Technical Writing Project Cover Sheet

Capstone Proposal Project Name:

Real-time Implementation of a Manual Quality Assurance Program in a Commercial Application

Student Name:

Bernard N. Nsabimana

Degree Program:

Bachelor of Science, Information Technology

Mentor Name:

Bill Maasberg

Signature Block:

Student's Signature: Bernard N. Nsabimana

Mentor's Signature: Bill Maasberg

Table of Contents

Summary / Introduction

TecnoRisk LLC is a niche, marine claims Software Company based in Seattle, WA. TecnoRisk's software, named TecnoClaims, has been commercially available since 1996. The new version, TecnoClaims 8, is written in VB.NET and designed specially to support Windows 7. The product uses SQL Server 2008 and higher as the backend with Crystal Reports for reports generation along with interfaces to Microsoft Excel and Outlook.

The purpose of the application is to record insurance claims, primarily for maritime-related companies, along with details of Assets (vessels), Insurance Policies, etc. The system records all claims-related expenses including payments made, reimbursements requested from Insurance Underwriters and includes a check-writing component for clients who print checks directly from the application. The system can also handle Medicare Section 111 reporting which is a highly regulated, government-mandated requirement for reporting claims involving Medicare beneficiaries.

Reports are generated from the application using either an interface to Microsoft Excel or Crystal Reports. Reports are broken into various modules such Claims Listing, Claims Statistics, Financial, Cargo, Ad Hoc and Crew. Crew reports are divided into Injury / Illness Analysis and Maintenance Reporting and Management.

Currently, the application is in use with a number of clients in varying maritime industries such as Insurance Brokers, Cruise Lines and Ship Managers all of whom utilize various components of the application. As their needs are quite varied, the system includes a number of User Defined options that make certain User Defined fields visible as well as turning certain requirements on or off as required.

My project is to work with TecnoRisk to conduct software testing and quality assurance to ensure the success of the new release of the software. This involves testing methodologies and theories including:

- ➡ Standard test processes unit tests, integration, system, performance, acceptance, installation;
- ➡ Testing methods code inspections, equivalence class tests, path testing, conformance testing and use case tests;
- ➡ Verification and validation of software inspections, test case design and execution, test metrics;
- ➡ Configuration management, process modeling, usability, complexity and process metrics, project and risk management, and reliability modeling; and
- ➡ Formal methods for design and verification.

This process requires me to conduct and review test plans by entering information on various sets of claims screens including verification of tab sequences, field lengths and data verification, where appropriate. The following modules build the various sets of claims in the new release: Crew Claims, Cargo Claims, Hull & Machinery Claims, Miscellaneous P & I Claims, Non Vessel Cargo Claims, Passenger / TP Injury Claims, General Liability Property Damage Claims, General Liability Personal Injury Claims, and Longshore & Harborworkers Claims. As some modules use the same sets of screens, the major tests plans can be found in Appendix 2, 3, and 4. As well as following the testing scripts, my role is also to conduct non-sequential testing which is contrary to the sequences described in the testing scripts in an effort to cause the application to error.

The TecnoClaims system includes also an integral error reporting tools that indicate and help to determine a line number in the VB code where the error occurred. These errors are emailed directly to the Team Programmer, composed by Lead programmer and Program Manager, at TecnoRisk for resolution. Once the submitted errors are resolved, a new version of the application is uploaded and then, re-testing and acceptance of the fixes are absolutely conducted until reasonable results. As I become more familiar with the application, I will be expanding the testing scripts to cover other aspects of the application as well as working more closely with the Team Programmer to locate the errors in the VB code and identify the problematic code, to view the code and make changes, where necessary, in the user interface.

Testing that reveals unacceptable logic but that might not return an error message is documented and discussed with the Team Programmer. This requires clearly documenting the issue using screen captures from the application with different steps to reproduce the issue.

Finally, as TecnoRisk is a small company, I will also be involved in learning multiple disciplines during my proposed project time in a commercial environment.

Review of Other Work

The first version of TecnoClaims was TecnoClaims P&I Plus v2.0 released in 1996. This version of the application was written in Visual Basic 3 utilizing an Access database. Since that time, the application has been updated to TecnoClaims P&I Plus 5.0 and later TecnoClaims P&I Plus 7.0/7.5. TecnoClaims 7.0/7.5 that utilized a SQL Server database version 7 or higher was written in Visual Basic 6 using Crystal Reports XI and was only supported up to Windows XP. Therefore, it was necessary to release a new version of TecnoClaims to support Windows 7 or higher as the company's clients began to upgrade their operating systems. This has become a greater priority with the imminent de-supporting by Microsoft of the Windows XP operating system along and subsequent demise of Server operating systems/SQL Server versions. While this could have been handled as a new release of TecnoClaims 7, it was decided to make use of newer technology and perform a complete re-write of the application to create the TecnoClaims 8 product. As a result, significant improvements have been made including:

Code Optimization

Many redundant processes existed in the previous version of TecnoClaims that were carried forward from older versions. Also, functions that were previously handled in the VB code have been moved to Stored Procedures within the database. This has improved speed significantly as well as facilitated code fixes that can frequently be resolved by supplying a new-stored procedures rather than an entire new version of the application.

Improved functionality

As the application is re-written from the ground-up, the system is significantly redesigned to improve workflow efficiency. This includes the creation of a central console where key data can be clearly displayed.

Document Management

In the new version, the system allows for documents and/or emails to be drag and dropped into folders. The previous version did not have this functionality. Any emails needed to be saved as system files and then attached into a claim individually.

New functionality

By reducing redundant code in the new version, it becomes possible to add new functionality into the application including a Vessel Premium module that allows vessel values to be increased and insurance premiums to be calculated as a result. This functionality is used by a number of potential clients particularly in Asia and therefore increases sales potential of the application in that region.

O/S Support

The system now supports Windows 7 as well as new versions of SQL Server. As later versions of SQL include significant changes to data types, in some cases complete elimination, this was an imperative step.

Rationale and Systems Analysis

TecnoClaims is an established software product, having been developed in 1996 as a Visual Basic 3.0 application using an Access database. Microsoft XP Operating System life cycle nearing ends on April 2014, along with Windows Server 2003 following a year later. The current version is running under Visual Basic 6 (VB6) while Microsoft's support for Visual Basic 6 IDE -- the Integrated Development Environment (IDE) used to develop VB 6.0 applications support has ended. In addition, Microsoft will terminate support for the base libraries and execution engine used to run VB 6.0 applications, Visual Basic 6 Runtime, at the same time as the end of the OS support in April 2014.

For these reasons, the new application has been completely redeveloped in MS.NET, Windows Format, 32 bit, to support Windows7/Windows Server 2008 and higher. The new .NET TecnoClaims application adheres to several standards:

1. Utilizes an object-oriented programming approach – use of identified classes, properties, functions and interfaces accordingly to facilitate natural reuse, polymorphism, inheritance, etc. as well as refactored repetitive code into functions/subroutines.

2. Implements a thin-client n-tier approach:

   a. Stored Procedures development addresses as much of the business rules as possible.

   b. Data-Access Layer (DAL) classes are used for connecting to the database. Connection strings should be contained in encrypted configuration files. The use of inline SQL, the connection to a database from a business class or a UI form/object, and embedded/ hardcoded connection information into the application are avoided.

   c. Business Layer classes reflect the identified classes/properties/functions/interfaces as mentioned in point #1 above.

   d. UI (form code) contains code relative to form objects and validation

3. Error-handling for all routines, uses Try…Catch…Finally coding construct
4. Naming standards – by adhering to the .NET Framework naming guidelines

Another change is that persisted tables for reports are not created/dropped within code (against the user's schema) as they are in the current version. Instead, stored procedures that pull the data necessary for the report are leveraged. Reports in the current release are developed in Crystal Reports XI. These are being redeveloped in the latest version Crystal Reports 2011. This version is certified Windows 7 compatible and provides enhanced support for Excel XLSX files. The new application will no longer support SQL Server Versions lower than 2008, and the database has been redeveloped to support SQL Server 2012 with all abrogated database field types being changed e.g. NText, Image.

Adding new system users in the application has been simplified. System Security settings are available to a TecnoClaims administrator however the current system requires that only a SQL Server administrator with an account in TecnoClaims has granted the permission to add new User Accounts.

Project Goals and Objectives

The goal of my Capstone project is to experience all requirements of working in a small niche software development company where a new version of an established product is being released. Specific goals and objectives are shown below.

Business Analysis

Goal: Understand the purpose of the application.

Objective:

The system was designed for Marine Insurance Claims personnel to use for recording Marine claims of differing types. This includes claims involving personal injury as well as property damage, damage to cargo, damage to vessels etc. My objective is to get familiar with the claims management methods to be able to follow logical workflow procedures for entering and managing insurance claims. This includes, but not limited to:

1) Determining that data entered constitutes a valid test;

2) Determining that data is entered in a logical sequence;

3) Determining that the system is used as realistically as possible.

The success of this objective will be determined by carefully executing Test Plans as written and any non-conformabilities discussed with Project Team Programmer.

Understanding application deployment methodology

Goal: Understand how the application is deployed.

Objective:

In order to test previously made fixes as well as system functionality following Test Plans, I will frequently be required to update the system files from those located in the development machine to the test system. This includes associated program files/report files and supporting files as well as updating the database server and database catalog using an entry in the test machine's registry.

Understanding application processes

Goal: Understand the different technologies used.

Objective:

The TecnoClaims system makes use of many different methods including:

1) Visual Basic.net 2005;
2) SQL Server 2005 and higher;
3) Crystal Reports XI;
4) Microsoft Office 2007 and higher.

During testing, errors may occur in any area of the application and/or associated components so it will be necessary to understand whether the error is as a result of the code, stored procedures, database structure, reporting tools and/or interfaces with third party software.

Understanding System Parameterization and Configuration Management:

Goal: Understand System Parameterization and Configuration Management when delivering client databases.

Objective:

The TecnoClaims system is driven by many switches in a System Defaults area as well as with use of System Tables. Before databases are delivered to clients, System Tables must be populated with relevant entries. This should be accomplished in the System Tables area of the system that is divided into multiple areas based on the module in the system. The catalog of system tables is driven by entries in a database table that must be populated in order for the users to see the table name in the System Tables module. My objective is to understand the relationship between the catalog and system tables in order to be able to populate both. Further, the system makes use of a System Defaults area that includes many optional check boxes and switches that cause the application to function in varying ways. These System Defaults also include option “User Defined” fields that, when populated, make additional fields become visible in the claims module. My objective in this area is to understand the use of the additional user defined fields as well as the system switches. This will be done by various testing scripts to turn on and off the various functions and test visibility as well as functionality.

Understanding Unit Testing:

Goal: Understand the need to unit test, processes for testing and reporting abnormalities.

Objective:

TecnoClaims V8.1 is a new version of an existing application that records maritime claims in a SQL Server database. This includes financial aspects of the claim as well as document management and report generation. My object in this area, once I have completed business analysis, is to test the application following pre-defined testing scripts. This includes determining tab sequence order, field lengths, data type compliance and date logic.

The TecnoClaims system includes an integrated error reporting function. When system errors are encountered, an error message appears which includes the line of code where the error occurred together with the database name and user as well as a description of the error. The errors messages are emailed directly to the project team programmer with whom I will work to resolve the issues and provide additional information if required. Once fixes have been made, I will obtain a new version of the code and re-test the fixes.

Creating Testing Scripts:

Goal: Supplement testing scripts with additional test plans.

Objective:

TecnoClaims's testing plans involve following a set of instructions for entering data/moving through the application. Part of my role will involve re-writing part of these testing plans as well as creating new testing plans. Testing plans consist of a Step #, instruction (including Screen Capture where relevant), expected result, Pass/Fail column and actual result column. While creating new testing scripts, I will also test the plan and report any abnormalities to the project team programmer.

Understanding SQL Script Generation and Execution:

Goal: Understand the process for creating SQL Server Scripts and executing scripts against test databases.

Objective:

TecnoClaims is a VB.NET application that also runs a number of processes using SQL Server Stored Procedures and functions. Therefore, as well as fixes being effected in the code, fixes may also be made in stored procedures. When advised that a fix is in a stored procedure, I will script the stored procedure from the development database and run it against the test database for re-testing purposes. If errors occur during execution, I will review and resolve or discuss with the project team programmer for additional assistance.

Preparing Client Deployments:

Goal: Prepare deployment packages for company's clients.

Objective:

TecnoClaims 8 is actively being used by some of TecnoRisk's clients and being tested by other clients with a view to going live. The TecnoClaims program is supplied as a VB install program and then supplemented with the current release, report files, help files, miscellaneous other interface files (e.g., template for check printing and claim statistics reports), Crystal Reports runtime installation program, Registry file as well as the database and various instructional documentation.

These files are copied to a secure ftp folder with an email notification sent to the User's IT representative noting the files, purpose of those files and any other relevant information. When client deployments are sent out, I will gather the current files, create and export a Registry file specific to that user, backup and zip the database. After verifying that the database parameterization has been completed and I will copy the files to the client's personal folder on the ftp site.

Providing Technical Support:

Goal: Providing technical support via email/telephone to assist clients.

Objective:

In this small company, technical support is an important component of the application. Technical support involves not only assistance with the deployment of the application but also use of the system. TecnoClaims clients request support by telephone as well as email, including sending the error messages created by the integral Error report system within the application. Once an error has been reported or a request for technical support made, the determination is made as to whether the issue is one of incorrect deployment, lack of training or a system defect.

Incorrect Deployment: the issue is usually rectified by one of the project team programmer by telephone or via on-line conferencing application (GoToMeeting, Join. ME, etc.).

Lack of training: additional training provided on demand.

System Defect: in the event of an actual “bug”, I will determine whether the error can be recreated in our test database. If this is the case, I will either generate an email message from the error reporting system or screen capture the abnormality to further discuss with the team programmer. If the error cannot be duplicated, it may be necessary for the client to supply a copy of their database. If this is the case, I will download the database from the client’s ftp folder and restore on our local servers, create the necessary logins and attempt to recreate the error locally.

Providing Update Deployment Packages:

Goal: Providing Update Deployment packages.

Objective:

When new versions are ready to be shipped, a deployment package is completed to accompany the new version. The package includes:

Program Files: the VB.NET application. The program files are zipped and renamed to include the new version number;

Database Scripts: these will include any structural changes – for example, new fields and/or tables not present in the previous version along with a new set of Stored Procedures/Functions. The database script includes the version number in its name;

Report/Help/Interface files: any new versions made available to clients will also include any updated report/help and interface files, irrespective of whether the client utilizes those files;

Deployment Plan: the deployment plan serves many purposes. It details the version number being supplied, a list of the documents being included, a list of the fixes being addressed by the new release, a detailed testing plan to verify those fixes and instructions for deploying the new version in a test environment as well as how to move the new version to the production environment. A Deployment Plan template (Annex 2) is used to create a deployment plan for each client. Note that the Version Number is updated at the time the new release is compiled.

