



**Proposal to the
Office of Systems Integration
(OSI)**

**Request for Information (RFI)
#75001**

**For
Agile Development Pre-Qualified
(ADPQ) Vendor Pool**

Usability Testing

June 7, 2016



Strategy! Innovation! Transformation!

Revision History

Version	Date	Description of Updates	Author
DRAFT	06/01/2016	DRAFT version created for review	xFusion
1.0	06/07/2016	Updated with review comments	xFusion

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FIGURE 2-1 – TEST APPROACH OVERVIEW **ERROR! BOOKMARK NOT DEFINED.**

1 Introduction

Usability testing is critical to the test approach and process in order to deliver a human-centered application with a first-class consumer experience. The usability testing is conducted by a focus group that consists of real end users. For SafeKids, xFusion had one user who impersonated a biological parent of a foster child. The user was involved in the usability testing of the application.

2 Usability Test Approach and Details

The Usability testing is conducted to ensure that the User Experience of the application meets the expectations of the real users. It also validates and confirms the UX design principle that we have adopted which is a human-centered design. The goal is to provide a first class consumer experience to the end users that uses a responsive design.

➤ **User Persona Overview**

In the SafeKids testing process, Piotr Palacz plays the role of a biological parent of a foster child. Piotr is extensively engaged in the usability testing as well as the UAT for the application.

➤ **Testing Approach**

The testing was done using a set of test scenarios that the xFusion team had created. It was conducted using multiple devices, operating systems and browsers as described below:

- **Devices**
 - Computers running
 - iPhone
 - iPad
 - Android Phone
 - Android Tablet
 - Windows Mobile
 - Windows Tablet
- **Operating Systems**
 - Windows
 - iOS
 - Android
- **Browsers**
 - Internet Explore and Microsoft EDGE
 - Google Chrome
 - Safari on both Mac and Windows
 - Opera
 - Firefox

➤ **Test Scenarios**

Summarized below are the test scenarios that were used in the testing:

FEAT	User Story	Test Case ID	Test Case	Test Data	Expected Result
1. Manage Parent Profile	1.1 Create Parent Profile As a Parent, I want to create my user profile so that I can manage my child(ren)'s profile and communicate to the Case Worker	1.1 Sign Up	Enter Valid First Name and click Sign Up button	• First Name=""	After Entering this Information, System will not allow the user to Sign Up. System will ask the User to provide Last Name and Email .
			Enter Valid First Name, Last Name and click Sign In button	• First Name="" • Last Name=""	After Entering this Information, System will not allow the user to Sign Up. System will ask the User to provide Email .
			Enter Valid First Name, Last Name, Email and click Sign In button	• First Name="" • Last Name="" • Email=""	After Entering this Information, System will not allow the user to Sign Up. System will ask the User to choose either Email or Text method to receive a code.
			Enter Valid First Name, Last Name, Email and select Email / Text and click Sign In button	• First Name="" • Last Name="" • Email="" • Email / Text	After Entering this Information, System will not allow the user to Sign Up. System will take the previous Email and send a Code to the Inbox.
			Enter Valid First Name, Last Name, Email and select Email Method , Click send button and then click Sign In button	• First Name="" • Last Name="" • Email="" • Email (Taken from Previous Entry)	After Entering and sending this Information, System will not allow the user to Sign Up. System will take the previous Email and will send a Code to the Inbox.

FEAT	User Story	Test Case ID	Test Case	Test Data	Expected Result
			Enter Valid First Name , Last Name , Email and select Email Method Enter the Code and click Sign In button	<ul style="list-style-type: none"> • First Name="" • Last Name="" • Email="" • Code= 	After Entering this Information, System will not allow the user to Sign Up. System will ask the User to mark the checkbox if the User agrees to the Terms of Use and Privacy Policy.
			Enter Valid First Name , Last Name , Email and select Email Method Enter the Code and click the checkbox and Sign In button	<ul style="list-style-type: none"> • First Name="" • Last Name="" • Email="" • Email= • Code= • Select the Checkbox 	After Entering this Information, System will allow the user to Sign Up.
			Enter Valid First Name , Last Name , Email and select Text Method , enter text and click Send , and then click Sign In button	<ul style="list-style-type: none"> • First Name="" • Last Name="" • Email="" • Text= 	After Entering this Information, System will not allow the user to Sign Up. System will provide a Code to the User's Cell Phone Number.
			Enter Valid First Name , Last Name , Email and select Text Method , Enter Cell Phone Number Enter the Code and click Sign In button	<ul style="list-style-type: none"> • First Name="" • Last Name="" • Email="" • Text= • Code= 	After Entering this Information, System will not allow the user to Sign Up. System will ask the User to mark the checkbox if the User agrees to the Terms of Use and Privacy Policy.
			Enter Valid First Name , Last Name , Email and select Text Method Enter the Code and click the	<ul style="list-style-type: none"> • First Name="" • Last Name="" • Email="" • Text= • Code= 	After Entering this Information, System will allow the user to Sign Up.

