

ServiceWolf System Test Plan

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Introduction

Provide a brief overview of your system test plan. Describe how you would start your application.

There are 10 tests that test the functionality of the ServiceWolf project. These tests ensure that we have a working program that meets the customer requirements. Any failures when running these tests gives us a good indication of where logic or other errors may lie in our implementation of the ServiceWolf system.

To run the tests and the application:

1. Right click on the ServiceWolfGUI class
2. Select Run As > Java Application

When the GUI loads, select the File Menu. The test files are located in the test-files folder. The contents of the files used in the tests are below.

incidents1.txt

CSC IT

* 2,Canceled,Piazza,sesmith5,0,Unowned,Not an Incident

- Set up piazza for Spring 2021

- Canceled; not an NC State IT service

* 3,New,Moodle down,sesmith5,0,Unowned,No Status

- When I go to wolfware.ncsu.edu, I get a 500 error

* 4,Resolved,Set up Jenkins VMs,sesmith5,1,cgurley,Permanently Solved

- Please set up Jenkins VMs for Spring 2021 semester.

- Assigned to C. Gurley

- Set up test VM. Awaiting verification from caller.

- VM works great, please deploy the rest.

- VMs deployed. Marked resolved.

- One of the VMs has the wrong version of Checkstyle installed.

- Updated version of Checkstyle.

* 9, In Progress, [Jenkins](#) behind [firewall](#), sesmith5,0, [cgurley](#), No Status

- [Jenkins](#) requires VPN to access. Please open to general access.

- Assigned to C. [Gurley](#)

ITECS

* 7, On Hold, Java not installed correctly, [zmgrosec](#),0, itecs1, Awaiting Caller

- I can't install Java on my computer.

- Assigned to itecs1

- Awaiting caller's feedback on attempting to install Java from Oracle

OIT

* 1, In Progress, Forgot password, [ictetter](#),0, oit_staff, No Status

- I forgot my password and can't log into NC State accounts

- OIT staff member on call with support

invalid_incidents.txt

CSC IT

* 2, Canceled, Piazza, sesmith5,0, [Unowned](#), Not an Incident

* 3, New, [Moodle](#) down, sesmith5,-1, [Unowned](#), No Status

- When I go to wolfware.ncsu.edu, I get a 500 error

* 4, Resolved, "", sesmith5,1, [cgurley](#), Permanently Solved - Please set up [Jenkins](#) VMs for Spring 2021 semester.

- Assigned to C. [Gurley](#)

- Set up test VM. Awaiting verification from caller.

- VM works great, please deploy the rest.

- VMs deployed. Marked resolved.

- One of the VMs has the wrong version of [Checkstyle](#) installed.

- Updated version of [Checkstyle](#).

* -1, In Progress, [Jenkins](#) behind [firewall](#), sesmith5,0, [cgurley](#), No Status

- [Jenkins](#) requires VPN to access. Please open to general access.

- Assigned to C. [Gurley](#)

\$ ITECS

* 7, On Hold, Java not installed correctly, [zmgrosec](#), 0, itecs1, Awaiting Caller

OIT

* 1, Waiting, Forgot password, [ictetter](#), 0, oit_staff, No Status

- I forgot my password and can't log into NC State accounts

- OIT staff member on call with support

Test ID	Description	Expected Results	Actual Results
Test1: Invalid File Author: Tyler Strickland	Preconditions: None Run ServiceWolfGUI Click the File menu in the top left corner of the GUI, click Load and select: <i>test-files/invalid_incidents.txt</i> Click Select <i>Check Results</i> Close GUI	ServiceWolfGUI loads Current Service Group is empty No incidents are listed in the space below the buttons	ServiceWolfGUI loads Current Service Group is empty No incidents are listed in the space below the buttons
Test2: Valid File Author: Tyler Strickland	Preconditions: None Click the File menu in the top left corner of the GUI, click Load and select: <i>test-files/incidents1.txt</i> Click Select <i>Check Results</i> In the Current Service Group dropdown, select CSC IT <i>Check Results</i> Close GUI	The Service Groups are listed in alphabetical order in the Current Service Group menu. The space below shows 4 different incidents: <ul style="list-style-type: none">• 2, Canceled, Piazza, Not an Incident• 3, New, Moodle down, No Status• 4, Resolved, Set up Jenkins VMs, Permanently Solved• 9, In Progress, Jenkins behind firewall, No Status	The Service Groups are listed in alphabetical order in the Current Service Group dropdown menu. The space below the buttons shows the same incidents with the same id, state, title, and status details and in the same order as the expected results.

