3. **Have you written Test Plan? What is a Test Plan? What does it include?**

Yes,

**What is a Test Plan?**

A Test Plan is a document describing the scope, approach, resources, and schedule of intended testing activities. It identifies test items, the features to be tested, the testing tasks and who will do each task (roles and responsibilities) and any risks and its solutions.

**What does it include?**

A Test Plan includes Heading, Revision History, Table of Contents, Introduction, Scope, Approach, Overview, different types of testing that will be carried out, what software and hardware will be required, issues, risks, assumptions and sign off section.

4.  **Have you written a Test Case?**

Yes.

**What is a Test Case? What does it include?**

A Test Case is a document that describes step by step process how to test the application. A Test Case includes Test Case ID, Steps Description, Expected Output, Actual Output, Pass/Fail, Remarks.

5.  **How many Test Cases did you write in your last project?**

Answer:  I wrote about 600 to 800 Test Cases in my last project. It was almost 8 months project

6.  **What document did you refer to write the Test Cases?**

Well it depends company to company. In some companies, they use Use Cases. In some companies, they use Requirement Documents and in some companies, they use Design Document. However, in practical scenario, most of the companies have requirement document at least

7.  **Did you have a situation where you did not have any documents (no requirement document, no Use Cases, or no Design Document) and you had to write the Test Cases? How did you write the Test Cases?**

Yes. I have been to that kind of scenarios several times. There were companies where they had no documents at all. In that case, I had to discuss the application scenario and functionalities with the Business Analysts and developer. I had made a document during consultation with Business Analysts and Developers and then I started writing Test Cases.

8.  **Have you worked with the Uses Cases before?**

Yes. I have written Test Cases using Use Cases.

**Can you tell me what a Use Case is?**

A use case is a document that describes the user action and system response for a particular functionality. (you can also include, For example, in the Use Case given below, is a Use Case for login system for a company called Auto Parts One. This application is being developed by Digital Systems, Inc. The project name is Auto Parts One. However, the business owner (user) is a company called American Auto Parts of the North (imaginary name). Or

**What is a Use Case and what does it include?**

A Use Case is a document that describes the user action and system response for a particular functionality. It includes cover page, Revision History, Table of Contents, Floe of Events (normal flow and alternative flow), Exceptions, Special Requirements, Pre-conditions and Post-conditions.

9.  **What is Software Development Life Cycle?**

The systems (or software) development life cycle (SDLC) is a conceptual model used in project management that describes the stages involved in an information system development project, from an initial feasibility study through maintenance of the completed application.

It includes the following different stages:

1. Requirement phase  
2.  Design phase  
3.  Coding (programming)  
4. Testing  
5.  Release (Production)  
6.  Maintenance (Support)

10.  **What is Business Requirement Document (BRD)?**

It is a document that describes the details of the application functionalities which is required by the user. This document is written by the Business Analysts.

**What is Software Testing Life Cycle (STLC)?**

The testing of software has its own life cycle.  It starts with study and analyzing the requirements. software testing life cycle are:

1.  Requirement Study  
2.  Test Planning  
3.  Writing Test Cases  
4.  Review the Test Cases  
5.  Executing the Test Cases  
6.  Bug logging and tracking  
7.  Close or Reopen bugs

**What is Business Design Document?**

It is the document which describes the application functionalities of the user in detail. This document is the further details of the Business Requirement Document. This is a very crucial step in the SDLC. Sometimes the Business Requirement Document and Business Design Document can be lumped together to make only one Business Requirement Document.

**What is Code Generation or Program?**

Coding is the process of translating the Business Design Document into the machine readable form.

11.  **What is a Module?**

A ‘Module’ is a software component that has a specific task. It can be a ‘link’ which can go inside to its component detail.

13.  **What is Build?**

When each of the different modules of software is prepared, they are put in a single folder by the Configuration Management Team (CMT) and it is called the ‘Build’.

In other word, the developers put their code in the shared location (folder) and all those code (modules) are combined together so that it is a complete application that works.

**What is meant by the Build Deployment?**

When the Build so prepared by the CMT is sent to different Test Environments, it is called the Build Deployment.

14.  **What is Test Strategy?**

A test strategy is an outline that describes the testing portion of the software development cycle. It is created to inform project managers, testers, and developers about some key issues of the testing process. This includes the testing objective, methods of testing new functions, total time and resources required for the project, and the testing environment.

The test strategy describes how the product risks of the stakeholders are mitigated at the test-level, which types of test are to be performed, and which entry and exit criteria apply. The test strategy is created based on development design documents. It is written by the Test Manager or Lead.

**The following are some of the components that the Test Strategy includes:**

1 Test Levels.  2 Roles and Responsibilities.  3 Environment Requirements.  4 Testing Tools. 5 Risks and Mitigation. 6 Test Schedule. 7 Regression Test Approach.  8 Test Groups. 9 Test Priorities. 10 Test Status Collections and Reporting. 11 Test Records Maintenance. 12 Requirements traceability matrix. 13 Test Summary

**Are Test Plan and Test Strategy same type of document?**

No. They are different documents. Test Plan is a document describing the scope, approach, resources, and schedule of intended testing activities where as the Test Strategy are the documented approaches to testing. Test Plan is prepared by the tester whereas the Test Strategy is prepared by the QA Manager or QA lead.

Both are important pieces of Quality Assurance processes since they help communicate the test approach scope and ensure test coverage while improving the efficiency of the testing effort.

