ACCELERATE CONSULTING

Phase 4: Transition

—

5.11 Test: Test Data

Version 3.0

Revision History

Date	Version	Description	Author
2023-04-06	3.0	Introduction	Megan Kwan
2023-04-01	2.0	Added Claim Test Data	Cathy Zhao
2023-03-31	1.0	Test Data	Cathy Zhao

Table of Contents

1. Introduction

1.1 Purpose

The test data artifact contains sets of data that can be used as input for testing specific features or functionality within the system. The test data in this document is designed to simulate different scenarios and conditions that the system may encounter in real world usage.

1.2 Scope

This document contains test data for testing around the four subsystems: login and authentication, claim entry, sales and reports and analytics.

1.3 References

N/A

2. Test Data

2.1 Login and Authentication

Test Case ID	Test Case	Test Data
001	Login with Valid Credentials	Valid username: johndoe Valid password: test1234
002	Login with Invalid Credentials	Invalid username: invaliduser Invalid password: invalidpassword Valid username: janedoe Invalid password: wrongpassword
003	Login with Blank Credentials	Blank username Blank password

004	Password Reset	Password Reset with Valid Email
		   - Valid email address associated with the user account that needs password reset
		
		Password Reset with Invalid Email
		   - Invalid email address that is not associated with any user account in the system
		
		Password Reset with Blank Email
		   - Blank email address field
		
		Password Reset with Invalid Format Email

		- Invalid email address format, e.g. "test.com" instead of "test@test.com"
005	Authentication Timeout	Authentication Timeout with Valid Credentials Valid username: johndoe Valid password: test1234 Authentication Timeout with Invalid Credentials Invalid username: invaliduser Invalid password: invalidpassword Authentication Timeout with Blank Username and Password Blank username Blank password
006	Account Lockout	Account Lockout with Multiple Failed Login Attempts Valid username: johndoe Invalid password: invalidpassword (enter this password more than the allowed number of attempts, e.g. 3) Account Lockout with Invalid Username Invalid username: invaliduser Invalid password: invalidpassword (enter this password more than the allowed number of attempts, e.g. 3) Account Lockout with Invalid Password Valid username: johndoe Invalid password: invalidpassword (enter this password more than the allowed number of attempts, e.g. 3)

2.2 Claim Entry Page

Test Case ID	Test Case	Test Data
001	New Claim Entry Page	Status: 'Information Only' PO #: '456' File #: '567' Agreement #: '678' **Repair Shop Information** Shop Active: YES

		Shop Name: 'Maple Nissan' Shop Phone: 888-356-7509 Contact Name: *leave empty* Email: *leave empty* Shop Address: '100 Auto Caughan Dr.' Shop Address 2: 'Floor 2' Shop Province: 'Ontario' Shop Postal Code: 'L6A 4A1' **Customer Information** First Name: 'Harry' Last Name: 'Kalaki' Policy Type: 'Interior' Coverage Type: 'Upholstery Protection' Vehicle VIN: '1N4AL3AP1FN863724' **Problem** Claim Details: 'The left front driver's seat had some missing areas on the leather protection application.' **Estimates** *Leave empty* **Claim Amounts** *Leave empty* **Payment Information** *Leave empty*
002	Status Update Approved	Status: 'Approved' Claim Date: March 20, 2023 Effective Date: March 22, 2023 Process Date: March 23, 2023 PO #: '3564' File #: '634' Agreement #: '2342' **Approved** Approved By: 'Polly Hayden' Approved To: 'Elias Hoover' Approved Date: March 22, 2023 **Repair Shop Information** Shop Active: NO Shop Name: 'Lindsay Kia' Phone Number: 705-324-5565

		Contact Name: *leave empty* Email: *leave empty* Address: '2959 ON-35' Address 2: *leave empty* Province/Territory: 'Ontario' Postal Code: 'K9V 4R4' **Customer Information** First Name: 'Bethany' Last Name: 'Peters' Policy Type: 'Exterior' Coverage Type: 'Paint Protection' Vehicle VIN: 'KNDKNEH22A5050092' **Problem** Claim Details: 'The right front and right rear doors are lightly scratched.' **Estimates** Estimate #1: 150.36 Estimate #2: 145.22 Requested: 140.00 **Claim Amounts** Agreed Amount: 147.36 Deductible: 50.00 Claim Amount: 97.36 **Payment Information** *Leave empty*
003	Status Update Rejected	Status: 'Rejected' PO #: '144' File #: '87' Agreement #: '213' **Rejected** Rejected By: 'Frank Barron' Reason for Rejection: 'Extreme cracking that has tears in the leather that are not repairable.' **Repair Shop Information** Shop Active: YES Shop Name: 'Mississaugua Hyundai' Phone Number: 888-695-1004 Contact Name: 'Candice Bonilla'