Project Deliverables

Deliverables include the program files, associated report files, registry file, Crystal Reports runtime files, Help Files and database file as follows:

Program Files:

TecnoClaims8.DAO.dll

TecnoClaims8.DAO.xml

TecnoClaims8.DAO.pbd

TecnoClaims8.BO.dll

TecnoClaims8.BO.xml

TecnoClaims8.BO.pdb

TecnoClaims8.xml

TecnoClaims8.pdb

TecnoClaims8.exe

Interop.Microsoft.Office.Core.dll

Tecnoclaims8.vhost.exe

TecnoClaims8.Entities.dll

TecnoClaims8.Entities.xml

TecnoClaims8.Entities.pdb

These files are packaged together in the installation program named TecnoClaims 8 Setup which is a Windows Installer Package compiled in Visual Basic Dot Net.

Reporting Run Time Files:

The system uses Crystal Reports for report generation that requires Crystal Reports run-time files. TecnoRisk supplies a Windows Installer Package for the Crystal Reports run-time files to support both 32 and 64bit operation systems. The Crystal Reports Installer Packages are:

CRRedist2008_x64 (64 bit)

CRRedist2008_x86 (32 bit)

Report Files:

The reporting tool utilizes many different rpt files and Excel templates run from different reporting modules.

Claim Listing:

ClaimsListingAllDetailCargo.rpt

ClaimsListingAllDetailCrew.rpt

ClaimsListingAllDetailHull.rpt

ClaimsListingAllDetailMX.rpt

ClaimsListingAllDetailPax.rpt

ClaimsListingDateSummary.rpt

ClaimListingLegal .rpt

ClaimListingLegalUwr.rpt

ClaimListingOneLine.rpt

ClaimListingOneLineDate.rpt

ClaimListingOneLineIncDedDate.rpt

ClaimListingOneLineIncDedUwr.rpt

ClaimListingOneLineUwr.rpt

ClaimsListingTwoLine.rpt

Claims Statistics:

Claims Statistics.rpt

Claims StatisticsPolicy.rpt

Claims StatisticsPolicySummary.rpt

Claims StatisticsSummary.rpt

Custom Reports:

CrewClaims_NCL.rpt

Crew Injury/Illness Reports:

CrewInjIll.rpt

CrewInjIllGraph7.rpt

CrewInjIllGraph8.rpt

CrewInjIllGraph9.rpt

CrewInjIllGraph10.rpt

CrewInjIllGraphSummary.rpt

Financial Reports:

ExpenseReport.rpt

FinancialReportCheckRegister.rpt

FinancialReportReimbts.rpt

FinancialReportReimbtsAll.rpt

FinancialReportReimbtsOS

FinancialReportReimbtsToBill

CheckRegisterClaim.rpt

CheckRegisterPayee.rpt

Voidreg.rpt

Reports in Individual Claims:

CargoClaim.rpt

HullClaim.rpt

Findclaim.rpt

MiscellaneousClaim.rpt

PassengerClaim.rpt

ReserveReport

Longshore & Harborworkers Reports:

LS274.rpt

LS513.rpt

LS513Summary.rpt

Policy Reports:

PMMPolicyReport

PMMPolicyReportPremium

PMMPolicyReportPremiumAPRP

PMMVesselInsuranceReport

PMMVesselInsuranceReportAPRP

OpenPolicy.rpt

Registry File:

The name of the database and SQL Server is stored on each workstation in the registry under HKEY_LOCAL_MACHINE\SOFTWARE\Tecnorisk. TecnoRisk requests the name of the database and server and customizes the registry for each customer, exporting the registry key as a .reg file.

Help Files:

TecnoClaims IT Administrator Guide.pdf

TecnoClaims System Administrator Guide.pdf

Training Manual TecnoClaims Version 8.pdf

User Guide Global Reports.pdf

User Guide Part 1 Getting Started.pdf

User Guide Part 2 Claims Management.pdf

User Guide Part 3 Claims Screens.pdf

User Guide Part 4 Reserves Payments and Reimbursements.pdf

Excel Templates:

TecnoClaims uses some Excel templates to create Loss Ratio reports (which contain various formulas/graphs/worksheets) as well as a template for check printing.

CheckPrint.xls

LossRatio.xls

Database File:

TecnoClaims is supplied with a SQL Server database backup file. This is either an empty database (with the exception of the look up tables that are generally supplied containing generic entries) or a database containing converted data, either from a previous version of TecnoClaims or a different application.

Project Plan and Timelines

Although TecnoRisk have many clients, who are in the process of upgrading to TecnoClaims Version 8.1, the deployment phase of this project plan and timelines is focus on one client named North Star Insurance Services, Inc. (NSIS). Based in Seattle, WA, North Star Insurance Services (NSIS) are currently using TecnoClaims Version 7.5 and are planning to upgrade to TecnoClaims Version 8.1 at the end of October 2013. Highlighted in bold and marked by an asterisk are "Milestones" of the tasks of this project.

<u>Week commencing 29th July, 2013:</u> (07/29 - 08/04/2013)

***Project Commences.**

Meeting with Team programmer

Review of the application.

Understand the purpose of the application

Commence review of documentation

Commence write and or re-write tests plans for different modules.

***Review method for updating application.**

***Review submission of error report.**

<u>Week commencing August 5th, 2013:</u> (08/05 - 08/11/2013)

***Commence testing Crew Claims**

Submit fixes to team programmer.

Re-test fixes as submitted.

***Sign off on Crew fixes.**

<u>Week commencing August 12th, 2013</u>: (08/12 - 08/18/2013)

Commence testing Passenger Claims

Commence testing Cargo Claims

Commence testing Hull & Machinery claims

Submit fixes to team programmer

Re-test fixes as submitted

***Sign off on Passenger Claims**

***Sign off on Cargo Claims**

***Sign off on Hull & Machinery claims.**

<u>Week commencing August 19th, 2013</u>: (08/19 - 08/25/2013)

Review reporting components of system.

Run Claim Listing reports.

Verify accuracy of reports based on claims data entered.

Submit fixes to team programmer.

Deploy new report files as necessary.

***Sign off on Reports testing.**

<u>Week commencing August 26th, 2013:</u> (08/26 - 09/01/2013)

Commence review of Policy section.

Add new fleet (Auto, Owned and Chartered)

Add new vessel (Auto/Trucks and Owner).

Add new Risk and Claim types with associated deductible types.

Add new claims using newly added Fleet/Vessel/Risk/Claim combinations.

Submit fixes to team programmer

***Deploy new version**

***Sign off on fixes submitted.**

<u>Week commencing September 2nd, 2013</u>: (09/02 - 09/08/2013)

Commence testing drag & drop capabilities in Documents section.

Attempt to drag & drop Emails, and Files.

Investigate dragging and dropping emails with blank, special characters in subject lines.

Submit fixes to programmer.

Verify fixes as submitted.

***Sign off on Documents section.**

<u>Week commencing September 9th, 2013</u>: (09/09 - 09/15/2013)

***Collect production database from client NSIS (North Star Insurance Services).**

Review database after conversion.

Test database using English date settings (i.e., DD/MM/YY).

Report errors as required.

Verify fixes as submitted.

***Sign off on client database.**

<u>Week commencing September 16th, 2013</u>: (09/16 - 09/22/2013)

Review addition fixes submitted by team programmer.

Test “uninsured” risk types.

Test Longshore & Harborworker’s Claims

Test Auto Claims.

Re-submit fixes as required.

Re-test fixes as submitted.

<u>Week commencing September 23rd, 2013</u>: (09/23 - 09/29/2013)

***Install SQL Server**

Create Database

Restore Database from backup

Configure Users (Login, granting permission)

Amend Registry Setting to reflect new Data Server/Data Catalog values.

Test System Tables

Commence testing System Security – Reports, Accounting & Tools

Detail fixes required for System Security

<u>Week commencing September 30th, 2013</u>: (09/30 - 10/06/2013)

Continue testing System Security

Re-test fixes as /when available.

*** Sign off on System Security fixes.**

<u>Week commencing October 7th, 2013</u>: (10/07 - 10/13/2013)

Client commences testing on their network/server.

Respond as necessary to any technical support requests.

Submit detailed error reporting to team Programmer for resolution.

Unit test fixes as supplied

***Sign off on fixes supplied.**

***Deploy new version with client as required.**

<u>Week commencing October 14th, 2013</u>: (10/14 - 10/20/2013)

Visit client site to obtain current version of database.

Restore database locally.

Run Database through Conversion Application TecnoClaims 8.1

***Restore converted database.**

Test database.

***Visit client site to deploy converted database.**

***Visit client site to deploy current version of application and report files.**

***Client launches soft rollout of new system (side-by-side data entry commences)**

<u>Week commencing October 21st, 2013</u>: (10/21 - 10/27/2013)

Supply technical support as required to client.

Test any reported issues from the client.

Detail error/non-conformity for team programmer.

***Test fix/fixes submitted by team programmer.**

***Generate Stored Procedures/Functions scripts for new deployment.**

***Create Deployment Plan for client.**

***Deploy new version of application and/or execute new stored procedures as required at client site.**

<u>Week commencing October 28th, 2013</u>: (10/28 - 11/10/2013)

***Client goes live with new program TecnoClaims 8.1.**

Continue to provide technical support as/when required.

***Project ends.**

***Finalize my Capstone Project for Submission**

References

Hotek, M. (2009). Microsoft SQL Server 2008: *Step by Step*. Redmond, Washington, WA: Microsoft Press.

Naik, K. & Tripathy, P. (2008). Software Testing and Quality Assurance: Theory and Practice. Hoboken, New Jersey, NJ: John Wiley & Sons, Inc.

Shaik, S. (2013). *Manual Testing*. Retrieved September 13, 2013 from *http://www.codentest.com/manualIntro.php*

Thernstrom, T., Weber, A., Hotek, M. & Masters, G. (2009). Microsoft SQL Server 2008 – Database Development: *Training Kit.* Redmond, Washington, WA: Microsoft Press.

Appendix 1: Deployment Template

TecnoRisk supplies each client with a Deployment Plan stating the Version Number of the application together with details of the accompanying files, suggestions for testing and deployment. This documentation is also used to supply updates to the application and include details of any scripts accompanying the release as well as details of the fixes included in the new release.

A sample Deployment Plan for North Star Insurance Services (NSIS) follows. Note that the Version Number is finally updated at the time the new release is compiled.

TecnoRisk LLC

Deployment Plan

Date:

Version 8.1.0.xxx

Deployment Plan

Prepared for : North Star Insurance Services (NSIS)

Prepared by : Bernard Nsabimana

Approved by : Liz Seymour

Introduction

Application: TecnoClaims

Version: 8.1.0.XXX

Overview

This Deployment Plan should be used for Deployment of TecnoClaims Version 8.1.0.xxx as shown above (Version: 8.1.0.xxx).

Files / Documents Included with this Release (NSIS case)

TecnoClaims 8.1.0.XX Deployment.doc	..………………(this document)
Tecno 8.1.0.XX.zip	……..….. (Update Program Files)
Tecno 8.1.0.XX Reports.zip	…..……(Updated Report Files)
Tecno 8.1.0.XX Help Files.zip	…………(Updated Help Files)
NSIS8bak.zip	...(Converted Database back up)

Assumptions and Dependencies

This Deployment Plan assumes:

a) TecnoRisk has tested the Deployment Plan to its satisfaction

b) Customer has had the opportunity to provide input to the Deployment Plan and accepts it "**AS IS**".

c) Customer's Support/Technical Personnel have the experience and training to understand and follow the procedures as detailed here.

d) Customer will promptly test this deployment and advise TecnoRisk immediately of its success (and acceptance) or failure.

e) All prior deployment plans, if previously supplied, have been implemented.

Deployment Procedure

1. Restore Database

Using your Company's existing procedures/processes, restore the database on the SQL Server. Follow instructions in IT Administrator's Guide to create/configure Users to access the new Version 8.1 database.

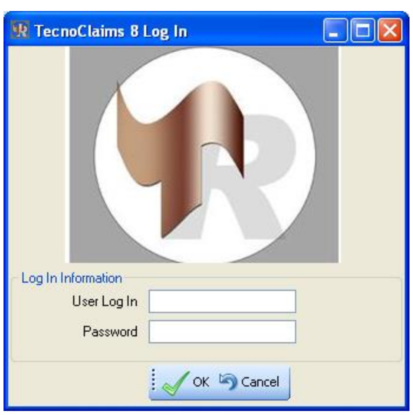
2. Deploy Application and Supporting Files TecnoClaims

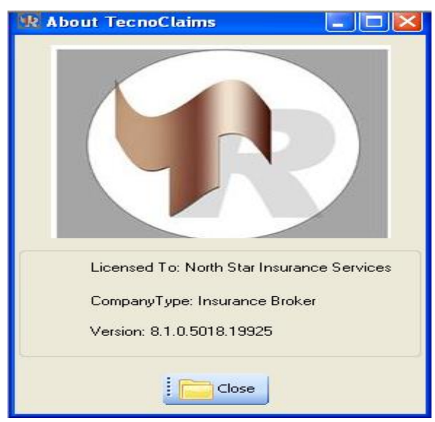
Version 8.1.0.XX is being supplied as an incremental update – no install program (msi file) is being supplied.

To deploy this version, copy the contents of each zip file to the Program Files\TECNORisk, LLC\TecnoClaims8 directory of each machine where the application resides.

3. Test

In order to verify the update, execute the program from the TecnoClaims 8 icon on the desktop. The login screen should reflect TecnoClaims 8 thus indicating the correct version is being accessed.





Next, go to Help – About – TecnoClaims Version 8 to verify the complete Version Number matches the Version Number detailed on the Deployment Plan as above.

4. Notification

TecnoRisk should be notified of the results of this Deployment Plan as soon as possible.