FEAT	User Story	Test Case ID	Test Case	Test Data	Expected Result
			checkbox and Sign In button	<ul style="list-style-type: none"> • Select the Checkbox 	
		1.2 Parent Information	Enter Valid Middle Name (Optional), Social Security Number and click Register button	<ul style="list-style-type: none"> • First Name(Taken from Previous Entry) • Middle Name(Optional)=" • Last Name(Taken from Previous Entry) • Social Security Number= 	<p>After Entering and sending this Information, System will ask the User to Provide</p> <ul style="list-style-type: none"> • Gender(Male / Female) • Upload Photo • Home Phone • Work Phone • Mobile Phone • Email(Taken from Previous Entry) • Best time to call • Street Address 1 • Street Address 2 • City • State(CA) • Zip • Mailing Address (Same as above/ Different from home address) • User Name • Password • Re-Type Password • Secret Question 1 • your answer • Secret Question 2 • your answer • Password • Re-Type Password • Submit the Text

FEAT	User Story	Test Case ID	Test Case	Test Data	Expected Result
			Enter Valid Middle Name (Optional), Social Security Number , Select Gender and click Register button	<ul style="list-style-type: none"> • First Name(Taken from Previous Entry) • Middle Name(Optional)=" • Last Name(Taken from Previous Entry) • Social Security Number= • Male / Female 	<p>After Entering and sending this Information, System will ask the User to Provide</p> <ul style="list-style-type: none"> • Upload Photo • Home Phone • Work Phone • Mobile Phone • Email(Taken from Previous Entry) • Best time to call • Street Address 1 • Street Address 2 • City • State(CA) • Zip • Mailing Address (Same as above/ Different from home address) • User Name • Password • Re-Type Password • Secret Question 1 • your answer • Secret Question 2 • your answer • Password • Re-Type Password • Submit the Text

FEAT	User Story	Test Case ID	Test Case	Test Data	Expected Result
			Enter Valid Middle Name (Optional), Social Security Number , Select Gender , Upload User's Photo and click Register button	<ul style="list-style-type: none"> • First Name(Taken from Previous Entry) • Middle Name(Optional)=" • Last Name(Taken from Previous Entry) • Social Security Number= • Male / Female • Photo 	<p>After Entering and sending this Information, System will ask the User to Provide</p> <ul style="list-style-type: none"> • Home Phone • Work Phone • Mobile Phone • Email(Taken from Previous Entry) • Best time to call • Street Address 1 • Street Address 2 • City • State(CA) • Zip • Mailing Address (Same as above/ Different from home address) • User Name • Password • Re-Type Password • Secret Question 1 • your answer • Secret Question 2 • your answer • Password • Re-Type Password • Submit the Text

FEAT	User Story	Test Case ID	Test Case	Test Data	Expected Result
		1.3 Contact Information	Enter Valid Middle Name (Optional), Social Security Number , Select Gender , Upload User's Photo , Enter at least one of these 3 phone Numbers Home Phone Number / Work Phone Number/ Mobile Phone Number , Best time to call and click Register button	<ul style="list-style-type: none"> • First Name(Taken from Previous Entry) • Middle Name(Optional)=" • Last Name(Taken from Previous Entry) • Social Security Number= • Male / Female • Photo • Home Phone Number / Work Phone • Best Time to Call 	After Entering and sending this Information, System will ask the User to Provide <ul style="list-style-type: none"> • Street Address 1 • Street Address 2 • City • State(CA) • Zip • Mailing Address (Same as above/ Different from home address) • User Name • Password • Re-Type Password • Secret Question 1 • your answer • Secret Question 2 • your answer • Password • Re-Type Password • Submit the Text
		1.4 Home Address Information	Enter Valid Middle Name (Optional), Social Security Number , Select Gender , Upload User's Photo , Enter at least one of these 3 phone Numbers Home Phone Number / Work Phone Number/ Mobile Phone	<ul style="list-style-type: none"> • First Name(Taken from Previous Entry) • Middle Name(Optional)=" • Last Name(Taken from Previous Entry) • Social Security Number= • Male / Female • Photo • Home 	After Entering and sending this Information, System will ask the User to Provide <ul style="list-style-type: none"> • Mailing Address (Same as above/ Different from home address) • User Name • Password • Re-Type Password • Secret Question 1 • your answer • Secret Question 2