<p>Test3: Edit Service Group</p> <p>Author: Tyler Strickland</p>	<p>Preconditions: Test 2 has passed</p> <p>Make sure that CSC IT is selected in the Current Service Group and the 4 incidents associated with that service group are displayed below.</p> <p>Click the Edit Service Group button</p> <p>Enter the name "Pack IT"</p> <p>Click OK</p> <p><i>Check Results</i></p> <p>Close GUI</p>	<p>The Service Group list is updated with the new name, and alphabetical order is maintained.</p> <p>The "Pack IT" service group is the active service group and there is an empty list of incidents.</p>	<p>The Current Service Group dropdown menu is updated with the new name, and alphabetical order is maintained.</p> <p>The Pack IT service group is the active service group and there is an empty list of incidents displayed.</p>
<p>Test4: Remove with no selection</p> <p>Tyler Strickland</p>	<p>Preconditions: Test 2 has passed</p> <p>Make sure that CSC IT is selected in the Current Service Group and the 4 incidents associated with that service group are displayed below.</p> <p>Make sure that none of the incidents in the incidents list are selected. If one is selected, restart the test.</p> <p>Click the Delete Incident button</p> <p><i>Check Results</i></p>	<p>A pop-up dialog box with the message "No incident selected" is displayed</p>	<p>A pop-up dialog box with the message "No incident selected" is displayed.</p>
<p>Test5: Add Incident</p> <p>Tyler Strickland</p>	<p>Preconditions: None</p> <p>Run ServiceWolfGUI</p> <p>Click the File menu in the top left corner of the GUI, and select:</p> <p><i>test-files/incidents1.txt</i></p> <p>Click Select</p> <p><i>Check Results</i></p> <p>In the Current Service Group dropdown, select ITECS</p>	<p>The Service Groups are listed in alphabetical order in the Current Service Group menu.</p> <p>The Incidents List shows:</p> <ul style="list-style-type: none"> • 7, On Hold, Java not installed correctly, Awaiting Caller <p>After adding the new incident, the Incidents List now shows:</p>	<p>The Service Groups are listed in alphabetical order in the Current Service Group menu.</p> <p>The Incidents list shows:</p> <ul style="list-style-type: none"> • 7, On Hold, Java not installed correctly, Awaiting Caller <p>After adding the new incident, the Incidents list now shows:</p> <ul style="list-style-type: none"> • 7, On Hold, Java not installed correctly, Awaiting Caller

	<p><i>Check Results</i></p> <p>Click the Add Incident Button</p> <p>In the Title box, enter “Github not working”</p> <p>In the Caller box, enter “user1”</p> <p>In the Message box, enter “Github won’t let me push to repository”</p> <p>Click Add to Service Group button</p> <p><i>Check Results</i></p>	<ul style="list-style-type: none"> • 7, On Hold, Java not installed correctly, Awaiting Caller • 8, New, Github not working, No Status 	<ul style="list-style-type: none"> • 8, Github not working, user1, No Status
<p>Test6: Edit Incident in new State</p> <p>Author: Tyler Strickland</p>	<p>Preconditions: Test 2 and 5 pass</p> <p>Make sure ITECS is selected as the Current Service Group in the dropdown.</p> <p>Click on the second incident in the incidents list (8, New, Github not working, No Status)</p> <p>Click the Edit Incident button</p> <p><i>Check Results</i></p> <p>In the Message: section, enter “Assign to cgurley”</p> <p>In the Owner Id: section, enter “cgurley”</p> <p>Click the Assign button</p> <p><i>Check Results</i></p>	<p>After the Edit Incident button is clicked, the view is switched to a new screen with functionality to edit the Incident.</p> <p>The incidents drop down now shows:</p> <ul style="list-style-type: none"> • 7, On Hold, Java not installed correctly, Awaiting Caller • 8, In Progress, Github not working, No Status 	<p>The edit functionality is shown.</p> <p>The incidents are now as listed in the expected results</p>
<p>Test7: Edit incident in the In Progress state</p>	<p>Preconditions: Test 2, 5, and 6 have passed</p> <p>Click on the second incident in the incidents list</p> <p>Click Edit Incident</p> <p>In the Message: section, enter “Awaiting a change”</p> <p>In the On Hold Reason dropdown, select Awaiting Change</p> <p>Click Hold</p> <p><i>Check Results</i></p>	<p>The incidents in the dropdown now show</p> <ul style="list-style-type: none"> • 7, On Hold, Java not installed correctly, Awaiting Caller • 8, On Hold, Github not working, Awaiting Change 	<p>The incidents are now as listed in the expected results</p>