15.  **What does the Test Strategy include?**

It includes introduction, scope, resource and schedule for test activities, acceptance criteria, test environment, test tools, test priorities, test planning, executing a test pass and types of test to be performed.

16.  **What are different types of software testing?**

Different types of testing carried out are:

1) Unit testing  
2) Shakeout testing  
3) Smoke testing (Ad-hoc testing)  
4) Functional testing  
5) Integration testing  
6) Regression testing  
7) System testing  
8) Load testing  
9) Stress testing  
10) Performance testing  
11) User acceptance testing  
12) Black box testing  
13) White box testing  
14) Alpha testing  
15) Beta testing

Note: Except the Shakeout testing and Unit testing which are respectively done by the CMT and Coder/Developer, all other testing are done by the QA Engineer (Tester).

1**) Unit testing**: It is a test to check the code whether it is properly working or not as per the requirement. It is done by the developers (Not testers).

2**) Shakeout testing**: This test is basically carried out to check the networking facility, database connectivity and the integration of modules. (It is done by the Configuration Team)

3) **Smoke testing**: It is an initial set of test to check whether the major functionalities are working or not and also to check the major breakdowns in the application. It is the preliminary test carried out by the tester.

4) **Functional testing**: It is a test to check whether each and every functionality of that application is working as per the requirement. It is major test where 80% of the tests are done. Basically In this test, the Test Cases are ‘executed’.

5) **Integration testing**: It is a test to check whether all the modules are combined together or not and working successfully as specified in the requirement document. 

6) **Regression testing**: When functionality is added to an application, we need to make sure that the newly added functionality does not break the application.  In order to make it sure, we perform a repeated testing which is called Regression Testing. We also do regression testing after the developers fix the bugs.  

7) **System testing**: Testing which is based on overall requirements specification and it covers all combined parts of a system. It is also a black box type of testing.

8) **Load testing**: It is a test to check the user’s response time of number of users using single modules of the same application at the same time.

9) **Stress testing**: In this type of testing the application is tested against heavy load such as complex numerical values, large number of inputs, large number of queries etc. which checks for the stress/load of the applications

10) **Performance testing**: It is a test to check the user’s response time of number of users using multiple of the same application at the same time.

11) **User acceptance testing**: In this type of testing, the software is handed over to the user in order to find out if the software meets the user expectations and works as it is expected to.

12) **What is black box testing and why?**

Black box testing is a type of testing to check the functionality of an application is working based on the requirement specification

Black box testing also known as behavioral testing in which internal structure/design/implementation is being tested

Incorrect / missing function

Interface Errors

Error in data structure or internal database access

Performance error etc

**When black box testing is applicable to?**

Black box testing is applicable to

Integration testing

System testing

Acceptance testing

13) **White box testing and why?**

White box testing also known as code based testing or structural

White box testing is a testing method in which internal structure known to tester who is going to test the software

Internal security

Broken or poorly structured path in the coding process

Expected output

Functionality and each statement

**When white box testing is applicable to?**

Unit testing

Integration testing

Regression testing

14**) Alpha testing**: In this type of testing, the users are invited at the development center where they use the application and the developers note every particular input or action carried out by the user. Any type of abnormal behavior of the system is noted and rectified by the developers.

15) **Beta testing**: In this type of testing, the software is distributed as a beta version to the users and users test the application at their sites. As the users explore the software, in case if any exception/defect occurs that is reported to the developers.

**What is Negative Testing?**

When we testing the application using negative data is called negative testing, for an example, testing password entering 6 characters where it should be 8 characters should display a message.

When we test an application by putting negative values instead of actual values then the system should not allow the other values rather than the actual value. The system should give a message that the value is not correct. This is called negative testing.

**What is the difference between Load Testing and Performance Testing?**

Basically Load, Stress and Performance Testing are the same. However, Load testing is the test to check the users’ response time of number of users of any one scenario of the application whereas Performance Testing is the test to check the user response time for multiple scenario of the same application.

17.  **What was the process of QA testing in your company where you worked for the last time? (Or As far as the QA process is involved, what was the testing process in your company?)**

The QA testing process that is followed in my company where I am working at present: First of all the Business Requirement Document is prepared as per the client’s requirement (with the muck-up screen shots). Then on the basis of the requirement document, Test Strategy, Test Plans and Test Cases are written in sequential order. Once the Build is made and deployed to the different testing environments where different types of testing is performed to check whether there are any defects.

18.  **What is SQL**?

SQL stands for Structured Query Language.SQL is a standard computer language for accessing and manipulating data from database systems. SQL statements are used to retrieve and update data in a database. SQL works with database programs like MS Access, DB2, Informix, MS SQL Server, Oracle, Sybase, etc.

Unfortunately, there are many different versions of the SQL language, but to be in compliance with the ANSI standard, they must support the same major keywords in a similar manner (such as SELECT, UPDATE, DELETE, INSERT, WHERE, and others).

Note: Most of the SQL database programs also have their own proprietary extensions in addition to the SQL standard.

**Where do you write SQL query?**

We write SQL queries using tools: **Toad and Rapid SQL**

**What is rapid and toad SQL tools?**

It is a cross-DBMS platform SQL IDE that helps database and application developers produce high quality SQL; it is code faster rich development environment, object management, project management, and version control in live databases or offline source code repositories.

**Do you really need to write SQL as a QA Engineer?**

Yes. It depends on.  No matter whether it is a small company or big, they have a database and you need to validate the data by writing SQL queries going into the database.

What are the basic commands in SQL+?

