

# Future Release 2 XRN4449 - Customer Testing Strategy

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## IT Investment & Solution Delivery

### 1. Introduction

UK Link Future Release 2 is due to be implemented over the weekend of the 30th June and 01<sup>st</sup> July. Over the course of the Project, Xoserve have engaged Customers on their requirements to test Change Requests (CRs) within the scope of Release 2. The key change identified with Customer requirements to test identified the need to ensure that a testing window was defined in the plan for XRN4449 – Vulnerable Customer Data Requirements (Priority Service Codes). Options were presented to the Delivery Sub Group (DSG) where Customers requested that Option 3 for customer testing was the preferred approach and this was agreed at the DSG meeting on the 5th March.

“All customers wishing to participate in testing can do so but will require controls around the number of transactions and MPRNs to be tested. This will be to ensure all testing is completed within the defined testing window”.

This document details the proposed high level testing strategy to gain Customer input/agreement.

#### 1.1 Purpose

The primary objectives of this document are:

- To provide the scope and objectives for Customer Testing
- Define the Test Stages
- Define the entry and exit criteria for each phase of testing
- Define the Environment and Data requirements
- Identify and describe the Test deliverables
- Define the High level timeframes and Key Dates
- Define the Responsibilities
- Define the Testing Controls and Governance

#### 1.2 Audience

This document should be read & understood by stakeholders of the Release 2 project. The activities will involve interaction with the following key stakeholders

- Release 2 Project Team (Wipro & Xoserve)
- Customers – Shipper, iGT and GT's (External)

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### 2. Customer Testing Objectives and Scope

#### 2.1. Objectives

Testing is conducted to accomplish the following objectives:

- To allow Customers to test XRN4449 against the agreed design that has been developed by the Release 2 solution
- Early identification of problems (defects) so that their resolution can be managed prior to Release 2 implementation
- New or changes to file formats identified as part of XRN4449 scope to be tested by customers for adherence and compliance
- To ensure that the implications of defects are identified and mitigated to enable an informed go live decision and post go live clarity on priorities
- To demonstrate successful testing of the solution through the upstream testing phases, for the solution to be accepted by the customers as part of the testing phase for XRN4449
- To give confidence to the customers to enable the signoff and go-live decision for Release 2 implementation

#### 2.2. Activities In-Scope

The following sub-sections outline the activities in scope of the Customer testing for XRN4449

##### 2.2.1. Data Preparation

- Xoserve provision of MPRN data for use within the test environment
- Agreement of MPRN data set to be used by Shipper organisations where MPRN's will be selected based on conditions set out below in section 3.3.1
- All scenarios and test cases will be designed and tested by the customer participants themselves and shared with Xoserve for visibility at the same time as data approval.

##### 2.2.2. Test Execution

- Manual basic file checks pre execution
- Support in file preparation and validation as required from customer
- Execution of test files of all customer testing and defect capture in coordination with Xoserve Team, on a need basis
- Input and output files from and to customers
- Files included for testing:
  - Input
    - .CNF<sup>1</sup>
    - .CNC

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<sup>1</sup> Re-confirmation scenarios through the .CNF only

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- Output
  - .CNR
  - .CFR
  - .EDL
  - .IDL
  - .EWS

### 2.2.3. Verification

- Provide the outcome of the testing to the Business and customers for verification and validation
- Business and customers to verify the outcomes and highlight any issues to Xoserve project team
- Project team to provide fix
- Business/Customers to approve the fix
- Sign off to be provided on completion of all test files

### 2.2.4. Reporting

- Bi-Weekly Progress Report. The Bi-Weekly Progress Report to also include the testing defects identified
- Provide test exit report at the end of the testing phase for customers and business approval
- Reporting information to be used by Xoserve Project team for the purpose of demonstrating progress against plan to external customers

