Teamwork Project

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Test Plan

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# Introduction

## Purpose

The purpose of this document is to define:

* The test scope, focus areas and objectives
* The test responsibilities
* The test strategy for the levels and types of test for this release
* The entry and exit criteria
* The basis of the test estimates
* Any risks, issues, assumptions and test dependencies
* The test schedule and major milestones
* The test deliverables

The Test Plan has been created to communicate the test approach to team members. It includes the objectives, scope, schedule, risks and approach. This document will clearly identify what the test deliverables will be and what is deemed in and out of scope.

This test plan describes the testing approach and overall framework that will drive the testing of the Chrome Version 1.0 – SoftUni Blog. The document introduces:

* Test Strategy: rules the test will be based on, including the givens of the project (e.g.: start / end dates, objectives, assumptions); description of the process to set up a valid test (e.g.: entry / exit criteria, creation of test cases, specific tasks to perform, scheduling, data strategy).
* Execution Strategy: describes how the test will be performed and process to identify and report defects, and to fix and implement fixes.
* Test Management: process to handle the logistics of the test and all the events that come up during execution (e.g.: communications, escalation procedures, risk and mitigation, team roster)

## Scope

This document details the testing that will be performed by the project team for the “SoftUni Blog” project. It defines the overall testing requirements and provides an integrated view of the project test activities. Its purpose is to document:

* What will be tested;
* How testing will be performed;
* What resources are needed, and when

SoftUni Blog is web portal providing users of the blog with the ability to view relevant information and updating personal information with an internet enabled PC.

The functionality of this blog spans through the entire system, making information available anywhere, anytime.

## 1.3. Audience

* Project team members perform tasks specified in this document, and provide input and recommendations on this document.
* Project Manager Plans for the testing activities in the overall project schedule, reviews the document, tracks the performance of the test according to the task herein specified, approves the document and is accountable for the results.
* The stakeholders’ representatives and participants may take part in the test.
* Technical Team ensures that the test plan and deliverables are in line with the design, provides the environment for testing and follows the procedures related to the fixes of defects.

# Testing Summary and Test Strategy

**This document details the testing that will be performed by the project team for the SoftUni Blog project. It defines the overall testing requirements and provides an integrated view of the project test activities. Its purpose is to document:**

**• What will be tested;**

**• How testing will be performed;**

**• What resources are needed, and when**

## 2.1.Test Deliverables

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S.No.** | **Deliverable Name** | **Author** | **Reviewer** | |
| 1. | Test Plan | Test Lead | Project | Manager/ |
|  |  |  | Business Analyst’s | |
| 2. | Functional Test Cases | Test Team | Business | Analyst’s |
|  |  |  | Sign off |  |
| 3. | Logging Defects in HP ALM | Test Team | Test | Lead/ |
|  |  |  | Programming | |
|  |  |  | Lead |  |
| (4. | Daily/weekly status report | Test Team/ Test Lead | Test Lead/ | Project |
|  |  |  | Manager |  |
| 5. | Test Closure report | Test Lead | Project Manager | |

## 2.2. Milestone List

The milestone list is tentative and may change due to below reasons

* Any issues in the System environment readiness
* any change in scope/addition in scope
* Any other dependency that impacts efforts and timelines

Testing generally is not carried out in one cycle. Based on the testing scope, we can estimate how much time it takes and establish the time lines.

## 2.3.Scope of Testing , level and kind of Testing

### 2.3.1.In scope

**Scope for the project may include only system integration testing and/or user acceptance testing**

### 2.3.2.Out of scope

**if usability testing is being performed by the users, or integration testing by the vendor, state this.**

### 2.3.3.Way of Testing:

The initial phase will include all ‘must have’ requirements. These and any other requirements that get included must all be tested. At the end of Phase 1, a tester must be able to:

1. Create a manual test with as many steps as necessary
2. Save it
3. Retrieve it and have the ability to view it when running the test
4. Enter results and appropriate comments
5. View results

As the team works with the product they will define the needs for the second phase.

Load testing will not be considered part of this project since the user base because there is no date base with the users can use at the same time.

### 2.3.4. Exploratory Test

**PURPOSE**: the purpose of this test is to make sure critical defects are removed before thenext levels of testing can start.

