

Process	Test case	Step	Description	Status	Expected Result	Actual Result	Comment
Вступна частина (Introduction)							
Electric scooter sales and rental website to provide an enhanced user experience for customers seeking eco-friendly transportation solutions.	N/A	Initial discussion/entry criteria improvement	Electric scooter sales and rental website to provide an enhanced user experience for customers seeking eco-friendly transportation solutions.	Reviewed/Discussed			
	N/A						
	N/A	MVP development					
	N/A	MVP testing phase and improvements					
	N/A	Improvements and build testing					
	N/A						
	N/A				N/A	N/A	
Вхідні критерії (Entry Criteria)							
Web Hosting			Portal uptime: 99.9%. Hosting should have geographically separated data centers on at least two continents (American and European). Support team availability 24/7 with the option to contact through service tickets with prioritization.				
		2st priority					
Mobile Version			Mobile version adapted for Chrome and Mozilla browsers for Android. Mobile version adapted for Safari browser for iOS.				
		3rd priority					
Website design aligned with the theme			CMS console for updating website elements.				
Frontend		5th priority	Mockups are aligned with the website theme. Responsive design for various screen sizes including smartphones, tablets, and desktops Ability to add maximum 3 images at a time, in jpg and png formats up to 5 megabytes each.				
			website update capability for users without comprehensive understanding of front end.				
		4th priority					
Stable back end			Portal uptime: 99%, allowing 1% for maintenance. System updates are possible only after coordination with the site staff.				
			Multi-level user database (2 copies for backup). SQL database backup must be done daily.				
			Hosting provider staff are responsible for database administration.				
		1st priority					
Quick ordering process			Order placement is possible via phone number in a quick form. Regular order form through registration with phone number and email can be used for placing an order				
		7th priority	Feedback form for registration via Whatsapp or regular SMS. Information about attached bank cards is encrypted and stored in the online store database.				
User Security and Safe Payments			Portal page uses https protocol with an updated SSL certificate. Internal pages support https protocol with an updated SSL certificate. User authentication canbe done through portal authorization elements.				
		6th priority	Apple Pay and Google Pay are integrated. Information about each electric transport model is provided with a detailed description.				
			User feedback form is available for end users if technical specifications are incorrect.				
Detailed description of each product		8th priority	Registration form does not apermit users under 13 years old to sign up for a test drive (age validation).				
Test Drive Registration		10th priority	Test drive registration via phone number is open to anyone. Registration form is available for the customers requiring warranty support.				
Service center registration for the users that purchased the product			Quick registration form via phone number is available for non-warranty service. Registration for non-warranty support for users who purchased the compatible model from another supplier.				
		11th priority	Reviews can be provided by any registered user. Product rate is present in each product entry.				
Product reviews			Product rate is based on the rating scale. Informational newsletters with recommendations are sent to users who made a purchase.				
Individual product recommendations			Reminders about the end of warranty support to the users who registered a purchased product. Notifications about viewed products are sent to the registered users.				
			Reminders about unpaid items in the cart are sent to the registered users.				
		14th priority					
Video hosting integration			YouTube video hosting is integrated into the website Access for editing and adding videos to the hosting channel is limited only to the website support staff.				

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Website must have technical analytics tools		13th priority	Users who purchased a product can submit unpacking video links to the website administrator.				
			SEO tools are integrated.				
			Analytics and portal statistics are handled by the marketing team or business analysts.				
		9th priority	SEO specialist support by developers is available for tool integration.				
Resource and environment readiness			Ensure availability of essential resources, including skilled personnel, testing tools, and established testing environments.				
Testware availability			Confirm the availability and completeness of test basis, covering requirements, user stories, and test cases.				
Budget and time allocation			Verify the approval and allocation of budget and time for testing activities, aligning with project timelines.				
Stakeholder alignment			Confirm alignment among stakeholders regarding testing objectives, schedules and expectations.				
Smoke test			A successful execution of a Smoke Test, validating the critical functionalities and confirming that the portal is in a stable and testable state.				
Tests to be performed							
Functional Testing	N/a						
User Interface (UI) Testing	N/a						
Compatibility Testing	N/a						
Performance Testing	N/a						
Security Testing	N/a						
Payment Gateway Testing	N/a						
Usability Testing	N/a						
Regression Testing	N/a						
User Acceptance Testing (UAT)	N/a						
Localization	N/a						
Test Deliverables							
Check-lists							
Bug reports							
Fixes							
Traceability matrix							
Test cases							
Test data							
Test summary report							
Environments tests							
Windows 10\11 test							
Ubuntu 20-22 test							
MacOS Monterey test							
Google Chrome 119							
Microsoft Edge 119							
Mozilla Firefox 118							
Safari (нативно)							
Android 9.0							
Android 11.0							
Android 13.0							
IOS 14 (Emulated)							
IOS 15 (all subsequent versions)							
IOS 16 (all subsequent versions)							
IOS 17 (all subsequent versions)							
Virtual servers params							
Exit Criteria							
Critical Defects Resolved			All critical defects identified during testing have been addressed and resolved.				
Test Coverage Achieved			The predetermined test coverage, including key requirements and user scenarios, has been met.				
Stakeholder Approval Obtained			Approval from relevant stakeholders, signifying satisfaction with the testing outcomes.				
Performance Standards Met			The website's performance aligns with predefined standards for response times and system resource usage.				
Security Compliance Verified			Security checks have been conducted, and the website complies with established security standards.				
User Acceptance Testing (UAT) Success			Successful completion of UAT with positive feedback from end-users, indicating the website meets user expectations.				