They are:

SQL>select \*from tab;                           -to directory of database tables  
SQL>ed                                                        -to edit the queries in the notepad  
SQL>/                                                          -to run or execute the query command  
SQL>create table ‘table name’           -to create a table  
SQL>desc ‘table name’                          -to display table with column name with type  
SQL>alter table ‘table name’              -to add a columnadd ‘column name’ ‘type’  
SQL>alter table ‘table name’              -to modify the name and type of a column modify ‘column name’ ‘type’

**What is the most common syntax you have used while writing SQL query?**

Answer:  SELECT

**What is a Primary Key?**

A primary key of a relational table uniquely identifies each record in the table, primary key must contain unique values, and can’t null values and a table can have only one primary key.

**What is a Unique Key?**

A unique key is a set of one or more than one fields/column of a table that uniquely identifies a record in a database table.

**What is Data?**

Data is number, character or image which has some information.

**What is Database?**

A database is of collection of information that is organized so that it can be easily accessed, managed and update.

19**.  What is Change Control (OR Change Request)?**

Answer:  It is a document that describes the additional functionalities that are added after the Business Requirement Document is signed off. It can be updated in the old business requirement document.

20. **Have you written Change Control?**  
Answer: Yes. There was a situation where in one page of an application in my previous project, when the user clicked “Contact” link, it would pop up a different window (new separate window). But it was NOT the way it was described in the requirement document. In the requirement document, when the user clicks “Contact” link, then it should navigate to another page (Not a separate new window. Then was it a problem? Functionality wise, it was NOT a problem, however, on all the other pages, when the user clicked “Contact” link, the system would navigate to next page (not a separate window). So, it was NOT CONSISTENT with the other functionalities on the other pages. Therefore, it was a consistency issue. I reported this as a bug. But the Project Manager asked me to write it as a Change Control (because it requires more budget to fix this issue) so that he can address this issue at a later time. So I wrote this as a Change Control. (However, it is NOT a job of a tester to write change control. It’s the business analyst’s job)

20.  **What is Backend Testing?**

It is a test to check whether the data displayed in the GUI front end report format matches with the particular data in the original database.

21.  **Have you done any Back End Testing and/or if you did, how did you do it in your last project?**

Yes I did. I was working on Reports. When I was working in my last project, this was my scenario:

It was the case of testing one part of application used in the bank, where a customer comes to a bank’s front desk associate and asks for opening an account. The associate then asks for the personal information about the customer which, are the primary data, such as: First Name, Last Name, Date of Birth, Address and Social Security Number. The associate then put these primary data of that particular customer into the computer, which then processed into the DATABASE in XML Format. Then the batch-processed data is sent to ETL (Extract-Transform-Load, which is software made by ‘AbInitio’ or ‘Informatica’) which processes the job to create a file to produce the report. The file is displayed to a GUI Front End report format with the help of Crystal Report/Business Object. In the GUI Front End report, let us say, if for January, the income of that person was displayed as $ 900.00, and then my job was to validate this data by writing SQL queries whether this displayed data matches with the original input data in the database, being called as the Back End Testing.

**How can you be sure that the query you wrote is correct? Or how do you know that the data you pulled from the database is correct?**  
Answer: I write SQL query based on the requirement document. In the requirement document, various conditions are given for the query. Based on those conditions, I write SQL query. Therefore, anything different from the requirement document is definitely a defect.

22.  **What is XML?**

-XML stands for EXtensible Markup Language.  
-XML is a markup language much like HTML.  
-XML was designed to describe data.  
-XML tags are not predefined and we must define our own tags.  
-XML uses a Document Type Definition (DTD) or an XML Schema to describe data.  
-XML with a DTD or XML Schema is designed to be self-descriptive.  
-XML is a W3C Recommendation.

23.  **From your resume, I see that you have been working in one place for a very short period of time. This raises me questions why. Can you explain why?**

Answer. As a QA, I am hired for a certain period of time, normally for 12 months to 14 months. Once the project is over, I needed to move to another project. That’s why you see me in the resume jumping frequently here and there.

24 **What do you do on your first day of the work?**

Answer: well, on the first day, normally, we will be given a computer and support people will set up the User Name and Password for the computer.  If that is done already, then the QA Lead or QA Manager will give me a brief walk through of the documents, introduce to different team members. Then your boss will ask you to step into work what needs to be done.  However, the first thing normally is, they will ask you to read the documents available for that project.

**How to deal with your team members?**Communicate more effectively, co-operate effectively, build a good relationship with teammate, achieve the project target and set the goal of working a team

28. **Have you used automation tools?**  
(Normally, when some one asks this question, we tend to think about automation functional testing tools, like WinRunner, LoadRunner, QTP (Quick Test Pro), Rational Robot, Experian and so on. But the reality is, even a Manual Tester also uses automation tools like bug tracking tools like TestDirector, ClearQuest, PVC Tracker and so on. Therefore, your answer should be Yes)  
Answer: Yes. I have used ALM and ClearQuest defect tracking tools [manual] and JIRA as defect tracking tools [automation]. (Your answer is based on whether you have used automation tools specially for functional and load testing. If you have NOT used, but read about these tools, then you may be better off saying, “I know about the tools. I was involved in some of the testing using these tools, but would need some brush up in order to work independently.” I am saying this because these tools are difficult to tackle in the interview and have to know in depth. In order to pass the interview on functional automation tools, it may not be easy unless you really know the stuff. But, since there is not much to learn in ClearQuest and TestDirector, you only have to know what different types of fields are there in the defect logging window when writing a defect.)