**SCOPE**: First level navigation, dealer and admin modules

**TESTERS**: Testing team.

**METHOD**: this exploratory testing is carried out in the application without any test scriptsand documentation

**TIMING**: at the beginning of each cycle.

### 2.3.5. Functional Test

**PURPOSE:** Functional testing will be performed to check the functions of application. Thefunctional testing is carried out by feeding the input and validates the output from the application.

**Scope:** The below excel sheet details about the scope of Functional test. Note: The scope ishigh level due to changes in the requirement.

To keep the document easily fragmented and categorized, the scope has been embedded as separate document. If you prefer you can insert a table here itself. The scope is created based on the Test scenarios that were identified in the previous article.

**TESTERS**: Testing Team.

**METHOD**: The test will be performed according to Functional scripts, which are stored in HPALM.

**TIMING**: after Exploratory test is completed.

### 2.3.6.TEST ACCEPTANCE CRITERIA

1.Approved Functional Specification document, Use case documents must be available prior to start of Test design phase.

2.Test cases approved and signed-off prior to start of Test execution

3.Development completed, unit tested with pass status and results shared to Testing team to avoid duplicate defects

4.Test environment with application installed, configured and ready to use state

* Approved Functional Specification Document
* Approved Use cases
* Approved Test cases
* Defect fixes planned based on Defect triage (Unit Testing) and evaluation criteria
* Development completed & unit tested
* Application deployed and system ready for testing on Test environment
* Production like data is available to test all functionalities.

### 2.3.7. Release Content

*Detail the content of the project release or refer to the relevant analysis documentation.*

## 2.3.8. Regression Testing

*Regression testing is verification of system functionality that was previously working, or is not considered to have changed*

## 2.3.9.Platform Testing

*Detail what platform will be used for testing.* For software testing, specify t**he** operating system, hardware and software

## 2.3.10.User Acceptance Test (UAT)

**PURPOSE**: this test focuses on validating the business logic. It allows the end users tocomplete one final review of the system prior to deployment.

**TESTERS**: the UAT is performed by the end users (L1, L2 and L3).

**METHOD**: Since the business users are the most indicated to provide input around businessneeds and how the system adapts to them, it may happen that the users do some validation not contained in the scripts. Test team write the UAT test cases based on the inputs from End user (L1,L2 and L3 users) and Business Analyst’s.

**TIMING**: After all other levels of testing (Exploratory and Functional) are done. Only after thistest is completed the product can be released to production.

**TEST DELIVERABLES**

## 2.4.Test Strategy

### 2.4.1. Test Design Process

* The tester will understand each requirement and prepare corresponding test case to ensure all requirements are covered.
* Each Test case will be mapped to Use cases to Requirements as part of Traceability matrix.
* Each of the Test cases will undergo review by the BUSINESS ANALYST and the review defects are captured and shared to the Test team. The testers will rework on the review defects and finally obtain approval and sign-off.
* During the preparation phase, tester will use the prototype, use case and functional specification to write step by step test cases.
* Testers will maintain a clarification Tracker sheet and same will be shared periodically with the Requirements team and accordingly the test case will be updated. The clarifications may sometimes lead to Change Requests or not in scope or detailing implicit requirements.

Any subsequent changes to the test case if any will be directly updated.

### 2.4.2. Test Execution Process

* Once all Test cases are approved and the test environment is ready for testing, tester will start a exploratory test of the application to ensure the application is stable for testing.
* Testers to ensure necessary access to the testing environment, HP ALM for updating test status and raise defects. If any issues, will be escalated to the Test Lead and in turn to the Project Manager as escalation.
* If any showstopper during exploratory testing will be escalated to the respective development SPOCs for fixes.
* Each tester performs step by step execution and updates the executions status. The tester enters Pass or Fail Status for each of the step directly.
* Tester will prepare a Run chart with day-wise execution details
* If any failures, defect will be raised as per severity guidelines in HP ALM tool detailing steps to simulate along with screenshots if appropriate.
* Daily Test execution status as well as Defect status will be reported to all stakeholders.
* Testing team will participate in defect triage meetings in order to ensure all test cases are executed with either pass/fail category.
* If there are any defects that are not part of steps but could be outside the test steps, such defects need to be captured in HP ALM and map it against the test case level or at the specific step that issue was encountered after confirming with Test Lead.
* This process is repeated until all test cases are executed fully with Pass/Fail status.
* During the subsequent cycle, any defects fixed applied will be tested and results will be updated in HP ALM during the cycle.