		Email: 'CandiceBonilla@misshyundai.com' Address: '3045 Glen Erin Dr' Address 2: *leave empty* Province/Territory: 'Ontario' Postal Code: 'L5L 1J3' **Customer Information** First Name: 'Johnny ' Last Name: 'Thompson' Policy Type: 'Interior' Coverage Type: 'Upholstery Protection' Vehicle VIN: 'KMHDM41C36U225130' **Problem** Claim Details: 'Leather is cracked on the driver's seat.' **Estimates** Estimate #1: 605.25 Estimate #2: 610.50 Requested: 20.00 **Claim Amounts** *Leave empty* **Payment Information** *Leave empty*
004	Missing Required Field	Status: *leave empty* PO #: *leave empty* File #: *leave empty* Agreement #: *leave empty* **Repair Shop Information** Shop Name: *leave empty* Phone Number: *leave empty* Address: *leave empty* Province/Territory: *leave empty* Postal Code: *leave empty* **Customer Information** First Name: *leave empty* Last Name: *leave empty* Policy Type: *leave empty* Coverage Type: *leave empty* Vehicle VIN: *leave empty*

		Problem Claim Details: *leave empty*
004	Repair Shop and Customer Information Format	Enter in the following repair shop phone numbers: 1. 123-456-7890 2. (123) 456-7890 3. 123.456.7890 4. 1234567890 Enter in the following postal codes: 1. A1A 1A1 2. A1A1A1 3. a1a 1a1 4. a1a1a1 Verify that the user's entries are formatted correctly: Phone numbers should be formatted as: 123-456-7890 Postal codes should be formatted as: A1A 1A1
005	Problem Adding and Removing	● Select and add problems (Press '+' button) ● Delete and add more problems (Press '-' button)
006	Claim Page Image Upload	Press 'Choose Files' button Upload this image:
007	Claim Amounts	Enter in the following claim amounts in estimate #1, estimate #2, requested, estimate #3, estimate #4, estimate #5, agreed amount, deductible, claim amount, cheque amount: 1. 123 2. 123.4 3. 123.45 4. 123.456
008	Claim Expanded View	Press 'Show/Hide Additional Claim Information' button

2.3 Sales Page

Test Case ID	Test Case	Test Data
001	Work Order Form	**Work Order Form Information** Work Order Form #: 1 Date Added: March 31, 2023 Product Used: XYZ Quantity Used: 5 Payment Amount: $500 **Customer Information** Customer Name: FIRST LAST Phone Number: (123) 123-1234 Vehicle Make: BRAND NAME Vehicle VIN: 1GNEK13Z93R293940 **Dealership Information** Dealership Name: NAME Phone Number: (123) 123-1234 Email (Optional) Contact Name (Optional) Address: 1234 567 Ave NW Address 2 (Optional) Country: Canada Province/Territory: AB Postal Code: T5R 2Y7
002	Work Order Form Hyperlink	Click on the desired work order form # that is already inputted

2.4 Reports and Analytics

Test Case ID	Test Case	Test Data
001	Generate Sales Report	*No direct test input*
002	Export Sales Report	'Export Sales Report' button pressed
003	View Claim Analytics	*No direct test input*

2.5 User Acceptance

Test Case ID	Test Case	Test Data
001	Login Functionality	Username: sales Password: HelloWorld124
002	Full Claims Access	Status: 'Information Only' PO #: '456' File #: '567' Agreement #: '678' **Repair Shop Information** Shop Active: YES Shop Name: 'Maple Nissan' Shop Phone #: 888-356-7509 Shop Address: '100 Auto Caughan Dr.' Shop Address 2: 'Floor 2' Shop Province: 'Ontario' Shop Postal Code: 'L6A 4A1' **Customer Information** First Name: 'Harry' Last Name: 'Kalaki' Policy Type: 'Interior' Coverage Type: 'Upholstery Protection' VIN #: '1N4AL3AP1FN863724' **Problem** Claim Details: 'The left front driver's seat had some missing areas on the leather protection application.'
003	Full Sales Access	**Work Order Form Information** Work Order #: 1 Product used: March 31, 2023 Quantity Used: 5 Payment Amount: $500 **Customer Information** Customer Name 'FIRST LAST' Customer Phone #: (123) 123-1234 Vehicle Make: BRAND NAME VIN #: 1GNEK13Z93R293940 **Dealership Information** Dealership Name: NAME

		Phone #: (123) 123-1234 Address: 1234 567 Ave NW Province: AB Postal Code: T5R 2Y7
004	Full Reports Access	*No direct test input*
005	Logout Functionality	'Logout' button pressed