28.1 **List of automation tools?**

Answer: Selenium, HP QTP/UFT, HP Quality Center/HP ALM, SEKULI, JMETER, CUCUMBER.

29. **When you log a defect using TestDirector (or ClearQuest) what fields do you see?**  
Answer: When we log a defect, we see Defect ID🡪 where we write short description of the defect

Description🡪 description of the defect, Detected by🡪 Person who found the defect, Severity🡪 meaning-is the defect critical, High or Medium or Low. Date, Detected in Version, Priority, Project, Status, Assigned to and so on.

**30. Explain step by step how an issue is created in JIRA or what fields do you see?**Answer: when we log a defect or issue created we need to follow some steps like Project Field🡪 project which we are creating an issue for selected, Issue Type🡪 nature of the issue which is selected from dropdown menu like bug etc, Summary🡪 brief about issue, The Reporter🡪 who reports the issue, Description Filed🡪 details about issue, After version Filed🡪 about version, Fix Version🡪 also about the version, Priority🡪 will be selected priority from dropdown menu, Attachment🡪 any video or screenshot related to the issue, Environment🡪 operating system or browser details, Affects Version🡪, Linked🡪, after completed all the fields click on create button then new issue will be displayed on the window

30. **Are you better working in a team or working alone?**  
Answer: Well, I think I am a team player. I get along with team members very well. As far as the working is concerned, I can be equally productive in team or working alone.

31. **Do you have any situations in the past where you have some arguments with your team members?**

Answer: No. I never had that type of situation wherever I have worked.  
  
32. **What do you like about a Manager? And what don’t you like?**Answer: The best thing I like about a Manager is that the Manager should be able to coordinate with the other teams so that we can get the updated documents, for example, updated requirements documents right away. A Manager who can efficiently in distributes the work to the team, without being biased [against] and easily accessible and protective to his team for the right cause. As far as “what I don’t like” is concerned, I don’t like a manager who keeps coming to desk 10 times a day to check my work even if it is just a regular work. Once the responsibility is given, the team member should be trusted and let his work done.  
  
33. **Where do you see yourself in another 5 years?**  
Answer: Over the next five years, I would like to make enough progress at a personal and professional level so that I can be seen as a role model and as a reliable team member in your company.

35. **Why do you like this job?**  
Answer: I like this job, because it is process oriented. Meaning that I get an opportunity to work from analyzing the requirement documents to writing test plans, test cases, testing the application, logging defects, retesting, preparing reports and finally testing in production as well. Therefore, I am involved from the very beginning to the end of the software development life cycle (SDLC) process. I could get a lot of opportunities to interact with people where I can share knowledge

Also I like this.   
Another reason is I like to find defects. I enjoy logging defects. The more defects I find, the happier I am.  
  
36. **How do you determine what to test in an application?**  
Answer: First of all we have the test cases (or test scripts) that are written based on the requirement document. This pretty much covers what functionalities to test. Therefore, looking at the test cases tells us what to test in the application.  
  
37. **If you have no documentation about the product, how do you test an application? Describe the process.**  
Answer: Well, this is a situation where I have come across several times. One of the companies in my previous projects did not have any documents. In that case, I went to the Business Analyst and sometimes to developers to find out how exactly the functionalities work. I had made a document during consultation with Business Analysts and Developers and after getting a clear vision then I started writing Test Cases.

**What do you do once you find a defect?**

Answer: Once we find a defect,

We must try to recreate at least 3 times so that we are sure that it is a defect. Because sometimes the application does not behave in the same way. Therefore, it is important to recreate the same defect several times.  
 Attach the Screen Shot: Once we confirm that it is a defect, and then it is a good idea to attach supporting documents when we log a defect.

Log the Defect: Now, the next step is, we need to log it. Depending on the company what kind of tools they are using (for example, some companies use ALM to log defects, some companies use Rational ClearQuest, some use PVC Tracker and so on). If the company is small and cannot afford these expensive tools, then they may simply use Excel sheet to log defects.

38. **What are the basic elements you put in a defect?**  
Answer: Basic elements we put in a defect are: SEVERITY, PRIORITY, CREATED BY, VERSION NO, HEADER, and DESCRIPTION OF THE DEFECT where we write how to recreate a defect, in what module the defect is found, Status, and so on.  
  
39**. What is the biggest bug you have ever found?**  
Answer: Well, there are many big defects I have found in various projects. For example, in the last project, on a page, there was a button

n called “More Information”. Once the user clicked that button, the system would open a new window (pop up).

We could close the new window in 3 ways:  
-By clicking X at the top right corner of the page  
-By clicking “Close” button on the page  
-By pressing combination keys (Alt+F4) on the key board  
Although the combination key (Alt+F4) was not mentioned in the test case, I just wanted to try how the application reacts when Alt+F4 is pressed. Then I pressed Alt+F4. The result was a disaster-the application crashed (broke). The application disappeared from the computer monitor. Since it was the last day of testing for us, it brought chaos in our Managers, Leads and the whole teams. Finally, the developers disabled Alt+F4 as a temporary solution and the application went into production.  
  
40. **How do you make sure that it is quality software?**  
Answer:  A quality software means, there should be no critical defects (0 critical), no high defect (0 high), no medium defect (0 medium) and may be 1 low defect)  
  
41. **As a QA Tester, can you tell me the situation when you felt the most proud of it?**  
Answer: When I find the defect that normally others don’t find, then I feel very proud. For example, it was my second job there were situations where I found bugs that crashed the whole system at the end of testing phase. I tried the scenarios where the scenarios were NOT mentioned in the test cases. For example, we can close the windows by clicking X on the page, with “Close” button and so on. But there is another way that you can close the window, by pressing Alt+F4 on the keyboard. Not many testers test this scenario. I have done this in my last two projects. Both the time, the application crashed which became a big issue. I felt proud.  
  
