knowledge15
April 19–24, 2015 • Mandalay Bay • Las Vegas, NV

# Lab Guide

## SDLC:

## Agile Software Development & Test Management

Darrin Ladd & Eyal Ramakrishnan

Default Login / Password:

admin / Knowledge15

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Subject: Welcome aboard!!!!
Sent: Wednesday April 22nd 2015
From: Tyler Durden, VP of Product Strategy

Hello there!

I just wanted to drop you a note and say welcome aboard on your first day as our new Product Owner. I'm really glad you've joined our team ☺

I'm Tyler, the Vice President of Product Strategy. My job is the overall delivery of our products to the market including development, marketing and branding.

You are joining to shepherd our two most important products – our cash-cow, NOWPlayer, and our newest product, NOWTunes.

NOWTunes is at a critical stage in its lifecycle. We just released our first version to early adopters and now we are swamped with enhancement requests and more than a couple of fairly nasty bugs that we need to fix.

NOWPlayer is still making us the majority of our revenue for the company, but we know that it is on its way out. We need to continue to support it and add new features, but NOWTunes is the future of the company.

We have a limited amount of developer effort and we want to keep releasing early and often. The challenge is prioritizing features and defects across both of these products; continually making sure we are doing the most important work.

As VP of Product Strategy I need predictability from my development teams. If I know how much the team can accomplish in a two-week period I can plan future releases, marketing and advertising activities.

If the team over-promises and under-delivers we might be in trouble!!!

Good luck in your new role and welcome aboard!

--

Tyler Durden
VP Product Strategy
*MusicNOW*

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# Lab Goal

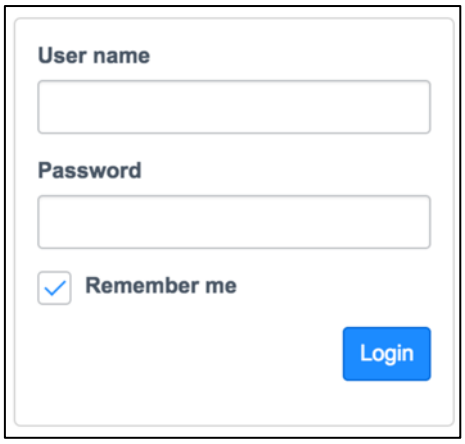
**Lab 1.1 Explore SDLC**

Almost all medium to large organizations are now using Agile or Scrum for at least part of their software development initiatives. ServiceNow Software Development Lifecycle (SDLC) provides the tools and support to successfully manage Scrum development. The goal of this lab is to familiarize you with the different components of the SDLC application. The following components are reviewed:

1. Product
2. Product Backlog
3. Epic
4. Release
5. Release Backlog
6. Team

## Log on to Your Training Instance.

1. Navigate to the unique instance URL provided to you.

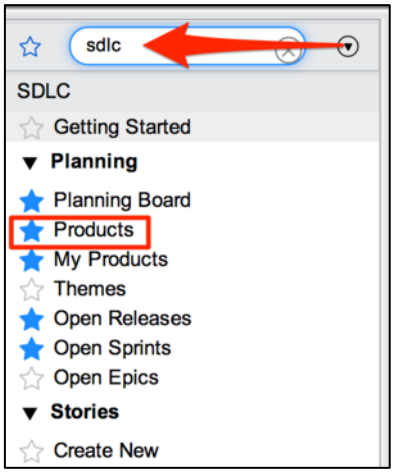



2. Log on using the **admin** credentials provided on the cover page.

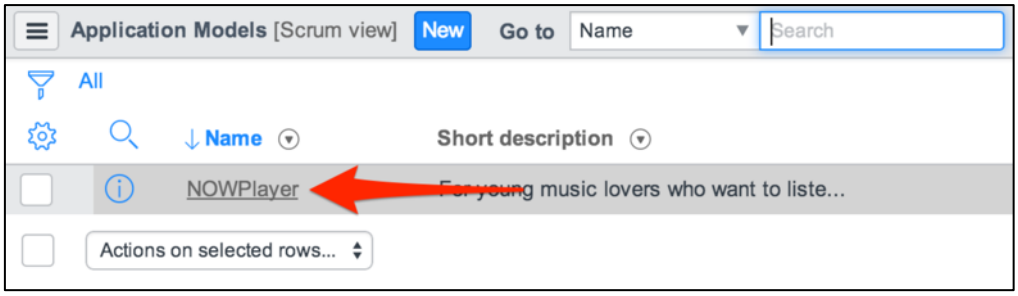
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## Change Product Owner of Product