2.6 Integration

Test Case ID	Test Case	Test Data
001	User successfully logs in	Username: Management Password: HelloWorld124
002	User can access all pages from the navigation bar	Different navigation menu items clicked

2.7 Regression

Test Case ID	Test Case	Test Data
001	Access individual claim from all claims page	Clicked claim number on all claims page
002	Access individual work order form from all work order forms page	Clicked work order hyperlink on all work order forms page
003	Export Claims Report	'Export Claims Report' button pressed
004	Claims image upload saved	Image 'worn-crakced-car-seat_before_FTP1.jpg' uploaded

2.8 Security

Test Case ID	Test Case	Test Data
001	Clearance level	Username: dealership Password: HelloWorld124
002	Browser Compatibility	Open web portal in, Google Chrome, Mozilla Firefox, Apple Safari, and Microsoft Edge

3. Test Data Creation

3.1 Data Creation Process

3.1.1 Claims Form:

To create test data for the claims form:
1. Start by creating a list of valid and invalid inputs for each field on the claims form.
2. For the "Claim Number" field, create a list of unique claim numbers.
3. For the "Claim Date" field, create a list of dates within a reasonable range.
4. For the "Vehicle Make" and "Vehicle Model" fields, create a list of valid makes and models based on the vehicles in the dealership's inventory.
5. For the "Customer Name" and "Customer Phone" fields, create a list of valid customer names and phone numbers.
6. For the "Description of Damage" field, create a list of valid and invalid descriptions that can be used to test the field validation.
7. For the "Estimate Amount" field, create a list of valid and invalid amounts.

3.1.2 Work Order Forms:

To create test data for the work order forms:
1. Create a list of valid and invalid inputs for each field on the work order form.
2. For the "Work Order Number" field, create a list of unique work order numbers.
3. For the "Date" field, create a list of dates within a reasonable range.
4. For the "Vehicle Make" and "Vehicle Model" fields, create a list of valid makes and models based on the vehicles in the dealership's inventory.
5. For the "Customer Name" and "Customer Phone" fields, create a list of valid customer names and phone numbers.
6. For the "Description of Work" field, create a list of valid and invalid descriptions that can be used to test the field validation.
7. For the "Total Amount" field, create a list of valid and invalid amounts.

3.1.3 Report and Analytics Form:

To create test data for the report and analytics form:
1. Start by identifying the types of reports and analytics available on the web portal.
2. Create a list of test scenarios that cover the various reports and analytics available.
3. For each scenario, create a set of data that can be used to generate the report or analytics.
4. Ensure that the data covers a variety of scenarios, such as different time periods, customer types, and vehicle types.

3.1.4 Login and Logout:

To create test data for the login and logout cases:
1. Create a list of valid and invalid usernames and passwords that can be used to test the login form.
2. Ensure that the list includes usernames and passwords with different character lengths and types.
3. Create a list of valid and invalid scenarios that can be used to test the logout feature.
4. Ensure that the scenarios cover different scenarios, such as when a user logs out manually or when the session times out.

3.2 Data Validation Process

The data validation process for C3 web portal would involve the verification of the data entered or retrieved from the portal is accurate, consistent, and valid. The process includes:
- Verification of data types: Ensure that data types of fields match the expected data types, for example, that a date field is populated with a valid date and that numeric fields only contain numbers.
- Verification of data ranges: Ensure that data entered or retrieved falls within expected ranges, for example, that an age field does not contain a negative value or an unrealistic value.
- Verification of data format: Ensure that data is entered or retrieved in the expected format, for example, that a phone number is in the correct format.
- Verification of data relationships: Ensure that data relationships between fields are consistent and valid, for example, that a customer record is linked to the correct vehicle record.
- Verification of data completeness: Ensure that all required fields are populated and no required fields are left blank.
- Verification of data consistency: Ensure that data entered or retrieved is consistent across different forms and screens, for example, that the customer name is consistent across all forms and screens.
- Verification of data security: Ensure that data is secure and protected from unauthorized access or modification.

The data validation process should be conducted for all forms and screens in the car dealership organization web portal, including the claims form, work order forms, report and analytics form, login and logout, and any other relevant forms or screens.

3.3 Data Retention Process

Data retention is an important aspect of any system that deals with information that are sensitive in nature. For the C3 web portal, it is important to establish a clear data retention policy that

outlines how long different types of data will be stored and when they will be deleted or archived.

