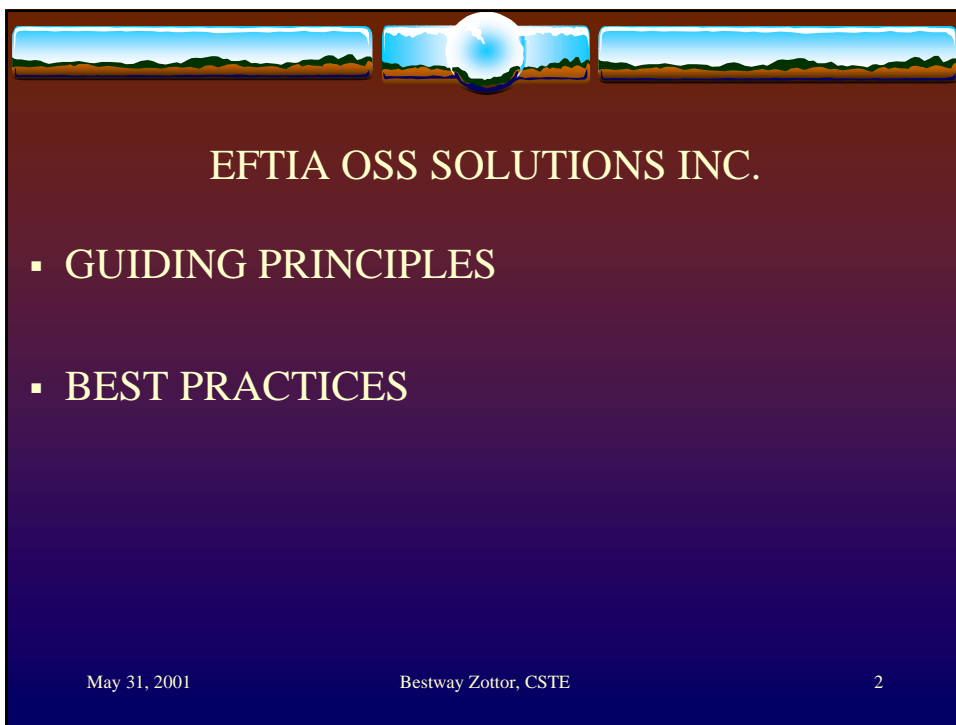




EFTIA OSS SOLUTIONS INC


PRODUCT VERIFICATION
BEST PRACTICES

BY
BESTWAY ZOTTOR, SOFTWARE VERIFICATION ENGINEER



EFTIA OSS SOLUTIONS INC.


- GUIDING PRINCIPLES
- BEST PRACTICES



GUIDING PRINCIPLES

- ❖ **PROCESS**
- ❖ Integration must precede functional verification testing (FVT).
- ❖ Follow protocol
- ❖ Learn deployment process and mimic it to build environments for FVT cycles
- ❖ Platform and product defects to be equally accounted for

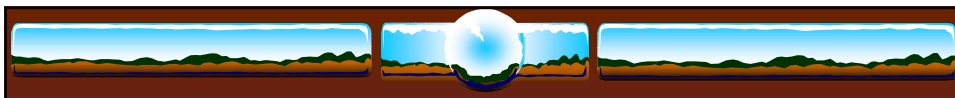
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GUIDING PRINCIPLES (CONT'D)

- ❖ **KNOWLEDGE TRANSFER**
- ❖ Attend walkthroughs and demonstrations for both your own area of expertise and the product generally to expand your knowledge of product changes.
- ❖ Build relationship with developers and other colleagues

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GUIDING PRINCIPLES (CONT'D)

3. **CUSTOMER FIRST**

❖ **CUSTOMER'S INTEREST IS PARAMOUNT:**

- Defend the customer's interest during arguments with developers
- Always test with the customer in mind
- A happy customer improves the bottom line and ensures your employment
- Quality Assessment reports must always reflect the customer's views
- Suggestions for improvements/solutions must have customer's interest in mind

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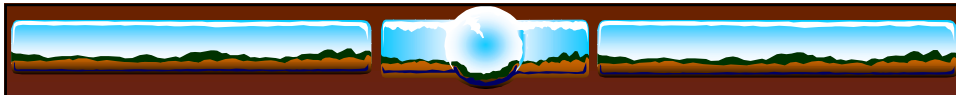
BEST PRACTICES