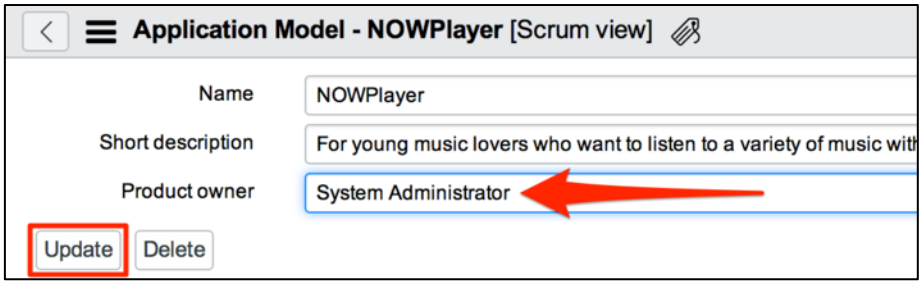
1. Navigate to **SDLC > Planning > Products**
   Displays all of the products currently in SDLC.




2. Click the **NOWPlayer** product name to view the details of the product.



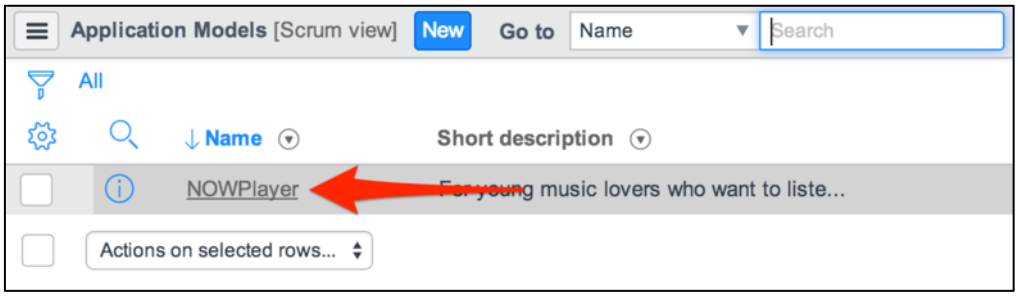

3. Change the **Product owner** to you (**System Administrator**) and click **Update**.



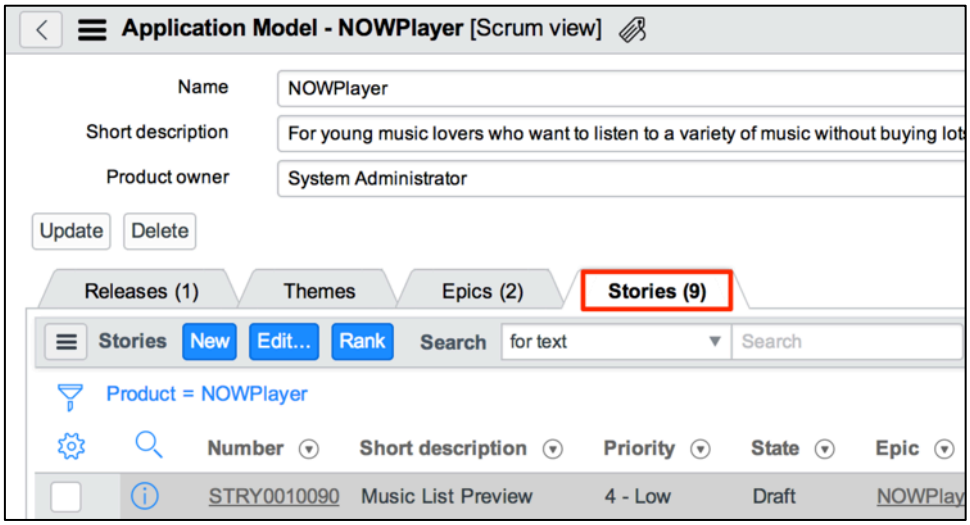

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## View Product Backlog

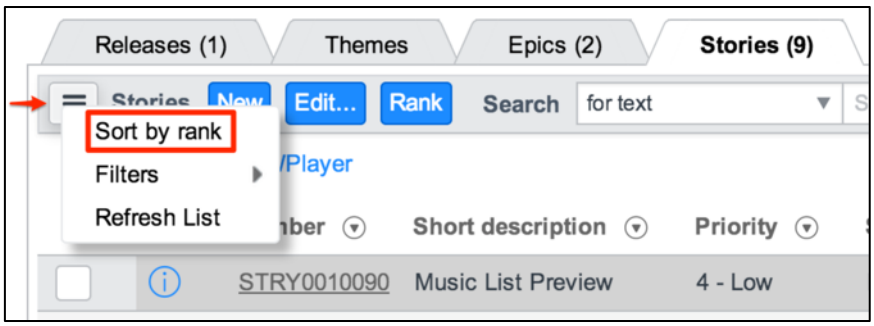
1. Return to the product view of NOWPlayer: Click the **NOWPlayer** product name.