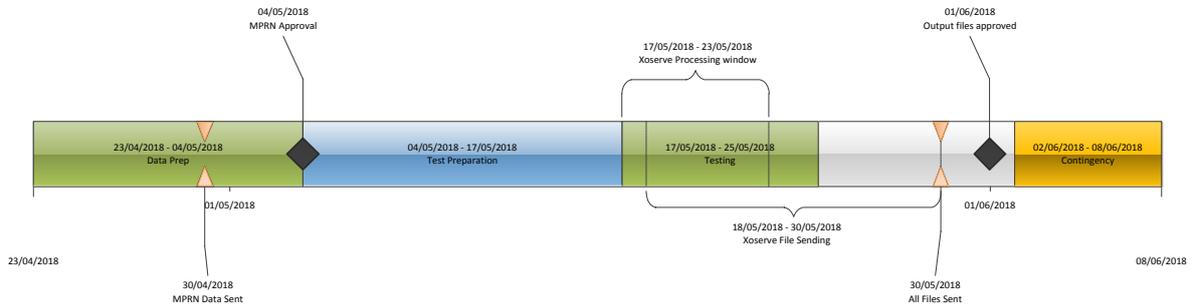
## 2.3. Activities Out Of Scope

The following section outlines the activities out of scope for customer testing:

- Transfer of ownership processes
- In-flight scenario testing
- Quarterly Portfolio Reports
- DES/Portal Access
- TRF/MRI files as part of re-confirmation process
- Performance testing of new file formats

### 3. Strategy for Testing

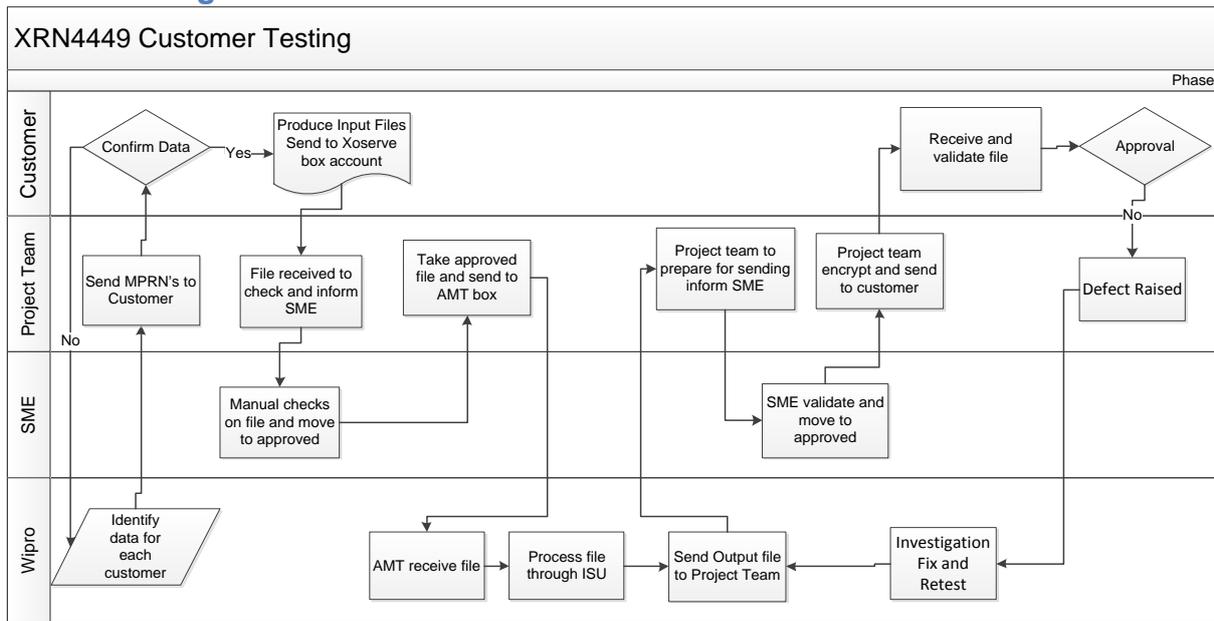
#### 3.1. Testing Plan



**Key Dates**

- 30/04/2018 – Xoserve send MPRN data
- 04/05/2018 – Customer confirms MPRN data
- 21/05/2018 - CNF file deadline
- 23/05/2018 - CNC file deadline
- 01/06/2018 Customer approve output file

#### 3.2. Testing Process



#### 3.3. Testing Process Detail

The below details the process for each area of the testing process:

1. MPRNs will be sent from Xoserve to customers for testing use
2. Customer will validate use of MPRNs in own system and provide confirmation to Xoserve
3. Customers will prepare files and save as .CSV files and send on email to Xoserve by 2pm for same day processing

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4. Xoserve will complete manual checks on input files received
5. Xoserve will manually place into AMT Marketflow
6. Output files will be emailed from AMT MarketFlow to Xoserve project team
7. Validation on data and controls before files are emailed with encryption will take place and sent out to recipient
8. Customer will then validate file and provide feedback/approval

### 3.3.1. Data Preparation

Data will be provided to customers who have agreed to participate in testing by the Xoserve Team.

