

Test Playbook

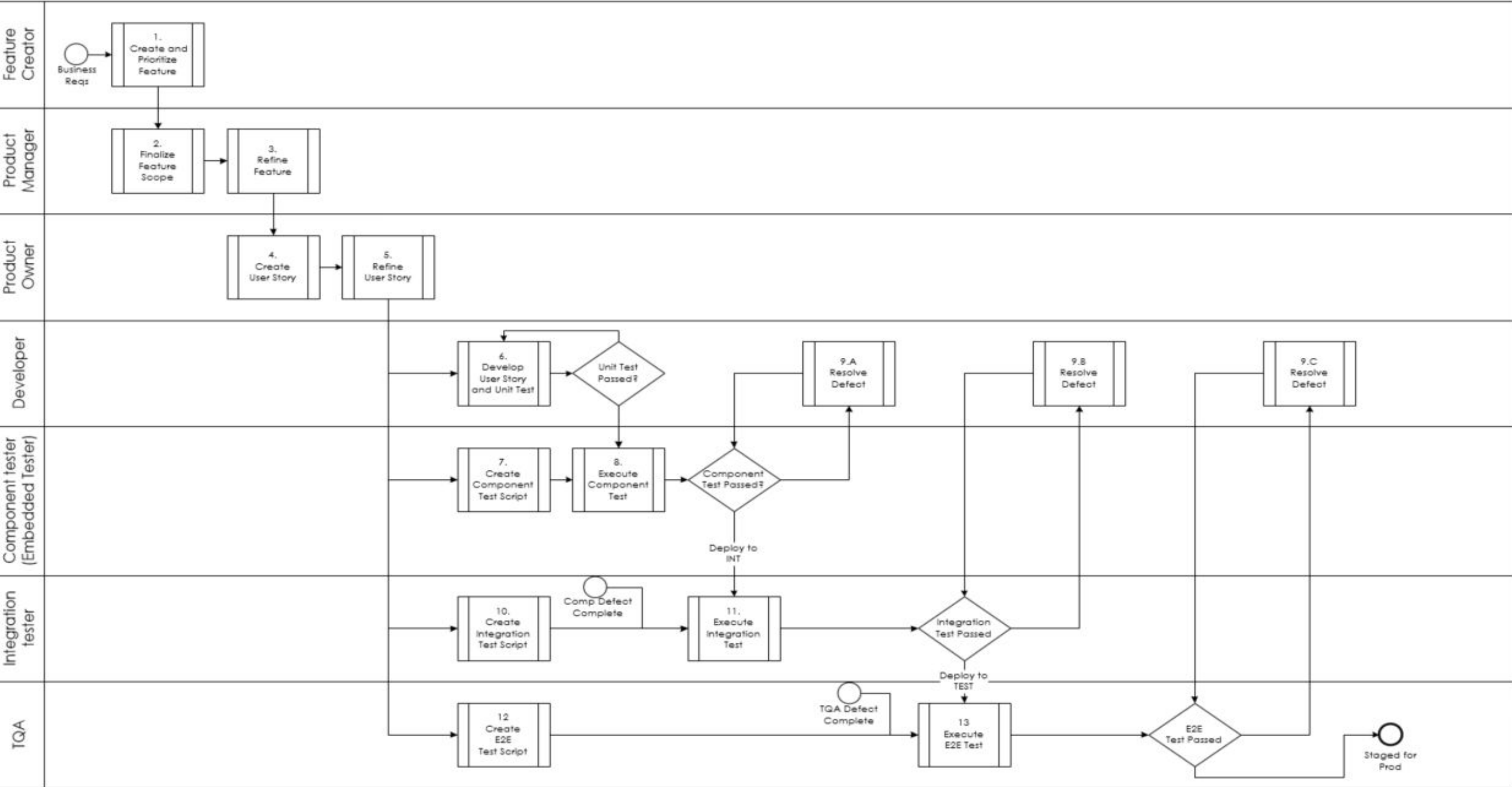


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