2. View the existing product backlog for NOWPlayer: Click the **Stories** related list.



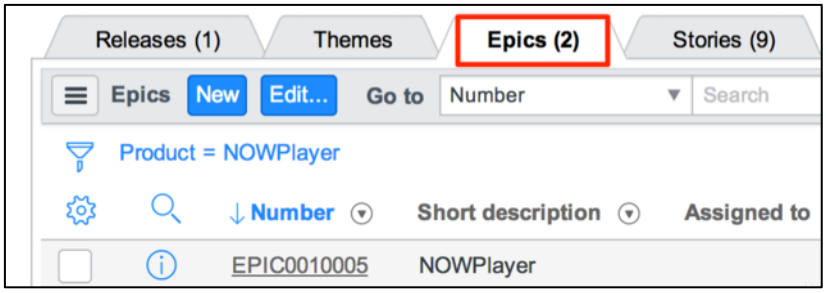

3. Sort the stories in the backlog by their rank (priority): Click the **List controls** and then click **Sort by rank**.



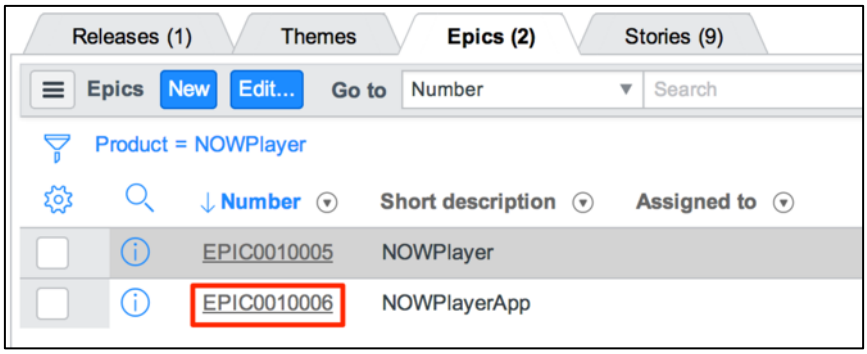

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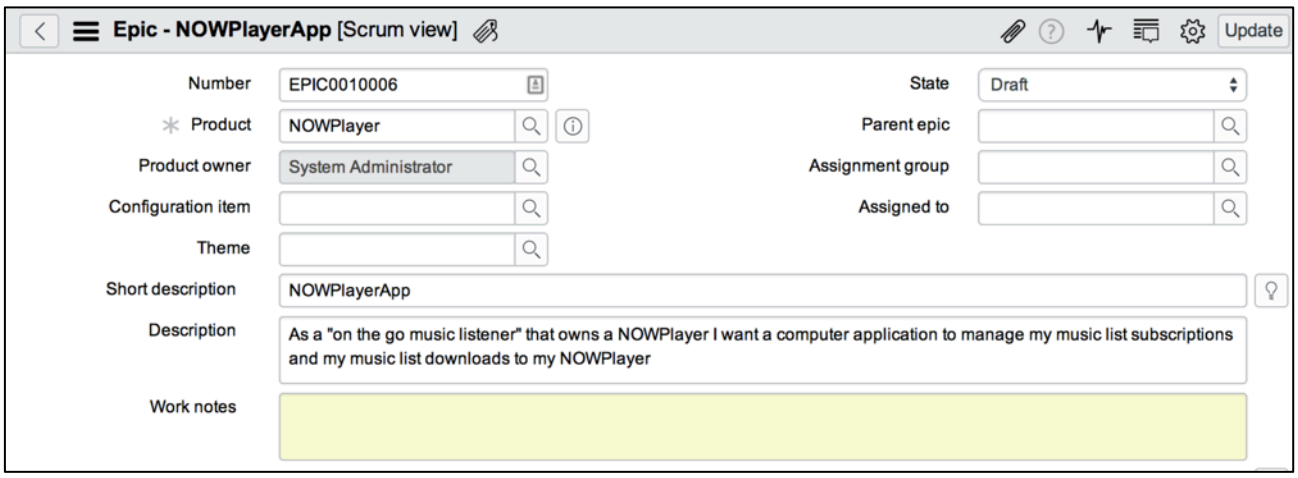
## View Epics and Stories within Epic

1. View the epics for NOWPlayer: Click the **Epics** related list.
   Epic is a logical grouping of stories often used to represent a full feature or a specific functional slice of a feature.



