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**Document Control**

**Document Version History**

This table shows a record of significant changes to the document.

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| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Description of Change** |
| 0.1 | 27/01/2022 | Swapnil Wale | DRAFT |
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**Approvals**

This table shows the approvals on this document for circulation, use and withdrawal

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# Purpose

Service Validation and Testing ensures that deployed Releases and the services they produce match customer expectations. This ITIL process ensures that IT operations can handle the new service.

# Contribution to Service Value Chain

Chart, diagram, funnel chart

Description automatically generated

* Improve- Improve focuses on increasing the service validation and testing metrics.
* Engage- Engage focuses on involving stakeholders in the validation and testing of services, as well as improving visibility of service performance and adoption.
* Design and Transition- Service design, knowledge management, release management, deployment management, and performance management are all covered under Design & Transition.
* Obtain- Obtain/build focuses on developing services by testing and verifying both internal and externally acquired services and service components.
* Deliver- Deliver & support focuses on the known errors shared by testing and validation to resolve service incidents and improve/reduce the time required to resolve the events.

# Roles and Responsibilities

## Test Manager

The Test Manager ensures that released Releases and the resulting services match customer expectations, as well as ensuring that IT operations can support the new service.

## Service User

These are the ones who use one or more IT services. Customers and Service Users are not the same thing because some Customers do not use IT services directly.

# Key Performance Indicators

* The percentage of components in a release that fail to pass acceptance testing.
* Number of faults discovered during release testing
* Time until the fixed release components are re-submitted
* New releases are responsible for many incidents.
* Acceptance of Service as a Percentage Tests that fail to get the customer's approval

# Test case

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Test case ID** |  | | **Created by:** | | Mark | | |
| **Reviewed by:** |  | | **Version:** | |  | | |
| **Tester Name:** |  | | **Date Tested:** | |  | | |
| **Prerequisites:** | Access to Internal Antivirus systems | | | | | | |
| **Test case scenario:** | Verify the password encryption entered by users | | | | | | |
| **Step #** | **Test Name** | **Action** | | **Expected Result** | | **Actual result** | **Pass/Fail** |
| 1 | Successful Login | Enter User ID: test123 | | System displays the entered user id | |  | Pass |
| 2 | Successful Login | Enter Password: Mayflower | | System displays password in an encrypted format | | System displays password in an encrypted format | Fail |
| 3 | Invalid User | Eter User ID: Prod123 | | System displays the entered user id | |  | Pass |

# Responsibility Matrix

**R**- Responsible

1. Accountable
2. Consulted
3. Informed

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ITIL Sub process** | **Test Manager** | **Information Security Manager** | **Compliance Manager** | **Service User** | **IT Operator** | **Customer** | **Others** |
| Test case | **R** | AC | CI |  | **A** | **I** | **R** |
| Release acquisition | AR |  |  | **A** |  |  |  |
| Release and Deployment Testing | **C** | **R** | **R** | **C** |  | **A** | **R** |
| Server Acceptance Testing | **I** |  | **I** |  |  |  |  |

# Acceptance Criteria

The SAC contains a set of criteria for ensuring that a service satisfies its promised functionality and quality, as well as that the service provider can deliver the new service once it has been launched. The SAC represents service operating requirements as well as those of other players involved in service operation and management, such as the CSI manager or the Service Desk function.

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Parameters** | **Test criteria Pass/Fail** |
| Is the service able to maintain the promised response time in the event of a heavier workload? | Response Time <5 seconds | Pass |
| Is the service architecture scalable, allowing the configuration to be expanded to manage higher workloads? | Workload size < 5000 users | Pass |
| Is there a complete list of basic operating documentation in the SDP? | Documentation checklist | Pass |

# Test environment specifications

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Hardware Test specifications** | | | | | | |
| **Manufacturer** | **Device Name** | **Testing Method** | | **Status** | | **Purpose** |
| Dell | Laptop | Antivirus scan | | Pass | | Device needs to be scanned before handing over to employees |
| HP | Laptop | Antivirus scan | | Pass | | Device needs to be scanned before handing over to employees |
|  |  |  | |  | |  |
| **Software Test Specifications** | | | | | | |
| **Software** | **Method** | | **Version** | | **Purpose** | |
| User login tool | Automation testing | | 2.2 | | Enables users to login using their LinkedIn profile | |
|  |  | |  | |  | |

# Service Design Identification

|  |  |
| --- | --- |
| **Name** |  |
| **ID** |  |
| **Version** |  |
| **Technology** |  |
| **Service specification ID** |  |
| **Description** |  |
| **Keywords** |  |
| **Architects** |  |
| **Status** |  |

# Risks and contingencies

Some hazards may be expressions of the overall project risks that are being tested. The absence of or loss of personnel at the start or throughout testing, the unavailability or late supply of essential hardware, software, data, or tools, training delays, or changes to the original specifications or designs are all examples of risks.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Risk name** | **Category** | **Likelihood** | **Impact** | **Mitigation strategy** | **Response action** | **Responsible** |
| Data security risk | Information security | **High** | **Medium** | Fix the bugs and loopholes in the system | Loopholes identified and fixed | IT Manager |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |