

# understanding QA

testing and reviewing procedures

# pre-launch: qa process

# the delegation

When a new mobile Web site is handed off to Quality Assurance, the QA Test Lead assigns an Integration Tester to take responsibility for thoroughly testing the site before handing off the project for user acceptance testing (UAT) by the client.

During UAT, the same Tester is also responsible for verifying issues created by the client before assigning them to a Developer.

# the documentation

Before any testing begins in Quality Assurance, the Integration Tester reviews the important documentation relevant to the mobile Web site, which includes the following:

- Mock-ups
- Test plan
- The Mobile Site Checklist
- Complexity diagram

# the approach: manual

After the appropriate materials are reviewed and the Integration Tester is familiar with the site's overall style and features, testing begins.

Testing is completed through a bottom-to-top approach (i.e., footer, home page accordions, header), and it is checked against the mock-ups, The Mobile Site Checklist, and the full site.

Typically, the tester will follow the mock-ups in the order it is presented.

# the approach: automated

Selenium is the software used to create automated tests that assess site functionality. These tests are derived from the complexity diagrams.

The test scripts will show errors that prevent correct functionality for features, such as My Account and Checkout.

These scripts can be easily changed, if needed.

# the features

Multiple features and scenarios are reviewed throughout the Quality Assurance testing process.

Example features (not all are included):

- Accordion functionality
- Product grid
- Product details
- Product reviews
- Wishlist
- Payment
- Review
- Customer Service
- Checkout

# post-launch: bug reporting



# the review: manual

Each Quality Assurance Integration Tester has a portfolio of clients for whom he or she is responsible.

Sprints, bugs, and enhancements are all tested and verified by an Integration Tester based on portfolio. If a particular client is not assigned to a tester, the QA Lead will assign someone to the project.

Integration Testers prioritize their workload by top-tiered clients and issue priority.

When priority work is complete, older sites are reviewed against The Mobile Site Checklist to ensure that the best practices are used and to keep them up-to-date.

# the review: automated

Automated monitoring is continuously carried out through multiple third-party services:

- Pingdom – monitors uptime
- AlertSite – monitors functionality
- Keynote – monitors performance
- Google Analytics – monitors revenue

# the issue tracking

When an issue is found on a site, the Integration Tester reports the bug by writing a ticket in JIRA and ensures that the Account Manager or Project Manager is made aware of the situation.

There are specific guidelines on creating issues in JIRA, which can be found in the Wiki pages. The document is titled “Reporting a Bug. (See *Figure 1* on page 12.)

# figure 1: sample issue

Create Issue

Configure Fields

Project\*

Spanx [SPANX]

Issue Type\*

Post-launch Issue

Some issue types are unavailable due to incompatible field configuration and/or workflow associations.

Describe Issue

Legacy Fields

Post-launch Type\*

SOW-Free

Categorization of the post-launch issue

SOW Type

Begin typing to find and create labels or press down to select a suggested label.  
Only required when Post-launch Type = SOW-Paid or SOW-Free

Summary\*

Stage, Header: Shopping cart icon is not updating

Description

**Frequency**

- Issue occurs before and after clearing cache and cookies

**Steps to Reproduce**

- Navigate to m.spanx.com
- Add any item to cart
- View the cart icon in the top right of the header

**Expected Result**

- The cart should display the number of items added to the cart

**Actual Result**

- The cart does not represent the number of items added to the cart

Component/s

None

Priority

Medium

Severity of issue (in the case of post launch issue)

Fix Version/s

Start typing to get a list of possible matches or press down to select.

Due Date

31/Aug/12

Device / Platform

iPhone-P056BB x

Begin typing to find and create labels or press down to select a suggested label.  
List of devices, platforms, operating systems, or version numbers this issue has been seen on.