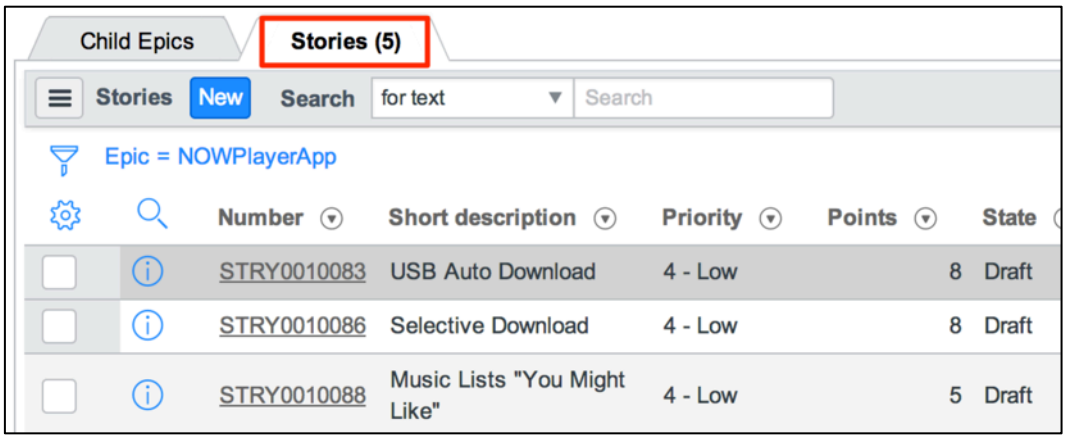

2. Click the **Epic number** associated with the **NOWPlayerApp** Epic name to view the details of the epic.



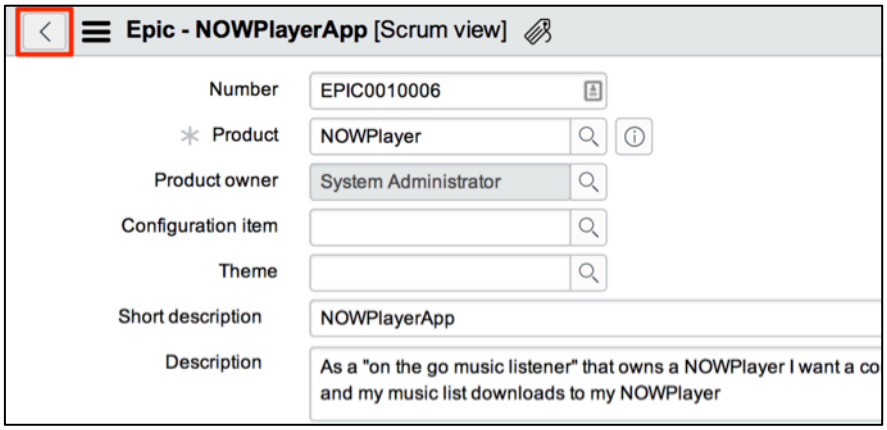

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3. View the stories for the NOWPlayerApp epic: Click the **Stories** related list.