43**. When should testing start in a project? Why?**  
Answer: We should start testing as soon as the following things are ready:  
-Test Data are ready  
-Build (all the developers have coded their code and merged them  
together)  
-Test Environment (servers, network etc) is set up and ready  
-When the manager asks us to go ahead and start testing.  
  
44. **Let us say you have a web application to test. How do you go about testing it? What is the process?**  
Answer: First of all, I will look at the requirement documents (or design document in some companies). The requirement document will tell us what the functionalities in the application (software) are. Once I analyze the requirement documents (one module=one requirement document). After that, I will write test plans for each module (one module =one test plan). Then after the test plan is complete, I will write test cases (One module can have hundreds, even thousands test cases). Once the test cases are ready and the application is ready (or once the build is ready), then I will start testing. Before I start testing, however, I will make sure the test environments, test data and defect logging tools are in place. This is how I will go about testing an application.  
  
45. **What is a “bug?”**  
Answer: A bug is an error, flaw, mistake, failure, or fault in a computer program that prevents it from behaving as intended. When the expected results don’t match with the actual results, then it is considered as a bug.  
  
46. **How would you ensure that you have covered 100% testing?**  
Answer: The testing coverage is defined by exit criteria. For an example, if the exit criteria says “The software will be acceptable to the client only if there are no critical defects, no high defects, no medium defects and only two low defects”, then all the critical, high, medium should be zero. Only 2 low defects are acceptable. Thus, 100% coverage is measured by the exit criteria. Also, 100% test cases must be executed in order to cover 100% of testing.  
  
48. **Tell me about the worst boss you’ve ever had. (Here, you should be careful not to say any negative words about the past boss. This will give a reflection that you cannot work with different nature of people. You should be able to show them that you can cope with any king of boss. Therefore, just take an idea below how the answer should be.)**  
Answer: I can hardly think of any Manager that was really bad. But when I compare, then I remember of a Test Lead who was just made a lead from the developer’s team. She used to feel that she has been very proud of her position and used to boss around. Sometimes, she used to call home and check where I was and what I was doing. Or have I completed my job before leaving and so on. I think, whatever she did, was in the benefit of the company and myself in the long run which would give me more confidence in future.  
  
49. **What do you like about QA?**  
Answer: The best thing I like about QA is, I like the job which is more process oriented. For example, we have to work right from reading the requirement documents, providing feedback to the Business Analysts as necessary, writing test plans, test cases, execute the test cases, interaction with different developers, attend walk-through meeting and so on. I am a very detailed oriented person. When I test applications, I try to get into the depth of functionality so that I don’t miss out anything. Finally, I love logging defects.  
  
50. **What are all the basic elements in a defect report?**Answer: The basic elements in a defect report are: Defect ID, Header, Description, Defect Reported by, Date, Status, Version, Assigned to, Approved by, Module where the defect was found and so on.  
  
51. **What is the difference between verification and validation?**

Verification: Verification is a process to ensure that the software that is made, matches according to the criteria and specification in the requirement documents

Validation: Validation is a process to check whether the product design fits the client’s need. It checks whether you built the right thing. It checks whether it is designed properly.

53. **How to derive test scenarios and use cases? What are the contents and format?**  
Answer: Test scenarios are derived from requirement documents. We follow each and every functionality (called business rules) mentioned in the requirement document. One functionality can have multiple business rules. For example, let us say in there is one requirement called “Login”. This “Login” may have various scenarios. For example, one scenario is, enter the right User ID and wrong password. The system should display an error message. Another scenario would be to enter wrong User ID and right Password. The system should display an error message. The third scenario could be to enter the right User Name and right Password. The system should allow the user to get into the system. This is how the test cases are derived from the requirement documents or from the Use Cases.

Test Case includes Test Case ID, Steps Description, Expected Output, Actual Output, Pass/Fail, Remarks  
(For contents for formats of test scenario, please refer to question 4 in qaquestions.com)  
  
54. **What are the types of test cases that you write?**  
Answer: We write test cases for smoke testing, integration testing, functional testing, regression testing, load testing, stress testing, system testing and so on.

55. **How to write Integration test cases?**

Answer: I have never written separate Test Cases Integration Testing. Since Integration Testing is a test to check whether the all the modules are integrated together or not, If they are not integrated in a nice way, then the application may be breaks. Basically, when we do the functional testing, the integration testing is automatically done. This is my experience.

56. **How to write Regression test cases? What are the criteria?**

Answer: Regression test cases are also based on the requirement documents. They are written more into detail and with every release (build), the testers need to do regression testing. The criteria for regression testing are; there should be no major defects while we do our smoke test and functional testing.  
  
57. **Is there a format for a test case? Do you follow any methodology for numbering test cases?**

Answer: Yes. It depends upon the company how the company has followed the numbering of test cases. However, normally, it is just a simple numbering in most of the time (see question 4 of qaquestions.com). But some companies may also relate this numbering to the requirement number. For example, if the requirement for Login is “REQ-LOG-001”, then we can number the test cases like REQ-LOG-001-001 and so on.  
  