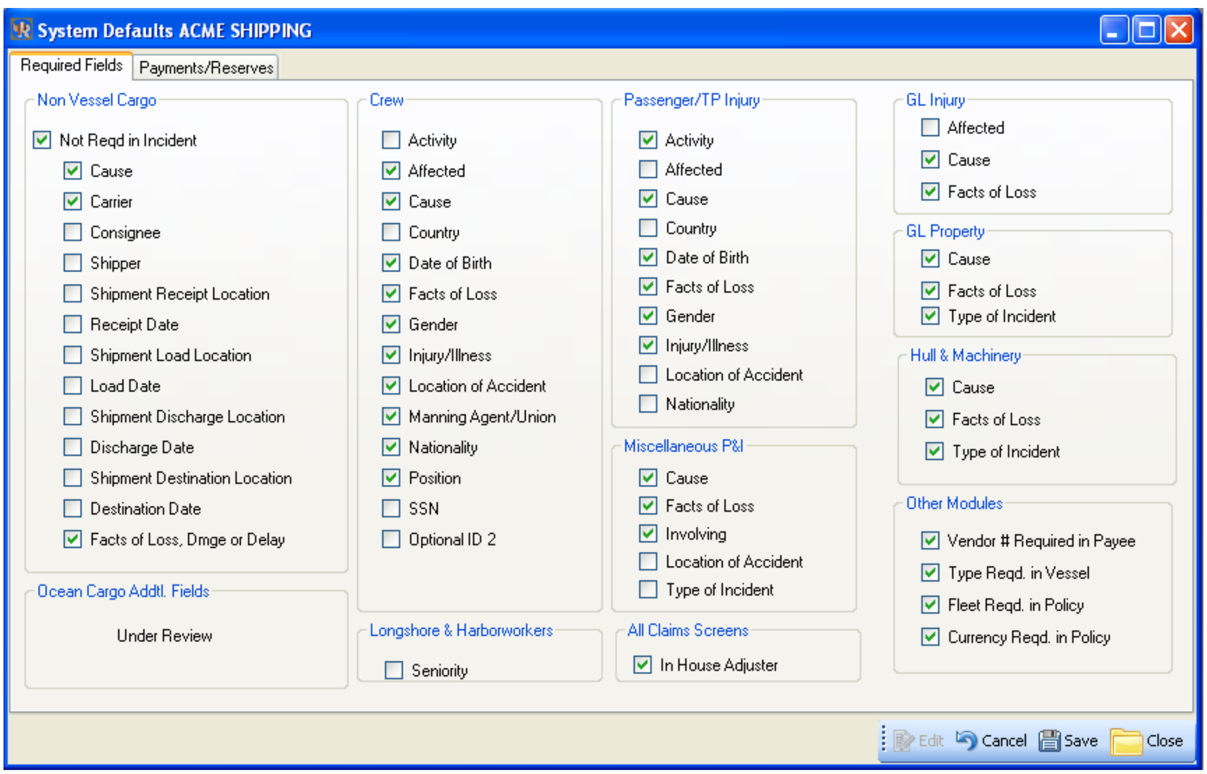
5. Roll Back

To roll back to the previous version of TecnoClaims, go to the Registry Editor and change the name of the database back to the Version 7.5 database. Use the Version 7.5 icon to access the previous program files/reports.

Appendix 2: Test Plan Crew Claims

When conducting the tests in this plan, always keep in mind the following points:

1. Many data items are entered from menu items. Even though it may appear that you can type something into these fields, the entries actually come from the System Tables
2. Prior to testing, go to System – Administrative - Defaults – Required Fields/Payments/Reserves. On the Required Field tab under Crew, you will see the list of fields that were optionally made required. When you add a new claim, these fields should appear on the screen with a red colored asterisk indicating it is a required field. It should not be possible to save a claim until all these fields are entered.



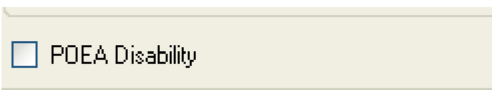
Crew Claims

Test Case No.	Test Condition	Expected Results	Actual Results	Pass/ Fail
CC 01	In the main menu File, Click the **New Claim** sub menu. You can also use the main toolbar icon 	Add new claim screen loads.		
CC 01.1	Enter an Incident Description	Risk Type combo enables		
CC 01.2	Select Risk Type **P&I** from the drop down menu **Risk Type**.	Selection displays.		
CC 01.3	Hit tab key.	You tab to **Claim Type** menu selection.		
CC 01.4	Click the down arrow.	A selection seen of claim types is shown.		
CC 01.5	After selecting the Risk Type ,select Claim Type **Crew.**	Selection displays.		
CC 01.6	Hit tab key.	You are taken to **Fleet**.		
CC 01.7	Make a selection. Hit tab key again.	Fleet selection displays and you are taken to **Vessel**.		
CC 01.8	Make a selection from the menu	Selection displays		
CC 01.9	Hit tab key which will take you to **Date of Incident**. Enter a date by selecting from the calendar or typing in a value.	Tab sequence is correct and date selects/displays correctly. Find Policy function is enabled.		
CC 01.10	Click the **Find Policy** command.	The system automatically finds the policy and displays the **Underwriter** and applicable deductible.		
CC 01.12	Click **Generate Number**.	A number is generated based upon settings.		
CC 01.13	Click **OK**.	The **Add New Claim** screen closes and the Crew claim screen loads.		
CC 01.14	Verify that all of the Required Fields for Crew are marked with an asterisk.	Red asterisk appears next to all required fields.		
CC 01.15	Enter a voyage and tab to next field.	Data displays correctly and taken to Last Name under Claimant		
CC 01.16	Enter a Last Name and click tab.	Data displays and taken to First Name.		
CC 01.17	Type in a First name and click Save.	Message appears regarding missing information as below (note: the actual fields where information is required could be different in your set up. Therefore, refer to the Required Fields under System Defaults to verify).		
CC 01.18	Click OK.	The Missing Information screen unloads and you are taken to the field where information is missing.		

CC 01.19	Complete the required data and click tab to ensure tab sequence. Click save when all required fields are completed on the first screen.	Tab sequence is logical. Missing Information screen Facts of Loss are required displays.		
CC. 01.20	Click OK.	Taken to Additional Information tab to the Facts of Loss field.		
CC 01.21	Enter Facts of Loss and click Save.	Save greys out. Edit becomes enabled. Claim Mgmt Console button is visible..		
CC 01.22	Click on the Contacts/Other tab and click Edit.	Fields are enabled.		

POEA Disability Function (Status Screen)

POEA Disability is an optional function that can be turned on in System Defaults. If the option is available, you will find a check box on the Status Screen in Crew Claims and should include the following in the testing. If you do not see this check box, you may skip to the next section.



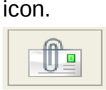
Test Case No.	Test Condition	Expected Results	Actual Results	Pass/ Fail
PO 01.00	Check POEA Disability Check box.	Blue arrow becomes visible. 		
PO 01.01	Click on blue arrow.	POEA Disability screen loads. Nothing is enabled.		
PO 01.02	Click Add	Screen enables		
PO 01.03	Select a Type from the drop-down list.	Data is saved.		
PO 01.04	Click Tab	Move to Manning Agent field. Manning Agent from Claim tab is carried forward correctly.		
PO 01.05	Click Tab.	Move to Status Summary		
PO 01.06	Enter a Status Summary	Ensure that you are only able to type XX characters in this field.		
PO 01.07	Select Appealed Check box	Appealed is checked with green tick.		
PO 01.08	Enter a Status Note and click Save.	Record is saved. Status Note together with Date is displayed in the grid.		
PO 01.09	Click Close.	POEA screen uploads.		
PO 01.10	Click Blue arrow next to POEA Disability box to reload the screen.	Screen re-loads. Data is correctly displayed.		
PO 01.11	Highlight the record you just added in the grid and click Edit.	Fields become enabled.		
PO 01.12	Make an edit to the Status Summary and click Save.	Ensure the record saves correctly.		
PO 01.13	Click Add Note. Follow steps PO 01.03 – PO 01.08.	Record is added to the grid.		

PO 01.14	Click on the Status Note header.	Order of the notes is sorted alphabetically.		
PO 01.15	Click on the Status Note header once more.	Order of the notes is reversed.		
PO 01.16	Click Close.	POEA screen unloads.		
PO 01.17	Click the blue arrow to reload the screen.	POEA screen re-loads. Data is correctly displayed.		
PO 01.18	Now highlight a Status Note in the grid and click Delete.	Record is deleted.		
PO 01.19	Now click Add Note once again.	Status Note becomes editable.		
PO 01.20	Enter a new status note and click Cancel.			

Claims Management Console

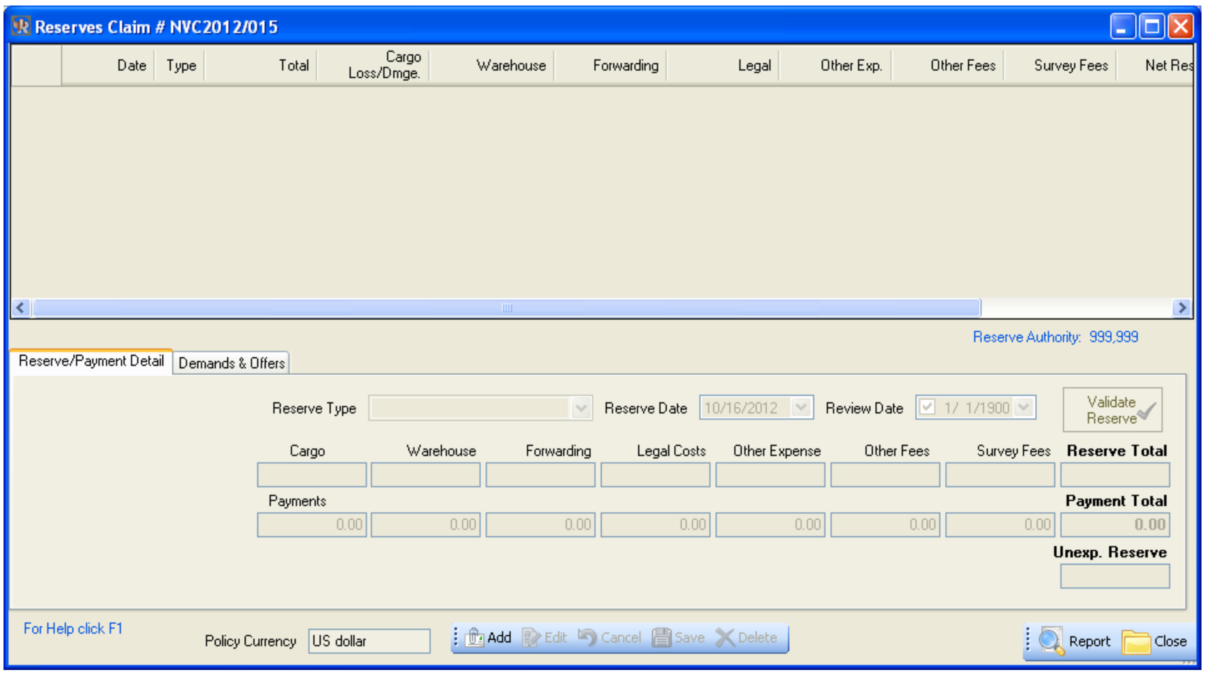
Test Case No.	Test Condition	Expected Results	Actual Results	Pass/ Fail
CMC 1.0	Verify that the data displayed is correct.	All data is correct.		
CMC 1.1	Click on blue arrow next to Vessel.	Vessel screen loads with details for the vessel used in the claim.		
CMC 1.2	Click Close to return to Claims Management Console.	Returned to previous screen.		
CMC 1.3	Click on Status History. Verify the information displayed is correct.	Claim Status History screen is loaded to the claim you are currently viewing.		
CMC 1.4	Click on Status History. Verify the information displayed is correct.	Claim Status History screen is loaded to the claim you are currently viewing. Click Close when finished.		
CMC 1.5	Click on blue arrow next to Deductible.	Deductible screen loads.		
CMC 1.6	Click Edit.	Screen becomes enabled. Edit button and Save are both disabled. Cancel and Close are enabled.		
CMC 1.7	Enter a new amount in Amount field.	Save button is enabled. Data is correctly displayed.		
CMC 1.8	Click Save and Close.	Return to Claims Management Console. Newly recorded deductible amount is shown.		
CMC 1.9	Click on File Remarks Tab			
CMC 2.0	Click on Tasks	Tasks tab loads as below.		
CMC 2.1	Click on Add	Top section of screen becomes enabled.		
CMC 2.2	Enter a subject and use tab keys to move from field to field, completing each one as you go. Do not check Complete box.	Data is correctly displayed. Tab sequence is logical.		
CMC 2.3	Click Save button.	Record is updated to the grid.		
CMC 2.4	Repeat this process by clicking Add and entering data and saving the entry to add a second record to the grid.	Data is correctly displayed and tab sequence is logical.		

CMC 2.5	Click on each header of the grid headers to ensure they sort alphabetically/date order.	Records sort accordingly.		
CMC 2.6	Click on the grid headers again to reverse the sort order.	Records sort accordingly.		
CMC 2.7	Now click on the first record added and click EDIT	Add/View Tasks fields become enabled.		
CMC 2.8	Click the Complete box and enter a Date completed.	Data displays correctly. Save button is enabled.		
CMC 2.9	Click Save.	Record is saved. Grid displays the Active claim only.		
CMC 2.10	Select the Completed radio button.	Record just edited is shown under completed. Complete box is checked and Completed Date is filed in.		
CMC 2.11	Click All radio buttons.	Both records are displayed in the grid.		
CMC 2.12	Now click on the incomplete task in the grid and click Edit.	Add/View Tasks fields become enabled.		
CMC 2.13	Change the Due Date to one in the past. Click Save.	Record is saved.		
CMC 2.14	Click Overdue radio button.	Record just edited is shown under Overdue.		
CMC 2.15	Now click on the Documents tab.	Screen below loads.		
CMC 2.16	Click Add/Edit Files	Nothing happens		
CMC 2.17	Now select a folder and click Add/Edit Files	Selection on right changes to read Drag and Drop Files Below.		
CMC 2.18	Go to Explorer on your computer and locate a file to drag and drop into the folder.	Screen displays File Name, File Date/Time and a field for description as below.		
CMC 2.19	Double-click in the description column and enter a description for this file.	Discription is displayed..		
CMC 2.20	Now repeat this process and drag/drop another file into the folder.	Second file is displayed.		
CMC 2.21	Now click on the File Name column header.	Order of files should be sorted alphabetically.		
CMC 2.22	Click on the File Name column header again.	Order of files should be reversed.		
CMC 2.23	Click Save All Files and click on View/Open Files.	Number of files in folder displayed in parenthesis. List of files is displayed on the right.		
CMC 2.24	Highlight a file and select Remove Selected	Selected file is removed.		
CMC 2.25	Without selecting a file, select Remove All.	All files are removed.		
CMC 2.26	Click on the Outlook button.	Outlook loads (if not already open on your machine. If open already, Outlook window is shown).		
CMC 2.27	Now click on an email message and drag that onto the right of the screen.			
CMC 2.28	Click on Status Tab	Screen below loads.		
CMC 2.29	Click Edit	Screen enables.		