MPRN's will be taken from the production system and matched to those in the test environment where the participants are in the same ownership. MPRN low level attributes could be different to what is help in production. 120 MPRN's will be provided to the primary contact at each Shipper testing organisation participant. An indication to which MPRN has PSR codes recorded against it in the environment will be provided.

MPRN's will be selected within participating GT and iGT portfolios (eg LDZs of Network Operators) to allow for the portfolio reports to be run and sent to those participating in testing, there will also be a validation check on these to ensure they are still in ownership. MPRN low level attributes could be different to what is help in production.

MPRNs will be sent in an encrypted excel file with the password following in a separate mail to the contacts previously agreed and confirmed to Xoserve.



FR2 XRN4449 Customer Testing Data .oft

Approval of the datasets by participants will be requested by the 4<sup>th</sup> May 2018 to ensure that the MPRN's that have been provided are adequate to meet customer needs.

The Testing Environment will be the same environment that Xoserve have performed User Acceptance Testing with a full set of data. The data cut for this environment was taken in November 2017.

### 3.3.2. Test Execution

#### File Preparation

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Files to be prepared by participants for testing, specific effective dates will need to be used in order to complete the testing and allow all the requests to be completed within the window. Please see in the below table the dates to be used.

CNC		CNF	
Processing Date	Latest Effective Date	Processing Date	Effective Dates (first and latest)
17/5/18	25/5/18	17/5/18	23/5/18 – 25/5/18
18/5/18	25/5/18	18/5/18	24/5/18 – 25/5/18
21/5/18	25/5/18	21/5/18	25/5/18 – 25/5/18
22/5/18	25/5/18		
23/5/18	25/5/18		

Please see attached for more information on file creation and dummy/correct data to be used.



dummy.xlsx

If required, Business SME's will be able to verify files structures before the testing window commences but files will need to be sent a week in advance to allow sufficient time to complete this activity.

3 .CNC and 3 .CNF successful files will be accepted per participating Shipper Shortcode with a maximum of 20 transactions per file.

Files need to be sent in .CSV format with the 5.8.3 naming convention using TN in replacement of PN e.g TRA01.TN000001.CNF.

File numbering will need to start from 888888.

When creating files please be sure to enter dummy data for the PSR information but ensure that this aligns to the agreed PSR codes in scope of this CR.

### File Processing

Files will be sent on the day of requested processing following a standard email template below.



FR2 XRN4449 Input File Processing.oft

Files will be processed between the 17<sup>th</sup> May and the 23<sup>rd</sup> May. The deadline for processing of .CNF file will be the 21<sup>st</sup> May and the deadline will be the 23<sup>rd</sup> May for .CNC

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Business will complete basic manual checks on the file:

- The Supply Meter Points used within MPRN list provided
- The Shipper still owns the site in production currently
- Only 20 Transactions in the file
- The effective dates used are within the window defined

These will be noted and if over thresholds or unusable correspondence will be sent to the originator. Files will be manually placed in AMT MarketFlow where they will be picked up in accordance to the batcher jobs as in production and processed through the system.

Files will be processed and response files batched throughout the day. The latest time an input file will be processed will be 2pm. Any files received after this point will be processed the next working day.

Output files will then be manually taken from AMT MarketFlow and forwarded to the Project Team where encryption and validation will take place. Output files will be sent out as soon as possible to Customers, but by the end of the next working day at the latest.

Portfolio files will be ran the day after we have received a large amount of .CNC files in order to produce a worthwhile portfolio report in testing. The second report will be run after the effective dates of the .CNF file.

The portfolio reports to be received by iGT and GT organisations participating in testing is entirely dependent on Shipper Customer participation testing.