58. **What is Test Harness?**  
Answer: (Definition from www.wikipedia.org) “In software testing, a test harness or automated test framework is a collection of software and test data configured to test a program unit by running it under varying conditions and monitor its behavior and outputs. It has two main parts: the test execution engine and the test script repository.”  
  
59. **How to write User Acceptance Test plan & test cases?**  
Answer: The way of writing Test Plan and Test Cases is the same in all the test phases. However, specifically for User Acceptance Testing, the testers use data nearly real data (meaning that the data is very much similar to the production data or real data). For the format, please refer to question 3 and 4 in qaquestions.com.  
  
61. **Explain Bug Life Cycle.**  
Answer: I would describe this as below:  
A Tester finds a defect and logs it. (But before you log it, you must try to recreate it for 3 or 4 times so that you are 100% sure that it is a bug)  
The defect is now approved or disapproved by the Test Lead.  
(If it is disapproved, then the test lead will come to you ask for more details and you have explain to him why it is a bug)  
After the Test Lead approves the bug, it is now assigned to a development Team Lead (or Development Manager). He/she now assigns that bug to the concerned developer. The developer now looks into the bug and fixes it. Once the fix is ready, there will be another build ready to test. The tester now tests the defect. If the defect is fixed, then the tester closes the defect, if not then the test will reopen it and same cycle starts.  
  
62. What will you do if developer does not accept the bug?

Answer: Well, Once it is rejected, then it comes back to the tester. Now, the tester will ask for clarification with the developer why the defect is rejected. Since everything is based on the requirement documents, both tester and developer will have to look at the requirement document, validate it and then reopen it if necessary or close.  
  
63. **What are the different tests that can be done for Client Server Application and Web-based Application?**  
Answer: For both client server and web based applications, the testing is the same except one thing: We test web based applications in different browsers, for example, Internet Explorer (will test in different versions like IE 5.0, IE 6.0, IE 7.0), Firefox, Safari (for Mac) and so on where as for client server, we don’t need to test in the browsers.  
  
64. **What is an inspection?**  
Answer: An inspection is a formal meeting, more formalized than a walkthrough meeting and consists of 3-10 people including a moderator, reader and a recorder. The subject of the inspection is typically a document, such as a requirements document or a test plan. The purpose of an inspection is to find problems and see what is missing, not to fix anything. The result of the meeting should be documented in a written report.

65. **Give me five common problems that occur during software development?**  
Answer: Poorly written requirements, unrealistic schedules, inadequate testing, and adding new features after development is underway and poor communication.   
  
66. **What is the role of documentation in QA?**Answer: Documentation plays an important role in QA. QA practices should be documented, so that they are repeatable. Specifications, designs, business rules, inspection reports, configurations, code changes, test plans, test cases, bug reports, user manuals should all be documented. Ideally, there should be a system for easily finding and obtaining of documents and determining what document will have a particular piece of information. Use documentation change management, if possible

68. **How do you know when to stop testing?**  
Answer: This can be difficult to determine. Many modern software applications are so complex and run in such an interdependent environment, that complete testing can never be done. Common factors in deciding when to stop are…  
Deadlines, e.g. release deadlines, testing deadlines;  
Test cases completed with certain percentage passed;  
Test budget has been depleted;  
Coverage of code, functionality, or requirements reaches a specified point;  
Bug rate falls below a certain level; or  
Beta or alpha testing period ends.  
  
73. **What is parallel/audit testing?**  
Answer: Parallel/audit testing is testing where the user reconciles the output of the new system to the output of the current system to verify the new system performs the operations correctly. Let us say, for example, the currently software is in the mainframe system which calculates the interest rate. The company wants to change this mainframe system to web-based application. While testing the new web based application, we need to verify that the web-based application calculates the same interest rate. This is parallel testing.

Parallel testing means testing multiple applications have one application concurrently to reduce the test time, parallel test consist of two or more parts

Parallel testing, tester runs two different version of software concurrently with same input, to ensure that new system is capable to run the software efficiently

Basically we do parallel testing when company moving from old version to new version

73. **Why to do parallel testing?**

To make sure the new version of the application performs correctly

To make sure the consistencies are same between new and old version

74. **What is system testing?**  
Answer: System testing is black box testing, performed by the Test Team. System testing is consider specified way to complete when actual results and expected results are either in line, based on client input.  
Before system testing, all unit and integration test results are reviewed by Software QA to ensure all problems have been resolved.

75. **What is end-to-end testing?**  
Answer: **End-to-end testing** is a technique used to test whether the flow of an application right from start to finish is behaving as expected. The purpose of performing **end-to-end testing** is to identify system dependencies and to ensure that the data integrity is maintained between various system components and systems. Such as interacting with a database, using network communication, or interacting with other hardware, application, or system.

76. **What is security/penetration testing?**  
Answer: Security/penetration testing is testing how well the system is protected against unauthorized internal or external access,   
  
77. **What is recovery/error testing?**  
Answer: Recovery/error testing is testing how well a system recovers from crashes, hardware failures, or other fatal problems.  
  
78. **What is compatibility testing?**  
Answer: Compatibility testing is testing how well software performs in a particular hardware, software, operating system, or network environment.

79. **What is comparison testing?**  
Answer: Comparison testing is testing that compares software weaknesses and strengths to those of competitors’ [opponent] products.  
  
80. **What is acceptance testing?**  
Answer: Acceptance testing is black box testing that gives the client/customer/project manager the opportunity to verify the system functionality and usability prior to the system being released to production. The acceptance test is the responsibility of the client/customer or project manager; however, it is conducted [managed] with the full support of the project team. The test team also works with the client/customer/project manager to develop the acceptance criteria [standard].  
  
