# Phontel Training

# **Test Plan**



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***Document Revision History***

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| **Version Number** | **Date** | **Description** |
| **1.0** | 07/08/2013 | Initial Document, based on first interpretation of Provided Specs Document. |
| 1.1 | 14/08/2013 | Continuation of initial interpretation. |
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# Overview

## Project Objectives

The system being tested is required to train Phontel Staff in the recognition of the physical appearance, name and position of Phontel Executive Staff, and providing it in an easy to use and engaging format that will make the training enjoyable for the trainees.

## System Description

The system will be required to provide: A memory game designed to promote the recognition of Executive Phontel Staff, a secure login system for the trainees participating in the memory game, and a secure login system for the administrators and managers of the system/ trainees.

The system will additionally be required to: Utilise the current workstation setup for the Phontel Sydney Training Office, and utilise website hosting for the e-learning portal.

## Plan Objectives

The Project Test Plan will delineate the responsibilities of the tester and the criteria that they will be testing against, as well as some guidelines on how to go about the testing.

## References

System Specifications: SystemSpecification\_Phontel.doc

## Outstanding Issues, Assumptions, Risks and Contingencies

Assumptions: The system will be available for testing at the time of testing, and all test participants will be given adequate time and preparation to complete the testing.

# Test Scope

## Features to be Tested

* All pages should contain a “How it works” section containing generic instruction on how the page should be used.
* The site should be linear, with buttons provided to navigate between the appropriate pages.
* All pages except the login portal should be secure. Non-authorised users should not have access.
* Administrators should have an access level which enables them to administer the site.
* The memory test page should contain a memory testing game whereby the user must match the pairs of identical cards, and should be programmed in Javascript.
* The cards themselves should contain the Director’s Name and Position, as well as a photograph of said Director.
* The bosses test page should contain a list of photographs of the company executives, along with accompanying dropdowns for the selection of their relative name and position.
* Ajax should be used to validate that a choice has been made for all directors.
* Upon successful completion of both aspects of the test, the user should be presented with a personalised Certificate of Competency created using TCPDF. In addition, an E-Mail with the test results should automatically be sent to the Admin, and the results should also be entered into the database.
* Managers should be able to view the results of the trainees.
* The viability of all previously mentioned features should be tested to be working within any and all combinations of the provided Technical Specifications.

## Features Not to be Tested

* Features of any other staff training.
* The security of any other sections of the Phontel system.
* Any variables which are external to the system and the immediate platform upon which it is presented (The Browser)

# Test Methodologies

## Testing Approach

The testing of the Phontel e-learning system will take place at the Phontel e-learning facility using the machinery/equipment that Phontel will be using for the implementation of the system.

Testing will be carried out by either a suitably diverse group of Phontel employees, or a select few actors who have been coached in and will emulate the desired usage behaviours.

All features will receive functionality tests to ensure they are working as-per the specifications. This will be done through Use Case Testing of a suitably broad scope.

## Test Data

Accurate username/password combinations for all user-groups will be provided for the purposes of testing the viability of each user-group specific logon system. Bogus values for these fields can be generated ad-hoc for the purposes of failure testing.

Correct answers to both the Game and the Test will be provided for the purposes of testing the viability of passing the Game and Test phases of the e-learning objectives. Incorrect values for these fields can be generated ad-hoc by the tester for the purposes of failure testing.

## Test Documents

Test Guideline Document: A document which provides the tester with all the instruction and information required to successfully complete their tests.

Test Report Document: A document which contains a summary of what the test was, and the results.

## Requirements Validation

*Explain how tests and test results will be mapped to documented system requirements. Describe the procedure for ensuring that requirements are validated.*

## Control Procedures

The tester will be presented with the success and failure criteria in their testing guideline document. The tester will proceed through the use case emulating their particular usergroup and will use their best judgement, upon completion of the use case, to determine whether the system met either criterion. This judgement will then be recorded in their Test Report Document which will be provided to the relevant development section to be addressed.

# Test Phases

The test phase carried out in this cycle is system testing.

## Definition

System testing is the evaluation of a system’s compliance with it’s required specifications.

## Participants

The participants in this phase of testing are the Phontel employees or their actor surrogates representing the user, administrator and manager user groups.

## Sources of Data

The source of the data required for the testing will come from Phontel. The data will need to include at least one valid value for each input field involved in testing.

## Entrance and Exit Criteria

Entrance and exit criteria are provided in section 3.3 of the System Specification Document. Test results are judged based on whether or not they meet the expected result.

## Requirements

Elements of the test phase which will be validated in the test phase are: The Phontel e-learning system.

## Work Products

The Test Guideline Document for each test will be completed during the testing phase of that test, and the Test Result Document will be completed at the end of the test.

## Test Completion Acceptance

The test is considered to be complete when all aspects of testing are carried out, and all results are recorded and submitted.

# Test Environment

## Hardware

The hardware requirements for the test environment should accurately reflect the hardware which would be in-use by the completed system as-per the specifications.

## Software

The Software requirements for the test environment should include a wide variety of Internet Browsers (akin to the environment in which the system would be in-use), as well as suitable testing related programs.

## Location

The location for testing should be as closely matched as possible to the location in which the system would be in-use.

## Staffing and Training

Phontel employees of all use-groups are desired for the testing, however, surrogate actors that have been coached in behaving in similar ways to these employees may be used instead.

# Schedule

Testing should occur frequently at all levels of development.

# Approvals and Distribution

The test plan should be approved by the business entity commissioning the system, as well as the business entity developing the system. The plan itself should be distributed to these entities, as well as the testers.

# Appendix

## References

## Glossary