### Encryption

Files will be password encrypted attached to an email saved as a draft with the relevant contact. Business SME will then take the drafted email manually check and peer review the email and attachment, provide approval to the project team who will then send the email out to the participant.



FR2 XRN4449 Industry Testing Response File date file type.oft

A 2 Person peer checks will occur for both the output files and a separate email sent with the password to access the file.

### 3.3.3. Verification

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Approval emails for each output file will be sought in order to exit testing we request you use the below email template to inform us by email that you are happy or have issues with the output files received.



FR2 XRN4449 Response File Approval.oft



FR2 XRN4449 Response File Queries.oft

All emails to be sent to the .box.xoserve.futurerelease@xoserve.com

Queries or clarifications emails to be communicated to the box via email who will then respond within 1 working day.

Defects will be raised using the below template and the project team will raise these and they will be tracked through HPQC. Please see below under the Defect Tracking header for full details.

### 3.3.4. Reporting

Wednesday and Friday reports will be produced and shared on Xoserve.com in the Release 2 page. The information will be a summary of files and transactions received and sent, including those that have passed and failed customer assurance. Defects and any concerns or testing wide issues will also be documented in this report. A draft report will be sent for agreement and information by the 30<sup>th</sup> April 2018.

Participants involved in testing will remain anonymous and references will only be made to the customer group. Once the full testing is complete and approved an Exit Report will be produced shared and agreed with business and customer.

## 4. Entry/Exit Criteria

The following section provides the criteria for Entry and Exit to customer testing.

### 4.1. Entry Criteria

- Successful completion of all Xoserve Acceptance and Performance testing
- No open defects from previous test cycles
- Contact details for all Customers participating
- Customer Data is prepared and validated within timescales

#### 4.2. Exit Criteria

- Customer approval from test files
- No outstanding defects open
- Approval of Exit report by customers
- All participants have been able to test requirements and design for XRN4449 that meets individual organisation testing scope

#### 5. Defect Tracking

HPQC will be used for test management and defect tracking. The project team will log any defect identified into HPQC along with the relevant details. The developers will pick up the defect and work towards its resolution and will regularly update the progress of the resolution in HPQC. Once the defect is resolved, they will inform the test team. The test team will re-test the relevant test cases and pass on for Business validation wherever required and close the defect once verified successfully. These test cases that have been re-run with the input files (same file if rejection, requested new file if changes made) will have the output files sent to customer for validation after defect fix has been confirmed.

The complete process from the time a defect is raised until it is closed is given in the following defect state diagram.