81. **What is a Test/QA Team Lead?**  
Answer: The Test/QA Team Lead coordinates the testing activity, communicates testing status to management and manages the test team.  
  
82. **What is software testing methodology?**  
Answer: One software testing methodology is the use a three step process of…  
1. Creating a test strategy;  
2. Creating a test plan/design; and  
3. Executing tests. This methodology can be used and molded to depend on organization’s needs.  
  
83. **What is the general testing process?**  
Answer: The general testing process is the creation of a test strategy (which sometimes includes the creation of test cases), creation of a test plan/design (which usually includes test cases and test procedures) and the execution of tests.  
  
84. **How do you create a test strategy?**  
Answer: The test strategy is a formal description of how a software product will be tested. A test strategy is developed for all levels of testing, as required. The test team analyzes the requirements, writes the test strategy and reviews the plan with the project team. The test plan may include test cases, conditions, and the test environment, a list of related tasks, pass/fail criteria and risk assessment. Inputs for this process:  
· A description of the required hardware and software components, including test tools. This information comes from the test environment, including test tool data.  
· A description of roles and responsibilities of the resources required for the test and schedule constraints. This information comes from man-hours and schedules.  
· Testing methodology. This is based on known standards.  
· Functional and technical requirements of the application. This information comes from requirements, change request, technical and functional design documents.  
· Requirements that the system can not provide, e.g. system limitations. Outputs for this process:  
· An approved and signed off test strategy document, test plan, including test cases.  
· Testing issues requiring resolution. Usually this requires additional negotiation at the project management level.

85. **How do you create a test plan/design?**  
Answer: A Test plan is a process of testing the functionality of software. The plan also highlights the projected resources, risks, and personnel involved in the test. We should use a test plan if we are seeking to eliminate bugs and other errors in software before it becomes available to customers. Some of the steps we have to follow in a test plan.

Write the introduction

Define test plan objectives

Write a section on required resources

Write a section on risks and dependencies

Write a section on what you are going to test

Write a section on what you will not be testing

List of strategy

List if pass/fail criteria

86. **How do you execute in ALM?**  
Answer: Execution of tests is completed by following the test documents in a methodical manner. If we run test cases from manual for that

In the Test lab tab, choose the test set that you would like to run and click on “Run Test” or “Run Test Set”. Run Test- will execute the test set selected and the “Run test set” will run the entire set one test after the other until the end.

As a manual test, we will have to execute the steps manually on our **Application under Test** and set the results. Go to the test status field and click on it to set it to a certain value. You can also enter the actual result in the space provided.

For an example I am going to choose “Passed”. And am going to do the same for all the steps.

When done, click on the cross button to the dialog. The following confirmation message is displayed. Click Yes

Now we can see, the status of the test is marked as passed.

Also we can change this status any time you wish by clicking on the status column and setting the desired value

87. **What testing approaches can you tell me about?**  
Answer: Each of the followings represents a different testing approach:  
Black box testing,  
White box testing,  
Unit testing,  
Incremental testing,  
Integration testing,  
Functional testing,  
System testing,  
End-to-end testing,  
Sanity testing,  
Regression testing,  
Acceptance testing,  
Load testing,  
Performance testing,  
Usability testing,  
Install/uninstall testing,  
Recovery testing,  
Security testing,  
Compatibility testing,  
Exploratory testing, ad-hoc testing,  
User acceptance testing,  
Comparison testing,  
Alpha testing,  
Beta testing, and  
Mutation testing.

**What is your salary requirement?**   
$70k (Negotiable), or ($35 per hour)

Answer: I have tested applications using UNIX. For every backend testing I have done in the past, I have used UNIX platform while performing backend testing. For example, when the data is fed into the system in the front end, that data goes to the database after the batch processing. From the database, the data is now sent to the ETL system (in XML format) for data manipulation as per our need (ETL is a software tool of Ab Initio company which is used to manipulate data in the data warehouse). In the ETL system, we manipulate those data according to our need), for example, it could be income statement of the company, balance sheet, monthly reports, and so on. In order to produce income statement, we need to run a job in ETL. To run this job, we use UNIX. In the same way, different types of jobs are created for each need (creating balance sheet is another job, creating reports is next job etc) then I had to run different jobs in the ETL system. Once we run the job, the running job finally creates an output file which is now validated by us tester. This output file can be in text format or GUI format. Thus, this is the scenario where I had to use UNIX. (I have used Linux much, however, since UNIX and Linux are the same thing, I should have no problem in using Linux)

Some of the commands I used while testing using UNIX are;

Ls –l ———>to check the file list

Pwd———-> to see which directory I am in

Cd ———–>change the directory

Cd .. ———>change the directory one level up

Mkdir ———>make a directory

Rmdir ———>Delete the directory

setenv name v ——>Set environment

kill% ——–>Kill the running job

vi ———>editor Used to write scripts

more——-> to see the contents page by page

cat —–>list contents of the file

chmod ——–>change permission

cp ——–>copy

rm —–>delete a file

**What is a cookie?  (You must know how to clean cookies)**

A small text file of information that certain Web sites attach to a user’s hard drive while the user is browsing the Web site. A Cookie can contain information such as user ID, user preferences, archive shopping cart information, etc. Cookies can contain Personally Identifiable Information.