As per Process, final sign-off or project completion process will be followed

### 2.4.3.Test level responsibility

*The testing levels expected to be applied and who has primary (P) and secondary (S) responsibility for performing this testing (table below).*

|  |  |  |  |
| --- | --- | --- | --- |
| Test Level | External Party | Team | Business |
| Unit Testing |  | P |  |
| Integration Testing |  | P |  |
| Security Testing | P | S |  |
| Connectivity Testing |  | P |  |
| User Acceptance Testing |  | S | P |
| Production Verification Testing |  | S | P |

### 2.4.4.Test Type & Approach

*The types of testing covered by the project team and their standard objectives are shown in table below:*

|  |  |
| --- | --- |
| Test Type | Objectives |
| Progression Requirements | The objectives are to verify that the application:   * Meets the defined requirements; * Performs and functions accurately; * Correctly handles error conditions; * Interfaces function correctly; * Data load is successful.   Functional testing will occur in an iterative and controlled manner, ensuring the solution matches the defined requirements. |
| Regression testing |  |

### 2.4.5.Facility, data, and resource provision plan

### 1)Testing Requirements

*Detail the requirements for testing to commence.*

Each person involved in testing will need the following access:

* A web browser with access to the intranet
* Access to the database, and relevant database SQL tool;
* Access to Business Objects;
* Access to Microsoft Excel to raise defects;

### 2)Resources & Skills

*Types of resources required during the testing window.*

* A resource with SQL skills;
* A resource with .NET skills to resolve anys;
* A resource with internet technologies understanding.

### 2.4.6.Testing Tools

The following tools will be used for testing:

| Process | Tool |
| --- | --- |
| Test case creation | Microsoft Word; Microsoft Excel |
| Test case tracking | Microsoft Excel |
| Test case execution | Manual and Automation |
| Test case management | Microsoft Excel, Selenium Web Driver |
| Defect management | Microsoft Excel, Selenium Web Driver |

### 2.4.7.Testing Metrics

*Team have to capture the number of defects raised, against a each particular module of the application. These might be captured in a defect tracking tool and they might provide input into the stability of that particular module and the re-work required for testing*. *This could then provide feedback* *to the developers, design documents and requirement documents to understand root cause, and potentially feed back lessons learned.*

### 2.4.8. Test Objectives

The objective of the test is to verify that the functionality of SoftUni Blog VERSION 1.0 according to the specifications.

The test will execute and verify the test scripts, identify, fix and retest all high and medium severity defects per the entrance criteria, prioritize lower severity defects for future fixing via CR.

The final product of the test is twofold:

* A production-ready software;
* A set of stable test scripts that can be reused for Functional and UAT test execution.

### 2.4.9. Test Assumptions

1. **Key Assumptions**

Production like data required and be available in the system prior to start of Functional Testing

1. **General**

* Exploratory Testing would be carried out once the structure is ready for testing
* All the defects would come along witha snapshot JPEG format
* The Test Team will be provided with access to Test environment via VPN connectivity
* The Test Team assumes all necessary inputs required during Test design and execution will be supported by Development/BUSINESS ANALYSTs appropriately.
* Test case design activities will be performed by QA Group
* Test environment and preparation activities will be owned by Dev Team
* Dev team will provide Defect fix plans based on the Defect meetings during each cycle to plan. The same will be informed to Test team prior to start of Defect fix cycles
* BUSINESS ANALYST will review and sign-off all Test cases prepared by Test Team prior to start of Test execution
* The defects will be tracked through HP ALM only. Any defect fixes planned will be shared with Test Team prior to applying the fixes on the Test environment
* Project Manager/BUSINESS ANALYST will review and sign-off all test deliverables
* The project will provide test planning, test design and test execution support
* Test team will manage the testing effort with close coordination with Project PM/BUSINESS ANALYST
* Project team has the knowledge and experience necessary, or has received adequate training in the system, the project and the testing processes.
* There is no environment downtime during test due to outages or defect fixes.

### 2.4.10. Functional Testing

* During Functional testing, testing team will use preloaded data which is available on the system at the time of execution
* The Test Team will be perform Functional testing only on SoftUni Blog

**UAT=не зная ???**

* UAT test execution will be performed by end users (L1, L2and L3) and QA Group will provide their support on creating UAT script.