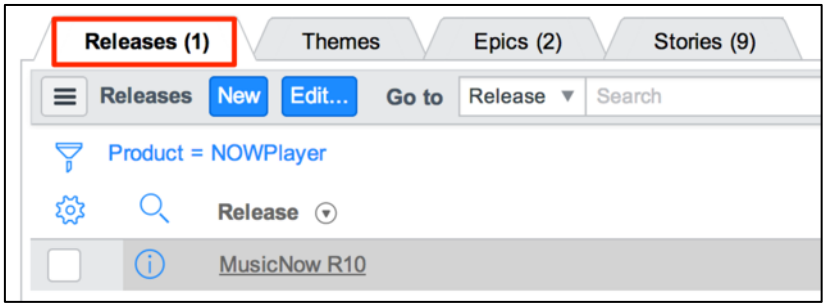



## View Releases and Release Backlog

1. Go back to the product view: Click the **Back** button.

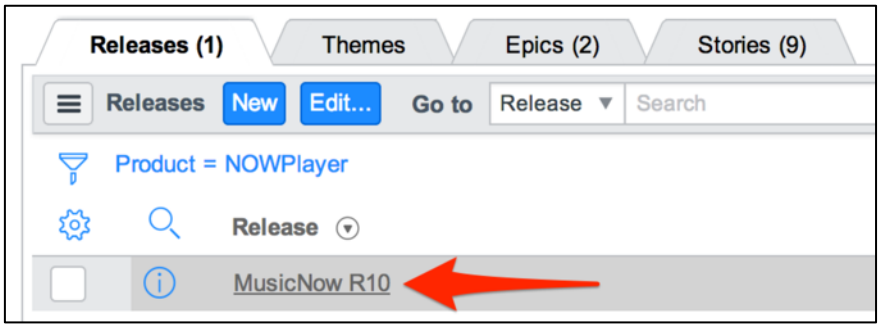



2. View the releases for NOWPlayer: Click the **Releases** related list.

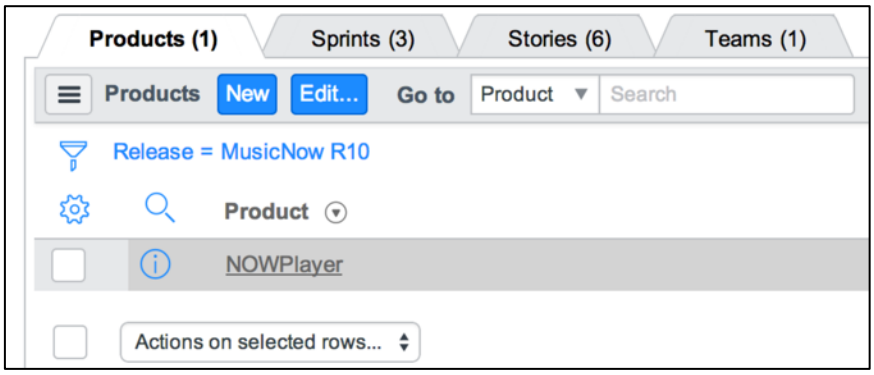



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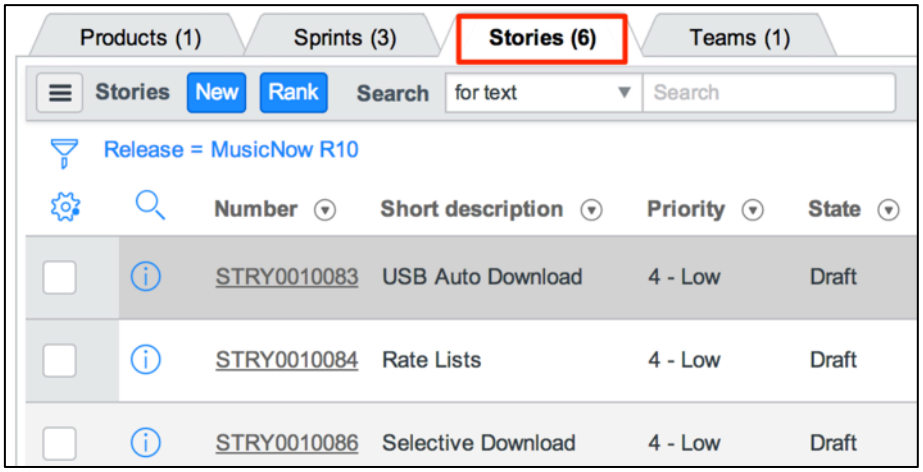
3. View the MusicNOW R10 release backlog for NOWPlayer: Click the **MusicNOW R10** release name.




Notice that the NOWPlayer product is the only product in the MusicNOW R10 release.