FEAT	User Story	Test Case ID	Test Case	Test Data	Expected Result
			Number, Best time to call, Street Address 1 and Street Address 2 (Optional), City, State (CA), Zip , and click Register button	Phone Number / Work Phone • Best Time to Call • Street Address 1=" • City=" • State(CA) • Zip="	• your answer • Password • Re-Type Password • Submit the Text
			Enter Valid Middle Name (Optional), Social Security Number , Select Gender , Upload User's Photo , Enter at least one of these 3 phone Numbers Home Phone Number / Work Phone Number/ Mobile Phone Number , Best time to call, Street Address 1 and Street Address 2 (Optional), City, State (CA), Zip , Select Mailing Address (Same as above/	• First Name(Taken from Previous Entry) • Middle Name(Optional)=" " • Last Name(Taken from Previous Entry) • Social Security Number= • Male / Female • Photo • Home Phone Number / Work Phone • Best Time to Call • Street Address 1=" • City=" • State(CA) • Zip=" • Same as above	After Entering and sending this Information, System will ask the User to Provide • User Name • Password • Re-Type Password • Secret Question 1 • your answer • Secret Question 2 • your answer • Password • Re-Type Password • Submit the Text

FEAT	User Story	Test Case ID	Test Case	Test Data	Expected Result
			Different from home address) and click Register button		
			Enter Valid Middle Name (Optional), Social Security Number , Select Gender , Upload User's Photo , Enter at least one of these 3 phone Numbers Home Phone Number / Work Phone Number/ Mobile Phone Number , Best time to call , Street Address 1 and Street Address 2 (Optional), City , State (CA), Zip , Select Mailing Address (Same as above/	<ul style="list-style-type: none"> • First Name(Taken from Previous Entry) • Middle Name(Optional)=" • Last Name(Taken from Previous Entry) • Social Security Number= • Male / Female • Photo • Home Phone Number / Work Phone • Best Time to Call • Street Address 1=" • City=" • State(CA) • Zip=" • Different Home Address 	After Entering and sending this Information, System will ask the User to Provide • Street Address 1= • City= • State= • Zip= • Same as above • User Name • Password • Re-Type Password • Secret Question 1 • your answer • Secret Question 2 • your answer • Password • Re-Type Password • Submit the Text

FEAT	User Story	Test Case ID	Test Case	Test Data	Expected Result
			Different from home address) and click Register button		
		1.5 Login Information	Enter Valid Middle Name (Optional), Social Security Number , Select Gender , Upload User's Photo , Enter at least one of these 3 phone Numbers Home Phone Number / Work Phone Number/ Mobile Phone Number , Best time to call , Street Address 1 and Street Address 2 (Optional), City , State (CA), Zip , Select	<ul style="list-style-type: none"> • First Name(Taken from Previous Entry) • Middle Name(Optional)=" • Last Name(Taken from Previous Entry) • Social Security Number= • Male / Female • Photo • Home Phone Number / Work Phone • Best Time to Call • Street Address 1=" • City=" • State(CA) • Zip=" 	<p>After Entering and sending this Information, System will ask the User to Provide</p> <ul style="list-style-type: none"> • Password • Re-Type Password • Secret Question 1 • your answer • Secret Question 2 • your answer • Password • Re-Type Password • Submit the Text

FEAT	User Story	Test Case ID	Test Case	Test Data	Expected Result
			Mailing Address (Same as above/ Different from home address), enter UserName and click Register button	<ul style="list-style-type: none"> • Mailing Address • User Name="" 	
			Enter Valid Middle Name (Optional), Social Security Number , Select Gender , Upload User's Photo , Enter at least one of these 3 phone Numbers Home Phone Number / Work Phone Number/ Mobile Phone Number , Best time to call , Street Address 1 and Street Address 2 (Optional), City , State (CA), Zip , Select Mailing Address (Same as	<ul style="list-style-type: none"> • First Name(Taken from Previous Entry) • Middle Name(Optional)=" • Last Name(Taken from Previous Entry) • Social Security Number= • Male / Female • Photo • Home Phone Number / Work Phone • Best Time to Call • Street Address 1=" • City=" • State(CA) • Zip=" • Mailing Address • User 	<p>After Entering and sending this Information, System will ask the User to Provide</p> <ul style="list-style-type: none"> • Secret Question 1 • your answer • Secret Question 2 • your answer • Password • Re-Type Password • Submit the Text