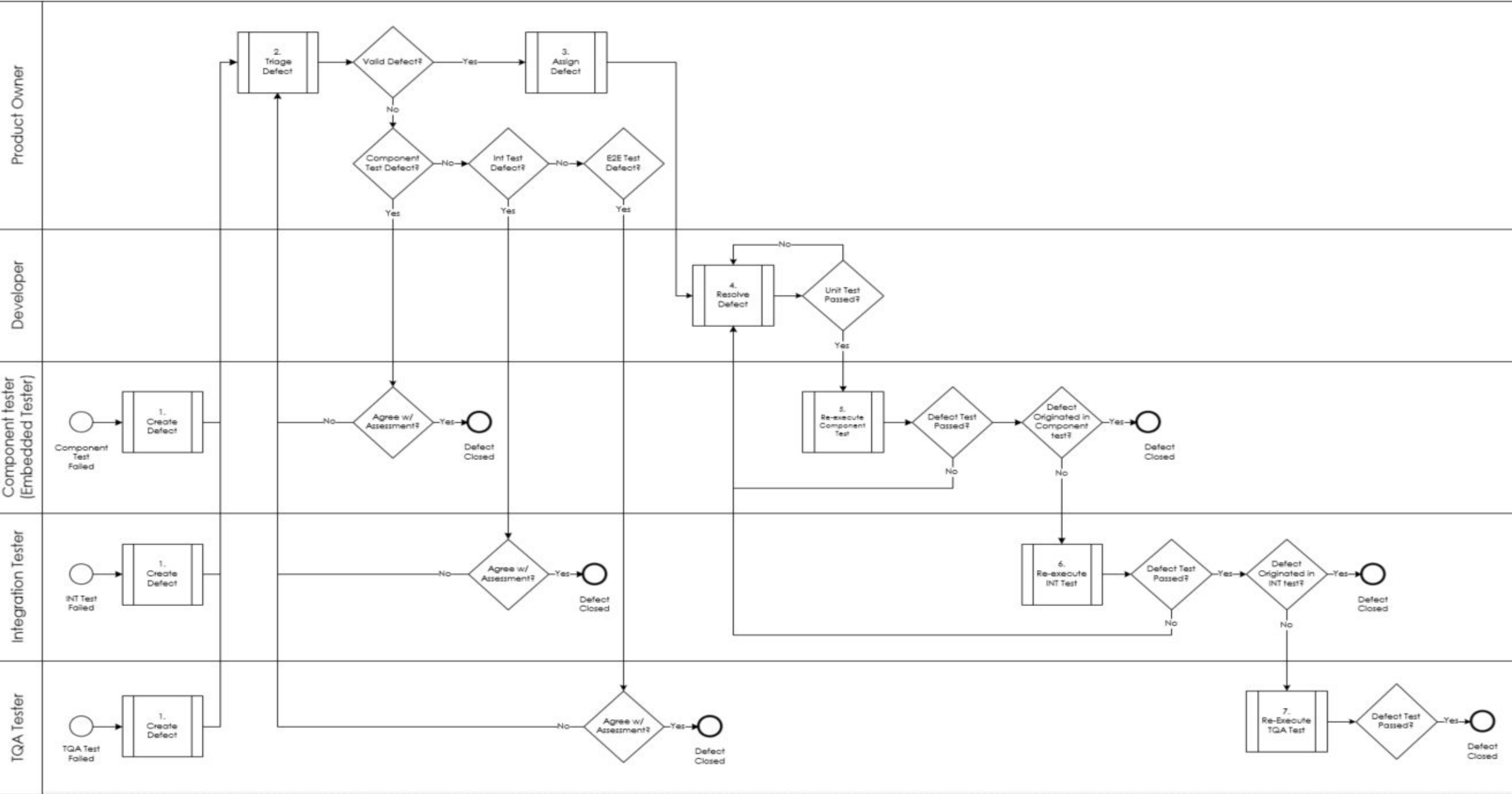
Feature, User Story, Test, and Defect Flow