CMC 2.30	Click Claim Status	Ensure the available statuses are correct .Claim Status will only display Active, Closed or Prov. Closed.		
CMC 2.40	Continue to tab through the fields under Status.	Cursor moves in a logical manner.		
CMC 2.41	Next under Policy Underwriter, click Detail.	Underwriter Contact screen loads.		
CMC 2.42	Click in Contact and type in Contact name.			
CMC 2.43	Click in Contact and type in Contact name.			
CMC 2.44	Under Outside Adjuster, click Add.	Select Adjuster – Do y you wish to search the Adjuster Database message loads as below.		
CMC 2.45	Click Yes.	Find Adjuster screen loads.		
CMC 2.46	Click Search button.	Grid populates with list of adjusters.		
CMC 2.47	Click Clear button.	Grid is cleared.		
CMC 2.48	Type in first few letters of Adjuster Company name. Click Search.	Grid populates with the appropriate list of adjuster(s).		
CMC 2.49	Double-click on one of the Adjusters.	Returns to the Status screen. Name of Adjuster is displayed in Adjuster field.		
CMC 2.50	Click on Remove button			
CMC 2.51	Click on Add button again. Message displays regarding searching database. Say No to this message.	Adjuster screen loads.		
CMC 2.52	Click Add.	Screen enables.		
CMC 2.53	Enter a Company and continue to tab through the fields adding information.	Tab sequence is logical.		
CMC 2.54	Click Save and Close.	Return to Status tab. Newly added Adjuster displays in Adjuster field.		
CMC 2.55	Click Details and ensure the screen loads with correct details and address is as you typed it.			
CMC 2.56	Enter information, hit tab after each field.	Data correctly displays. Tab sequence is logical.		
CMC 2.57	Under Status Note, click the icon. 	Notes section is displayed.		
CMC 2.58	Enter data in Notes section.	Data is correctly displayed.		
CMC 2.59	Now click icon again.	Remove Note message displayed as below.		
CMC 2.60	Click Yes.	Note section is removed.		
CMC 2.61	Click icon again.	Empty Notes section is displayed.		
CMC 2.62	Enter information under Liens and select a date for file review.	Data is correctly displayed. Tab sequence is logical.		
CMC 2.63	Click Save.	Fields become grey. Data is correctly saved with no error messages.		

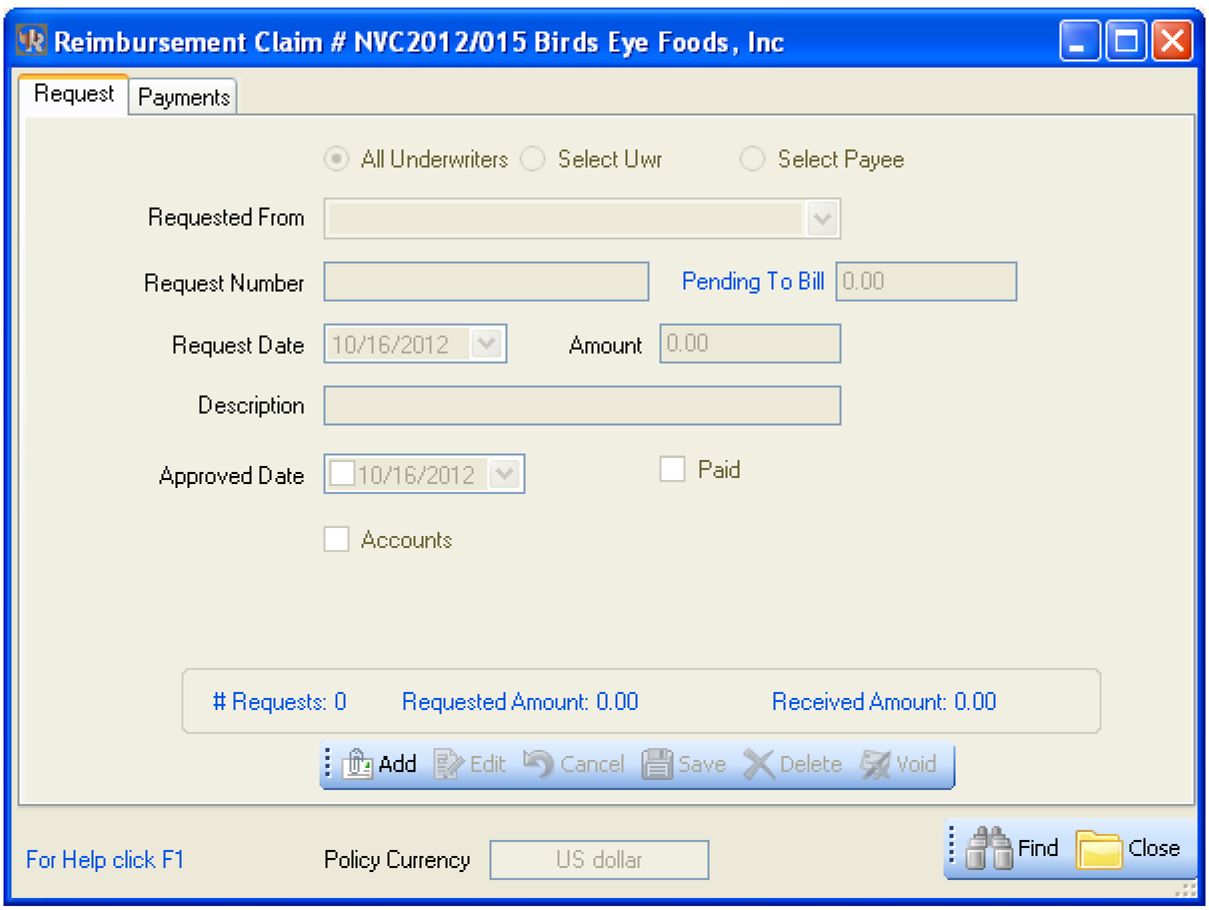
Reserves

Test Case No.	Test Condition	Expected Results	Actual Results	Pass/ Fail
CRS 1.0	From the bottom tool bar of CMC shown above, select Reserves.	The Reserves Claim Screen should display.		



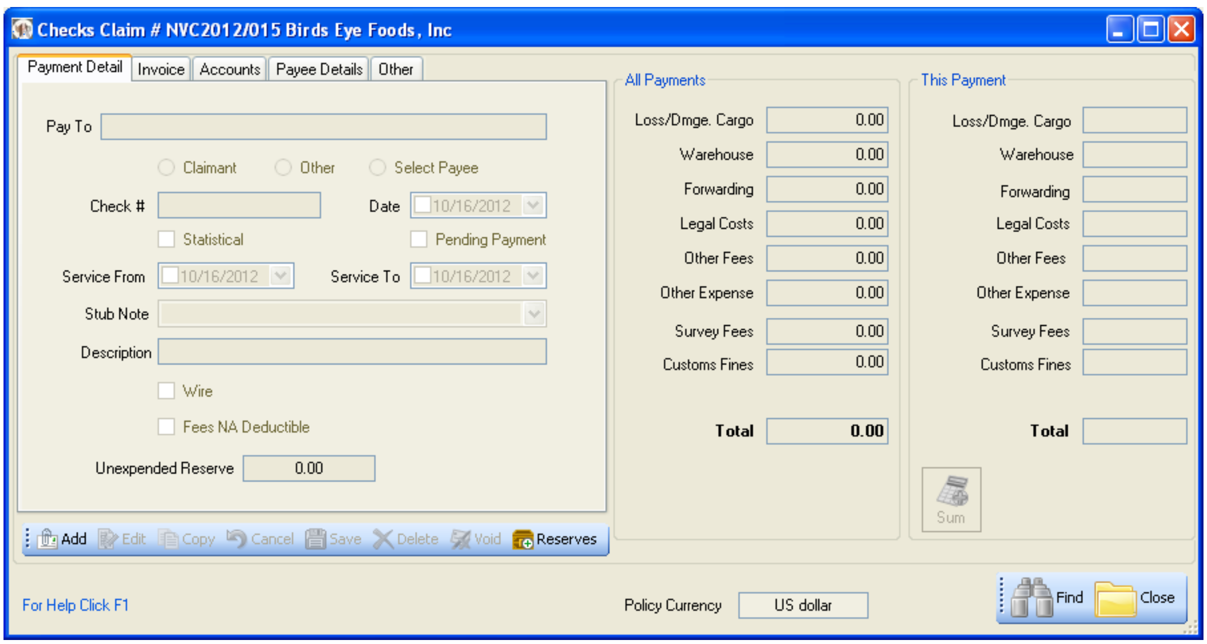
Reimbursement

Test Case No.	Test Condition	Expected Results	Actual Results	Pass/ Fail
CRE 1.0	From the bottom tool bar of CMC shown above, select Reimbursement.	The Reimbursement Claim Screen should display.		



Payments

Test Case No.	Test Condition	Expected Results	Actual Results	Pass/ Fail
CPA 1.0	From the bottom tool bar of CMC shown above, select Payments.	The Checks Claims should display.		



Legal

Test Case No.	Test Condition	Expected Results	Actual Results	Pass/ Fail
CLE 1.0	From the bottom toolbar shown above, select Legal.	The Legal Screen displays.		
CLE 1.1	Click Edit.	Screen enables.		
CLE 1.2	Click Appointed under Plaintiff Attorney.	Additional fields become visible.		
CLE 1.3	Click Add	Add Attorney – Do you wish to search the Adjuster Database message loads as below.		
CLE 1.4	Click Yes.	Find Attorney screen loads.		
CLE 1.5	Click Search button.	Grid populates with list of attorneys.		
CLE 1.6	Click Clear button.	Grid is cleared.		
CLE 1.7	Type in first few letters of Attorney Company name. Click Search.	Grid populates with the appropriate list of attorney(s).		
CLE 1.8	Double-click on one of the Attorneys.	Returns to the Legal screen. Name of Attorney is shown in the grid.		
CLE 1.9	Click on Save and Close. button	Return to the Claim Console.		
CLE 1.10	Click Legal again to return to the Legal tab.	Attorney added is displayed in the grid.		
CLE 1.11	Click Edit and then Remove button under Attorney grid.	Message regarding removing attorney is displayed as below.		
CLE 1.12	Click Yes.	Attorney is removed.		
CLE 1.13	Click on Add button again. Message displays regarding searching database. Say No to this message.	Attorney screen loads.		
CLE 1.14	Click Add.	Screen enables.		
CLE 1.15	Enter a Company and continue to tab through the fields adding information.	Tab sequence is logical.		
CLE 1.16	Click Save and Close.	Return to Legal tab. Newly added Attorney displays in Attorney field.		
CLE 1.17	Click Details and ensure the screen loads with correct details and address is as you typed it.			
CLE 1.18	Click on Suit Filed box	Additional Fields are displayed		
CLE 1.19	Enter Court Filed and tab to the next field. Continue until Mediation/ADR check box.	Tab sequence is logical. Data is correctly displayed.		
CLE 1.20	Check Mediation/ADR check box and green Detail arrow.	Mediation/ADR screen loads as below.		
CLE 1.21	Click Edit	Screen is enabled		
CLE 1.22	Select Arbitration from drop down box.	ADR Type field is shown as below.		

CLE 1.23	Select Mediation from drop down box.	ADR Type field disappears.		
CLE 1.24	Enter Date and Venue	Tab sequence is correct. Data is displayed correctly.		
CLE 1.25	Click Add	Add Attorney – Do you wish to search the Adjuster Database message loads as below.		
CLE 1.26	Click Yes.	Find Attorney screen loads.		
CLE 1.27	Select an Attorney by double-clicking in the grid.	Attorney name and firm displays.		
CLE 1.28	Click Details	Attorney details load.		
CLE 1.29	Click Close.	Returned to Mediation/ADR screen. Attorney information is still displayed.		
CLE 1.30	Click Remove	Message Remove Record is displayed.		
CLE 1.31	Click Yes.	Returned to Mediation/ADR screen. Attorney information is removed.		
CLE 1.32	Enter a Law – type as far as the field allows.	Data displays, Field allows for 50 characters.		
CLE 1.33	Click Save and Close.	Return to Legal tab.		
CLE 1.34	Click Details arrow again.	Mediation/ADR screen loads, Data has correctly saved.		
CLE 1.35	Next, click Appointed under Defense Attorney. Now click the Save button.	Message Missing Information is displayed as below.		
CLE 1.36	Click OK and follow steps above for selecting an attorney from the database.	Attorney is added to the Defense Attorney Grid.		
CLE 1.37	Click Save and Close to return to the Console. Now click Legal button again.	Legal tab loads. All data is displayed correctly.		

Medical

CME 1.00	Click on the Medical/Maint. Button on the bottom toolbar. 	Medical tab loads with Maint tab in the background. All fields are greyed out.		
CME 1.01	Click Edit	Fields become enabled.		
CME 1.02	Click Medical Treatment On Board	Medical Provider field becomes visible.		
CME 1.03	Click Tab	Moves to Medical Provider field.		
CME 1.04	Enter Medical Provider name in field.	Field should allow no more than 60 characters.		
CME 1.05	Click on Removed From Vessel.	Removed At and How Removed fields become visible.		
CME 1.06	Click Tab	Moves to the Removed At field.		
CME 1.07	Enter Removed At in field.	Field should allow no more than 50 characters.		
CME 1.08	Click Tab	Moves to the How Removed field.		
CME 1.09	Select an entry from the drop-down field.	List is alphabetically sorted. Correct record is displayed when selected.		
CME 1.10	Click Tab.	Moves to Hospitalized check box.		
CME 1.11	Check the Hospitalized check box.	Hospitalized At, Hospitalized At, Hospitalized Date and Stay Period fields become visible.		
CME 1.12	Click Tab.	Moves to Hospitalized At field.		
CME 1.13	Enter data in field.	Field allows for 50 characters.		
CME 1.14	Click Tab	Move to Hospitalized Date.		
CME 1.15	Enter Date and click Tab.	Date is displayed correctly. Moves to Stay Period		
CME 1.16	Enter number of days in Stay Period	Allows for up to 4 characters. Will only accept numbers.		
CME 1.17	Click Tab	Moves to Diagnosis field.		
CME 1.18	Enter a Diagnosis.	Allows for up to 50 characters		
CME 1.19	Click Add button next to Attending Physician	Message “Do you wish to search the Physician Database?” as below.		
CME 1.20	Click Yes.	Find Doctors/Medical Service Providers screen loads.		
CME 1.21	Click Search	Data is displayed in grid.		
CME 1.22	Click on Company column header.	Data is sorted alphabetically.		
CME 1.23	Click on Company column header again.	Data is sorted in reverse order.		
CME 1.24	Note the name of a company. Click Clear button.	Grid is emptied.		
CME 1.25	Type in first few letters of Company name and click Search.	Record is displayed in grid.		
CME 1.26	Double-click on row in grid.	Returned to Medical tab. Selected Physician is shown in the Attending Physician field. Details and Remove buttons are available.		

CME 1.27	Now go to the Other Physicians field and click Add	Message "Do you wish to search the Physician Database?"		
CME 1.28	This time, click No.	Doctors/Medical Service Providers screen loads.		
CME 1.29	Click Add	Fields are all enabled.		
CME 1.30	Enter Company Name and click tab.	Move to Last Name field.		
CME 1.31	Continue adding data, clicking tab after each field.	Tab order is logical. Data is correctly displayed.		
CME 1.32	Click Save and Close.	Return to Medical tab. Attending Physician just added is displayed in the field.		
CME 1.33	Click on Details button next to Attending Physician.	Physician details load. All data fields are correct.		
CME 1.34	Click Close.	Return to Medical Tab		
CME 1.35	Click Remove	Message displays.		
CME 1.36	Click Yes	Physician is removed from grid.		
CME 1.37	Move to the Case Manager Field and enter data.	Field allows up to 50 characters.		
CME 1.38	Click Tab	Move to Independent Medical Exam Date.		
CME 1.39	Enter an IME Date prior to Date of Injury	Date is displayed.		
CME 1.40	Click Tab.	Move to Maximum Cure Date.		
CME 1.41	Enter a date and click Tab	Move to Fit For Duty field.		
CME 1.42	Check the Fit for Duty box.	Date field becomes visible		
CME 1.43	Click the Save button.	Fields are grayed out.		
CME 1.44	Click Close.	Return to the Claims Management Console.		
CME 1.45	Click on the Medical/Maint. Button on the bottom toolbar again.	Screen loads on Medical tab. All data elements are correctly displayed.		

Maintenance/Lost Time

CMT 01.01	Click on the Maintenance/Lost Time tab	Tab displays. All fields are disabled.		
CMT 01.02	Click Edit.	Fields become enabled.		
CMT 01.03	Check the Lost Time Beyond Day/Shift check box.	Returned to Work, Start Date and Signed Off Vessel fields become enabled.		
CMT 01.04	Click Tab	Move to Start Date.		
CMT 01.05	Enter a Start Date prior to the Date of Loss.	Date is displayed.		
CMT 01.06	Click Tab	Move to Signed off From Vessel		
CMT 01.07	Enter a Signed Off From Vessel Date prior to Date of Loss.	Date is displayed.		
CMT 01.08	Click Tab	Move to Returned to Work field.		
CMT 01.09	Check Returned to Work check box.	Date, # Days Lost and Restricted Work fields appear as below.		
CMT 01.10	Enter Date Returned to Work after Date of Loss.	Date is displayed.		
CMT 01.11	Click Tab	Move to # Days Lost.		
CMT 01.12	Enter 3 digit number	Field allows for XX characters		
CMT 01.13	Click Tab	Move to Restricted Work check box.		
CMT 01.14	Check Restricted Work check box.	# Restricted Days field appears.		

CMT 01.15	Click Tab	Move to # Restricted Days field.		
CMT 01.16	Enter 2-digit number.	Field allows for XX characters		
CMT 01.17	Click Save.	Message warns about invalid dates.		
CMT 01.18	Click Edit and click on Paying Maintenance check box.	Daily Amount, Start Date and End Date fields are displayed. If the Daily Amount field has a figure in it, ensure it matches whatever has been set under System Defaults.		
CMT 01.19	Enter a Start Date prior to Date of Loss.	Date is displayed.		
CMT 01.20	Click Tab	Moves to End Date.		
CMT 01.21	Leave End Date blank. Click Tab.	Moves to Unearned Wages Check box.		
CMT 01.22	Click Unearned Wages Check box.	Amount, Start and End date fields become visible.		
CMT 01.23	Click Tab	Move to Amount field.		
CMT 01.24	Enter an amount	Field allows for XX characters.		
CMT 01.25	Click tab	Move to Start Date.		
CMT 01.26	Enter a Start Date after Date of Loss.	Date is displayed		
CMT 01.27	Click Tab	Taken to End Date field.		
CMT 01.28	Leave End Date blank. Click Tab	Move to Maintenance/Lost Time Notes icon.		
CMT 01.29	Click on Maintenance/Lost Time Notes icon	Notes field is displayed as below.		
CMT 01.30	Commence typing note.	Able to type approximately 3 line of text.		
CMT 01.31	Click on the Maintenance/Lost Time Notes Icon again.	Message displays as below.		
CMT 01.32	Click No.	Message unloads. Return to Maintenance/Lost Time screen. Notes are still present.		
CMT 01.33	Click on the Maintenance Lost Time Notes icon again.	Message displays as above.		
CMT 01.34	This time, click Yes.	Notes field disappears.		
CMT 01.35	Click on the Maintenance./Lost Time Notes icon again.	Notes are no longer visible.		
CMT 01.36	Now type in some Notes once again.	Data is correctly displayed.		
CMT 01.37	Click the Save icon.	Fields are disabled.		
CMT 01.38	Click Close.	Return to Claims Console.		
CMT 01.39	Click on the Medical/Maint. Button on the bottom toolbar again.	Medical/Maintenance screens load on the Medical Tab.		
CMT 01.40	Click on Maintenance/Lost Time tab.	Tab loads. All data is correctly displayed.		
CMT 01.41	Click Edit.	Fields become enabled		
CMT 01.42	Enter a Stop Date under Maintenance and Unearned Wages.	Dates are correctly displayed.		
CMT 01.43	Click Save.	Data fields are grayed out.		
CMT 01.44	Click Close.	Return to Claims Console.		
CMT 01.45	Click on the Medical/Maint. Button on the bottom toolbar again.	Medical/Maintenance screens load on the Medical Tab.		
CMT 01.46	Click on Maintenance/Lost Time tab.	Tab loads. All data is correctly displayed.		

Appendix 3: Test Plan Cargo Claims

When conducting the tests in this plan please keep in mind that many data items are entered from menu items. Even though it may appear that you can type something into these fields, the entries actually come from the System Tables

Cargo Claims

Test Case No.	Test Condition	Expected Results	Actual Results	Pass/ Fail
AC 01.0	In the main menu File, Click the **New Claim** sub menu. You can also use the main toolbar icon 	Add New Claim Screen should load.		
AC 01.1	Enter an Incident Description	Incident Description max. 60 Characters. Risk Type combo should enable.		
AC 01.2	Select Risk Type **P&I Club Entry** from the drop down menu **Risk Type**.	Selection should display.		
AC 01.3	Hit Tab key.	Taken to **Claim Type** field.		
AC 01.4	Click the down arrow.	A selection of claim types should display.		
AC 01.5	Select **Cargo** as Claim Type.	Claim Type **Cargo** displays.		
AC 01.6	Hit Tab key.	You are taken to **Fleet** field.		
AC 01.7	Select a **Fleet**.	**Fleet** selected should display.		
AC 01.8	Hit Tab key.	Taken to **Vessel** field.		
AC 01.9	Select a **Vessel**.	**Vessel** selected should display.		
AC 01.10	Hit Tab key.	Taken to **Date of Incident**. Enter a date by selecting from the calendar or typing in a value.		
AC 01.11	Enter a **date** by **selecting** from the calendar or **typing** in a value.	Tab **sequences** are correct. **Date** should display correctly, and should not be greater than **today date**. **Find Policy** function is **enabled**.		
AC 01.12	Click **Find Policy** command.	The system automatically should **find the policy,** and **display** the **Underwriter** and applicable **deductible (Amount, Expiration date, etc.)**.		
AC 01.13	Click **Policy details** command.	**Policy details** should display in **Policy details** screen.		
AC 01.14	Click **Generate Number**.	A Claim number should be generated based upon settings and displayed.		

AC 01.15	Click **OK**.	The **Add New Claim** screen should close, and the Cargo claim screen with the generated number should load. Filed date is checked. Vessel is displayed. Description is displayed.		
ANCC 1.1	Enter a voyage, max. 20 chars. And Hit Tab Key to next field.	Data voyage should display correctly and taken to Claimant Type field.		
ANCC 1.2	Select a Claimant Type from the combo and Hit Tab Key	Claimant Type selected should display and taken to Customer Name field. Select and Add buttons are enabled.		
ANCC 1.2.1	Click Add button	Customer screen should display. All Customer fields are disabled.		
ANCC 1.2.2	Click Add button	Fields are enabled. Fill in Customer details and additional information, then save and close. Customer name should display.		
ANCC 1.2.3	Click Select button to find an existing Customer.	Find Customer screen should display.		
ANCC 1.2.4	Choose search option and Type in few letters of Customer information.	Search function becomes visible.		
ANCC 1.2.5	Click on Search function.	If match is found, full Name is populated and address (if recorded) on the Contacts/Other tab.		
ANCC 1.3	Fill in a Bill of Lading # and continue to tab through fields.	Tab should advance in logical manner.		
ANCC 1.4	Description field	Should already filled in and display description data for a maximum of 60 characters.		
ANCC 1.5	Click Tab	Advanced to Type of Transport.		
ANCC 1.6	From the drop-down menu, make a selection.	Entries should be in alphabetical order. Selected entry should display correctly.		
ANCC 1.7	Continue to make selections from the drop-down fields, clicking Tab to advance to the next fields.	All Entries should be in alphabetical order and selected entry should display correctly. Tab should advance in logical manner.		
ANCC 1.8	Under Origin/Destination Ports, click blue arrow.	Ports screen below should load and display.		
ANCC 1.9	Click Edit.	Screen becomes editable.		
ANCC 1.10	Select Country from top drop-down field.	Country is displayed (note there may be a slight lag if there are numerous locations for the country selected).		
ANCC 1.11	Select Location and click Update.	Location is updated in the Receipt field.		
ANCC 1.12	Now click on the Radio Button next to Load and repeat this process.	Location is updated in the Load field.		

ANCC 1.13	Continue this process until you have completed each of the fields.	Locations are updated correctly.		
ANCC 1.14	Click Save and Close.	Returned to the Cargo Claim where all fields under Origin/Destination Ports are correctly updated.		
ANCC 1.15	Click on Save.	Message that Facts of Loss is required.		
ANC 1.16	Click OK and go to Contacts/Other tab to enter Facts of Loss.	Data is correctly entered.		
ANC 1.17	Click on Save again.	Save greys out. Edit becomes enabled. Claim Mgmt. Console button is visible.		
ANC 1.18	Click on the Contacts/Other tab and click Edit.	Fields are enabled.		
ANC 1.19	Select Customer from drop-down menu.	Records are listed alphabetically and selected entry displays correctly.		
ANC 1.20	Hit tab and continue to select from drop-down menus, hitting tab after each one until you reach the shipper # field.	Records are listed alphabetically and selected entry displays correctly. Tab sequence is logical.		
ANC 1.21	Type as many characters in Shipper # field as system allows.			
ANC 1.22	Hit tab and continue to select from drop-down menus.	Records are listed alphabetically and selected entry displays correctly. Tab sequence is logical.		
ANC 1.23	Click on Responsible Party check box next to Shipper.	Percentage box become visible		
ANC 1.24	Click the Save button and go to Containers/Survey tab.	Containers/Survey tab loads. Commands are all disabled.		
ANC 1.25	Click Edit button	Add button under grid becomes enabled.		
ANC 1.26	Click Add button	Fields become enabled.		
ANC 1.27	Enter Container # and hit tab.	Data is displayed. Cursor moves to Transload to field.		
ANC 1.28	Enter Transload To and hit tab. Continue to enter data is all fields, hitting tab to move from field to field. Stop at Add Seal radio button.	Data is displayed. Tab sequence is logical.		
ANC 1.29	Click on Add Seal **radio button**.			
ANC 1.30	Click on Reefer Use check box.	Additional fields display as below.		
ANC 1.31	Select entries from drop down or type in entries where field allows. Hit tab between each field.	Data displays correctly. Tab sequence is logical.		
ANC 1.32	Click Save under grid.	Record is added to the grid.		
ANC 1.33	Click Add and repeat this process, clicking Save under the grid when finished.	Record is added to the grid.		

ANC 1.34	Now click on the first record in the grid and select EDIT.	Data from the grid is displayed in the fields under Container and is enabled.		
ANC 1.35	Change the Container Type to something else and click Save.	Record is updated in the grid with the changes made to the Container Type.		
ANC 1.36	Now highlight the second record in the grid and click Delete.	The correct record is deleted from the grid.		
ANC 1.37	Select Survey By under Survey from the drop-down menu and enter a Survey Date.	Data is correctly displayed.		
ANC 1.38	Click Save at bottom of screen.	Data is saved. Entries are greyed out.		
ANC 1.39	Click on the Claim tab and select Claim Mgmt. Console.	Claim Mgmt. Console loads.		

Claims Management Console

CMC 1.0	Verify that the data displayed is correct.	All data is correct.		
CMC 1.1	Click on blue arrow next to Vessel.	Vessel screen loads with details for the vessel used in the claim.		
CMC 1.2	Click Close to return to Claims Management Console.	Returned to previous screen.		
CMC 1.3	Click on Status History. Verify the information displayed is correct.	Claim Status History screen is loaded to the claim you are currently viewing.		
CMC 1.4	Click on Status History. Verify the information displayed is correct.	Claim Status History screen is loaded to the claim you are currently viewing. Click Close when finished.		
CMC 1.5	Click on blue arrow next to Deductible.	Deductible screen loads.		
CMC 1.6	Click Edit.	Screen becomes enabled. Edit button and Save are both disabled. Cancel and Close are enabled.		
CMC 1.7	Enter a new amount in Amount field.	Save button is enabled. Data is correctly displayed.		
CMC 1.8	Click Save and Close.	Return to Claims Management Console. Newly recorded deductible amount is shown.		
CMC 1.9	Click on File Remarks Tab			
CMC 2.0	Click on Tasks	Tasks tab loads as below.		
CMC 2.1	Click on Add	Top section of screen becomes enabled.		
CMC 2.2	Enter a subject and use tab keys to move from field to field, completing each one as you go. Do not check Complete box.	Data is correctly displayed. Tab sequence is logical.		
CMC 2.3	Click Save button.	Record is updated to the grid.		
CMC 2.4	Repeat this process by clicking Add and entering data and saving the entry to add a second record to the grid.	Data is correctly displayed and tab sequence is logical.		

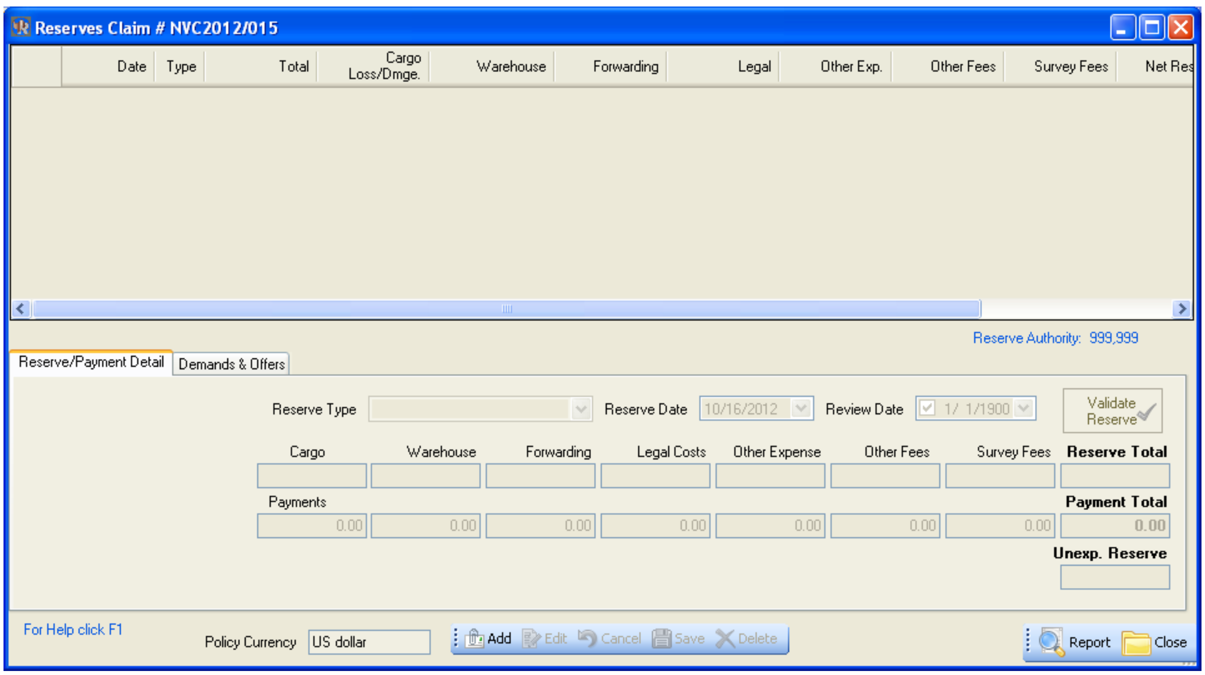
CMC 2.5	Click on each of the grid headers to ensure they sort alphabetically/date order.	Records sort accordingly.		
CMC 2.6	Click on the grid headers again to reverse the sort order.	Records sort accordingly.		
CMC 2.7	Now click on the first record added and click EDIT	Add/View Tasks fields become enabled.		
CMC 2.8	Click the Complete box and enter a Date completed.	Data displays correctly. Save button is enabled.		
CMC 2.9	Click Save.	Record is saved. Grid displays the active claim only.		
CMC 2.10	Select the Completed radio button.	Record just edited is shown under completed. Complete box is checked and Completed Date is filed in.		
CMC 2.11	Click All radio buttons.	Both records are displayed in the grid.		
CMC 2.12	Now click on the incomplete task in the grid and click Edit.	Add/View Tasks fields become enabled.		
CMC 2.13	Change the Due Date to one in the past. Click Save.	Record is saved.		
CMC 2.14	Click Overdue radio button.	Record just edited is shown under Overdue.		
CMC 2.15	Now click on the Documents tab.	Screen below loads.		
CMC 2.16	Click Add/Edit Files	Nothing happens		
CMC 2.17	Now select a folder and click Add/Edit Files	Selection on right changes to read Drag and Drop Files Below.		
CMC 2.18	Go to Explorer on your computer and locate a file to drag and drop into the folder.	Screen displays File Name, File Date/Time and a field for description as below.		
CMC 2.18	Double-click in the description column and enter a description for this file.	Discription is displayed..		
CMC 2.19	Now repeat this process and drag/drop another file into the folder.	Second file is displayed.		
CMC 2.20	Now click on the File Name column header.	Order of files should be sorted alphabetically.		
CMC 2.21	Click on the File Name column header again.	Order of files should be reversed.		
CMC 2.22	Click Save All Files and click on View/Open Files.	Number of files in folder displayed in parenthesis. List of files is displayed on the right.		
CMC 2.23	Highlight a file and select Remove Selected	Selected file is removed.		
CMC 2.24	Without selecting a file, select Remove All.	All files are removed.		
CMC 2.25	Click on the Outlook button.	Outlook loads (if not already open on your machine. If open already, Outlook window is shown).		
CMC 2.26	Now click on an email message and drag that onto the right of the screen.			
CMC 2.27	Click on Status Tab	Screen below loads.		
CMC 2.28	Click Edit	Screen enables.		

CMC 2.29	Click Claim Status	Ensure the available statuses are correct – Active Claim will only display Active, Closed or Prov. Closed.		
CMC 2.30	Click General Average Applies	Blue arrow is visible.		
CMC 2.31	Click on blue arrow.	General Average Screen loads as below.		
CMC 2.32	Click Edit.	Screen enables.		
CMC 2.33	Enter a % of GA amount and click tab.	Moves to CIF Value of Cargo.		
CMC 2.34	Enter a dollar sign in CIF Value of Cargo.	Warning to enter a valid number is displayed as below.		
CMC 2.35	Click OK and enter an amount (numeric only) in CIF Value of Cargo field and click tab.	Figure is displayed. Cursor moves to next check box.		
CMC 2.36	Check the Average Gtee Issued box.	Details field is displayed.		
CMC 2.37	Click tab	Cursor moves to Non-Separation Agreement Applies.		
CMC 2.38	Continue to check each box and click tab afterwards.	Cursor moves to the next field. Details fields become visible as below.		
CMC 2.39	Click Tab and enter GA Notes.	Notes are displayed correctly.		
CMC 2.40	Click Save.	Record should save		
CMC 2.41	Click Close	Return to Status tab.		
CMC 2.42	Continue to tab through the fields under Status.	Cursor moves in a logical manner.		
CMC 2.43	Next under Policy Underwriter, click Detail.	Underwriter Contact screen loads.		
CMC 2.44	Click in Contact and type in Contact name.			
CMC 2.45	Click in Contact and type in Contact name.			
CMC 2.46	Under Outside Adjuster, click Add.	Select Adjuster – Do y you wish to search the Adjuster Database message loads as below.		
CMC 2.47	Click Yes.	Find Adjuster screen loads.		
CMC 2.48	Click Search button.	Grid populates with list of adjusters.		
CMC 2.49	Click Clear button.	Grid is cleared.		
CMC 2.50	Type in first few letters of Adjuster Company name. Click Search.	Grid populates with the appropriate list of adjuster(s).		
CMC 2.51	Double-click on one of the Adjusters.	Returns to the Status screen. Name of Adjuster is displayed in Adjuster field.		
CMC 2.52	Click on Remove button			
CMC 2.53	Click on Add button again. Message displays regarding searching database. Say No to this message.	Adjuster screen loads.		
CMC 2.54	Click Add.	Screen enables.		
CMC 2.55	Enter a Company and continue to tab through the fields adding information.	Tab sequence is logical.		
CMC 2.56	Click Save and Close.	Return to Status tab. Newly added Adjuster displays in Adjuster field.		

CMC 2.57	Click Details and ensure the screen loads with correct details and address is as you typed it.			
CMC 2.58	Now click In Subrogation check box.	Addition fields are displayed as below.		
CMC 2.59	Enter information, hit tab after each field.	Data correctly displays. Tab sequence is logical.		
CMC 2.60	Under Status Note, click the icon. 	Notes section is displayed.		
CMC 2.61	Enter data in Notes section.	Data is correctly displayed.		
CMC 2.62	Now click icon again.	Remove Note message displayed as below.		
CMC 2.63	Click Yes.	Note section is removed.		
CMC 2.64	Click icon again.	Empty Notes section is displayed.		
CMC 2.65	Enter information under Liens and select a date for file review.	Data is correctly displayed. Tab sequence is logical.		
CMC 2.66	Click Save.	Fields become grey. Data is correctly saved with no error messages.		

Reserves

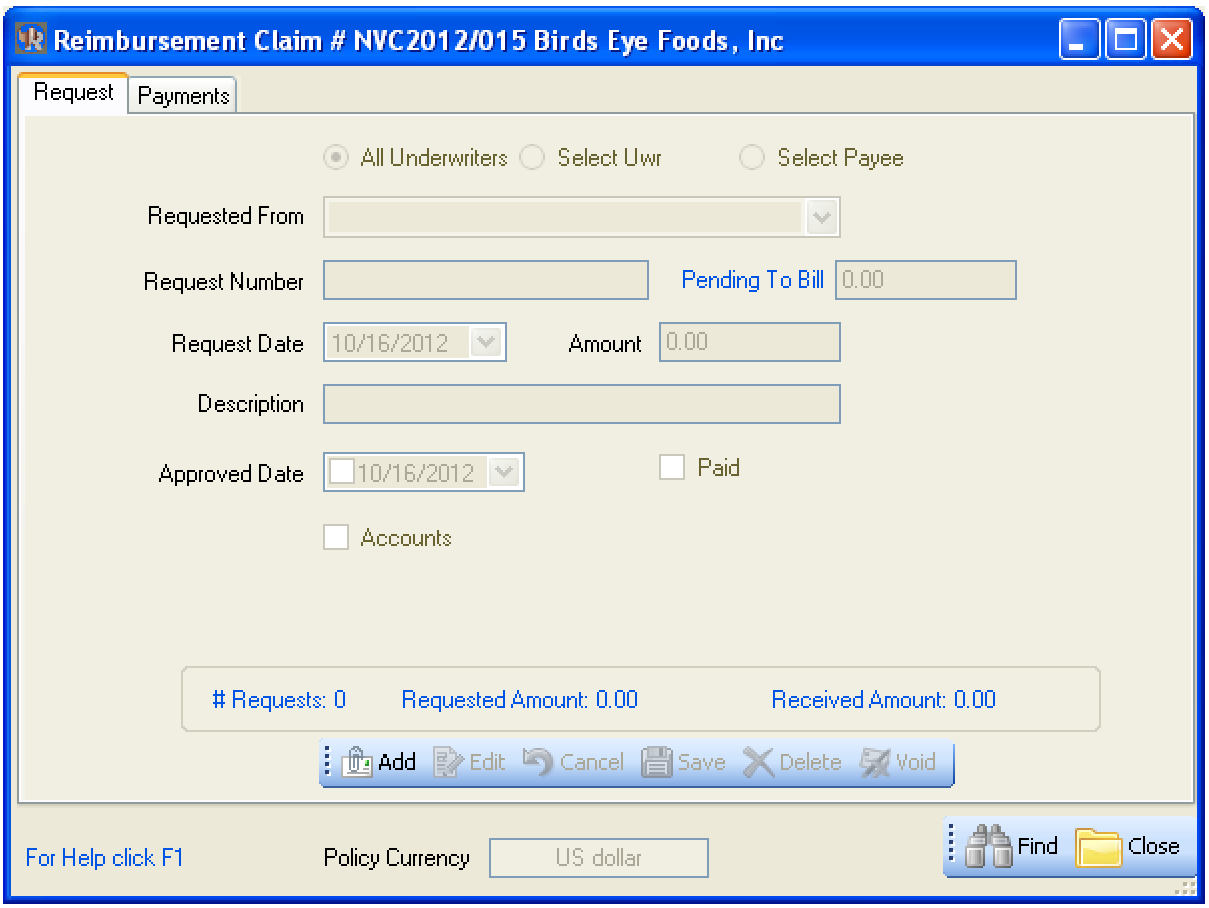
CRS 1.0	From the bottom toolbar shown above, select Reserves.	The Reserves Screen should display.		



CRS 1.1				

Reimbursement

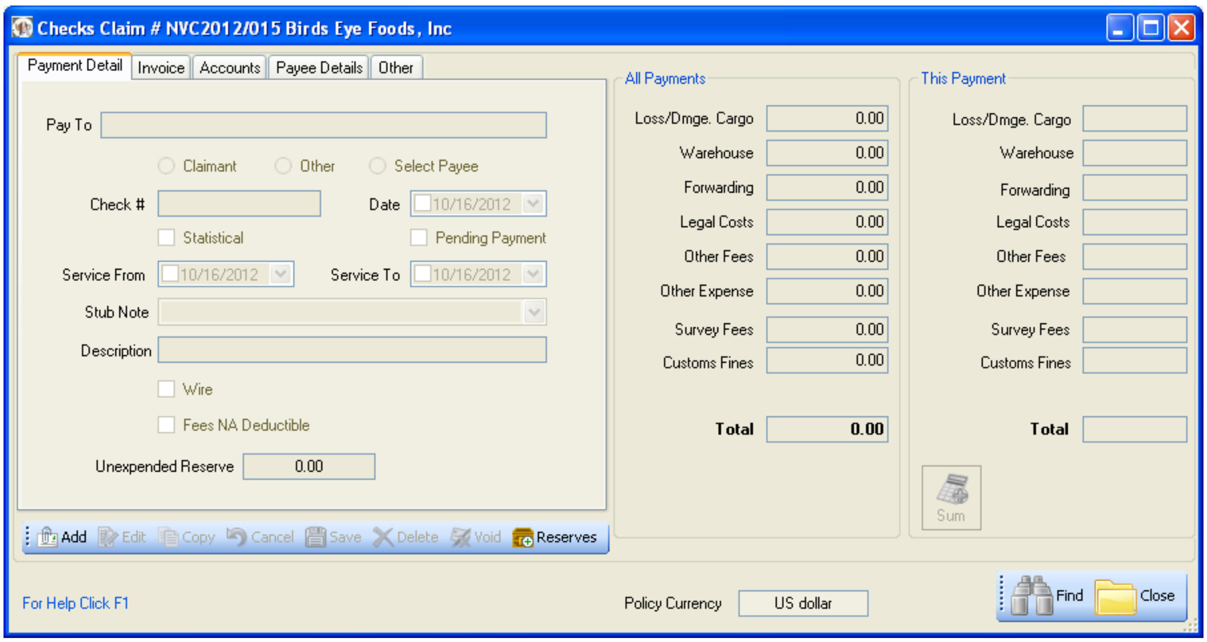
CRE 1.0	From the bottom toolbar shown above, select Reimbursement.	The Reimbursement Claim Screen should display.		



