Scenario Information

Given an imaginary company “Fill MEDS” that sells medical supplies through their website to private hospitals, with a website that lists various products with variations in size or measurements, a reporting tool that exports past orders to help hospitals keep track of what they use the most over time, and a shopping cart to purchase the items.

The imaginary company Fill MEDS has a release coming up with two enhancements and one bug fix. The release identifier is x.y.z where x is major release, y is minor release, and z is emergency bug fix. The identifier for the upcoming release is 2.1.0.

### Release Content

Three release tickets that are slated for Fill MEDS v2.1.0.

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| JIRA Ticket Title | MED-014: Monthly-Yearly Reporting Tool Filter |
| Type: | Enhancement |
| Fix Version: | 2.1.0 |
| Status: | Ready for Documentation |
| Components: | Reports, UI/UX |
| Description: | Reporting tool upgrade to return monthly, yearly records. Given an end user, and the user selects monthly for the filter option, then the report displays with the Hospital Name, Product Code, Product Specifications, # Ordered, Expiration Dates, Order Dates, Returned y/n, Re-Order y/n. Given an admin user and the user selects yearly for the filter option, then the report displays with the Hospital Name, Product Code, Product Specifications, # Ordered, Expiration Dates, Order Dates, # Returns, # Re-Orders, AVG., Offset Date. Offset date compares previous month/year's Average # per type of items to current month/year's Average # per type of items. Report only calculates an Offset date if a full previous month or year's records are available. |

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| JIRA Ticket Title | MED-023: Specialization Home Page for Sites |
| Type: | Enhancement |
| Fix Version: | 2.1.0 |
| Status: | Ready for Documentation |
| Components: | Home Page, Specialty Page |
| Description: | New configuration option to add specializations. Given an admin user, and the user recognizes a hospital specialization - such as heart clinic, pediatric, surgery, imaging, etc. - then admin user can choose from specialization list in client attributes area. Given a specialization is set for a client, end user gets Specialty Products page instead of regular products home page after login. All other tabs available as normal but should allow most useful products to display first. |

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| JIRA Ticket Title | MED-011: Error When Heart Monitor Sz3 in Cart |
| Type: | Defect |
| Fix Version:  | 2.1.0 |
| Status: | Ready for Documentation |
| Components: | Shopping Cart, Price Tag List |
| Description: | Checkout in cart displays error when Product HRTMON-002-Size3 Heart Monitor is in cart. Item price tag has invalid character listed in the database price chart. Cart only processes numeric values, but item price in database has $#30.95, # typo in it. Price tag in database chart updated to reflect current price - $30.95. |

### Impact Assessment

Audience and Purpose:

This is internal documentation that can be done as part of release validation and provides documentation for audit visits performed by the customer. The purpose of the Impact Assessment is to determine the impact to the end user regarding:

* Changes to what they see (UI/UX)
* What they interact with (new buttons, tables, etc.)
* Changes to setup (configuration, customization)
* Area of the system (security, criticality, just display, etc.)

A score is assigned based on these factors and more. Additional testing may need to be done and user help materials may need to be updated depending on the score a ticket receives. The auditing customer can see the criteria of assessment and the mitigation plan used to deal with the impact score, which can be helpful with things like critical defect fixes.

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| JIRA Ticket Title | MED-014: Monthly-Yearly Reporting Tool Filter |
| Type: | Enhancement |
| … | … |
| Impact Score: | Low |
| Assessment: | Factors:* This change impacts all users because Reports are accessible to all users
* Users are not required to use the new feature; filtering is optional
* The update does not change the report content, just how it is displayed
* Reports are only a display of information, not a storage tool
* Reports are exported the same way as before

Potential Impact Areas:* Reporting Tool

Mitigation Plan:* User Manuals: An update is required to describe how to use the new filtering options and how Offset Date calculation works.
* Testing: User impact testing is not required because the filter is just to display and exports.