### 2.4.11.Test Principles

* Testing processes will be well defined, yet flexible, with the ability to change as needed.
* Testing will be a repeatable, quantifiable, and measurable activity.
* Testing will be divided into distinct phases, each with clearly defined objectives and goals.
* There will be entrance and exit criteria.

### 2.4.12. Data Approach

* In functional testing, SoftUni Blog VERSION 1.0 will contain pre-loaded test data and which is used for testing activities.

# Progression Test Objectives

## 3.1.Function to be tested

*This section details the progression test objectives that will be covered by the project team.*

| Ref | Function | Test Objective | Evaluation Criteria | X-Ref | P |
| --- | --- | --- | --- | --- | --- |
| Function to be tested | | | | | |
| Test reference | Name of the function or sub-function being tested | The objective the test is trying to demonstrate | The criteria that will be evaluated to demonstrate the test is successful | Any cross references. For example, a functional requirement, a design document etc | The priority of the test |
| Repeaat for each function | | | | | |
| Ref | Function name | Objective | Evaluation criteria | x-Ref | P |
| Ref | Function name | Objective | Evaluation criteria | x-Ref | P |

## 3.2. Regression Testing

*This section details the regression test objectives that will be covered by the project team.*

| Ref | Function | Test Objective | Evaluation Criteria | X-Ref | P |
| --- | --- | --- | --- | --- | --- |
| Regression testing | | | | | |
| Test reference | Name of the function or sub-function being regression tested | The objective the test is trying to demonstrate | The criteria that will be evaluated to demonstrate the test is successful | Any cross references. For example previous regression suite or requirement document | The priority of the test |
| Ref | Function name | Objective | Evaluation criteria | x-Ref | P |
| Ref | Function name | Objective | Evaluation criteria | x-Ref | P |

# 4.Other Testing

## 4.1.Security

*Security testing check will be performed and who will perform it.*

## 4.2.Connectivity Testing (CT)

*Detail connectivity testing to be performed for the project, how it will be performed, who will perform it and expected outcomes.*

## 4.3.Unit Testing

*Detail what unit testing will be performed – note Unit Testing is verification of individual modules or “units” of code*

## 4.4.Integration Testing

*Detail what integration testing will be performed*

# 5.Facility, data, and resource provision plan

## 5.1.Test environment

*Detail the test environment required and availability dates.*

SoftUni Blog VERSION 1.0 servers will be hosted on two servers: One to host the actual website-Blog page and the other to host the database.

A windows environment with Internet Explorer 8, 9 and 10, and with Firefox 27.0, as well as Google Chrome32.0 and later should be available to each tester.

## 5.2.Access to other applications

*Detail any systems that are required to be accessed for the testing phase.*

## 5.3.Testing Requirements

*Detail the requirements for testing to commence.*

Each person involved in testing will need the following access:

* A web browser with access to the intranet
* Access to the XYZ database, and relevant database SQL tool;
* Access to Business Objects;
* Access to Microsoft Excel to raise defects;

## 5.4.Data Requirements

*Define data setup requirements to enable testing to start.*

## 5.5.Resources & Skills

*Define the types of resources required during the testing window.*

* A resource with SQL skills;
* A resource with .NET skills to resolve any defects;
* A resource with internet technologies understanding.

## 5.6.Testing Tools

The following tools will be used for testing:

| Process | Tool |
| --- | --- |
| Test case creation | Microsoft Word |
| Test case tracking | Microsoft Excel |
| Test case execution | Manual |
| Test case management | Microsoft Excel |
| Defect management | Microsoft Excel |

## 

## 5.7. Test Cycles

* There will be two cycles for functional testing. Each cycle will execute all the scripts .
* The objective of the first cycle is to identify any blocking, critical defects, and most of the high defects. It is expected to use some work-around in order to get to all the scripts.
* The objective of the second cycle is to identify remaining high and medium defects, remove the work-around from the first cycle, correct gaps in the scripts and obtain performance results.

## 5.8.Testing Metrics

Detail the metrics to capture, the reasons for capture, and how you will capture them. *For example, capture the number of s raised, against a each particular module of the application. These might be captured in a defect tracking tool and they might provide input into the stability of that particular module and the re-work required for testing*. *This could then provide feedback* *to the developers, design documents and requirement documents to understand root cause, and potentially feed back lessons learned.*

Test metrics to measure the progress and level of success of the test will be developed and shared with the project manager for approval.