CRE 1.1				

Payments

CPA 1.0	From the bottom toolbar shown above, select Payments.	The Checks Claim Screen should display.		



CPA 1.1				

Legal

CLE 1.1	From the bottom toolbar shown above, select Legal.	The Legal Screen displays.		
CLE 1.1	From the bottom toolbar shown above, select Legal.	The Legal Screen displays.		
CLE 1.2	Click Edit.	Screen enables.		
CLE 1.3	Click Appointed under Plaintiff Attorney.	Additional fields become visible.		
CLE 1.4	Click Add	Add Attorney – Do you wish to search the Adjuster Database message loads as below.		
CLE 1.5	Click Yes.	Find Attorney screen loads.		
CLE 1.6	Click Search button.	Grid populates with list of attorneys.		
CLE 1.7	Click Clear button.	Grid is cleared.		
CLE 1.8	Type in first few letters of Attorney Company name. Click Search.	Grid populates with the appropriate list of attorney(s).		
CLE 1.9	Double-click on one of the Attorneys.	Returns to the Legal screen. Name of Attorney is shown in the grid.		
CLE 1.10	Click on Save and Close. button	Return to the Claim Console.		
CLE 1.11	Click Legal again to return to the Legal tab.	Attorney added is displayed in the grid.		
CLE 1.12	Click Edit and then Remove button under Attorney grid.	Message regarding removing attorney is displayed as below.		
CLE 1.13	Click Yes.	Attorney is removed.		
CLE 1.14	Click on Add button again. Message displays regarding searching database. Say No to this message.	Attorney screen loads.		
CLE 1.15	Click Add.	Screen enables.		
CLE 1.16	Enter a Company and continue to tab through the fields adding information.	Tab sequence is logical.		
CLE 1.17	Click Save and Close.	Return to Legal tab. Newly added Attorney displays in Attorney field.		
CLE 1.18	Click Details and ensure the screen loads with correct details and address is as you typed it.			
CLE 1.19	Click on Suit Filed box	Additional Fields are displayed		
CLE 1.20	Enter Court Filed and tab to the next field. Continue until Mediation/ADR check box.	Tab sequence is logical. Data is correctly displayed.		

CLE 1.21	Check Mediation/ADR check box and green Detail arrow.	Mediation/ADR screen loads as below.		

CLE 1.22	Click Edit	Screen is enabled		
CLE 1.23	Select Arbitration from drop down box.	ADR Type field is shown as below.		
CLE 1.24	Select Mediation from drop down box.	ADR Type field disappears.		
CLE 1.25	Enter Date and Venue	Tab sequence is correct. Data is displayed correctly.		
CLE 1.26	Click Add	Add Attorney – Do you wish to search the Adjuster Database message loads as below.		
CLE 1.27	Click Yes.	Find Attorney screen loads.		
CLE 1.28	Select an Attorney by double-clicking in the grid.	Attorney name and firm displays.		
CLE 1.29	Click Details	Attorney details load.		
CLE 1.30	Click Close.	Returned to Mediation/ADR screen. Attorney information is still displayed.		
CLE 1.31	Click Remove	Message Remove Record is displayed.		
CLE 1.32	Click Yes.	Returned to Mediation/ADR screen. Attorney information is removed.		
CLE 1.33	Enter a Law – type as far as the field allows.	Data displays, Field allows for 50 characters.		
CLE 1.34	Click Save and Close.	Return to Legal tab.		
CLE 1.35	Click Details arrow again.	Mediation/ADR screen loads. Data should save correctly.		
CLE 1.36	Next, click Appointed under Defense Attorney. Now click the Save button.	Message Missing Information is displayed as below.		
CLE 1.37	Click OK and follow steps above for selecting an attorney from the database.	Attorney is added to the Defense Attorney Grid.		
CLE 1.38	Click Save and Close to return to the Console. Now click Legal button again.	Legal tab loads. All data is displayed correctly.		

Appendix 4: Test Plan Policies Menu

This Test Plan covers all items on the Policies Menu: Fleet, Vessel and Policy. They are listed in that order as that follows the path of the way the system is set up at the outset but that is not essential.

Fleet

Test Case No.	Test Condition	Expected Results	Actual Result	Pass/ Fail
FL 01	Select Policies from main menu and click Fleets	Screen seen below loads.		
FL 02	Click **Add New**.	Screen enables, **Add New** is disenabled, **Cancel** is enabled and cursor goes to **Fleet Name**.		
FL 02.1	Type a name in **Fleet Name**. Verify maximum 50 characters.	Data entered.		
FL 02.2	Click the **Select** command beneath **Operator**.	Operator Find screen loads.		
FL 02.3	Click **Search**.	Records load in grid.		
FL 02.4	Click **Preview**.	On screen report runs correctly.		
FL 02.5	Close Report	Report closes, timer does not continue to run.		
FL 02.6	Double click on a record.	Selected record's name appears in the **Operator** field.		
FL 03	Click **Save**.	Record saves without error.		
FL 03.1	Click **Preview**.	On screen report runs correctly for this record.		
FL 03.2	Close Report	Report closes, timer does not continue to run.		
FL 04	Click **Find**.	Fleet Find screen loads.		
FL 04.1	Click **Search** .	Grid at the top of the screen displays records including the record you added.		
FL 04.2	Click **Preview**.	On screen report runs with the same records that are in grid.		
FL 04.3	Close report.	Report closes returning you to the Fleet Find screen. Timer does not continue to run.		
FL 04.4	Double click on the Fleet you just in the grid	Fleet record loads.		
FL 05	Verify that data is correct.	Data is correct.		
FL 06	Click **Help**.	Help file loads.		
FL 07	Review Help file.	File is complete and adequately describes functionality.		
FL 08	Click **Exit**.	Screen unloads without error.		
Duplicate Fleet				
Test Case No.	**Test Condition**	**Expected Results**	**Actual Result**	**Pass/ Fail**
FL 09	Try to add a fleet with a duplicate name.	System message that Fleet Name is already in use.		

Vessel

Test Case No.	Test Condition	Expected Results	Actual Result	Pass/ Fail
VSL 01	Select Policies from main menu and click Vessel.	The screen below will load.		
VSL 01.1	Click **Add New.**	Screen enables. Cursor moves to **Name**.		
VSL 01.2	Using tab key check that the tab sequence is correct. When you get to a check box press the spacebar key to check the box and then tab.	Tabs correctly. No errors encountered in check boxes.		
VSL 01.3	Add Vessel Name (verify max 50 characters) and Vessel Code (verify max 10 characters). Click **Save**.	Message as below.		
VSL 01.4	Click Save.	Record saves without error.		
VSL 02	Click **Preview**.	On screen report runs correctly for this vessel record.		
VSL 02.1	Close report.	Vessel screen reloads. Timer does not run.		
VSL 03	Click **Edit**.	Screen enables as does **Copy**, **Cancel** and **Remarks** buttons.		
VSL 04	Make a selection from each drop down menu. Not every menu may have anything to select from. This is not an error. Several databases do not have anything recorded in the applicable System table.	List in drop down menu is in alphabetical order. Selection displays correctly in screen.		
VSL 04.1	When all menu selections that can be used have a selection click **Save**.	Data saves without error.		
VSL 05	Click **Find**.	Screen seen below loads.		
VSL 05.1	Type in the name (or part of the name) of the vessel you added.	Record is found, possibly with others as search is a “LIKE” and all matches on what you entered in Vessel Name will be returned.		
VSL 05.2	Double click on the record you added.	Record loads to Vessel screen.		
VSL 05.3	Verify that all the data that you added is still visible.	All data is correct.		
VSL 06	Click **Edit** and now record data in every field except Hide From Listing.	Data displays correctly.		
VSL 06.1	Record maximum data in every field	Every field should have a maximum field length set.		
VSL 06.2	Click **Remarks**.	Screen changes as below. Cursor is fVAused in data entry field.		
VSL 06.3	Type in some Remarks. Enter enough to verify that the system correctly “word wraps” when you go over one line.	Text enters and word wraps.		
VSL 06.4	Click **Close Remarks**.	Screen returns as it was before.		
VSL 06.5	Click **Save**.	Record saves without error.		

VSL 07	Click **Preview**.	On screen report runs with data in all fields that should.		
VSL 08	Click **Find** and repeat the prVAess to select this record again.	Record loads in Vessel screen		
VSL 08.1	Review data and remarks.	All data recorded is still visible as are remarks. **Remarks** is upper case (used to indicate that there are Remarks in this record).		
VSL 09	Click **Edit** and check box **Hide From Listing** and click **Save**.	Data saves without error.		
Vessel Assured				
VA 1.1	Click **Edit** and then use the **Select** button next to **Vessel Assured(s)** to add the new records you just created. Click Save.	Find screen as below loads.		
VA 1.2	Use the Find screen to select the Owning Company that you just added and double click on it.	Company selected displays.		
VA 1.3	Use the Vessel Find screen to select the vessel again and verify that all data has saved.	Data is correct.		
VA 1.4	Now repeat the process to add additional Assured records.	All save and display correctly.		
VA 1.5	Use the Find screen to select the same Vessel and double click on it.	Vessel screen loads and data is correct.		
VA 1.6	Select a Vessel Assured and click **Details** button.	Owning Company screen loads.		
VA 1.7	Click **Close**.	Returned to Vessel screen, data is unchanged.		
VA 1.8	Next click on a record in the Vessel Assured grid and click **Reovve** and then **Save**..	Selected Assured is removed from list and record saves without error.		
VA 1.9	Use the Find screen to select the same Vessel and double click on it.	Vessel screen loads and data is correct.		
Vessel Find Screen				
Test Case No.	**Test Condition**	**Expected Results**	**Actual Result**	**Pass/ Fail**
VSL 10	Click **Find** and click **Search**.	Record you hid from list is not found.		
VSL 10.1	Check the box **Show All Records.**	The number of records found now increases and includes the vessel that you edited.		
VSL 10.2	Click **Clear Options**. Click on sort tab, click **Sort** (without having checked a Sort selection).	Nothing happens.		
VSL 10.3	Find some records, check a sort selection and then click **Sort**.	Records sort in the order you have set.		
VSL 10.4	Click **Print Preview**.	Report runs without error sorted in the same order that that you have specified.		

VSL 10.5	Close Report	Report closes, timer does not continue to run.		
VSL 10.6	Test various sort orders and report.	Records sort in the order you have set. Report runs without error sorted in the same order that that you have specified.		
VSL 10.7	Try multiple Sort Order combinations	Records sort in the order you have set.		
VSL 10.8	Test searches by **Fleet** and the other menu selections on the **Search Options** tab.	Correct records are found.		
Vessel Renamed				
Test Case No.	**Test Condition**	**Expected Results**	**Actual Result**	**Pass/ Fail**
VSL 11	Read the User Guide, Vessel Renamed section. Load a vessel record in Vessel screen and click **Rename**.	Screen enables with cursor in **Vessel Name** field.		
VSL 11.1	Record the new **Name** and a new **Code** and click **Save**.	Record saves without error.		
VSL 11.2	Select the “new” Vessel in the Vessel Find screen and load the record.	Screen loads as below.		
VSL 11.3	Click **Preview**.	Report runs without error and shows both the new and old names.		
VSL 11.4	Click **Find** and select the “old” record.	Screen as below displaying Prior Name(s) on screen.		
VSL 11.5	Click **Preview**.	Report runs without error and shows both the new and old names.		
VSL 11.6.	Close report and Click **Add**.	No data from the renamed vessel carries over.		

Change Vessel Code				
Test Case No.	**Test Condition**	**Expected Results**	**Actual Result**	**Pass/ Fail**
VSL 12	Choose a vessel record that you know has checks e.g. Caribbean Cruiser. Click **Edit**, change the Vessel code and click **Save**.	Message below appears.		
VSL 12.1.	Click OK.	Screen appears indicating check records being updated.		

Policies

Test Case No.	Test Condition	Expected Results	Actual Result	Pass/ Fail
POL 01	From the Main Menu select **Policies**	Menu selection seen below visible		
POL 01.1	Click on the **Policies** sub menu.	Displays Policy screen as seen below. Verify enabled/disabled command as seen.		
POL 01.1	Click **Add New**.	Screen becomes enabled as is **Cancel** button. **Add New** command has become disabled.		
POL 01.2	Add data to **Pol. Number** Field. Verify that field will not accept more than 25 characters.	Maximum field size not exceeded.		
POL 01.3	Hit tab key. You are taken to Risk Type. Drop down the menu and select **Hull & Machinery**.	Selection displays. Note, if you do not select a Risk Type before clicking on another tab this message will be given.		
POL 01.4	Set Effective Date at 01/01/2003 and hit tab key.	You are taken to Time and Expiration date is set at 01/01/2004		
POL 01.42	Change the Expiration Date to December 31, 2003..	Date displays		
POL 01.5	Click the **Select** button beneath **Broker**.	Find Broker screen loads.		
POL 01.5.1	Double click on blank grid	Nothing should happen		
POL 01.6	Click **Search**.	List of Broker records loads in grid.		
POL 01.7	Double click on one record in grid.	Selected record is displayed in Policy screen.		
POL 01.7.1	Click the **Add** command button beneath the grid in this screen	The Broker form should open with Add button enabled		
POL 01.7.2	Enter Code and Company Name and Click Save	The record should be saved and displayed correctly without error.		
POL 01.7.3	Click Close button to close the form.	The fVAus return to Policy tab with newly added broker displayed in the grid and text fields.		
POL 01.8	Click on Deductible tab click in Deductible Type Amount enter a number eg 150000 and hit tab key.	Data displays correctly.		
POL 01.9	Repeat process for each Deductible Type.	Screen now looks like below		
POL 01.10	Click on Underwriters tab and click the **Select** command button beneath the grid in this screen.	Find Underwriter screen loads.		
POL 1.10.1	Double Click on the blank grid	Nothing should happen		
POL 1.11	Click the **Select** command and Click **Search** and then double click on a record.	You are returned to the Policy Underwriters screen tab and the record you selected is in the grid		
POL 1.12	Cursor is in **Percent**. Type a number, say 25. Hit tab key and type in a **Reference**. Verify maximum 30 characters.	Data displays as below.		