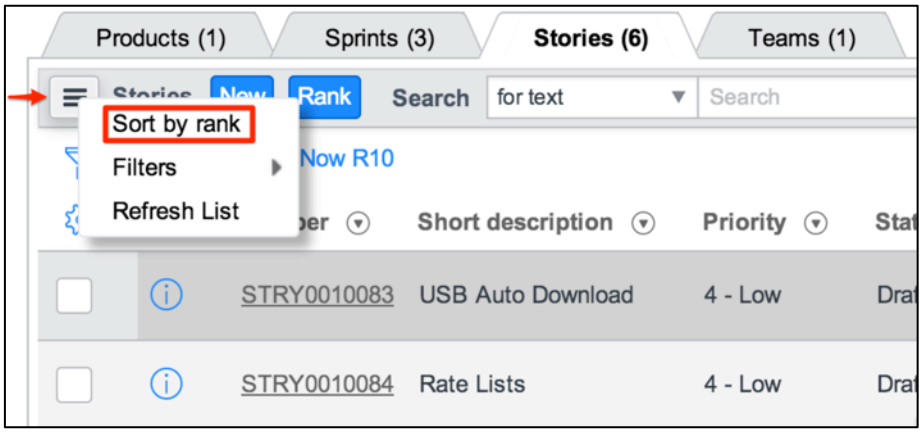



4. View the release backlog for MusicNOW R10: Click the **Stories** related list.




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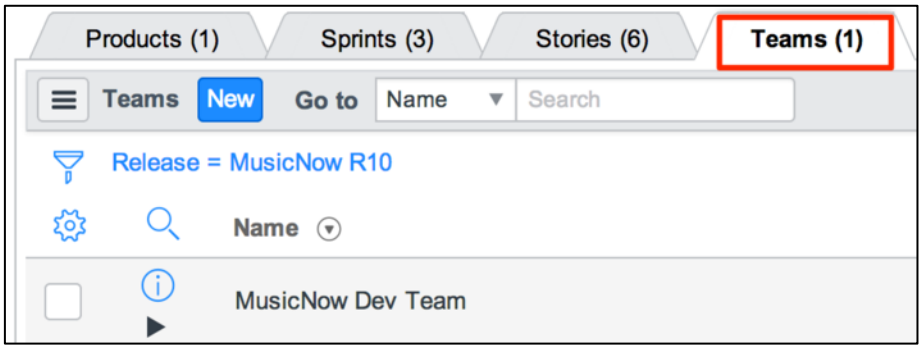
5. Sort the stories in the backlog by their rank (priority): Click the **List controls** and click **Sort by rank**.



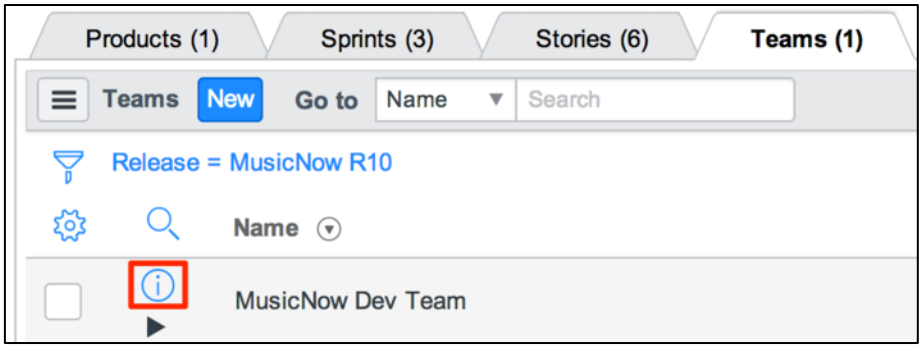

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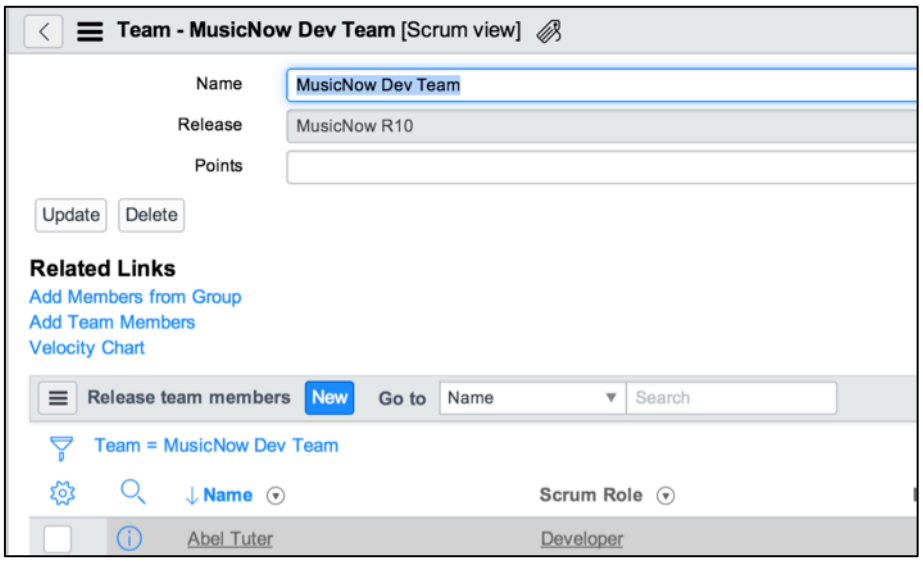
## View Team Member Information

