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Department of Education
Federal Student Aid

Enterprise Change Management
Release 2.0
User Acceptance Testing

October 11, 2002

**FEDERAL STUDENT AID (FSA)
ENTERPRISE CHANGE MANAGEMENT
RELEASE 2.0
USER ACCEPTANCE TEST**

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1. Introduction

The Enterprise Change Management (ECM) Tool is a customized application that was developed using Rational ClearQuest. Release 2.0 of the ECM Tool went live on September 16, 2002.

This document contains the User Acceptance Test Matrix for the enhancements to the ECM Tool Release 2.0. It also includes the test conditions and test scripts as well as the screen shots that resulted from each scenario. The purpose of the User Acceptance Test was to validate the enhancement requirements from an end user perspective.

The ECM Release 2.0 User Acceptance Test was performed by Robert Morse of the Modernization Partner ECM Team October 11, 2002. The results show that 49 out of 49 scripts were completed successfully and validated.

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2. User Acceptance Test Matrix

Scenario	Description	Expected Results	CR Tested	Condition Met (Yes/No)	Resulting Screenshot Slide #
1.0	DRAFTED STATE TEST				
1.1	Go to http://4.20.15.228/cqweb/logon/default.asp	ClearQuest Web Logon screen appears	51	Yes	2
1.2	Enter "User Name & Password", then select "Database VDCMP ECM Change Request & Issue Tracking Tool", then click Logon box.	Rational ClearQuest Web home page appears	51	Yes	3
1.3	Select "Change Request Form" from drop-down box then Click on Submit. Read value in state field.	Draft Change Request Form screen appears with VDCMP number; State=drafted	51	Yes	4
1.4	Complete information in required data fields indicated in red text. Click OK box.	Successfully committed Screen appears	51	Yes	5
1.5	Click "Continue"	Rational ClearQuest Web home page appears	51	Yes	6
1.6	Enter VDCMP CR number in Find field	Screen appears with VDCMP number and Actions drop-down box; State=drafted	51	Yes	7
1.7	Select "Modify" from Actions drop-down box	"Modify Change Request" Form screen appears	51	Yes	8
1.8	Click "OK"	"Successfully Committed" Screen appears	51	Yes	9

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Scenario	Description	Expected Results	CR Tested	Condition Met (Yes/No)	Resulting Screenshot Slide #
1.9	Click "Continue"	Screen appears with VDCMP number and Actions drop-down box; State=drafted	51	Yes	10
1.10	Select "Submit to DC" from Actions drop-down box	Submit to DC Change Request Form screen appears State=submit to DC	51	Yes	11
1.11	From Homepage click "Public Queries/ Queries/ Change Request Queries/ Drafted".	Screen with all Drafted State CRs appears	51	Yes	12
1.12	Click "Public Queries/ Queries/ Change Request Queries/ Select State"	Parameter list appears	51	Yes	13
1.13	Select "Drafted" in the parameters list & click "Run Query"	Screen with all Drafted State CRs appears	51	Yes	14
1.14	Click Reports/ Change Request Reports/ Active Summary Report by Primary System Affected	Parameter list appears	51	Yes	15
1.15	Select both "Dev" & "Prod", click on "Run Query"	Active Summary Report by Primary System Affected appears. Confirm that "Drafted" in the "State" column does not appear for any CR in report.	51	Yes	16

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Scenario	Description	Expected Results	CR Tested	Condition Met (Yes/No)	Resulting Screenshot Slide #
2.0	IMPACT ANALYSIS TEST				
2.1	Access https://extranet.sfa.ed.gov/cio/products/it_management/projects.html	Project Repository screen displayed on FSA Extranet	61	Yes	17
2.2	Click on ECM Tool Templates	Impact Analysis Word template displayed	61	Yes	18
2.3	Save Impact Analysis to hard drive	Impact Analysis doc saved successfully; file can be closed and re-opened	61	Yes	N/A
2.4	Submit Change Request Form, complete required fields, click OK, and select "Submit to DC" from Actions drop-down box. Validate that "Impact Analysis Completed" is required field.	Field displayed is in red.	61	Yes	19
2.5	Validate "Yes/No" fields and select "Yes".	"Yes/No" appear as choices in pull down box	61	Yes	20
2.6	Complete other required fields. Click on "Add" button in Attachments feature	"Add Attachment" screen appears	61	Yes	21
2.7	Complete "Enter Filename to Upload" field by using "Browse" button to locate the Impact Analysis saved in Step 2.3, then click on "Add Attachments" button	"Add Attachment Action Successful" screen appears	61	Yes	22
2.8	Click on "Continue" button, then scroll to Attachments feature	Name of attached file appears in "Information" area of Attachments feature	61	Yes	23
2.9	Click OK	"Successfully Committed" Screen appears	61	Yes	24