1. **TEST PREPARATION:**

ENVIRONMENT PREPARATION & SETTING

- ❖ Ensure you have the correct version of system tools
- ❖ Clean the system cache prior to and during testing
- ❖ Ensure proper functioning of external processes
- ❖ Identify development contacts
- ❖ Identify document repositories
- ❖ Ensure you have most current documents
- ❖ Ensure proper procedure is followed for data file imports to avoid duplicate records

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BEST PRACTICES (CONT'D)

2. PLANNING

- ❖ Ask questions until you're sure you know what to test
- ❖ Know the data and/or module dependencies
- ❖ Proceed according to dependencies
- ❖ Pair a new hire with a mentor at a peer level

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BEST PRACTICES (CONT'D)

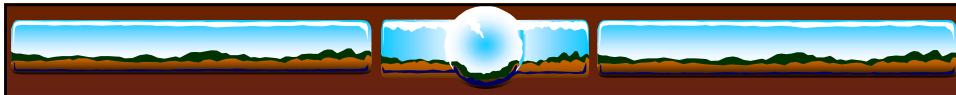
3. DEFECT REPORTING

WHEN REPORTING A DEFECT, FOLLOW THE FOLLOWING STEPS:

- a step-by-step statement of how you discovered the defect
- state the test server
- the name of the record (Form/Schema)
- the Tab, Section and Object
- field and label.

GOAL: Give explicit description in a manner that facilitates the defect reproducibility.

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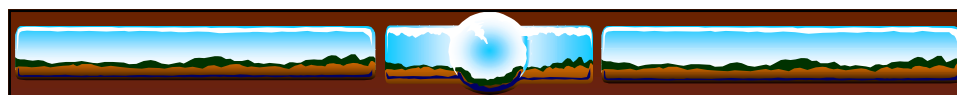


BEST PRACTICES (CONT'D)

3. DEFECT REPORTING (CONT'D)

- ❖ State the permission(s) you used to perform the test
- ❖ State the severity, according to established severity guidelines.
- ❖ Use macros to pre-populate the fields you will routinely use. This saves time significantly.
- ❖ Always use the Tracking tool: Problem Report Module
- ❖ Do not disregard any anomaly
- ❖ Deal with issues as soon as you recognize them

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BEST PRACTICES (CONT'D)

4. FIX CONFIRMATION & CLOSURE

CONSIDERATIONS:

- ❖ Fixed defects should be closed by the originator unless it is confirmed that the originator is not able to close it for whatever reason. This is because the originator of a defect is the best person to test and know if a fix/solution is suitable. Typically, it takes longer for another person to confirm a fixed defect that is not reported by him/her.
- ❖ The defect fix confirmation environment should be the same as, or where not possible, it should be close enough to the test environment in which the defect was first discovered.

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BEST PRACTICES (CONT'D)

- ❖ **FIX CONFIRMATION & CLOSURE (CONT'D)**

WHEN CONFIRMING FIXED DEFECTS, THE FOLLOWING STEPS SHOULD BE TAKEN:

- ❖ Ensure that the fixed defects you're testing is actually in the build that is loaded on the PVT server.
- ❖ State the version and build # or name and the server used (e.g. TIM 3.4, build J1 on ebony).
- ❖ Note down the result (e.g. fix confirmed) and pass a confirmed fix
- ❖ If the fix failed, state why it failed, and reject the fix
- ❖ Where a fix passed but created another defect, confirm Verification Passed and create a new defect report for the new defect

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BEST PRACTICES (CONT'D)

- ❖ **PROGRESS MONITORING**

- ❖ Use Excel spreadsheet to create a Test Case Matrix (TCM) to report your test progress
- ❖ Update the TCM according to schedule
- ❖ Make suggestions for improvement during the testing period and not only after testing
- ❖ Keep your supervisor informed through the TCM and also of any blocking issues


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BEST PRACTICES_(CONT'D)

- ❖ OTHER CONSIDERATIONS
 - ❖ Pay attention to your peripheral vision:
 - notice unusual occurrences in areas other than your particular focus
 - assess the implications of these anomalies
 - you may be the first person to notice this
 - If unsure check with others

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