1. View the team for MusicNOW R10: Click the **Teams** related list.




2. View team member listing: Click the **Info** link associated with the **MusicNOW Dev Team**.



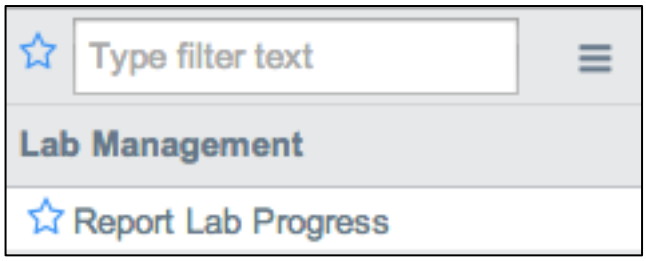




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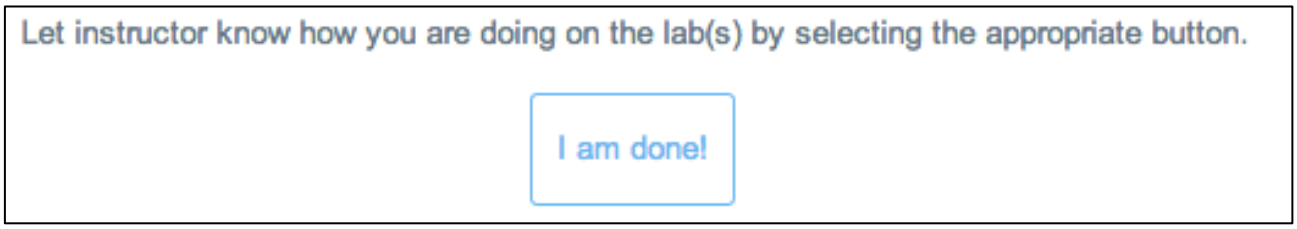
## Progress Report

Let the instructor know that you are done.

1. Navigate to **Lab Management> Report Lab Progress**.




2. Click **I am Done!**




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Subject: Getting ready for the MusicNOW release planning
Sent: Wednesday April 22nd 2015
From: Marla Singer, ScrumMaster

Hey!

Welcome to the team – good to have you here.

I'm Marla and I'm the ScrumMaster for the MusicNOW development team. My job is to facilitate for the team and yourself as Product Owner. I ensure the teams are aware of our Agile principles and that we follow the process closely.

Hope you have had some time to get familiar with the Product Backlog to see what features we have done and what is in the backlog still to do.

We have a planning session for the next release tomorrow and need you to get everything prepared. We want to release in 12 weeks with some awesome features!

You may have noticed that our new product, NOWTunes, is not in the SDLC tool. Sorry about that! We started off with a very small team just working off of sticky notes. I promise that we will get the historical stories in. In the meantime, can you get the stories in for the next release of NOWTunes?

Your job is to prioritize features to make sure the MusicNOW R11 release is absolutely rocking!!

Thanks!

M

--

Marla Singer
ScrumMaster
*MusicNOW*

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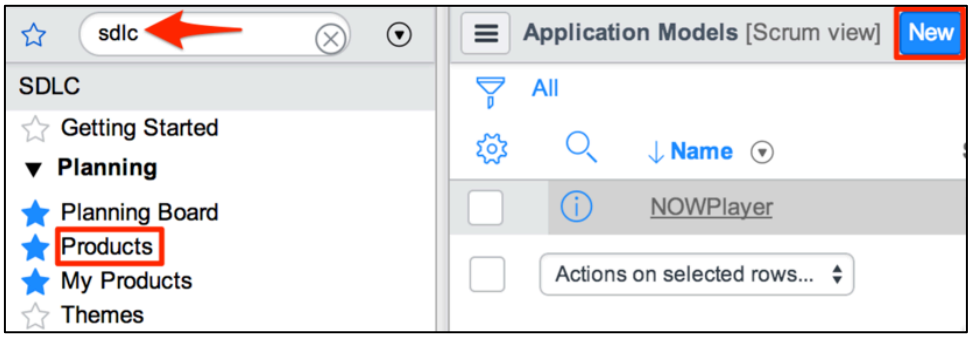
# Lab Goal

This lab explains how to create a new Product with the SDLC module, define the Product Backlog by creating new story records, and create a Release with Sprints.