## 5.9. Test Risks аnd Mitigation Factors

**Risks**

**The following risks have been identified and the appropriate action identified to mitigate their impact on the project. The impact (or severity) of the risk is based on how the project would be affected if the risk was triggered. The trigger is what milestone or event would cause the risk to become an issue to be dealt with.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| # | Risk | Impact | Trigger | Mitigation Plan |
| **1** | Scope– as testers become more familiar with the tool, they will want more functionality | **High** | **Delays in implementation date** | **Each iteration, functionality will be closely monitored. Priorities will be set and discussed by stakeholders. Since the driver is functionality and not time, it may be necessary to push the date out.** |
| **2** | **Changes to the functionality may negate the tests already written and we may loose test cases already written** | **High – to schedule and quality** | **Loss of all test cases** | **Export data prior to any upgrade, massage as necessary and re-import after upgrade.** |

# 6.Test Environment Plan

## 7.1.Test Environment Details

### 7.1.1.Testers

*Define the number of testers who will be involved in testing and their:*

* System access requirements
* Hardware requirements

**Test Team**

* Develop test conditions, test cases, expected results, and execution scripts.
* Perform execution and validation.
* Identify, document and prioritize defects according to the guidance provided by the Test lead.
* Re-test after software modifications have been made according to the schedule.
* Prepare testing metrics and provide regular status.

### 7.1.2.Development Team

* Review testing deliverables (test plan, cases, scripts, expected results, etc.) and provide timely feedback.
* Assist in the validation of results (if requested).
* Support the development and testing processes being used to support the project.
* Certify correct components have been delivered to the test environment at the points specified in the testing schedule.
* Keep project team and leadership informed of potential software delivery date slips based on the current schedule.
* Conduct first line investigation into execution discrepancies and assist test executors in creation of accurate defects.

### 7.1.3.Hardware and Firmware

*Define the hardware requirements for the test environment. This includes the name, asset numbers, communications equipment, the purpose and period of use. Identify how the hardware will be provided, who by and when.*

### 7.1.4.Software

*Define the software requirements of the test environment. This includes the software to be tested and any tools that will be used to assist in testing. This should include the software name, versions and item (eg operating system, database etc.). Identify who will supply them, when and how.*

### 7.1.5.Interfaces

*Define the interfaces to external applications. Identify who will establish the interface, when and how – refer to Interface Agreement if required.*

### 7.1.6.Other Materials

*Define any other requirements for the test environment. This might include manuals, software licensing, media, etc. Identify how they will be provided, who by and when.*

## 7.2.Establishing Environment

*Define the plan for establishing the testing environment, and responsibilities. This should include acquisition of each element, setup, installation and testing the environment.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Task | Requirements | Responsibility | Start Date | End Date |
|  |  |  |  |  |
|  |  |  |  |  |

## 7.3.Environment Control

*Define any control measures that will be placed on the environment.*

* Software release control,
* Environment access
* Environment monitoring and support

## 7.4.Environment Roles and Responsibilities

*Define the roles and responsibilities of persons who will be responsible for, or interface with the environment*

|  |  |  |
| --- | --- | --- |
| Role | Staff Member | Responsibilities |
| Release Manager | ………………… | Responsible for overall establishment, coordination and support of the test environment |
| Test Manager | ………………… | Responsible for advising release manager of environment requirements for planning, establishment and ongoing |
| Project Manager | ………………. | Escalation point for environment issues. |

# 8.Assumptions and Dependencies

## 8.1.Assumptions

Detail any assumptions made for testing.

*Business analyst and development team members will be available to provide support, training and defect resolution to the test team members as required*

## 8.2.Dependencies

Detail testing dependencies

*Access to the system in the test environment, will be configured by the system administrator for all test team members identified prior to the commencement of testing*

# 9.Entry and Exit Criteria

*Detail the entry and exit criteria that are used to determine when a phase of testing (or level of testing) is able to commence and when testing is considered to be completed.*

* The entry criteria refer to the desirable conditions in order to start test execution; only the migration of the code and fixes need to be assessed at the end of each cycle.
* The exit criteria are the desirable conditions that need to be met in order proceed with the implementation.
* Entry and exit criteria are flexible benchmarks. If they are not met, the test team will assess the risk, identify mitigation actions and provide a recommendation. All this is input to the project manager for a final “go-no go” decision.
* Entry criteria to start the execution phase of the test: the activities listed in the Test Planning section of the schedule are 100% completed.
* Entry criteria to start each cycle: the activities listed in the Test
* section of the schedule are 100% completed at each cycle.