Assessment:* This was assessed as LOW because despite the large scope of users impacted, reports are just a display of information and do not impact the integrity of information stored in the system. If users could not access a report, the information could still be viewed in the system in Shopping History. The new option expands on report adaptability and function, but if it is confusing to end users, they are not required to use the new filtering options.
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| JIRA Ticket Title | MED-023: Specialization Home Page for Sites |
| Type: | Enhancement |
| … | … |
| Impact Score: | Medium |
| Assessment: | Factors:* Navigation could be impacted for end users
* The change requires set up by Administrators, and then by default shows the new Home Page to users at the chosen sites
* Search is available from any of the tabs including the new tab
* If the Specialty Page did not work, users could still access the product list on other pages instead
* A company can contact Support to opt out, but cannot adjust the option on their own
* Search and Shopping are not impacted with this change, so user workflow is not impeded

Potential Impact Areas:* Home Page
* Navigation

Mitigation Plan:* User Manuals: An update is required to the internal Admin manual to show the new Specialty box and explain usage of new dropdown options; update is also required to user guide for how to use the new Specialty page.
* Testing: User impact testing is required to ensure that navigation between new and original tabs works, and search on Specialty page works.

Assessment:* This was assessed as MEDIUM because although workaround options are available, the change could potentially impact user navigation, and Specialty site users will have the new page by default when opted in by the Administrator. The new page has similar options to the original page, still contains Search, and still has access to the other pages in the system. The convenience of the new page would be nullified if users could not navigate freely, so testing will be done for the release. Finally, there is not an easy way to opt out if the change is not desired for a company; it involves contacting support and requesting the change. User Manuals will be updated to help mitigate the impact of the new page.
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| JIRA Ticket Title | MED-011: Error When Heart Monitor Sz3 in Cart |
| Type: | Defect |
| … | … |
| Impact Score: | Minimal |
| Assessment: | Factors:* This primarily impacts a subset of sites; those using cardiac equipment
* Only users impacted by the original issue will notice the change
* For impacted users, Check Out will work without the error message now
* No impact to user workflow or behavior is expected
* The change does not require set up or adjustment by Administrators
* The change in the database is minimal and should not impact any other price tags

Potential Impact Areas:* Shopping Cart
* Price Tags

Mitigation Plan:* User Manuals: An update is not required because the change restores previous behavior.
* Testing: User impact testing is not required due to low impact.

Assessment:* This was assessed as MINIMAL because the impact of the fix is much lower than that of the original defect. The issue blocked users from checking out, but the fix restores behavior so that check out for impacted users will simply work now. Users will not need to change their processes to check out, no longer need the workaround, and the Heart Monitor price is consistent with the catalog price - expected price.
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## Broad-Spectrum Sanity Tests

Broad-Spectrum testing can be done as part of a release cycle. Exploratory and Formal Testing are generally covered by a QA team and are not within the scope of this type of testing. However, sometimes critical areas of a system or end user experiences are expected to be greatly impacted by release changes.

If so, teams such as documentation may perform some broad-spectrum testing as a “sanity check” to consider the changes from the *end user’s perspective* and determine whether the changes will inhibit or greatly inconvenience the users’ usual workflow.

The testing is performed based on the score from the Impact Assessment. Tests may consist of a written expectation and a bundle of screenshots taken as evidence for audits.

Per Fill MEDS documentation team, Minimal and Low scoring tickets do not require testing. Medium and High tickets require testing.

Impact Assessment Outcome

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| JIRA Ticket Title | MED-023: Specialization Home Page for Sites |
| Score: | Medium |
| Impact Testing: | * Confirm users can navigate between new and original tabs
* Confirm Search on new Specialty Page works
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## Broad-Spectrum Test Specification

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| Test Case 1: Login with Supported Browsers |
| Folder Location: MED023 > LOGINS > IE / FF / CH Respectively |
| NOTES: Perform once for Internet Explorer Edge, Mozilla Firefox vCurrent, Google Chrome vCurrent. |
| TC# | **Test** | **Result** | **Outcome** |
| Test Case 1.01 | Given an active end user on the Login pageAnd the user enters valid user IDAnd the user enters valid passwordAnd the user clicks the Login button | Then the Home Page is displayed. | Pass |
| Test Case 1.02 | Given a user on the Home pageAnd the user clicks on the My Profile link | Then the My Profile page is displayed. | Fail |
| Test Case 1.03 | Given a user on the My Profile pageAnd the user updates one fieldAnd the user clicks the Update button | Then the field information is updated. | Fail |
| Test Case 1.04 | Given a user on the My Profile pageAnd the user clicks on the News link | Then the News page is displayed. | Pass |
| Test Case 1.05 | Given a user on the News pageAnd the user clicks on the v2.1.0 External Release Notes PDF text link | Then the new Release Notes can be downloaded and opened. | Pass |
| Test Case 1.06 | Given a user on the News pageAnd the user clicks the Logout button | Then the Login page is displayed, the user is logged out, and the logout ticker message is displayed. | Pass |