FEAT	User Story	Test Case ID	Test Case	Test Data	Expected Result
			above/ Different from home address), enter UserName, Password and Re-type Password and click Register button	Name=" <ul style="list-style-type: none"> • Password=" • Re-type Password=" 	
			Enter Valid Middle Name (Optional), Social Security Number , Select Gender , Upload User's Photo , Enter at least one of these 3 phone Numbers Home Phone Number / Work Phone Number/ Mobile Phone Number , Best time to call , Street Address 1 and Street Address 2 (Optional), City, State (CA) , Zip , Select Mailing	<ul style="list-style-type: none"> • First Name(Taken from Previous Entry) • Middle Name(Optional)=" • Last Name(Taken from Previous Entry) • Social Security Number= • Male / Female • Photo • Home Phone Number / Work Phone • Best Time to Call • Street Address 1=" • City=" • State(CA) • Zip=" • Mailing 	After Entering and sending this Information, System will ask the User to Provide <ul style="list-style-type: none"> • Secret Question 2 • your answer • Password • Re-Type Password • Submit the Text

FEAT	User Story	Test Case ID	Test Case	Test Data	Expected Result
			Address (Same as above/ Different from home address), enter UserName, Password and Re-type Password, Select Secret question 1 and enter Answer and click Register button	Address • User Name="" • Password="" • Re-type Password="" • Secret question 1 • Answer ="	
			Enter Valid Middle Name (Optional), Social Security Number, Select Gender, Upload User's Photo, Enter at least one of these 3 phone Numbers Home Phone Number / Work Phone Number/ Mobile Phone Number, Best time to call, Street Address 1 and Street Address 2 (Optional), City, State (CA), Zip, Select	• First Name(Taken from Previous Entry) • Middle Name(Optional)=" " • Last Name(Taken from Previous Entry) • Social Security Number= • Male / Female • Photo • Home Phone Number / Work Phone/ Cell Phone Number • Best Time to Call • Street Address 1="	After Entering this Information, System will ask user to Provide the code written in the box. If the User enters Correct Code then System will allow the Parent to create his Profile.

FEAT	User Story	Test Case ID	Test Case	Test Data	Expected Result
			Mailing Address (Same as above/ Different from home address), enter UserName, Password and Re-type Password, Select Secret question 1, Secret question 1, and enter Answer1 and Answer 2, Code and click Register button	<ul style="list-style-type: none"> • City="" • State(CA) • Zip="" • Mailing Address • User Name="" • Password="" • Re-type Password="" • Secret question 1 • Answer =" • Secret question 2 • Answer =" • Code="" 	
			Enter Valid User Name and Password and click Log In	<ul style="list-style-type: none"> • User Name="" • Password="" 	After Entering this Information, System will allow the user to Log in
2. Set Up Child(ren) Profile	2.1 Set Up Child(ren) Profile As a parent I want to log in to my user profile and set up the child(ren) profiles by entering the child(ren) demographics.	2.1 Child Information	Enter Valid First Name and click Save Button	<ul style="list-style-type: none"> • First Name="" 	After Entering and sending this Information, System will ask the User to Provide <ul style="list-style-type: none"> • Middle Name(Optional) • Last Name • Gender • Race/ Ethnicity • Date of Birth • Social Security Number • Upload Photo(Optional)

FEAT	User Story	Test Case ID	Test Case	Test Data	Expected Result
			Enter Valid First Name, Middle Name(optional), Last Name and click Save Button	<ul style="list-style-type: none"> • First Name="" • Middle Name(Optional)="" • Last Name="" 	After Entering and sending this Information, System will ask the User to Provide <ul style="list-style-type: none"> • Gender • Race/ Ethnicity • Date of Birth • Social Security Number • Upload Photo(Optional)
			Enter Valid First Name, Middle Name(optional), Last Name , select Gender (Male/ Female) and click Save Button	<ul style="list-style-type: none"> • First Name="" • Middle Name(Optional)="" • Last Name="" • Gender 	After Entering and sending this Information, System will ask the User to Provide <ul style="list-style-type: none"> • Race/ Ethnicity • Date of Birth • Social Security Number • Upload Photo(Optional)
			Enter Valid First Name, Middle Name(optional), Last Name , select Gender (Male/ Female), Race/ Ethnicity and click Save Button	<ul style="list-style-type: none"> • First Name="" • Middle Name(Optional)="" • Last Name="" • Gender • Race/ Ethnicity 	After Entering and sending this Information, System will ask the User to Provide <ul style="list-style-type: none"> • Date of Birth • Social Security Number • Upload Photo(Optional)