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Exit Criteria** |  |  | **Test** |  |  | **Technical** |  |  | **Notes** |  |
|  |  |  |  |  |  |
|  |  |  |  | **Team** |  |  | **Team** |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  | 100% Test Scripts executed | |  |  |  |  |  |  |  |  | |  |
|  |  |  | |  |  |  |  |  |  |  |  | |  |
|  |  | 95% pass rate of Test Scripts | |  |  |  |  |  |  |  |  | |  |
|  |  |  | |  |  |  |  |  |  |  |  | |  |
|  |  | No open Critical and High severity defects | |  |  |  |  |  |  |  |  | |  |
|  |  |  | |  |  |  |  |  |  |  |  | |  |
|  |  | 95% of Medium severity defects have been closed | |  |  |  |  |  |  |  |  | |  |
|  |  |  | |  |  |  |  |  |  |  |  | |  |
|  |  | All remaining defects are either cancelled or | |  |  |  |  |  |  |  |  | |  |
|  |  | documented as Change Requests for a future release | |  |  |  |  |  |  |  |  | |  |
|  |  | All expected and actual results are captured and | |  |  |  |  |  |  |  |  | |  |
|  |  | documented with the test script | |  |  |  |  |  |  |  |  | |  |
|  |  | All test metrics collected based on reports from HP | |  |  |  |  |  |  |  |  | |  |
|  |  | ALM | |  |  |  |  |  |  |  |  | |  |
|  |  | All defects logged in HP ALM | |  |  |  |  |  |  |  |  | |  |
|  |  | Test Closure Memo completed and signed off | |  |  |  |  |  |  |  |  | |  |
|  |  | Test environment cleanup completed and a new | |  |  |  |  |  |  |  |  | |  |
|  | | | |  |  |  |  |  |  |  |  | |
|  | | | |  |  |  |  |  |  |  |  | |

# 10.Administrative Plan

## 10.1.Approvals

*Detail the responsibilities for testing signoff. For example, the following persons are responsible for the critical aspects of testing:*

| Task | Responsible Person | Escalation/ Approver |
| --- | --- | --- |
| Systems Integration Signoff |  |  |
| User Acceptance Testing Signoff |  |  |
| Production Verification Testing Signoff |  |  |

## 10.2.Test Milestones and Schedule

*The high-level testing milestones.*

| Milestone | Planned End Date | Actual End Date | Resource |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |

## 10.3.Training

The following training requirements have been identified to ensure testing can commence:

| Training Requirement | Staff | Date |
| --- | --- | --- |
|  |  |  |
|  |  |  |

## 10.4.Defect Management

*Detail how defects will be managed for this project. Detail what defect management tool will be used.*

It is expected that the testers execute all the scripts in each of the cycles described above. However it is recognized that the testers could also do additional testing if they identify a possible gap in the scripts. This is especially relevant in the second cycle, when the Business analyst’s join the TCOE in the execution of the test, since the BUSINESS ANALYSTs have a deeper knowledge of the business processes. If a gap is identified, the scripts and traceability matrix will be updated and then a defect logged against the scripts.

The defects will be tracked through HP ALM only. The technical team will gather information on a daily basis from HP ALM, and request additional details from the Defect Coordinator. The technical team will work on fixes.