- Personal data: any personal data, such as customer information, should be stored for the duration of the customer's relationship with the dealership and for a reasonable period afterwards, to ensure any outstanding issues can be resolved. After that period, the data should be securely deleted or archived
- Sales data: sales data should be stored for minimum of 10 years, to comply with government regulations. After that period, the data can be securely deleted or archived
- Claims data: claims data should be stored for a reasonable period of time, to ensure any outstanding issues can be resolved. After that period, the data should be securely deleted or archived
- Work order data: work order data should be stored for a reasonable period of time, to ensure any outstanding issues can be resolved. After that period, the data can be securely deleted or archived
- Analytics data: analytics data should be stored for a reasonable period of time, to ensure any trends can be identified. After that period, the data can be securely deleted or archived.

In terms of the retention process itself, it is important to have clear procedures in place for securely storing and deleting or archiving data. This may involve regular backups of data to secure servers, and secure destruction of data when it is no longer needed. It may also involve regular reviews of the data retention policy, to ensure it remains up-to-date and compliant with any relevant regulations or guidelines.

3.4 Test Data Security
The security of test data is critical to ensure that sensitive information is not exposed to unauthorized individuals. The following measures have been implemented to protect the security of test data:

- Access control: Access to test data is limited to authorized individuals only. User accounts have been created with unique login credentials for each tester. The access controls are designed to ensure that testers can only access the data they need to perform their testing duties.
- Data encryption: Test data is encrypted at rest and in transit. This ensures that any data that is intercepted during transmission or storage is unreadable without the encryption key.
- Data masking: Sensitive information such as personally identifiable information (PII) and financial information are masked or replaced with dummy data. This ensures that the test data does not contain any real customer information.
- Data retention: Test data is only retained for as long as it is necessary for testing purposes. Once testing is complete, the data is securely deleted to ensure that it cannot be accessed by unauthorized individuals.

- Testing environment security: The testing environment is separate from the production environment to prevent any accidental exposure of test data to customers. The testing environment is secured using access controls, firewalls, and other security measures to prevent unauthorized access.
- Third-party security: Any third-party vendors that are involved in testing are required to comply with our security policies and procedures. They are also required to sign a non-disclosure agreement to ensure that they do not share any test data with unauthorized individuals.

By implementing these measures, we ensure that the test data used for testing the C3 web portal is secure and protected from unauthorized access or exposure.

3.5 Test Data Backup and Recovery

Test data is critical to ensure the quality and reliability of the car dealership organization web portal. It is important to ensure that test data is backed up regularly and can be recovered quickly in the event of a data loss or system failure. The following measures have been implemented to backup and recover test data:

- Regular backups: Test data is backed up on a regular basis to ensure that the most up-to-date information is available in case of a data loss or system failure. The frequency of backups is determined by the criticality of the data and the amount of changes made to the data.
- Backup retention: Backups are retained for a specific period of time, which is determined by the organization's data retention policy. This policy takes into account the frequency of backups and the amount of storage available for backups.
- Backup verification: The integrity of backups is verified regularly to ensure that the backup data is not corrupted and can be recovered if needed. Verification is done through automated or manual testing, depending on the size and complexity of the data.
- Offsite backup storage: Backup data is stored in an offsite location to ensure that it can be recovered in the event of a site-wide disaster or event that affects the primary location. The offsite storage facility is selected based on security, reliability, and accessibility factors.
- Backup security: Backup data is secured using encryption and access controls to ensure that it is not accessible to unauthorized individuals. The backup data is treated with the same level of security as the primary data to ensure that it is protected at all times.

By implementing these measures, we ensure that test data is protected from data loss or system failure and can be recovered quickly in the event of a disaster or event that affects the primary location. This helps to ensure the quality and reliability of the C3 web portal.

4. Conclusion

In conclusion, this test data document for the C3 web portal has provided a comprehensive approach to ensuring the quality and reliability of the software system. The document included test cases for various functionalities, such as Login and Authentication, Claims Entry Page, Sales Page, Reports, and Analytics Page.

The Login and Authentication test cases ensure that the security and access controls of the system are working correctly, and user data is secure. The Claims Entry Page test cases ensure that the system can handle and process customer claims accurately and efficiently. The Sales Page test cases ensure that the system can handle word order forms effectively. The Reports and Analytics Page test cases ensure that the system can generate accurate and insightful reports and analytics for business decision-making.

The document includes measures for test data security, such as access control, data encryption, data masking, data retention, testing environment security, and third-party security. These measures ensure that the test data is secure and protected from unauthorized access or exposure. Additionally, the document includes measures for test data backup and recovery, such as regular backups, backup retention, backup verification, offsite backup storage, and backup security. These measures ensure that test data is backed up and can be recovered quickly in case of data loss or system failure.

Overall, this test data document provides a comprehensive approach to testing the C3 web portal's various functionalities and ensuring the quality and reliability of the system while protecting the test data's security and providing measures for test data backup and recovery.