**Test Case Report:**

**Citizen Feedback & Reporting System**

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**Version: 1.0**

**Tested By: QA Team**

**Test Environment: Web Application (Test Environment)**

**Tools Used: Selenium, Postman, JMeter**

**1. Introduction**

This document outlines the testing process and results for the "Citizen Feedback & Reporting System." The goal of the system is to provide Northern Territory residents with an easy way to report non-emergency issues, such as potholes or graffiti, directly to the local government. The testing process was designed to make sure the system works properly, is easy to use, and can handle security and performance requirements.

**2. Requirements**

Here are the key features we tested based on the system’s requirements:

1. **Submitting Feedback**: Users should be able to report non-emergency issues.
2. **Tracking Status**: Users should be able to check the status of their submitted reports.
3. **Admin Management**: Government officials should be able to manage and assign reports.
4. **Notifications**: Users should be notified when the status of their report changes.
5. **Security**: The system should have secure login and protect user data.
6. **Performance**: The system should be able to support up to 1000 users at the same time.
7. **Ease of Use**: The system should be simple for all types of users to navigate.

**3. Test Cases**

**3.1 Submitting Feedback**

* **Test ID**: T001
* **What We Tested**: We checked if users could submit reports successfully.
* **Steps**:
  1. Log in to the system.
  2. Go to the feedback form.
  3. Fill in the details about the issue (e.g., location, description).
  4. Submit the report.
* **What We Expected**:
  1. The report should be submitted, and users should get a confirmation message.
  2. The report should show up in the admin dashboard.
* **Result**: **Passed** – The system worked as expected.
* **Notes**: Submitting a report was smooth, and no issues were found.

**3.2 Tracking Status of Reports**

* **Test ID**: T002
* **What We Tested**: We checked if users could see updates on their reports.
* **Steps**:
  1. Log in to the system.
  2. Go to ‘My Reports.’
  3. Select a report to see the current status.
* **What We Expected**:
  1. Users should be able to see the status of their report (e.g., ‘In Progress,’ ‘Resolved’).
* **Result**: **Passed** – The system updated report statuses correctly.
* **Notes**: The status updates were timely and accurate.

**3.3 Managing Reports from the Admin Dashboard**

* **Test ID**: T003
* **What We Tested**: We checked if government officials could manage and assign reports.
* **Steps**:
  1. Log in as a government official.
  2. Go to the admin dashboard.
  3. View the list of submitted reports.
  4. Assign the reports to different departments and update their status.
* **What We Expected**:
  1. Officials should be able to view, assign, and update reports easily.
* **Result**: **Passed** – The dashboard worked as expected for managing reports.
* **Notes**: No problems were found with managing reports.

**3.4 Notifications for Report Status Changes**

* **Test ID**: T004
* **What We Tested**: We checked if users were notified when the status of their reports changed.
* **Steps**:
  1. Log in as an official.
  2. Change the status of a submitted report (e.g., from ‘Submitted’ to ‘In Progress’).
  3. Check if the user receives a notification.
* **What We Expected**:
  1. The user should get a notification about the status change (via email or in-app).
* **Result**: **Passed** – Notifications were received immediately.
* **Notes**: Notifications worked well without any delays.

**3.5 Security: Login and Data Access**

* **Test ID**: T005
* **What We Tested**: We checked if the login process was secure and if user data was protected.
* **Steps**:
  1. Log in with valid credentials.
  2. Try accessing another user’s data without permission.
* **What We Expected**:
  1. Users should only be able to access their own data.
  2. Login should be secure and data should be encrypted.
* **Result**: **Passed** – Security worked as expected.
* **Notes**: The system prevented unauthorized access, and data encryption was confirmed.

**3.6 Performance with Many Users**

* **Test ID**: T006
* **What We Tested**: We checked if the system could handle 1000 users at the same time.
* **Steps**:
  1. Simulate 1000 users logging in and using the system.
  2. Monitor the system’s performance.
* **What We Expected**:
  1. The system should perform well without slowing down, even with 1000 users online.
* **Result**: **Passed** – The system handled the load without any issues.
* **Notes**: The system’s performance remained smooth even with a high number of users.

**3.7 Usability: How Easy is the System to Use?**

* **Test ID**: T007
* **What We Tested**: We checked if the system was easy to use for all types of users.
* **Steps**:
  1. Log in to the system.
  2. Navigate through the main features (submit a report, check report status).
* **What We Expected**:
  1. The system should be easy for anyone to use, regardless of technical knowledge.
* **Result**: **Passed** – The system was intuitive and simple to navigate.
* **Notes**: Users of all age groups found the system easy to use.

**4. Summary of Test Cases**

| **Test ID** | **Test Description** | **Status** | **Notes** |
| --- | --- | --- | --- |
| T001 | Submitting Feedback | Passed | No issues encountered. |
| T002 | Tracking Report Status | Passed | Status updates were accurate. |
| T003 | Admin Management of Reports | Passed | Admin dashboard worked smoothly. |
| T004 | Notification of Status Changes | Passed | Notifications were timely. |
| T005 | Secure Login and Data Protection | Passed | Security measures were effective. |
| T006 | Performance with 1000 Users | Passed | System performed well under load. |
| T007 | Usability and User Interface | Passed | System was easy to use. |

**5. Conclusion**

All the test cases passed successfully, which shows that the system is working as intended. It’s secure, easy to use, and can handle many users at once. The Citizen Feedback & Reporting System is ready for the next phase of testing or deployment.

This simplified version maintains the core information while making it easier to understand. Let me know if you'd like any further adjustments!