POL 1.12.1	Repeat the test to add another Underwriter with 25%.	Record updates correctly		
POL 01.13	Repeat the test to add another Underwriter with 25%.	Records display and update correctly		
POL 1.13.1	Repeat the test to update the Reference data	Records display and update correctly		
POL 01.14	Select the **same Underwriter** used above.	System tells you that this record is already in use.		
POL 01.15	Repeat the test to add another Underwriter with 30%.	System tells you that you cannot have more than 100% participation.		
POL 01.16	Reduce participation to 25% and click **Update**.	Record updates correctly		
POL 1.16.1	Click the **Add** command button beneath the grid in this screen	The Underwriter form should open with Add button enabled		
POL 1.16.2	Enter Code and Company Name and Click Save	The record should be saved and displayed correctly without error.		
POL 1.16.3	Click Close button to close the form.	The fVAus return to Underwriter tab with newly added underwriter displayed in the grid and text fields.		
POL 1.16.4	Click on Detail button	Underwriter form should be opened and Detail of Selected Underwriter should be shown in the form		
POL 01.17	Click **Save**.	Record saves without error.		
POL 01.18	Click **Edit**, click the **Vessels** tab and click **Add Fleet**.	Find Fleet screen loads.		
POL 01.19	Click Search and double click **MISC.**	**Policy Vessel(s)** grid displays Vessels.		
POL 1.19.1	Click on the Deductibles Tab and enter Deductibles amount in fields	Values should be entered correctly		
POL 01.21	Click **Save**	Record saves without error		
POL 03	Click Find and use the **Search** function to find this Policy.	Record is found.		
POL 03.1	Double click on record and verify that all data has saved correctly.	Data has saved/displays correctly.		
POL 03.1.1	Click on the Deductibles Tab and check the saved record shown correctly.	The deductibles data are saved and shown correctly.		
POL 04	Click **Edit**.	Record enables for editing.		
POL 04.1	Enter data is any empty field.	Save command enables.		
POL 04.2	Click **Save.**	Policy saves without error.		
POL 05	Take a note of the Policy Number. Click **Find**.	Displays Policy Find.		
POL 05.1	From the drop down menu **Policy Number** select the record just added.	Policy Find Screen grid loads one record without error.		
POL 05.2	Double click on record.	Policy screen loads with record detail.		
POL 05.3	Verify that all data has saved correctly.	Data is complete and correct.		
POL 06	Click **Edit**.	The **Edit** button becomes disenabled (grayed out) and the **Cancel** button becomes enabled.		

POL 06.1	Add data to each field and use tab key to tab to next field. After EACH individual field has had data added click **Save**.	Data Saves without error.		
POL 06.2	During the above test Verify that Tab Sequence is correct.	Tab Sequence is correct.		
POL 06.2.1	Check validation of Date fields.	Effective Date should be less than Expiration date. .		
POL 06.2.2	Check validation of Time fields	Time field should have a specific format eg. HH:MM		
POL 06.3	After the **Save** click **Find** and reload this record to verify that data previously entered is complete and correct.	Data is complete and correct.		
POL 07	Click **Add New** and then click **Cancel.**	Screen enables to add record and then returns to previous state with no error.		
POL 07.1	Click **Preview**.	A message should display		
POL 08	Click **Add New** and follow steps POL 01.2 and POL 01.3 then click the Underwriter tab. Repeat the steps described in tests above to add an Underwriter. Click **Cancel**.	The selected Underwriter displays on the screen. Upon the **Cancel** command the screen clears and the record is now not enabled for Add/Edit.		
POL 09	From the Policy Find screen load a record and WITHOUT DOING ANYTHING ELSE click Exit.	Screen unloads without error or system message.		

Policy Required Fields

Test Case No.	Test Condition	Expected Results	Actual Result	Pass/ Fail
PRF 01	Test saving a Policy without required data i.e. **Policy Number** **Risk Type** **Policy From/To date.** **Underwriter** **Broker** **Deductible**	System message concerning missing data appears.		
PRF 01a	Click Find and load an existing Policy. Click Edit and Remove the Broker data and try to save	Should prompt a message "**Broker is a required field**".		
PRF 01b	Select a Broker and try to save the record	Record should be displayed and saved correctly.		
PRF 01.2	If you try to save a record without a Broker	Message "**Broker is a required field**" appears.		

Policy Add Vessels

Test Case No.	Test Condition	Expected Results	Actual Result	Pass/ Fail
PAV 01	Click **Edit** and click the **Vessels** tab**.**	Policy Vessel tab loads with Add Fleet and Add Vessel enabled..		
PAV 01.1	Click **Add Fleet**.	Fleet Find screen loads. Show **Vessel(s)** command is not enabled as there are no Vessels attached to this policy.		

PAV 01.2	Double click on a record.	Vessel(s) in that Fleet load in to Policy Vessel(s) grid seen above.		
PAV 01.3	Click **Add Fleet** and try to add the same fleet again.	System message should appear saying that this is not allowed and duplicate record is not added..		
PAV 01.4	Click **Add Vessel**.	Find Vessel screen loads.		
PAV 01.5	Search by the fleet that you added above and double click on a vessel.	System message saying that this vessel is already assVAiated with this policy appears and duplicate record is not added.		

Policy % Deductible

Test Case No.	Test Condition	Expected Results	Actual Result	Pass/ Fail
PCT 01.1	Repeat the steps to add a new Policy this time using Freight, Demurrage & Defense as the Risk Type.	Deductible selections as below.		
PCT 01.2	Select Franchise Plus % and make entry as below i.e. Check Deductible is % of Claim enter 33.333 as below and Check % Addtl to $.	Screen as below.		
PCT 01.2	Save Policy after adding vessels. Go to Add New Claim and set up new claim as below.	Note, at this point you may receive the message about there being more than 1 Policy. Select the policy you just added,		
PCT 01.3	Add basic information to save claim and then go to Expense Summary screen.	Record saves without error. Deductible as below.		
PCT 01.3	Change claim status to Active and save claim. Click reserve and add an Original Reserve for $30,000.	Record saves without error.		
PCT 01.4	Exit Reserve screen.	Returned to Expense Summary screen. Deductible as below being $5,000 + 1/3rd $25,000..		

Policy Find

Test Case No.	Test Condition	Expected Results	Actual Result	Pass/ Fail
POLF 01	From Policy screen click **Find**.	Find Policy Screen loads without error.		
POLF 01a	Check Hotkey for all fields and button captions	There should be a hot key for each and every field caption.		
POLF 01.1	Click **Print**	No records to print message should display		
POLF 01.2	Click **Search**.	Grid will load all policy records. The number of Policies will be displayed beneath the **Search Options**.		
POLF 01.3	Click **Print Preview**.	On screen report runs with the same number of records found in the Find Policy screen.		

POLF 01.4	Close report.	Report closes and you are returned to the Find Policy screen. Timer does not continue to run.		
POLF 01.5	Select to search by **Risk Type**. Use each of the available selections.	Some selections will not return records but most will find at least one. On the right hand side of the grid the **Risk Type** is shown. Verify in each case that it is correct.		
POLF 01.6	Repeat the above but using **Underwriter**.	Underwriter is not included in the grid. To verify the records click Preview. Underwriter is a field in the report.		
POLF 01.7	Search by Fleet **MISC (or AET).**	The policy that you added is found.		
POLF 01.8	Check the Policy Start Date From and To are always defaulted to Today Date **Note**: Only first time loading the Find Form	The Policy Start Date From and To should always be defaulted to Today Date. (Without clicking the Last Run, Get Default button)		
POLF 01.7	Conduct a search with a Policy Start Date range.	Dates shown in grid are correct.		
POLF 01.8	Conduct a search with a Policy Expiration Date range.	Dates shown in grid are correct.		
POLF 01.9	Conduct a search with a Policy Start Date range say 01/01/2006 to 01/01/2007	No records found and screen says 0 Records.		
Policy Find Sort Options				
Test Case No.	**Test Condition**	**Expected Results**	**Actual Result**	**Pass/ Fail**
PFS 01	Click **Sort Options** tab.	Currently you set a sort criteria and the click Search. Works OK if you only do one search.		
PFS 01.1	Set a Sort by **Policy Number** and click **Search**.	Records are ordered in grid by Policy Number.		
PFS 01.2	Test all of the other sort orders.	Records sort in the correct order.		
PFS 01.2.1	Experiment with multiple sort orders including Policy Expiration 1st and Policy Start Date 2nd.	Should return (if possible) records in the selected orders and not error.		
Policy Find Default				
Test Case No.	**Test Condition**	**Expected Results**	**Actual Result**	**Pass/ Fail**
PFD 01	Select a range of different range search criteria (include sort options and selections from the drop down menus) and click **Set Default**. Close Find Screen and then click **Get Default.**	Correct search criteria loads.		
PFD 01.1	After each **Get Default** click **Clear Options**.	Search screen selections are removed and screen returns to the default.		
PFD 01.2	After **Clear Options** click **Get Default.**	Correct search criteria loads.		

Duplicate Policy				
Test Case No.	**Test Condition**	**Expected Results**	**Actual Result**	**Pass/ Fail**
POLD 01	Select a Policy and make a note of its policy number (an EXACT note). Click **Copy**.	The Policy Number has been removed and the dates "unchecked".		
POLD 01.1	Enter the same Policy Number and check the box at the left of the date field in Effective Date and Expiration Date thus giving the same dates as previously. .Now click **Save**.	A message appears saying that there is already a Policy with this number covering this risk types on these dates and asks if you wish to prVAeed. Click **No**.		
POLD 01.1.1	Repeat the above step but this time click Yes to the message and Save	Record saves without error.		
POLD 01.1.2	Using the Policy Find screen reload the Policy you just added.	Policy loads without error and all data is correct.		
POLD 01.1.2	Repeat the prVAess to reload the other "duplicate" policy.	Policy loads without error and all data is correct.		

Claims on Policy				
Test Case No.	**Test Condition**	**Expected Results**	**Actual Result**	**Pass/ Fail**
POLE 01	Select from the Find Policy that has claims eg. P&I 97/98 and load it to the Policy Screen. Click the **Claims** command	The screen seen below appears.		
POLE 01.1	Close this screen and click the **Edit** button.	The screen enables for editing except for the Policy Effective Date, Policy Number and Underwriter. These cannot be edited in a case that has claims.		
POLE 01.2	Now find the Policy that you just added which of course has no claims. Click **Edit**.	All controls are now able to be edited.		

Policy Remove Vessels				
Test Case No.	**Test Condition**	**Expected Results**	**Actual Result**	**Pass/ Fail**
POLV	Select a Policy that you know has claims and a vessel that has claims. To do this go to the Policy Find screen and search by PROTECTION & INDEMNITY. Load a Policy and click the **Claims** command. Double click on a record and note the name of the Vessel. Go to the Vessel tab and click **Remove Vessel**.	.System message that Vessel cannot be removed as it has claims.		

Extending a Policy Expiration Date

In this test case we are going to test extending the End Date of a series of Policies. In the database that we are testing with we have several policies of the same Risk Type (for different vessels) that we are going to change the end date for. Your database may only have one.

Test Case No.	Test Condition	Expected Results	Actual Result	Pass/ Fail
POLEX 1.1	Load the Policy screen and click the Find command.	Policy Find screen loads.		
POLEX 1.2	In this case we know that our policies expire on 8/1/2005 and so we will record that in the Policy Expiration and then click Search. Use whatever criteria for Search that will find the policy(ies) you are going to test.	Policy(ies) load in grid.		
POLEX 1.3	Double click on first record.	Policy screen loads.		
POLEX 1.4	Next we will review the Vessels assigned to the Policy. Click the Vessels tab in the Policy screen and then click **Show Vessels.**	Vessels assigned to the policy load.		
POLEX 1.5	Click **Edit**.	Screen enables for editing. There are two different scenarios as to how the screen will enable depending on whether the policy has claims or not. In the example below all of the fields are enabled and this tells us there are no claims. If the Policy had claims the **Pol Number**, **Risk Type** and **Effective Date** would not be enabled.		
POLEX 1.6	If the Policy you are editing does not have claims then let's verify that by clicking the Claims command button.	Screen as seen below loads and there are no claims.		
POLEX 1.7	Now set the end date to what you want to use. In this case 9/1/2005 and click **Save**.	Record should save without error.		
POLEX 1.8	Click the Find button and in the **Find Policy** screen click **Last Run.**	If the Search criteria that you used was by Expiration date then the number of Policies found reduces by one i.e. the policy you just edited is no longer included.		
POLEX 1.9	Repeat steps POLEX 1.3 through POLEX 1.8 omitting POLEX 1.6.	Same results as above.		
POLEX 1.10	Repeat these tests until all policies have been changed. Then spot check a number of records to determine that the new Expiration date has saved.	Changes should be saved and correct.		

Appendix 5: Competency Matrix

Domain/Subdomain	Competency	Explanation
Leadership & Professionalism	Communication	As part of my Capstone Project, I was required to discuss various aspects of my findings with the project manager and project lead. This involved articulating the issue in a professional manner and discussing potential fixes as needed.
	Interpersonal Skills	My Capstone Project involved working at a small software development company and reporting to two of the principals at the company. I was therefore required to interact with senior personnel on a daily basis, which I did professionally.
	Self-Management	As my Capstone Project involved working with a small company, I was required to complete many tasks under my own supervision. I successfully completed tasks assigned to me without major assistance.
Collegiate Level Reasoning and Problem solving	Use of research strategies to find useful and pertinent information in books and over the internet	Using reasoning and problem solving skills during my research, I was able to determine through different sources which information was useful and pertinent to my project.

Language & Communication	Writing Skills	My Capstone Project required me to document test results by either completely Test Plan documentation or creating examples of non-compliance. These reports were furnished to the Team Programmer in order to make changes in the code and it was therefore critical to provide accurate information, which I did successfully.
	Comprehension	As part of my Capstone Project, I was required to utilize a commercially available software application named TecnoClaims, designed for handling various maritime claims. I was provided with detailed documentation features of the application, that I was able to comprehend and therefore successfully complete the assigned tasks of the project.
Software	Data Verification	Used Testing Plans I assessed the validity of data entered into the TecnoClaims application and noted non-conformities where appropriate.
	Workflow Assessment	As part of this project, I analyzed the sequential progression within the application from field to field, and screen to screen to ensure a logical workflow process.

	Version Control	During my testing, I was required to identify the version of the software where the non-conformity existed and update the version of the software when new fixes were presented. This also involved execution of SQL Scripts to ensure that the software version and SQL stored procedures and functions were in synch at all times.
Database	Structural Analysis	This project capstone showed the inter-relationship of the various system tables within the database and how the entries in these tables caused other functions to become available. I was able to update tables as necessary.
Quantitative Literacy	Graph and Report Analysis.	The application I worked with had the capability to produce numerous reports and graphs. In order to validate the results in these reports, I was required to understand their purpose and analyze the data to ensure accurate results.
IT Project Management	Project Planning and Execution	For my project, I provided a plan for implementation and executed it.