**Does a tester have to know about cookie?**

Yes.  A tester has to know HOW TO CLEAN cookies (Does not have to know the difinition)

**How to clean cookies?**  
Cookies are cleaned in the browsers like IE (Internet Explorer), Firefox, Safari (for MAC and windows both), Netscape and so on.

However, the mostly used (90%) browser is IE (Internet Explorer)  
Here is how you clean cookies in IE (Internet Explorer):  
  
1.  Open IE (Internet Explorer)

2.  On the menu, click Tools–>Internet Options–>Click Delete button (It is in General Tab)

(You will see different buttons now, for example, Delete Files, Delete Cookies, Delete History, Delete Forms, Delete Passwords,

Delete All).

3.  Click Delete All button.

Now the cookies are cleaned in IE.

Here is how you can clean cookies in Fire Fox:  
  
1.  Open Firefox Brower.

2.  Click Tools.

3.  Click Error Console.

4.  Click Clear.  
Now the cookies are cleaned in Firefox.  
What are different types of protocols?

**What is Web Architecture?**  
Answer: Website architecture is used in creating a logical layout of a website in line with business requirements. It defines the different components that will make up a website and the services each component some of the factors that are part of website architecture are:

Technical constraints such as server, storage. Memory and communication interfaces.

Functional aspects such as the type of services the website will provide.

Visual appearance that mean a user interface, colors, buttons and other visual design elements.

Security parameters that mean how the website will ensure secure access control and transactions.

**What is a ‘Show Stopper’?**

A show stopper is a defect or bug that stops the user for further action (testing).  It has no work around.  In other words, it stops everything and the user cannot go any further.  This is called show stopper in software industry language.

Some Glossary  
Test Plan, Test Case, Test Script, Requirement Document, Design Document, Shared Drive, Network Driver, Share Point, System, Build Configuration Management Team, Defect, Log, Automation Tools, TestDirector, Quality Center, ClearQuest, ClearCase, Rational Robot, Rational Functional Tester, WinRunner, LoadRunner, Business Objects, Crystal Reports, SQA, QA

90.  **What are you expecting from our company?**  
Answer:  My expectation from your company would be I will have more challenges and new things to learn and whatever the skills I have to contribute, hopefully, I will be able to contribute if they are in any way helpful to enhance productivity of the company.

91.  **What did you learn from your previous companies?**  
Answer:  I learned a lot from the previous companies wherever I have worked.  Wherever I have worked, I found out the there is always something to learn.  Different companies have different ways of working.  The environment and technology always differ from one company to another company.  I have never found one company’s environment matching with another company.  For example, if one company is using documents called requirement documents, then the other company might be using Use Cases and some companies might be using Design Document and so on.  Therefore, in my experience, there are always new things to learn in every company and we can always contribute these things in the next company if they help to be more productive.

92.  **What do you want to be in next 2 years?**Answer:  I want to be QA Lead in another two years.

**Why QA Lead? Why not something else?**  
Answer:  QA is the only thing I love doing it.  I love this job and want to progress in this sector.  I want to know how to manage QA process, how to handle different jobs and so on.  Since the next step is the QA Lead, that would preferably be one I will targeting for.

93.  **Why do you want to work for this company?**   
Answer: (This is a tricky question.  They want to know what really interests you and you have to be careful when you answer this question.  You must admire the line of that company.  For example, if you are being interviewed by a pharmaceutical company, then tell them that you are always interested in the medical applications and the better part of your company is that it has exciting products that I am really curious to learn.  That’s why I would feel really great if I am given the opportunity to work in your company)

94.  **Did you get any compliments [regards, wishes, rank] from your previous employers?  What were those situations?**   
Answer:  Yes. I did. There were many occasions where I had compliments.  For example, I was testing an application going a little bit off my test cases. After I finished executing my test cases, I always think in a way what a real user would possibly click in various parts of the application.  So I was just clicking back and forth and at one specific scenario, the application simply broke and displayed an error message. That scenario was not in the test cases. The manager really appreciated me and thanked for finding this kind of critical defect.    
  
**What are your strengths?**  
Answer: I am a very detailed oriented person. I have the sense of urgency. I can prioritize my job according to the deadline. I am very much dedicated towards my job. I am honest. I have the skills and expertise in QA process. These are some of my strengths.  
  
**What is your weakness?**  
Answer: I think my weakness is that whenever I am given some responsibilities and there is a deadline for it, I work day and night, 7 days a week. This is probably bad for my family life, but I can’t sleep unless I am done with my assignments.

96.  **What is RTM (Requirement Traceability Matrix)?**

Answer: Tractability matrix is used to cross check the test cases as per the requirement of the test cases. In other words, it checks whether the each functionality is covered in the Test Cases as per requirement document.

**97. What is a web based application?**

A web based application is a software package that can be accessed through the web browser.

**98. Advantage of web application**

Web based application gives you an opportunity to access your business information from anywhere in the world at anytime. It also facilitates you to save time & money and improve the interactivity with your customers and partners.

99. **What is the difference between Client Server Application and Web Application?**  
client server: An application that runs on the client side and accesses the remote [server](http://www.differencebetween.net/technology/software-technology/difference-between-application-server-and-web-server/) for [information](http://www.differencebetween.net/language/difference-between-knowledge-and-information/) is called a client/server application  
The client server always makes requests to the remote server to get some information. The user interaction with the server is always through a user interface or application on the client side. A client server application can be platform specific as well as cross platform depending on the programming language used

Web application: An application that runs entirely on a web browser is known as a web application   
the user interaction in a web application is through a web browser A web application is platform independent because they require only a web browser