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| Test Case 2: Access All Tabs |
| Folder Location: MED023 > TC2\_ACCESS |
| TC# | **Test** | **Result** | **Outcome** |
| Test Case 2.01 | Given a user on the News pageAnd the user's site is identified as a Specialization site in AdminAnd the user clicks on the Home page | Then the Specialty home page is displayed. | Pass |
| Test Case 2.02 | Given a user on the Specialty home pageAnd the user clicks on the Reports tab | Then the Reports page is displayed with the default report displayed on the screen. | Pass |
| Test Case 2.03 | Given a user on the Reports pageAnd the user clicks on a report text link on the page | Then the report can be downloaded and opened in Excel. | Pass |
| Test Case 2.04 | Given a user on the Reports pageAnd the user clicks on the Products tab | Then the Products page is displayed. | Pass |
| Test Case 2.05 | Given a user on the Products pageAnd the user clicks on a product code text link | Then the Product Details page for that particular item is displayed. | Pass |
| Test Case 2.06 | Given a user on the details page for a particular product itemAnd the user clicks the Add to Shopping Cart button | Then the item is added to the shopping cart and the shopping cart icon displays 1 in parentheses. | Pass |
| Test Case 2.07 | Given a user on the details page for a particular product itemAnd the user clicks on the Shopping Cart tab | Then the Shopping Cart page is displayed and the previously added item is listed in the table. | Pass |
| Test Case 2.08 | Given a user on the Shopping Cart pageAnd the user clicks the trash can icon next to the added item | Then the page is updated and the item is removed from the Shopping Cart list. | Pass |
| Test Case 2.09 | Given a user on the Shopping Cart pageAnd the user clicks on the Support tab | Then the Support page is displayed with the link to Live Chat and International Phone Number list. | Pass |

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| Test Case 3: Confirm Search Function on New Page |
| Folder Location: MED023 > TC3\_SEARCH |
| TC# | **Test** | **Result** | **Outcome** |
| Test Case 3.01 | Given a user on the Support pageAnd the user's site is identified as a Specialization site in AdminAnd the user clicks on the Home page | Then the Specialty home page is displayed. | Pass |
| Test Case 3.02 | Given a user on the Specialty home pageAnd the user enters a product name such as 'catheter' into the Search boxAnd the user clicks on the Search button | Then the Results page is displayed with several entries in the table. | Pass |
| Test Case 3.03 | Given a user on the Search Results pageAnd the user clicks on the Clear Search button | Then the page is refreshed and the table is empty and the search bar at the top is empty. | Pass |
| Test Case 3.04 | Given a user on the empty Search Results pageAnd the user enters a different product name into the Search boxAnd the user clicks on the Search button | Then the Results page is displayed with several entries in the table. | Pass |
| Test Case 3.05 | Given a user on the Search Results pageAnd the user clicks on one of the item entries in the Results table | Then the product details page for the selected item is displayed. | Pass |

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| Test Case 4: Access All Tabs - Retest |
| Folder Location: MED023 > LOGINS\_RETEST > CH |
| NOTES: Retest performed for Chrome which failed because the cache was holding the last login credentials and needed to be reset. Firefox and IE both passed initially. |
| TC# | **Test** | **Result** | **Outcome** |
| Test Case 4.01 | Given an active end user on the Login pageAnd the user enters valid user IDAnd the user enters valid passwordAnd the user clicks the Login button | Then the Home Page is displayed. | Pass |
| Test Case 4.02 | Given a user on the Home pageAnd the user clicks on the My Profile link | Then the My Profile page is displayed. | Pass |
| Test Case 4.03 | Given a user on the My Profile pageAnd the user updates one fieldAnd the user clicks the Update button | Then the field information is updated. | Pass |
| Test Case 4.04 | Given a user on the My Profile pageAnd the user clicks on the News link | Then the News page is displayed. | Pass |
| Test Case 4.05 | Given a user on the News pageAnd the user clicks on the v2.1.0 External Release Notes PDF text link | Then the new Release Notes can be downloaded and opened. | Pass |
| Test Case 4.06 | Given a user on the News pageAnd the user clicks the Logout button | Then the Login page is displayed, the user is logged out, and the logout ticker message is displayed. | Pass |

## Results:

Post-Release Testing completed on 30-Aug-2019, 13:45: PASS

Examples of documents that could be created as a result of this release are provided in a separate sample.