Feature, Story, Defect Process

Step	Description	Owner	Entry Criteria	Exit Criteria
1. Create and Prioritize Feature	Feature created in Rally following Feature Template	Feature Creator	Requirement identified	Feature created with Value Statement and Acceptance Criteria
2. Finalize Feature Scope	Feature Creator and Product Owner agree on Feature Scope	Product Manager	Feature in Rally	Feature Scope Finalized
3. Refine Feature	Product Owner refines Feature to 'Dev Ready' and identifies if testing is required	Product Manager	Feature Scope Finalized	Feature ready for Dev Teams to begin Story Mapping
4. Create User Story	Scrum Master works with Product Owner to identify and create User Stories	Scrum Master	Dev Ready Feature	User Stories identified and created to satisfy Feature Acceptance Criteria
5. Refine User Story	Dev Team refines User Story to Dev Ready, estimates Story Points, prioritizes in Backlog, assigns to an Iteration, and identifies if testing is required	Scrum Master / Dev Team	User Stories created in Rally and assigned to Dev Team	Stack-ranked, prioritized, refined, dev-ready User Stories assigned to an Iteration
6. Develop User Story and Unit Test	Developer writes code and Unit Tests to satisfy User Story Acceptance Criteria and executes and passes Unit Tests	Developer	Dev-ready User Story assigned to current Iteration	User Story code is complete and has passed Unit Testing
7. Create Component Test Script	Creates Test Scripts in appropriate tool (automated when possible) to test Acceptance Criteria of User Story and documents Test Cases in Rally	Embedded Tester	User Story identified as requiring testing	Embedded Tester writes Test Scripts in appropriate tool and documents Test Case in Rally
8. Execute Component Test	Embedded Tester executes Test Scripts. If tests fails, Embedded Tester follows Defect Process , until Defect is resolved	Embedded Tester	Dev complete User Story that has passed Unit Tests and requires Component Testing	User Story has passed Component Testing
9.A Resolve Component Defect	Embedded Tester creates Defect and follows Defect Process	Embedded Tester Scrum Master Developer	User Story does not pass Component Testing	User Story passes Component Testing
10. Create Integration Test Script	Creates Test Scripts in appropriate tool (automated when possible) to test Acceptance Criteria of Feature and documents Test Cases in Rally	Integration Tester	Dev Code identified as requiring testing	Component Tester writes Test Scripts in appropriate tool and documents Test Case in Rally
11. Execute Integration Test	Integration Tester executes Test Scripts. If tests fails, Integration Tester follows Defect Process , until Defect is resolved	Integration Tester	Dev code that has passed Component Testing and requires Integration Testing	Dev Code passes Integration Testing
9.B Resolve Integration Defect	Integration Tester creates Defect and follows Defect Process	Integration Tester Scrum Master Developer	Dev Code does not pass Integration Testing	Dev Code passes Integration Testing
12. Create E2E Test Script	E2E Tester creates Test Scripts in appropriate tool to test Acceptance Criteria of Initiative and documents Test Cases in Rally	E2E Tester	Dev Code identified as requiring testing	E2E Tester writes Test Scripts in appropriate tool and documents Test Case in Rally
11. Execute E2E Test	E2E Tester executes Test Scripts. If tests fails, E2E Tester follows Defect Process , until Defect is resolved	E2E Tester	Dev code that has passed E2E Testing and requires Integration Testing	Dev Code passes E2E Testing
9.B Resolve E2E Defect	E2E Tester creates Defect and follows Defect Process	E2E Tester Scrum Master Developer	Dev Code does not pass E2E Testing	Dev Code passes E2E Testing and is ready to Stage to Prod

