ServiceWolf System Test Plan

Document Author(s): Riley Thomas

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Introduction

There are 5 system-level black box tests written below. They will test the functionality of different methods inside of ServiceWolf. To run:

1. Right click on ServiceWolfGUI class in the Package Explorer.
2. Select Run As > Java Application

There is only one test file named incidents1 and it reads as follows:

```
# CSC IT
* 2,Canceled,Piazza,sesmith5,0,Unowned,Not an Incident
- Set up piazza for Spring 2021
- Canceled; not an NC State IT service
* 3,New,Moodle down,sesmith5,0,Unowned,No Status
- When I go to wolfware.ncsu.edu, I get a 500 error
* 4,Resolved,Set up Jenkins VMs,sesmith5,1,cgurley,Permanently Solved
- Please set up Jenkins VMs for Spring 2021 semester.
- Assigned to C. Gurley
- Set up test VM. Awaiting verification from caller.
- VM works great, please deploy the rest.
- VMs deployed. Marked resolved.
- One of the VMs has the wrong version of Checkstyle installed.
- Updated version of Checkstyle.
* 9,In Progress,Jenkins behind firewall,sesmith5,0,cgurley,No Status
- Jenkins requires VPN to access.  Please open to general access.
- Assigned to C. Gurley
# ITECS
* 7,On Hold,Java not installed correctly,zmgrosec,0,itecs1,Awaiting Caller
- I can't install Java on my computer.
- Assigned to itecs1
- Awaiting caller's feedback on attempting to install Java from Oracle
# OIT
* 1,In Progress,Forgot password,jctetter,0,oit_staff,No Status
- I forgot my password and can't log into NC State accounts
- OIT staff member on call with support
```

Test ID	Description	Expected Results	Actual Results
Test 1: Load valid file	**Preconditions: None** 1. Run ServiceWolfGUI. 2. Select *load from file*, select test-files/incidents1 3. Click **Select** 4. *Check results* 5. Close GUI	The current service group is now CSC IT and contains 4 incidents: • 2, Cancelled, Piazza, Not an Incident • 3, New, Moodle down, no status • 4, Resolved, Set up Jenkins VMs, Permanently Solved • 9, In Progress,	The current Service Group is now CSC IT and it contains the 4 expected incidents with all correct information.

		Jenkins behind firewall, no status	
Test 2: Change Service Group	**Preconditions: Test 1 has passed** 1. Click the drop down menu next to "Current Service Group" 2. Select *ITECS* 3. Check *results* 4. Close GUI	The current service group is ITEC and it contains only one incident: • 7, on hold, Java not installed correctly, Awaiting Caller	The current Service Group is now ITEC and it contains only the one expected incident now.
Test 3: Remove Service Group	**Preconditions: Tests 1 and 2 have passed** 1. Select *Delete Service Group* 2. Check *results* 3. Close GUI	The ITEC service group is no longer available in the service group drop down menu and the CSC IT group is now active	The ITEC service group is no longer available in the service group drop down menu and the current group is now CSC IT
Test 4: Add valid Incident	**Preconditions: Test 1 has passed** 1. Select *Add Incident* 2. Enter the following: • Title: "Moodle Crashing" • Caller: "user1" • Message: "Moodle keeps crashing" 3. Select *Add to Service Group* 4. Check Results 5. Close GUI	The current service group is CSC IT and now contains 5 incidents: • 2, Cancelled, Piazza, Not an Incident • 3, New, Moodle down, no status • 4, Resolved, Set up Jenkins VMs, Permanently Solved • 9, In Progress, Jenkins behind firewall, no status • 10, New, Moodle Crashing, no status	The incident list now contains the new incident with correct title, status details, and an ID of 10.
Test 5: Resolve Incident	**Preconditions: Test 1 has passed** 1. Select the 4th row of the Incident table (9, In Progress behind firewall, no status) 2. Select *Edit Incident* 3. Select *permanently solved* next to *resolution reason,* type "Resolved" into the Incident log message, and then select resolve 4. Check *results* 5. Close GUI	The Incident table for CSC IT now reads • 2, Cancelled, Piazza, Not an Incident • 3, New, Moodle down, no status • 4, Resolved, Set up Jenkins VMs, Permanently Solved • 9, Resolved, Jenkins behind firewall, Permanently solved	The 4th incident is now resolved with the correct status details

Document Revision History

Date	Author	Change Description
2/24/21	Riley Thomas	• Wrote System Test Plan