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Regression Testing Completed			Regression testing has been performed to confirm that new developments or fixes haven't adversely impacted existing functionalities.				
Risks and Contingencies							
Server Downtime			Risk: Unplanned server outages could lead to a loss of customer trust and revenue.				
			Contingency: Establish a redundant hosting solution with failover mechanisms. Regularly monitor and address any downtime promptly, ensuring seamless user experience. Implement load balancing for optimal performance.				
Mobile Version Compatibility Issues			Risk: Incompatibility with various mobile devices may result in a diminished user experience and loss of potential customers.				
			Contingency: Regularly test the mobile version on various devices, browsers, and operating systems. Implement responsive design principles, addressing any compatibility issues promptly. Provide users with alternative access points if compatibility problems persist.				
Design Misalignment with Portal Theme			Risk: Design deviates from the portal's theme may confuse users and create a disjointed brand image.				
			Contingency: Implement a thorough design review process, involving stakeholders and user feedback. Establish a clear design guideline to align with the portal's theme. Periodically update the design to stay current with user expectations.				
Frontend Functionality Limitations			Risk: Limited or inefficient frontend functionalities may hinder user interaction and satisfaction.				
			Contingency: Conduct comprehensive testing of frontend functionalities, addressing any issues before deployment. Regularly update the portal to introduce new features and enhance existing ones based on user feedback and emerging trends.				
Security Breach of User Data			Risk: Breach of user data could lead to severe reputational damage and legal consequences.				
			Contingency: Employ robust encryption and have a response plan for immediate action in case of a breach. Regularly conduct security audits and penetration testing.				
Inadequate Performance During Peak Traffic			Risk: Poor website performance during high traffic periods may result in lost sales opportunities.				
			Contingency: Perform load testing, identify performance bottlenecks, and scale server capacity based on usage patterns.				
Insufficient Inventory Management			Risk: Poor inventory tracking may lead to stockouts, affecting customer satisfaction and sales.				
			Contingency: Implement a real-time inventory system with automated alerts and establish relationships with multiple suppliers.				
Payment Processing Failures			Risk: Failures in the payment processing system can result in lost sales and frustrated customers.				
			Contingency: Partner with reliable payment gateways, regularly test the system, and have backup options in place.				
Negative Customer Reviews Impacting Sales			Risk: Negative reviews can harm the brand's reputation and deter potential customers.				
			Contingency: Monitor customer feedback, provide excellent customer support, and encourage positive reviews.				
Technical Glitches Impacting Order Processing			Risk: Glitches in the ordering process may lead to frustrated customers and abandoned carts.				
			Contingency: Implement quality control measures, including regular testing of the order processing system, to ensure accurate order preparation and timely delivery. Provide easily accessible channels for users to report order issues and establish a swift resolution process, which may include refunds, replacement orders, or loyalty rewards, to maintain customer satisfaction and trust.				
Changes in Regulatory Requirements			Risk: Failure to comply with evolving regulations may result in legal consequences and operational disruptions.				
			Contingency: Stay informed about regulatory changes and update the website to ensure compliance.				
Inadequate Marketing Impact			Risk: Poorly executed marketing strategies may lead to low brand visibility and reduced customer acquisition.				
			Contingency: Develop a comprehensive marketing strategy, regularly assess its effectiveness, and diversify marketing channels.				
Technological Obsolescence			Risk: Failure to keep up with technological advancements may result in an outdated website and reduced competitiveness.				
			Contingency: Stay updated on technological trends, regularly update the website, and incorporate new features to remain competitive.				
			Risk: An exploitable review system may lead to the spread of false information, impacting user trust and influencing purchase decisions.				

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Product Review System Exploitation			Contingency: Implement robust user authentication measures to prevent fake reviews. Employ automated and manual review moderation processes. Encourage users to provide detailed feedback, reducing the likelihood of generic or false reviews.				
			Risk: Inadequate staffing levels may impede the testing process, causing delays and compromising test coverage.				
Insufficient Human Resources Before Testing Begins			Contingency: Establish a resource recruitment plan with a backup pool, ensuring that skilled testers are available as needed.				
			Risk: Lack of access to required hardware may hinder comprehensive testing, leading to potential issues in the live environment.				
Absence (Unavailability) of Hardware Resources for Testing			Contingency: Implement cloud-based testing solutions or procure necessary hardware well in advance to ensure availability during testing.				
			Risk: If essential resources are not accessible on time, it may result in a compressed testing schedule or incomplete test execution.				
Delayed Availability of Testing Resources (Human, Hardware, or Software)			Contingency: Develop a resource readiness plan, highlighting dependencies and ensuring timely provision of human, hardware, and software resources.				
			Risk: Inadequate expertise among testing professionals may lead to overlooked defects or ineffective test execution.				
Skill Level of Testing Professionals			Contingency: Provide specialized training sessions, peer reviews, and mentoring programs to enhance the skill set of testing team members.				
			Risk: Sudden alterations in project conditions or requirements may necessitate adjustments to the testing approach and scope.				
Abrupt Changes in Conditions and Requirements by the Client			Contingency: Maintain open communication channels with the client, implement change control procedures, and conduct impact analyses for effective adaptation.				
			Risk: Changes in client specifications post-test execution, but pre-release, can disrupt project timelines and introduce uncertainties.				
Client Alters Requirements After Test Execution but Before Release			Contingency: Establish a change freeze period post-testing, with clear communication about the implications of any modifications and their potential impact on the release schedule.				