Defect Process



Defect Process

Step	Description	Owner	Entry Criteria	Exit Criteria
1. Create Defect	Test case fails Tester opens a Defect following Defect Template	Tester (Component, INT or TQA)	Defect found	Defect created in Rally, assigned to appropriate Scrum Master
2. Triage Defect	Scrum Master reviews Defect in accordance to Defect SLA	Scrum Master	Defect assigned to Scrum Master	Defect validated as legitimate
3. Assign Defect	Valid Defect is assigned to Developer and planned into Iteration	Scrum Master	Valid Defect assigned to Scrum Master	Defect assigned to Developer and assigned to an Iteration
4. Resolve Defects	Developer resolves defect and re-runs Unit Test	Developer	Defect assigned to Developer	Code updated, Unit tests passed Defect assigned to Tester for re-test
5 Re-execute Component Test	Component Tester executes affected test cases	Component Tester	Code fixed, Defect assigned to Component Tester	Component tests executed Passed: Assign to INT Tester Failed: Assign back to Developer
6. Re-execute INT test	INT Tester re-executes affected test cases	INT Tester	Defect passed component test, assigned to INT tester	INT tests executed Passed: Assign to E2E test Failed, Assign back to developer
7. Re-execute E2E test	TQA tester re-executes affected test cases	TQA Tester	Defect passed INT Test; assigned to TQA tester	E2E Tests executed Passed: Code ready for Prod; Failed: Assign back to Developer

Defect SLA

Defect SLA				
Severity Level	Description	Assessment Time **	Resolution Time ***	Test Time ****
Severity 1 (Critical)	<ul style="list-style-type: none">• Critical Path impacted• Blocking, no workaround exists• Must be resolved before production release	Within 4 Business Hours * of Identification	Within 8 Business Hours * of Assessment	Within 8 Business Hours * of Resolution
Severity 2 (Major)	<ul style="list-style-type: none">• Critical Path impacted• Workaround may exist• Collaboration with Business Partner to determine deferral or resolution required	Within 8 Business Hours * of Identification	Within 16 Business Hours * of Assessment	Within 16 Business Hours * of Resolution
Severity 3 (Medium)	<ul style="list-style-type: none">• Non-Critical Path impacted• Workaround exists, may incur latency in processing• Collaboration with Business Partner to determine deferral or resolution required	Within 24 Business Hours * of Identification	Within 48 Business Hours * of Assessment	Within 48 Business Hours * of Resolution
Severity 4 (Minor)	<ul style="list-style-type: none">• Non-Critical Path impacted• Workaround not required, minor error such as cosmetic, content, or test only issue• Collaboration with Business Partner to determine deferral or resolution required	Within 24 Business Hours * of Identification	Within 48 Business Hours * of Assessment	Within 48 Business Hours * of Resolution

* Business Hours = Between 9:00 AM MST - 4:00 PM MST, if no offshore resources are available

** Assessment = Assigned to Development Team and Development Team has completed Defect Assessment to determine issue and potential resolution

*** Resolution = Development has completed the necessary update, Unit Tests have passed, and ready for Test (Embedded, Integration, E2E)

**** Test = Depending on the environment where the Defect was found, tests will need to be executed and passed in that environment and all lower environments

Appendix

- [Feature Template](#)
- [User Story Template](#)
- [Test Case Template](#)
- [Defect Template](#)

Feature Template

Rally 1 wireless Menu Search all work items

New Item 1 Title - Sample Wireless Feature 2 Show Fields Templates

Details

Status 3 Ready Blocked

Description 4

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Value Statement

- As a USER
- I want to PERFORM AN ACTION
- In order to ACHIEVE DESIRED RESULT

(Example)

- As an EXISTING CUSTOMER
- I want to LOG INTO MY DISH ACCOUNT
- In order to UPDATE MY ADDRESS

Pre-Conditions / Assumptions

- Conditions that must be present before USER may PERFORM AN ACTION

(Example)

- Existing Customer
- Account in Good Standing

Acceptance Criteria

- Outcome or Value the USER will receive, NOT a Solution

(Example)

- EXISTING CUSTOMER enters their new address
- Address is validated
- New address is saved

Steps to Test

- Logical steps USER would take to ACHIEVE DESIRED RESULT

(Example)

- Log in to MyDish
- Access Account Info tab
- Select 'Edit'
- Enter New Address
- Select 'Validate'
- Scrubbed Address is Presented
- Select 'Save'