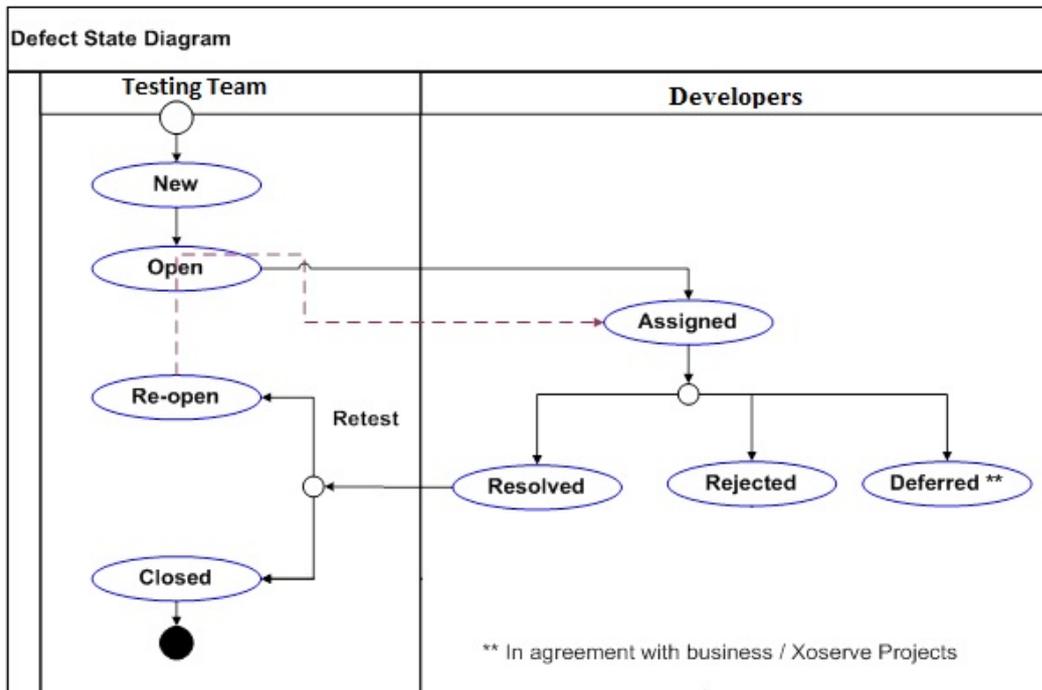


Figure 2: Defect State Diagram

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The following process will be adopted for defect tracking:

1. There will be a daily defect call at 11 am each day across the 2 week window. This will be open for all participants and the defects will be discussed in a generic manner, if specific parties are affected and need to retest we will speak to them offline.
2. Any defect identified during test execution will be created in 'New' status by the test team. Relevant defect details will be entered while creating the defect
3. The defect will be changed to 'Open' by the test execution lead, to make available for developers
4. The developers will be able to see the defects logged through HPQC and 'Assign' it
5. Once the defect status is updated in HPQC as Resolved, the test team member will verify the defect resolution, by executing the relevant test case(s)/Scenario(s). On confirming with business SME validation that the defect has been resolved satisfactorily, the project team will update the status of the defect as 'Closed' once the customer has confirmed they are happy with the evidence
6. If the resolution of any defects is postponed to a subsequent phase (e.g. PIS), then the test lead will update the status of the defect as 'Deferred'

### 6.1. Impact Level of the Defects

The Test Team whilst raising the defect decides the impact level of a defect. If the developers are of the opinion that the actual impact is not in line with that raised by the Test Team, this could be discussed to get the impact level changed. However, this can be done only in agreement with the Test Team.

The impact level of the defect will be in line with the impact levels used in Xoserve IT360 ticket system - P1 to P5. P5 will be the lowest impact level and P1 will be the highest. The following guidelines will decide the impact level of the defect:

Impact Level	Impact on System	Expected Resolution Time	Impact Indication
P5	No Impact	40 hours	There is a cosmetic problem which does not impact the scenario and the test case can be passed even though the defect is present.
P4	Minor Impact	24 hours	There is a minor problem, but it does not affect the operation of the system. The tester is able to proceed further with the scenario.

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Impact Level	Impact on System	Expected Resolution Time	Impact Indication
P3	Significant Impact	12 hours	One scenario of functionality is affected with a showstopper (if the affected scenario is the only scenario of the functionality, then it should be escalated to P2).
P2	Major Impact	8 hours	If more than one, but not all scenarios are affected by a showstopper.
P1	Complete Impact	4 hours	The complete system comes to a standstill and testing has to be stopped in all scenarios.

**Table 4: Impact Level and Resolution Time**

The defects will further be prioritised as High, Medium, and Low depending on the impact. Priority level will derive the sequence of defect resolution.

## 7. Appendix

Change Pack published and approved, containing rejection codes and File Formats available at - <http://www.xoserve.com/wp-content/uploads/1818.1-IM-SN-CP-UKLP273.docx>

## 8. Document Control

### 8.1. Version History

Version	Status	Date	Author(s)	Summary of Changes
0.1	Draft	28.03.2018	Tara Ross	Initial Draft
0.2	For Review	03.04.2018	Tara Ross	Updated following Lee Chambers review
0.3	For Review	04.04.2018	Tara Ross	Updated following reviews from business
1.0	Approved	04.04.2018	Tara Ross	Approved for submission to customers
2.0	Approved	01.05.2018	Tara Ross	Amendments made to Defect Process and added support file for data.

### 8.2. Reviewers

Name	Role	Organisation Unit
Bhupinder Basra	Subject Matter Expert	Xoserve
Dawn Burdett	Subject Matter Expert	Xoserve
Christina Francis	Project Manager	Xoserve
Indrayani Kumar	Jamjare/ Bharat Test Lead	Wipro

### 8.3. Management Approval

Name	Role	Organisation Unit
Lee Chambers	Senior Project Manager	Xoserve
Dave Turpin	Head of Stakeholder Engagement	Xoserve