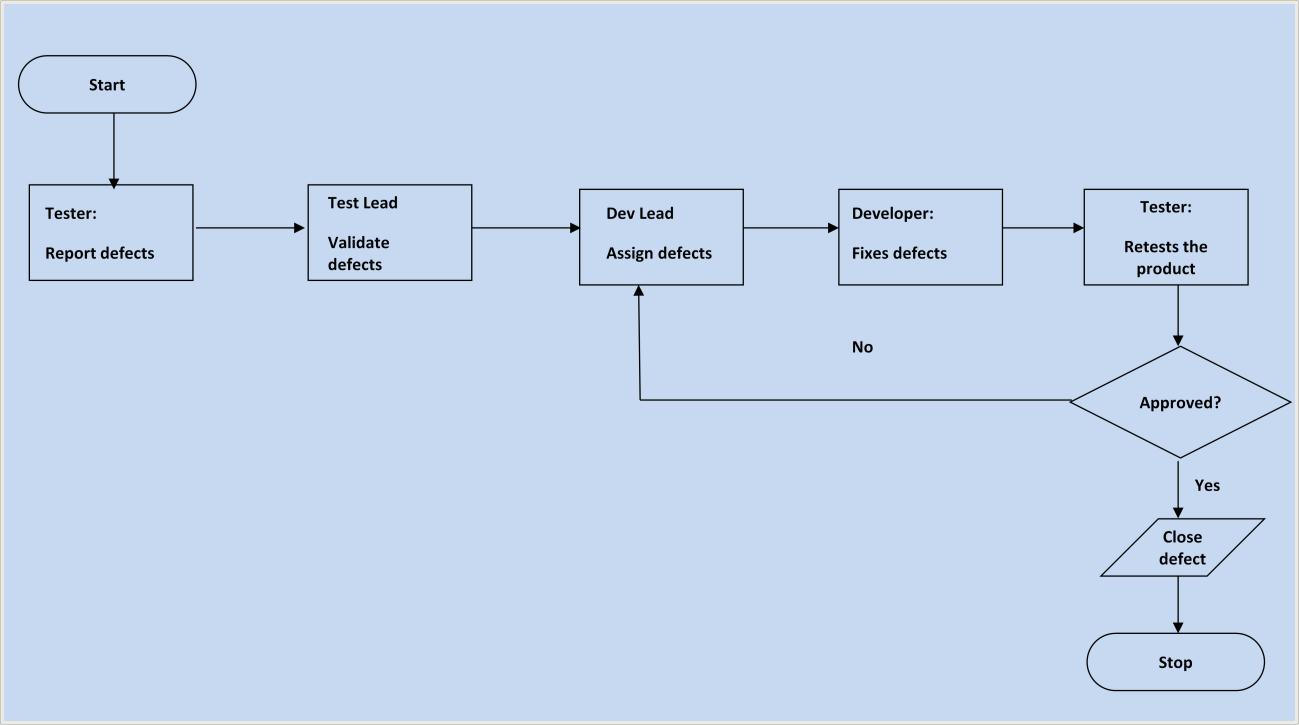
It is the responsibility of the tester to open the defects, link them to the corresponding script, assign an initial severity and status, retest and close the defect; it is the responsibility of the Defect Manager to review the severity of the defects and facilitate with the technical team the fix and its implementation, communicate with testers when the test can continue or should be halt, request the tester to retest, and modify status as the defect progresses through the cycle; it is the responsibility of the technical team to review HP ALM on a daily basis, ask for details if necessary, fix the defect, communicate to the Defect Manager the fix is done, implement the solution per the Defect Manager request.

Defects found during the Testing will be categorized according to the bug-reporting tool “Mercury HP ALM” and the categories are:

|  |  |  |
| --- | --- | --- |
|  | **Severity** | **Impact** |
|  |  |  |
| 1 | (Critical) | This bug is critical enough to crash the system, cause file corruption, or cause potential data loss |
|  |  | It causes an abnormal return to the operating system (crash or a |
|  |  | system failure message appears). |
|  |  | It causes the application to hang and requires re-booting the system. |
| 2 | (High) | It causes a lack of vital program functionality with workaround. |
|  |
|  |  |  |
| 3 | (Medium) | This Bug will degrade the quality of the System. However there is an  intelligent workaround for achieving the desired functionality – for example through another screen.  This bug prevents other areas of the product from being tested.  However other areas can be independently tested. |
|  |
|  |  |
| 4 | (Low) |  There is an insufficient or unclear error message, which has minimum impact on product use. |
|  |  |  |
| 5(Cosmetic) | |  There is an insufficient or unclear error message that has no impact on product use. |

## 10.6.Defect tracking & Reporting

Following flowchart depicts Defect Tracking Process:



# 11.Definitions

The following acronyms and terms have been used through out this document

|  |  |
| --- | --- |
| **Term/Acronym** | **Definition** |
|  |  |
|  |  |

# 12.References

The following documents have been used to assist in creation of this document.

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Document name** | **Version** | **Comments** |
|  |  |  |  |
|  |  |  |  |

# 13.Points of Contact

The following people can be contacted in reference to this document

|  |  |
| --- | --- |
| Primary Contact | |
| **Name** |  |
| **Title/Organisation** |  |
| **Phone** |  |
| **Email** |  |
| **Secondary Contact** | |
| **Name** |  |
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| **Phone** |  |
| **Email** |  |