Attachments 20

Drag or click to add attachments

Notes 21

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Owner Adam Nichols

Project wireless

State No Entry

Tags

Release

Unscheduled

Planned Start Date select date

Planned End Date select date

Milestone

Parent

01. ServiceNow Demand / Project Number

02. Business Relationship Manager (BRM)

No Entry

03. Product Manager (PdM)

No Entry

04. Program Manager (PgM)

No Entry

05. Product Owner (PO)

No Entry

06. Scope Agreement Date

select date

Show Less

SAMPLE

Field	Definition	Responsible (Primary / Secondary)
1) Project	a) Indicates the current Backlog being viewed b) Recommend setting this at the highest level and displaying all Children Projects	BP / PdM
2) Title	a) Action-oriented, brief description of Intent of Feature	BP / PdM
3) Status *	a) Ready Indicates a Feature has met the Exit Criteria of the current State and is Ready to be put forward b) Blocked Indicates Issues are present which are preventing the Feature from being worked	BP / PdM
4) Description	a) Value Statement As a (END USER) I want to (PERFORM A SPECIFIC ACTION) In order to (ACHIEVE A DESIRED RESULT) b) Pre-Conditions / Assumptions Specific criteria that must be met in order for the END USER to be eligible to ACHIEVE the DESIRED RESULT c) Acceptance Criteria Specific conditions, with clearly defined pass/fail results, that must be met in order for a Feature to be considered 'Done' d) Steps to Test * Happy Path series of steps the USER would logically take to ACHIEVE DESIRED RESULT When passed will result in satisfying the Acceptance Criteria	BP / PdM PdM / PO PdM / PO
5) Owner	a) Initially the Creator of the Feature b) Updated to identify the Business Owner who is responsible for the Feature, if different then the Creator	BP / PdM
6) Project	a) Has the Product Backlog to which the Feature belongs	BP / PdM / PO
7) State	a) No Entry Default State when a Feature is created b) Backlog Feature is being Refined by the Product Manager in the Business Tier c) Development Scope has been Approved Feature Mapping / User Stories is In Progress d) Testing Development is complete Testing in Development Environment is complete Testing in Integration Environment is In Progress e) Production Feature has been Deployed to Production f) Cancelled Feature has been Cancelled	BP / PdM BP / PdM PdM / PO PO / PgM PO / PgM PO / PgM
8) Tags *	a) Custom field used to group or identify a collection of Features	BP / PdM
9) Release	a) Collection of Iterations for Feature Planning b) Drives Release Reporting (Release Planning, Release Tracking, Capacity Planning)	PdM / PO
10) Planned Start Date	a) Date Development is planned to start b) Drives the Gantt Chart timeline	PO / PgM
11) Planned End Date	a) Date that code is planned to Drop to Test in Test or Integration Environment b) Drives the Gantt Chart timeline	PO / PgM
12) Milestone	a) Date that Feature is planned to Deploy to Production b) Drives reporting for a collection of Features or functionality (Burn Up Charts, Burn Down Charts)	PO / PgM
13) Parent	a) Initiative that the Feature is a child of	BP / PdM
14) ServiceNow Demand / Project Number	a) Demand / Project Number in ServiceNow	BP / PdM
15) Business Relationship Manager (BRM) *	a) Business Relationship Manager responsible for prioritizing Initiatives	BP / PdM
16) Product Manager *	a) Product Manager responsible for documenting Requirements	PgM / PO
17) Program Manager *	a) Program Manager responsible for the Project / Initiative	PgM / PO
18) Product Owner *	a) Product Owner responsible for refining and prioritizing the Feature	PgM / PO
19) Scope Agreement Date	a) Date that Business and I agree upon the Scope of the Feature b) If the Scope changes, this date must be updated	PO / PgM
20) Attachments *	a) Used to attach approvals, mocks, or other documentation as appropriate	BP / PdM / PO / PgM
21) Notes *	a) Used to document updates, comments, decisions, or other information	BP / PdM / PO / PgM

