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Course Name: Data Visualization and Reporting

Section: 1

Group: 3

Test Reporting - IT Department

ID	Type	Name	Description/ Purpose	Details of Test	Expected Results	Actual Results	Status
1	Functional	Data Accuracy - MTTR	Validate that MTTR values are accurate and reflect actual incident resolution times.	1. Open the dashboard and navigate to the section displaying the MTTR (Mean Time to Resolution) metric. 2. Obtain the raw data source (e.g., incident reports) that contains incident resolution times for the IT department. 3. Manually calculate the MTTR from the source data by averaging the resolution times. 4. Compare the manually calculated MTTR with the MTTR displayed on the dashboard. 5. Confirm if the MTTR values match.	The MTTR values on the dashboard should match the manually calculated values from the source data.	MTTR values matched the source data accurately.	Success
2	Functional	Filter Function - Date	Check that the date filter applies correctly to all metrics, allowing for period-specific insights for the IT department.	1. Open the dashboard and locate the date filter option. 2. Select a specific date range, for example, "Last Month." 3. Observe the metrics (e.g., incident volume, MTTR) on the dashboard to verify they adjust to reflect data within the selected date range.	Metrics should update correctly with the date filter selection, displaying only data within the chosen date range.	Date filter applied correctly, and metrics displayed only data within the selected date range.	Success

				4. Clear the date filter to see if the metrics revert to showing data from all dates.			
3	Functional	Data Accuracy - Incident Status	Verify that the incident status metric updates correctly based on real-time incident data.	1. Open the recent incident logs and note the status of incidents (e.g., Open, Closed, In Progress). 2. Check the dashboard's Incident Status metric to ensure it aligns with the current statuses in the logs. 3. Compare the displayed statuses with the logs.	Incident status should reflect the current status from real-time data.	Incident status failed to update; some incidents marked as "Open" were actually "Closed" in recent logs.	Failure
		Filter Function - Department	Ensure the "IT Department" filter only shows IT-related incidents and metrics.	1. Apply the "IT Department" filter on the dashboard. 2. Review the displayed data to ensure it only includes incidents and metrics relevant to IT. 3. Cross-check with raw data to confirm accuracy.	Only IT department data should display when the filter is applied	Non-IT incidents were shown despite the IT department filter being applied.	Failure
4	Functional	Infrastructure Utilization	Validate that infrastructure utilization metric reflects actual usage across IT-managed systems.	1. Access detailed logs of resource utilization from IT-managed systems for a specific period (e.g., last month). 2. Open the dashboard and locate the Infrastructure Utilization metric for the IT department. 3. Compare the metric displayed on the dashboard with	Infrastructure utilization reflects actual usage, aligning with raw data logs of system resource usage.	Metric reflected actual usage accurately.	Success

				the values in the raw logs, checking for consistency in usage rates. 4. Verify that the dashboard metric correctly aggregates and represents the infrastructure usage as per the raw data logs.			
5	Functional	Data Accuracy - Incident Status	Verify the accuracy of the incident status metric, ensuring it updates correctly based on real-time incident data.	1. Obtain the latest incident logs that detail the status of each incident (e.g., Open, Closed, In Progress). 2. Open the dashboard and locate the Incident Status metric, which displays the current status of incidents. 3. Cross-check each incident's status on the dashboard with the status in the incident logs. 4. Confirm that the dashboard accurately reflects the current status of each incident as per the real-time data.	Incident status should reflect the current status (e.g., Open, Closed, In Progress) from real-time data.	Incident status failed to update; several incidents marked as "Open" were actually "Closed" in recent logs.	Failure

Non-Functional Test Cases

ID	Type	Name	Description/ Purpose	Details of Test	Expected Results	Actual Results	Status
1	Non-Functional	UI Layout Consistency - Spacing	Ensure consistent spacing between visual elements and text boxes on the dashboard.	1. Open the dashboard and review the layout, focusing on spacing between metrics, graphs, and text. 2. Check for any overlap, inconsistency in font size, or misalignment. 3. Adjust window size to ensure the layout adapts responsively.	Layout is consistent, with even spacing around each visual element.	Layout was consistent, with no alignment issues.	Success
2	Non-Functional	Filter Responsiveness	Validate that applying filters (e.g., date) does not significantly impact dashboar	1. Record the dashboard's load time without any filters applied. 2. Apply a filter	Dashboard updates without notable lag (under 2 seconds delay) after applying filters.	Filters applied with minimal delay(1.5 secounds).	Success

			d load time.	(e.g., last month) and measure the load time again. 3. Ensure that the response time is under 2 seconds after applying the filter.			
3	Non-Functional	Compatibility Check - Desktop View	Ensure dashboard is viewable across different devices and browsers (e.g., laptop, Chrome, Firefox, Safari).	1. Open the dashboard on multiple devices (e.g., laptop, desktop) using different browsers (e.g., Chrome, Firefox, Safari). 2. Check for consistent rendering of metrics, visuals, and text across each device and browser.	Dashboard displays correctly across tested devices/browsers without layout or data issues.	Displayed correctly on Chrome, Firefox, and Safari.	Success

				3. Make note of any display issues.			
4	Non-Functional	Compatibility - Mobile View	Confirm that the dashboard displays correctly on mobile devices, with all elements fitting the screen.	1. Open the dashboard on a mobile device (e.g., smartphone or tablet). 2. Inspect the layout of all elements, such as metrics, visuals, and text boxes, to ensure they are fully visible without any cut-offs. 3. Scroll through the dashboard to check for any elements that require horizontal scrolling to view fully.	The dashboard should adjust to fit the mobile screen properly, with all elements visible and no need for horizontal scrolling. Applying filters should not disrupt the layout.	The dashboard required horizontal scrolling, and several elements were cut off on the right side. Applying filters caused additional layout misalignment, with some text overlapping and visuals not resizing correctly.	Failure

				4. Apply a few filters (e.g., date, department) and verify that the layout remains consistent and readable after filter application.			
5	Non-Functional	Data Load Handling - High Volume	Verify that the dashboard can handle a high volume of data (e.g., one year of incidents) without impacting load time or functionality.	1. Load the dashboard with a high volume of data (e.g., one year of incidents). 2. Observe the response time and monitor for any delays or performance issues. 3. Attempt to apply filters or drill-downs to check for function	Dashboard should load and render data smoothly, even with high volumes, without impacting functionality.	Dashboard took longer to load, and some filters lagged when processing a year's data.	Failure

				ality with large data volume.			