FEAT	User Story	Test Case ID	Test Case	Test Data	Expected Result
			Enter Valid First Name, Middle Name(optional), Last Name , select Gender (Male/ Female), Race/ Ethnicity, Date of Birth and click Save Button	<ul style="list-style-type: none"> • First Name="" • Middle Name(Optional)="" • Last Name="" • Gender • Race/ Ethnicity • Date of Birth 	After Entering and sending this Information, System will ask the User to Provide <ul style="list-style-type: none"> • Social Security Number • Upload Photo(Optional)
			Enter Valid First Name, Middle Name(optional), Last Name , select Gender (Male/ Female), Race/ Ethnicity, Date of Birth , enter Social Security Number and click Save Button	<ul style="list-style-type: none"> • First Name="" • Middle Name(Optional)="" • Last Name="" • Gender • Race/ Ethnicity • Date of Birth • Social Security Number= 	After Entering and sending this Information, System will Save the Child's Information.
		2.2 Relationship Information	Enter Valid First Name, Middle Name(optional), Last Name , select Gender (Male/ Female), Race/ Ethnicity, Date of Birth, Social Security Number, relationship information and click Save Button	<ul style="list-style-type: none"> • First Name="" • Middle Name(Optional)="" • Last Name="" • Gender • Race/ Ethnicity • Date of Birth • Social Security Number= • Relationship information= 	After Entering and sending this information, System will Save the Child's Information, and update Child's profile accordingly.

FEAT	User Story	Test Case ID	Test Case	Test Data	Expected Result
			Enter Valid First Name, Middle Name(optional), Last Name , select Gender (Male/ Female), Race/ Ethnicity, Date of Birth, Social Security Number, relationship information, proof of Relationship Support Document and click Save Button	<ul style="list-style-type: none"> • First Name= • Middle Name(Optional)= • Last Name= • Gender • Race/ Ethnicity • Date of Birth • Social Security Number= • Relationship information= • Proof of Relationship Support Document= 	System should allow to upload Birth Certificate and/or Adoption Certificate, and save all other information
		2.3 Disability Information	Enter Valid First Name, Middle Name(optional), Last Name , select Gender (Male/ Female), Race/ Ethnicity, Date of Birth, Social Security Number, relationship information, proof of Relationship Support Document, Disability Information and click Save Button	<ul style="list-style-type: none"> • First Name= • Middle Name(Optional)= • Last Name= • Gender • Race/ Ethnicity • Date of Birth • Social Security Number= • Relationship information= • Proof of Relationship Support Document= • Disability Type= • Medical and Diagnosis Support Document= 	System should allow to update Disability Type, upload Medical and Diagnosis Support Document, and save all other information. System should also allow to add 'Notes', if needed.

FEAT	User Story	Test Case ID	Test Case	Test Data	Expected Result
3. Facilities Locator	3.1 Facilities Locator: As a parent, I want to see facilities available at or near a particular location.	3.1 Facilities Locator	Enter Valid ZIP code or address and click 'Search'.	Add ZIP code or a valid address	After Entering this information, System will show facilities located at or near this address/ZIP code
4. Message Inbox	4.1 Message Inbox: As a parent, I want to see the contact information, and my previous correspondences with the contact/case worker. I should also be able to compose a new email to the contact/case worker.	4.1 Contact Info	This should have details of the facility that the parent selected (Facility Name, Facility Address, Contact Person, and Case Worker)	<ul style="list-style-type: none"> • Facility Name=" • Facility Address=" • Contact Person=" • Case Worker=" 	Once a parent selects a facility, he should see all the details of that selected facility i.e. Facility Name, Facility Address, Contact Person, and Case Worker
		4.2 Compose New Email	Parent should be able to send either the contact person or the case worker from the selected Facility's contact info.	Send a new email to the Case Worker (Kevin Jones)	Send a new email to the Case Worker (Kevin Jones)
		4.2 Inbox	This should list all correspondences that a parent made with either the contact person or the case worker		After sending an email to the case worker, Kevin Jones, the inbox should list the message, sender, receiver, and the sent time.