* Recommended, if appropriate

updated 2020.10.06

User Story Template

US141551

1 Title - Sample User Story

Show Fields

Templates

Details

Tasks

Children

Test Cases

Test Run

Defects

Discussions

Revision History

Charts

Risks

DependenciesConnections

STATUS

Ready

Blocked

2

DESCRIPTION

3

Font

Size

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Value Statement

- As a USER
- I want to PERFORM AN ACTION
- In order to ACHIEVE DESIRED RESULT

(Example)

- As an EXISTING CUSTOMER
- I want to PERFORM AN ACTION
- In order to ACHIEVE DESIRED RESULT

Pre-Conditions / Assumptions

- Conditions that must be present before USER may PERFORM AN ACTION

Test Statement

- Scenario - Label for Test Scenario
- Given - Beginning state of the Scenario
- When - Specific action that the user takes
- Then - Testable outcome, typically a result of the action in 'When'

(Example)

- GIVEN I have logged into dish.com
- WHEN I open my profile page to edit my address
- THEN I should be able to update and save my new address

Request / Response

- Description of the Request being sent and the expected Response

Steps to Test

- Happy Path' series of steps the USER would logically take to ACHIEVE DESIRED RESULT
- When passed will result in satisfying the Acceptance Criteria

4 OWNER

Adam Nichols

5 PROJECT

d.x.ace

6 SCHEDULED STATE

7 PRIORITY

8 SCHEDULED DATE

2020.04.07

9 CREATION DATE

2020-02-03

10 FEATURE

F26586: Title - Sample Feature

User Story Writing Guidelines

Field	Definition	Responsible (Primary / Secondary)
1) Title	a) Brief description of the expected deliverable of the User Story	SM / PO / Dev Team
2) Status *	a) Ready i) Indicates the User Story has met the Exit Criteria of the current State and is Ready to be pulled forward a) Blocked i) Indicates Issues are present which are preventing the User Story from being worked	SM / PO / Dev Team
3) Description	a) Value Statement i) Identifies the target audience and specific action they must complete to receive a specific outcome b) Pre-Conditions / Assumptions * i) Specific criteria that must be met in order for the END USER to be eligible to ACHIEVE the DESIRED RESULT c) Test Statement * i) Behavior-specific syntax used to define automated test scripts c) Request / Response * i) Description of the Request being sent and the expected Response d) Steps to Test * i) 'Happy Path' series of steps the USER would logically take to ACHIEVE DESIRED RESULT ii) When passed will result in satisfying the Acceptance Criteria	SM / PO / Dev Team
4) Owner	a) Initially the Creator of the User Story b) Updated to identify individual who will complete the work of the User Story	SM / PO / Dev Team
5) Project	a) Represents the Development Team that will complete the work and the Execution branch (-d.x.team example)	SM / PO / Dev Team
6) Scheduled State	a) Ready i) Story has been defined and is in the Backlog ii) 'Ready' status must be used to indicate the User Story has been prioritized in the Backlog and is ready for development b) In Progress i) Development has started c) Complete i) Development is complete e) Accepted i) Testing in Dev Environment is complete ii) User Story is ready to move to Test	SM / PO / Dev Team
7) Planned Estimate	a) Represent Story Points b) Used to estimate i) Level of Effort ii) Complexity iii) Risk c) Used to measure i) Velocity ii) Capacity	SM / PO / Dev Team
8) Iteration	a) Consistent timebox during which Development is completed b) May also be called a 'Sprint'	SM / PO / Dev Team
9) Feature	a) Parent Feature that the User Story is a child of	SM / PO / Dev Team

* Recommended, if appropriate

updated 2020.03.30 - ACE

Test Case Template

TC14093 ACE Tutorial Test Case Process Training Document...

