MSB Web GIS

# Customer Testing

When the solution has been created in the development environment it is time to begin the Customer Testing Feedback Loop. This includes presenting a demo to the customer, assessing if the requirements have been met, and requesting feedback from the customer after they have completed their testing. This document provides guidance on how to conduct this feedback loop with the customer. The goals of testing execution are 1) a solution is delivered, 2) testing is completed 3) results are documented and 4) the customer considers this to be a successful project.

# Checklist – From Testing to Production

The following represents all of the steps required from the time the analyst enters the Customer Testing Feedback Loop until the move to production. This does not include the final Product Information Document.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| From Testing to Production Checklist | | | | | |
| Item No. | Analyst (A)  Customer (C)  Manager (M) | Description | Start Date | Completion Date | Comments |
| 1 | A | Create Test Matrix. |  |  |  |
| 2 | A | Compare mockup to Test Matrix. |  |  |  |
| 3 | A 🡪 C | Present/demo solution, provide Test Matrix. |  |  |  |
| 4 | C or A | Complete Test Matrix. |  |  |  |
| 5 | A 🡪 C | Review issues with customer. |  |  |  |
| 6 | A | Resolve issues. |  |  |  |
| 7 | C | Re-test issues/application. |  |  |  |
| 8 | C | Sign final Test Matrix. |  |  |  |
| 9 | A | Review Test Matrix w/ manager and create change ticket as needed. |  |  |  |
| 10 | A or M | Set date for move to production. |  |  |  |
| 11 | A | Move to production. |  |  |  |
| 12 | C | Test production implementation. |  |  |  |
| 13 | A | Fix any issues that were not in dev but exist in production. |  |  |  |
| 14 | A | Inform manager/team of successful move. |  |  |  |

# Customer Testing

Provide a testing matrix or checklist to the customer to fill out during testing of the solution. A sample is provided below.

1. Create a testing matrix or checklist
   1. Input a single requirement per row. Rewording of the description may be necessary but the meaning should not deviate from the original approved requirement.
   2. Add test number, if desired.
   3. Add the expected result for each requirement.
   4. Add additional configuration options, one per row. E.g., drop down menu values, browser, phone/tablet, and look & feel.
2. Provide the matrix or checklist to the customer during the demo meeting.
3. Discuss with the customer the testing process. The customer may prefer to run through the testing matrix with the project’s analyst or on their own.
4. Once the matrix or checklist is complete review and document the results. If the actual result is not the same as the expected result, and not considered a defect, explain the deviation from the original expectation. If the defect will be included in the final product, document the effect it will have on the functionality of the project and the justification for its inclusion.

## Sample Test Matrix

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Testing Matrix Example | | | | | | |
| Test No. | Description | Expected Result | Actual Result | Defect? Y/N | Fixed?  Y/N | Comments |
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# Change Requests

Depending on the complexity and time requirement of change requests it may not be possible to meet all change requests. Errors and bugs with the drafted solution should be fixed when found. Minor change and addition requests should be met if they are within the signed requirements. A minor change is defined as a change that requires 8 hours or less to fix and is considered to be in scope. A major change is defined as requiring two or more days to implement and/or fall outside of the defined requirements, therefor it is considered to be out of scope. When determining if the request is a minor or major change spend no more than one hour researching the solution including the resources needed and overall cost to implement. If it still cannot be determined after an hour of research if the change request is minor or major, consult with a manager for direction. Refer to page 5 of the Web GIS Decision Tree to identify next steps when a major change is requested.

# Example Test Plan

