SYSTEM: Ombudsman Case Tracking System 2.0
SCRIPT NAME: User Acceptance Test (UAT) Script
TEST 5: **System Administration**

Scope:

This test case encompasses the duties of the system administrator pertaining to adding, modifying, and deleting users of the application. The scenarios only test the steps involving the Siebel screens, not the entire business process. The following scenarios are included:

- Adding a user to the system
- Changing a user's profile
- Deleting a user from the system

Exclusions/ Limitations:

- The steps for the above scenarios that do not involve using Siebel screens will not be included in the test scripts.

Control:

Testing Site: Testing will take place at the ROB-3 site. The On-site Test Lead will:

- facilitate the test execution,
- collect change requests from the Users executing the test,
- enter the change control requests in to the MS Access System Investigation Request Tool,
- assign a priority level to each request,
- coordinate modifications with the development team,
- and coordinate regression testing with the User Test Team.

Conditions:

- Adding a user to the system
- Changing a user's profile
- Deleting a user from the system

Operations:

Input data will be staged using a Microsoft Excel Tool. After logging on to the Siebel test region, the tester will manually enter the staged data utilizing the following method:

- The tester will navigate through the OCTS 2.0 screens in order to enter the data in the appropriate areas.

Results:

The test team will review results on-line.

Inputs:
The following excel files contain the test data:

system admin data 1.xls
system admin data 2.xls
system admin data 3.xls

Outputs:

The output will be stored in the Test Database.

Test Schedule:

See Appendix E of the Siebel Testing Report.

Adding a User to the System

Procedures/Script:

Scenario 1: Adding a User to the System

INIT	STEP	ACTION / INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECTED RESULT
	1	Logon to OCTS 2.0 using proper ID and password. NOTE: You must be set up in the system as the system administrator to have access to the necessary views.	Successful logon.	
	2	Using the menu bar at the top, navigate to Screens -> Application Administration -> Employees -> Employees	The Employees view is visible. In the top part of the view a list applet detailing employees is visible. When first entering this view, the top record in this list applet is selected (has a > cursor on the left most column). In the bottom part of the view a form applet detailing the information for the employee selected in the list applet is visible. The New, Copy, Cancel, and Delete buttons are enabled.	
	3	Click the New button at the bottom of the screen.	A blank record is opened. The cursor is in the “Last Name” field.	
	4	Enter the last name of the user.	The data is stored in the appropriate field.	
	5	Tab to the next field.	The cursor is in the “First Name” field.	
	6	Enter the first name of the user.	The data is stored in the appropriate field.	
	7	Tab to the “Responsibilities” field.	The cursor is in the “Responsibilities” field.	
	8	Click the ellipsis(…) button to the right of the field.	The Responsibilities box is opened and is blank.	

Adding a User to the System

INIT	STEP	ACTION / INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECTED RESULT
	9	Click the New button at the bottom of the box.	The Add Responsibilities box is opened. It lists all responsibilities and their descriptions.	
	10	Highlight the appropriate responsibility and click the Add button.	The Add Responsibilities box is closed. The chosen responsibility is listed in the Responsibilities box.	
	11	Click the Close button.	The Responsibilities box is closed and the “Responsibility” field is populated with the correct value.	
	12	Tab to the next field and enter the user’s work number if available.	The data is stored in the appropriate field.	
	13	Tab to the next field and enter the user’s fax number if available.	The data is stored in the appropriate field.	
	14	Tab to the “Login Name” field.	The cursor is in the “Login Name” field.	
	15	Enter the user id.	The data is stored in the appropriate field.	
	16	Tab to the next field and enter the user’s email address if available.	The data is stored in the appropriate field.	
	17	Tab to the “Position” field.	The cursor is in the “Position” field.	
	18	Click the ellipsis(…) button to the right of the field.	The Positions Occupied box is opened and is blank.	
	19	Click the New button at the bottom of the box.	The Add Positions box is opened listing all positions.	
	20	Click the drop down arrow in the “Find” field and choose “Position.” In the “starting with” field, enter “Ombud*”. Hit Enter.	The desired position is listed in the box.	
	21	Verify the correct position is highlighted.	The record has a red arrow to the left.	

Adding a User to the System

INIT	STEP	ACTION / INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECTED RESULT
	22	Click the Add button.	The Add Positions box is closed. The chosen position is now listed in the Positions Occupied box. The "Primary" field has a check mark.	
	23	Click the Close button.	The Positions Occupied box is closed and the "Position" field is automatically populated with the correct value. The "Division" field is automatically populated with the correct value.	
	24	Tab to the next field.	The cursor is in the "Address" field.	
	25	Click the ellipsis (…) button to the right of the field.	The Division Addresses box is opened and is blank.	
	26	Click the New button at the bottom of the box.	A blank record is opened. The "Primary" column is checked.	
	27	Enter the street address, city, state, zip, country, phone number, and fax number. NOTE: This is the demographic information for the Division, not the user.	The data is stored in the appropriate fields.	
	28	Click the Close button.	The Division Addresses box is closed. The "Address," "City," "State," "Zip," and "Country" fields are automatically populated.	
		END OF TEST Note: At this point, you would need to contact the Oracle DBA at the VDC to have the user added and a password generated. This business process has not been finalized to date.		

Changing a User's Profile

Procedures/Script:

Scenario 2: Changing a User's Profile

INIT	STEP	ACTION / INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECTED RESULT
	1	Logon to OCTS 2.0 using proper ID and password. <u>NOTE</u>: You must be set up in the system as the system administrator to have access to the necessary views.	Successful logon.	
	2	Using the menu bar at the top, navigate to Screens -> Application Administration -> Employees -> Employees	The Employees view is visible. In the top part of the view a list applet detailing employees is visible. When first entering this view, the top record in this list applet is selected (has a > cursor on the left most column). In the bottom part of the view a form applet detailing the information for the employee selected in the list applet is visible. The New, Copy, Cancel, and Delete buttons are enabled.	
	3	Click the New Query button on the tool bar.	The list applet is blank with the cursor in the "Login Name" column.	
	4	Enter the login name of the user. Hit Enter.	The record is found and listed at the top.	
	5	In the form applet at the bottom of the screen, update any new user information.	The appropriate values have been updated.	

Deleting a User from the System

Procedures/Script:

Scenario 3: Deleting a User from the System

INIT	STEP	ACTION / INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECTED RESULT
	1	Logon to OCTS 2.0 using proper ID and password. NOTE: You must be set up in the system as the system administrator to have access to the necessary views.	Successful logon.	
	2	Using the menu bar at the top, navigate to Screens -> Application Administration -> Employees -> Employees	The Employees view is visible. In the top part of the view a list applet detailing employees is visible. When first entering this view, the top record in this list applet is selected (has a > cursor on the left most column). In the bottom part of the view a form applet detailing the information for the employee selected in the list applet is visible. The New, Copy, Cancel, and Delete buttons are enabled.	
	3	Click the New Query button on the tool bar.	The list applet is blank with the cursor in the "Login Name" column.	
	4	Enter the login name of the user. Hit Enter.	The record is found and listed at the top.	
	5	Verify the user you want to delete is highlighted.	The record has a red arrow to the left.	
	6	Right click to bring up a menu and choose "Delete Record."	A message box is opened asking if you are sure you want to delete the record.	
	7	Click "Yes."	The record is deleted.	

Deleting a User from the System

INIT	STEP	ACTION / INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECTED RESULT
		END OF TEST Note: At this point, you would need to contact the Oracle DBA at the VDC to have the user deleted. This business process has not been finalized to date.		