Test8: Edit incident I the On Hold State	<p>Preconditions: Test 2, 5, 6, and 7 have passed</p> <p>Click on the first incident in the incidents list (id 7)</p> <p>Click Edit Incident</p> <p>In the Message: section, enter “Investigating the issue”</p> <p>Click Investigate</p> <p><i>Check Results</i></p>	<p>The incidents in the dropdown now show</p> <ul style="list-style-type: none"> • 7, In Progress, Java not installed correctly, No Status • 8, On Hold, Github not working, Awaiting Change 	The incidents are now listed as shown in the expected results
Test9: Resolve incident in the In Progress state	<p>Preconditions: Test 2, 5-8 have passed</p> <p>Click on the first incident in the list</p> <p>Click Edit Incident</p> <p>In the Message section, enter “Found a resolution”</p> <p>In the Resolution Reason dropdown menu, select Workaround</p> <p>Click Resolve</p> <p><i>Check Results</i></p>	<p>The incidents in the dropdown now show</p> <ul style="list-style-type: none"> • 7, Resolved, Java not installed correctly, Workaround • 8, On Hold, Github not working, Awaiting Change 	The incidents are now listed as expected
Test10: Cancel incident in the Resolved State	<p>Preconditions: Test 2, 5-9 have passed</p> <p>Click the first incident in the list</p> <p>Click Edit Incident</p> <p>In the Message section, enter “Caller canceled”</p> <p>In the Cancellation Reason section, select Caller Canceled</p> <p>Click Cancel</p> <p><i>Check Results</i></p>	<p>The incidents in the dropdown now show</p> <ul style="list-style-type: none"> • 7, Canceled, Java not installed correctly, Caller Canceled • 8, On Hold, Github not working, Awaiting Change 	The incidents are now listed as expected in the expected results
Test11: Edit incident in the Canceled State	<p>Preconditions: Test 2, 5-10 have passed</p> <p>Click the first incident in the list</p> <p>Click Edit Incident</p> <p><i>Check Results</i></p> <p>Click Return</p>	<p>The only option available is to return.</p> <p>When return is clicked, the incidents list shows:</p> <ul style="list-style-type: none"> • 7, Canceled, Java not installed correctly, Caller 	<p>The only option to choose is return.</p> <p>When returned, the incident list shows the same as what is in the expected results</p>

	<i>Check Results</i>	Canceled • 8, On Hold, Github not working, Awaiting Change	
Test12: Save to file	<p>Preconditions: Test2, 5-11 have passed</p> <p>In the top left corner of the GUI, click File</p> <p>Select Save</p> <p>Click the test-files folder</p> <p>In the Save As section, enter "actual_stp_results.txt"</p> <p>Click Save</p> <p><i>Check Results</i></p>	A new file is created with the name "actual_stp_results.txt" and the contents of the file are the exact same as the file "expected_stp_results.txt".	A new file is created with the name "actual_stp_results.txt" and is in the test-files folder. The contents of the new file match those of "expected_stp_results.txt"

Document Revision History

Date	Author	Change Description
3/18/21	Tyler Strickland	• Added and ran system tests