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Scenario	Description	Expected Results	CR Tested	Condition Met (Yes/No)	Resulting Screenshot Slide #
2.10	Click "Continue" on the "Successfully Committed Screen"	Screen appears with VDCMP number and Actions drop-down box; State=Submitted_to_DC	61	Yes	25
2.11	Scroll to "Attachments" feature and Click on "Open" button	Attached Impact Analysis document appears	61	Yes	26
2.12	Modify Impact Analysis, save modified version on hard drive, Click "Add" button in Attachments feature	Warning screen appears	61	Yes	27
2.13	Click on "Yes" button	"Add Attachment" screen appears	61	Yes	28
2.14	Complete "Enter Filename to Upload" field by using "Browse" button to locate the modified Impact Analysis saved in Step 2.11, then click on "Add Attachments" button	"Add Attachment Action Successful" screen appears	61	Yes	29
2.15	Click on "Continue", scroll to Attachments feature	Modified Impact Analysis is listed as attached	61	Yes	30
2.16	Click on "Open" button to open Modified Attached Impact Analysis	Modified Attached Impact Analysis document appears	61	Yes	31
2.17	Select Public Queries/Queries/Change Request Queries/ Select State	Parameter List screen appears	61	Yes	32
2.18	Select Submitted_to_DC State from drop-down box and Click "Run Query" button	Results of Submitted_to_DC search appear; updates are captured	61	Yes	33

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Scenario	Description	Expected Results	CR Tested	Condition Met (Yes/No)	Resulting Screenshot Slide #
3.0	VALIDATE EMAIL NOTIFICATION CHANGES				
3.1	Select Public Queries/Queries/Change Request Queries/ Select State Query on "Submitted_to_DC". Open CR created in step 2.4. Select "Propose" CR from action drop-down box.	Propose Change Request Form appears	45	Yes	34
3.2	Click OK	Screen appears with VDCMP number and Actions drop-down box; State=Proposed	45	Yes	35
3.3	<p>Open notification email and read subject line. Validate additional fields:</p> <ul style="list-style-type: none"> - requested implementation date - planned implementation date - other systems affected - requester name and telephone number - CR creation date <p>Note: Scenario 3.2 was validated in production environment because the training database does not generate email. A sample email notification is included as screenshot</p>	<p>Subject line should contain "action required" text. Body of email should include:</p> <ul style="list-style-type: none"> - requested implementation date - planned implementation date - other systems affected - requester name and telephone number - CR creation date 	47	Yes	36

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Scenario	Description	Expected Results	CR Tested	Condition Met (Yes/No)	Resulting Screenshot Slide #
4.0	VALIDATE REPORT CHANGES				
4.1	Print "Active Summary Report by Primary System Affected". Validate that "Other Systems Affected" column is properly displayed in report.	"Other Systems Affected" column should be present and/or contain names of other systems	53	Yes	37
4.2	Print "Individual Change Request Report". Validate that "Other Systems Affected" column is properly displayed in report.	"Other Systems Affected" column should be present and/or contain names of other systems	R2 improvement	Yes	38
4.3	Print "Change Request Report". Validate that "Other Systems Affected" column is properly displayed in report.	"Other Systems Affected" column should be present and/or contain names of other systems	R2 improvement	Yes	39

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Scenario	Description	Expected Results	CR Tested	Cond. Met (Yes/No)	Resulting Screenshot Slide #
5.0	VALIDATE TOOL ENHANCEMENT SCHEMA				
5.1	Select "Enhancements" from the Actions drop-down box. Click on Submit.	Submitted Enhancement Form screen appears with VDCMP number; State=Submitted	59	Yes	40
5.2	Ensure all fields are available.	Schema should include the following fields: ID State Title (required) Application Team Release Priority (required) Description (required) Resolution CR Creation Date Requested Impl. Date Planned Impl. Date Developer LOE Process CM LOE Name/Phone (required) Email (required) Pager Notes Notes Log	59	Yes	41,42,43

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Scenario	Description	Expected Results	CR Tested	Cond. Met (Yes/No)	Resulting Screenshot Slide #
5.3	Click OK to submit Enhancement CR	Screen appears with VDCMP number and Actions drop-down box; State=Submitted	59	Yes	44
5.4	Select "Propose" from the drop-down box	Propose Enhancements screen appears State=Proposed	59	Yes	45
5.5	Click OK	Successfully committed screen appears	59	Yes	46
5.6	Click Continue	Screen appears with VDCMP number and Actions drop-down box; State=Proposed	59	Yes	47
5.7	Move CR successively to the following states to validate action: Approve, Schedule, Implement, Reject, Close Rejected.	CR should move through states without error	59	Yes	48, 49, 50, 51, 52, 53
5.8	Validate "Enhancement Query" for Submitted, Proposed, Approved, Scheduled, Implemented, Rejected, Closed_Rejected States	Appropriate CRs should appear in each Query	59	Yes	54, 55, 56, 57, 58, 59,
5.9	Print "All Enhancement" Report. Validate format and content.	Report should include all fields. No errors present.	59	Yes	60
5.10	Validate notification email generated and sent to developer.	Developer should receive email	59	Yes	61

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Scenario	Description	Expected Results	CR Tested	Cond. Met (Yes/No)	Resulting Screenshot Slide #
6.0	VALIDATE DOCUMENTATION CHANGES				
6.1	Review User's Guide for appropriate verbiage regarding "Notes" field	Notes and History properly documented	50	Yes	N/A
6.2	Review User's Guide to confirm error messages included	Error messages should be defined	58		N/A
6.3	Review User's Guide for tips and techniques	Tips and techniques should be included	60		N/A
6.4	Review User's Guide for Tool Enhancements Schema	Enhancement Schema should be properly documented	60	Yes	N/A

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