| 14 | Settings > Alerts & Notifications > Security Alerts | Security Alerts | Settings - Set an alert for successful login | Simple |
| 15 | Settings > Alerts & Notifications > Security Alerts > Successful login | Successful login | Medium |
| 16 | Settings > Manage eStatements | Manage eStatements | Settings - Manage eStatements | Complex |
| 17 | Personalize > Quick Access Shortcuts | Quick Access Shortcuts | Quick Access | Simple |
| 18 | 1. Deposit On-the-go > Deposit money | Deposit money | Deposit Money | Simple |
| 19 | Confirmation | Deposit money (Confirmation) | Simple |
| 20 | Find a branch or ATM | Find a branch or ATM | Find a branch or ATM | Simple |

## 2.1 Out of scope:

The following activities are out of scope for the engagement:

* Source code review and cross browser testing
* Testing applications against other existing accessibility Standards
* Testing for application functionality
* UI/Wireframe Design Review, Regression testing, Defect Retesting of the logged defects
* Provisioning of test environment to host application will be out of scope
* Accessibility testing of any 3rd party interfaces or social forum

# Test Approach and Methodology

## 3.1 Accessibility Testing Approach

Below testing approach will be followed:

* Test Plan
* Test Execution
* Test Report
* Verify the applications in scope against the Required accessibility guidelines
* Log the identified non compliances

**Test Plan**

**Test Report**

* Prepare accessibility Test plan
* Tool setup
* Share test plan for approval
* Analyse the Test findings
* Prepare detailed test report

**Test Execution**

**Accessibility test plan**

**Accessibility execution summary report**

## Accessibility Testing Methodology

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Platform** | **Visually impaired user** | **User impaired with motor skills** | **User with hearing challenges** | **Users with cognitive challenges** |
| **Web**  **Accessibility** | * Use of Colour Contrast Analyser to check the contrast between text and background in the web pages. * Adjust the size of the text on the browser & Use assistive software’s (magnifiers) to magnify the web page * Use screen readers (NVDA) and test webpage with/without the monitor. | Validate the complete web page using keyboard only to simulate the experience of a user who cannot use the mouse due to physical impairment | Validation will be done to check whether   * Captions, Transcripts are provided for video/audio content and are in sync/Equivalent with video/audio content * Audio descriptions are provided for video content wherever necessary | Validation will be done to check   * Content of the page is descriptive and easy to understand * By carefully examining text content and validating if it is easily understood and provides precise information |
| **Mobile**  **Accessibility** | * Adjust the size of the text on the browser & Use assistive software’s (magnifiers) to magnify the web page * Use screen readers (Voiceover) and test webpage | Validate the complete web page with the help of screen reader gestures to simulate the experience of a user who cannot use the mouse due to physical impairment. | Testing will be done to check whether   * Captions, Transcripts are provided for video/audio content and are in sync/Equivalent with video/audio content * Audio descriptions are provided for video content wherever necessary | Validation will be done to check   * Content of the page is descriptive and easy to understand * By carefully examining text content and validating if it is easily understood and provides precise information |

# Accessibility Test Timelines and Deliverables

Please refer the below table for accessibility testing overall timelines and refer for test schedule in detail

|  |  |  |  |
| --- | --- | --- | --- |
| Phase | Deliverable | Start Date | End Date |
| Requirement Analysis & Test Design | Test Plan | 05-12-2020 | 05-13-2020 |
| Test Execution | Defect logging and  Weekly Status Report | 05-14-2020 | 05-22-2020 |
|  |
| Test Reporting | Exit Summary Report | 05-22-2020 | 05-26-2020 |
| Retesting | Defect Retesting | 06-02-2020 | 06-23-2020 |
|

# Test Criteria

The following section highlights system quality checks / risks that need to be specified and mitigated during each testing phase.



## 5.1 Entry criteria

The following entry criteria detailed in the table below must be met before prior to commencing each of the accessibility testing phase.

|  |  |
| --- | --- |
| Phase | Entry Criteria |
| Requirements Analysis | Non-functional requirements for accessibility |
| Test Design | Accessibility scope like number of pages, browsers, application type & release plan, environment to be tested, build to be audited |
| Test Execution | • Approved test plan  • Test environment setup ready for execution • Accessibility testing tools are installed and available • Test data required for testing is available for use. |
| Test Report | • Successful completion of accessibility test execution • Gather all test non-compliances, defect details • Defects agreed and finalized |

## 5.2 Exit Criteria

The following exit criteria detailed in the table below must be met prior to commencing the next scheduled test phase:

|  |  |
| --- | --- |
| Phase | Exit Criteria |
| Requirements Analysis | Approved Non-Functional Requirement document |
| Test Design | Approved Test Plan |
| Test Execution | • All the scope (pages, browsers and device) considered are verified  • Gather all test non-compliances, defect details |
| Test Report | Approved Test Execution Summary report |

# Assumptions and dependencies

## 6.1 Assumptions

* Scope details should be confirmed including screen details, desktop browsers and mobile devices
* Accessibility testing will be restricted to English language screens/content
* Effort is arrived based on the initial scope considered. Cost and effort will vary with change in scope
* Testing will be conducted from offshore during IST business hours
* It is assumed that there will not be any UI changes with respect to application. A full compliance report can be provided only if the pages are tested thoroughly. In case of changes, a full compliance report cannot be shared and will need revisit of estimates

## 6.2 Dependencies

* Test data to be used for validation should be created/shared by customer/project team
* Access to defect management tool should be provided (if applicable) by project team /customer.