Details Defects Test Sets Results Test Run Discussions Steps Revision History Connections

Details

Description 2

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VALUE STATEMENT

- As an Agile Coach
- I want to create a training documentation about the DISH Test Case Process
- So that individuals and teams consistently use Test Cases, Test Folders, and Test Sets to ensure all work is properly tested and the testing results are tracked and available for reporting

ACCEPTANCE CRITERIA

- Created in format consistent with other ACE Training Documentation.
- Step by Step Flow diagram, documentation, and screen shots

Show All

Validation Input 3

Font Size B I U S A- A+ T

- Created in format consistent with other ACE Training Documentation
- Step by Step Flow diagram, documentation, and screen shots

Validation Expected Result 4

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- ACE Training Documentation template used
- Sequential Step by Step Flow diagram, documentation, and screen shots

- Create a Test Case
- Run a Test Case
- Group Test Cases in a Test Folder
- Create Test Sets
- Add Test Cases to a Test Set
- Run a Test Set

Show All

5 Owner Nichols, Adam

6 Project d.x.ace

7 Test Folder TF719: F39902 Test Folder

Work Product

US201657: ACE Tutorial Test Case Process Training Documentat

9 Acceptance

Method Manual

11 Last Verdict Blocked

12 Attachments

+ Drag or click to add attachments

Test Case Template	
Field	Definition
1) Title	a) Action-oriented, brief description of the Test Case
2) Description	a) Value Statement <ol style="list-style-type: none"> As a (END USER) I want to (PERFORM A SPECIFIC ACTION) In order to (ACHIEVE A DESIRED RESULT)
	b) Pre-Conditions / Assumptions * <ol style="list-style-type: none"> Specific criteria that must be met in order for the END USER to be eligible to ACHIEVE the DESIRED RESULT
	c) Acceptance Criteria <ol style="list-style-type: none"> Specific conditions, with clearly defined pass/fail results, that must be met in order for the Test Case to Pass
	d) Steps to Test * <ol style="list-style-type: none"> 'Happy Path' series of steps the USER would logically take to ACHIEVE DESIRED RESULT When passed will result in satisfying the Acceptance Criteria
3) Validation Input	a) Specific series of actions that will be validated
4) Validation Expected Result	a) Specific, objective results expected for successful validation
5) Owner	a) Individual responsible for running the Test Case and validating expected results
6) Project	a) Indicates the Application or Team Backlog associated to the Test Case
7) Test Folder	a) Collection of Test Cases for a Specific Feature
8) Work Product	a) User Story the Test Case is being run against
9) Type	a) Acceptance <ol style="list-style-type: none"> Validation of Acceptance Criteria
	b) Functional <ol style="list-style-type: none"> Validation of the functional performance of the User Story
	c) Regression <ol style="list-style-type: none"> Validation that the new functionality has not broken existing functionality
10) Method	a) Manual <ol style="list-style-type: none"> Test Scripts must be executed manually
	b) Automated <ol style="list-style-type: none"> Test Scripts are automatically executed
11) Last Verdict	a) Current result from when the Test Case was last run
12) Attachments *	a) Any attachments relevant to the Test Case or Test Run results
* Recommended, if appropriate	

updated 2021.01.22

5 **Status**

Open

6 **Schedule State**

Defect

7 **User Story**

US201659: ACE Tutorial Test Case Process Training Validation

8 **Test Case**

TC14181: ACE Tutorial Test Case Process Training Validation

9 **Iteration**

2021.03 (02.03-02.16)

10 **Defect Description**

1) Indicates development is complete and ready for testing

2) Indicates tests have failed and defect has been created

3) Tester re-assigns Defect back to Scrum Master

11 **Rejected**

1) Scrum Master / Developer believe the Defect is not a defect

2) Tester must confirm the Defect is invalid and close

12 **Closed**

1) Defect resolution has been validated

13 **Prod Verify**

1) Used to indicate validation pending Production

14 **Backlog**

1) Default state when a Defect is created

15 **Defined**

1) Defect has been assigned to the appropriate developer

16 **In Progress**

1) Developer has been assigned the Defect and is actively working on it

17 **Complete**

1) Defect resolved and pending validation

18 **Accepted**

1) Defect resolution has been validated

19 **Parent User Story**

1) Parent User Story for which the Defect was written

20 **Test Script**

1) Set of test Scripts, which when executed, results in the Defect

21 **Iteration**

1) Timebox during which Defect will be resolved

22 **Environment**

1) Development Environment

23 **Integration**

1) Defect found in the Integration Environment

updated 2021.01.28

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