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iSupport

cross-border recovery
of maintenance obligations
*pour le recouvrement transfrontière
des obligations alimentaires*

Tests

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1 This document

This document describes the types of tests to be performed and the test environments used in the iSupport project¹. It is based on the Call for Tender document, the Test Plan, tab “Lot 1 Specific required” in Annex 1 of the Protech documentation, and the Test meeting of 18 August 2015 held with Testers and Protech.

2 Test environments

2.1 Sandbox test environment

In the sandbox environment, the Developer, the Project Team, the Working group participants and the Pilot States can perform unstructured tests (‘playground’) and practice their skills with random data. For every new release or at the end of every Sprint, the new software is uploaded to the Sandbox test environment.

The sandbox remains available while iSupport is in the maintenance phase. It is used for testing purposes, but also for promotion and training purposes.

Two different sandboxes are available and include two different types of databases : MySQL and Oracle.

2.2 Acceptance test environment

Acceptance tests are also performed in the sandbox environment which is intended for structured tests. This allows users to perform tests in order to confirm that the iSupport system works properly. The acceptance test environment allows testers to update the testing database as a user. The system data within this environment is under user control and can be easily manipulated to allow testing of future events.

The acceptance test environment is accessible by the Developer, Project Team members and Pilot States. The Protech Team includes the necessary SMEs², senior systems analysts and other technical staff to coordinate the activities to support the iSupport Team and to analyse test results. Protech also provides business analysts and technical staff to analyse and correct any defects found.

2.3 e-CODEX test environment

Both sandboxes are connected to each other and allow advanced testing of the communication tool.

2.4 e-CODEX test environment States

Each State must have a local production environment and a local test environment for e-CODEX.

¹ The iSupport project runs till 31 August 2016 and includes the Development phase and the Pilot phase. When the system is accepted, the Service Provider starts with the Maintenance.

² SME= subject matter expert = domain expert

2.5 Development, Testing, Acceptance and Production (DTAP)

After successful acceptance tests, the iSupport system has been delivered on 17 October 2016 and can be used as in production. Maintenance is carried out by the Service Provider. See the Governance and the Service Provider documents for more information.

For the maintenance of the iSupport system, a “DTAP” environment will be set-up. The Service Provider creates a separate environment for each of these, so there are four environments.

Updates of the software are developed in the Development environment. This development environment will not have any testing capabilities. Once the Developer is ready, the product is copied to a Test environment (the sandbox), to verify that the new software works as expected. This test environment is standardised and in close alignment with the target (production) environment. Integration tests can be done in this environment as well. If the test is successful, the product is copied to the States test environment for acceptance testing.

3 Test types

3.1 Unit testing

Unit testing takes place in the development environment and is not subject to the same level of environment control as the other testing environments. The unit testing is done by the Developers. It is primarily an internal test of low-level components of the application.

Unit testing is performed by the application development team and the technical architecture team.

3.2 System testing

The most comprehensive form of testing is system testing. Through the system testing process, every feature and function of the system is checked to ensure it functions according to the descriptions of the deliverables in the Sprint backlog (available as ‘issues’ in Jira). This type of test is performed by Pilot States, Working groups, the iSupport team and the developer.

3.3 Integration testing

Integration testing includes all parts of the iSupport system. Part of the integration test is the end-to-end testing of e-CODEX messages. Another component of the testing is the testing of the ‘life of the case’ completely from opening a case up to archiving the case. This type of test is performed by Pilot States, Working groups, the iSupport team and the developer.

3.4 User acceptance testing (UAT)

UAT is performed when the application is fully developed. The other levels of testing: unit, integration and system, must be completed before user acceptance testing is done. As these other types of testing have been completed, most of the technical bugs have already been fixed before UAT. This type of test is performed by user States, the iSupport team and the developer in the last Sprint in the test environment of Protech.

3.5 State testing

When the development is complete, the Pilot States install iSupport in their own local test environment. They perform tests based on real cases. The tests includes exchange of cases between the States via e-CODEX.

4 Helpful documents for testers

4.1 Test scripts

Test scripts are provided for functional tests. Each script is based on one screen (e.g. CCRT Create case). The results of the scripts can be used by testers for their own use. Results only have to be reported when an unexpected result occurs. A reference to the step in the test script can be added when reporting this.

4.2 Design Specification Documents (DSDs)

The design specification documents provide detailed information about screens in the iSupport Case Management Project. These documents describe the complete functionalities of the different screens, and includes mock-up screen shots of the proposed screen layouts to supplement the narrative.

4.3 Topics per Sprint

The Topics per Sprint document contains a list of topics and date per Sprint and a list of related chapters and requirement numbers in the deliverables document, requirement numbers and related documents in Jira, screen names and test scripts.

4.4 Report test errors and ideas

All test errors as well as improvement suggestions are reported in Jira. This is in relation to the Functionalities in iSupport itself, but also to the documentation (Installation guidelines, User Manual etc).