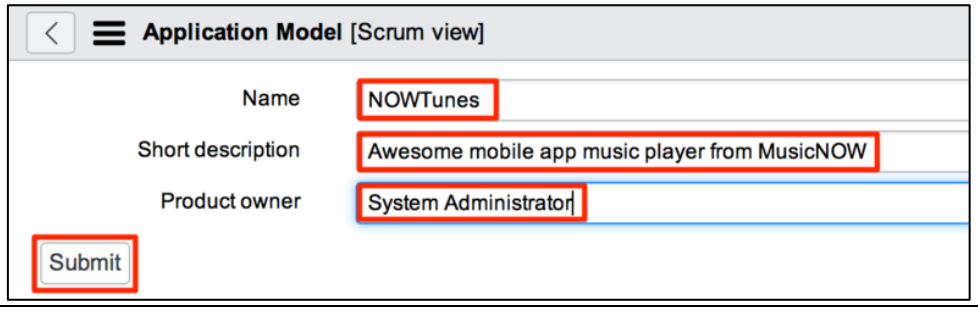
**Lab 1.2 Product, Product Backlog and Release**

## Create a New Product

1. Navigate to **SDLC > Planning > Products** and click **New**.



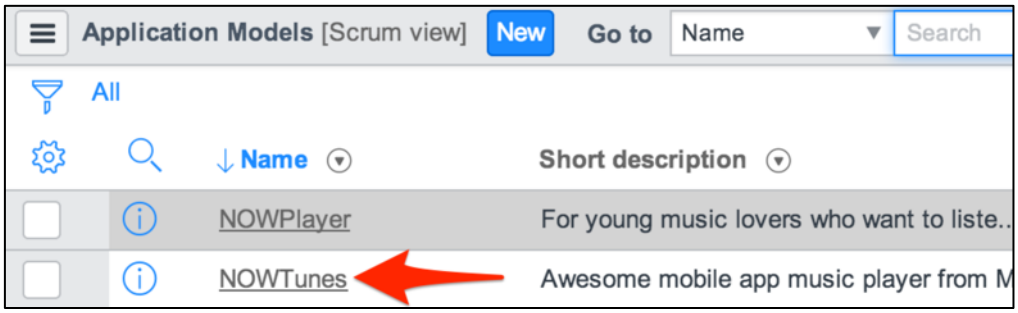

2. Create the new Product record for the NOWTunes product and click **Submit**. Enter the following information in the form:
   - Name: **NOWTunes**
   - Short Description: **Awesome mobile app music player from MusicNOW**
   - Product owner: **System Administrator**

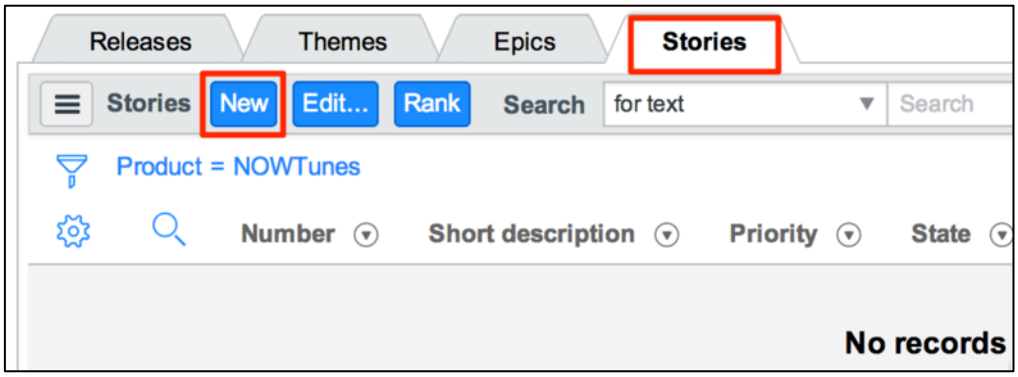



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## Create Product Backlog Stories

1. Open the product you just created and click the **Stories** related list. Currently it is empty so create some stories for the development team to work on. Click **New**.

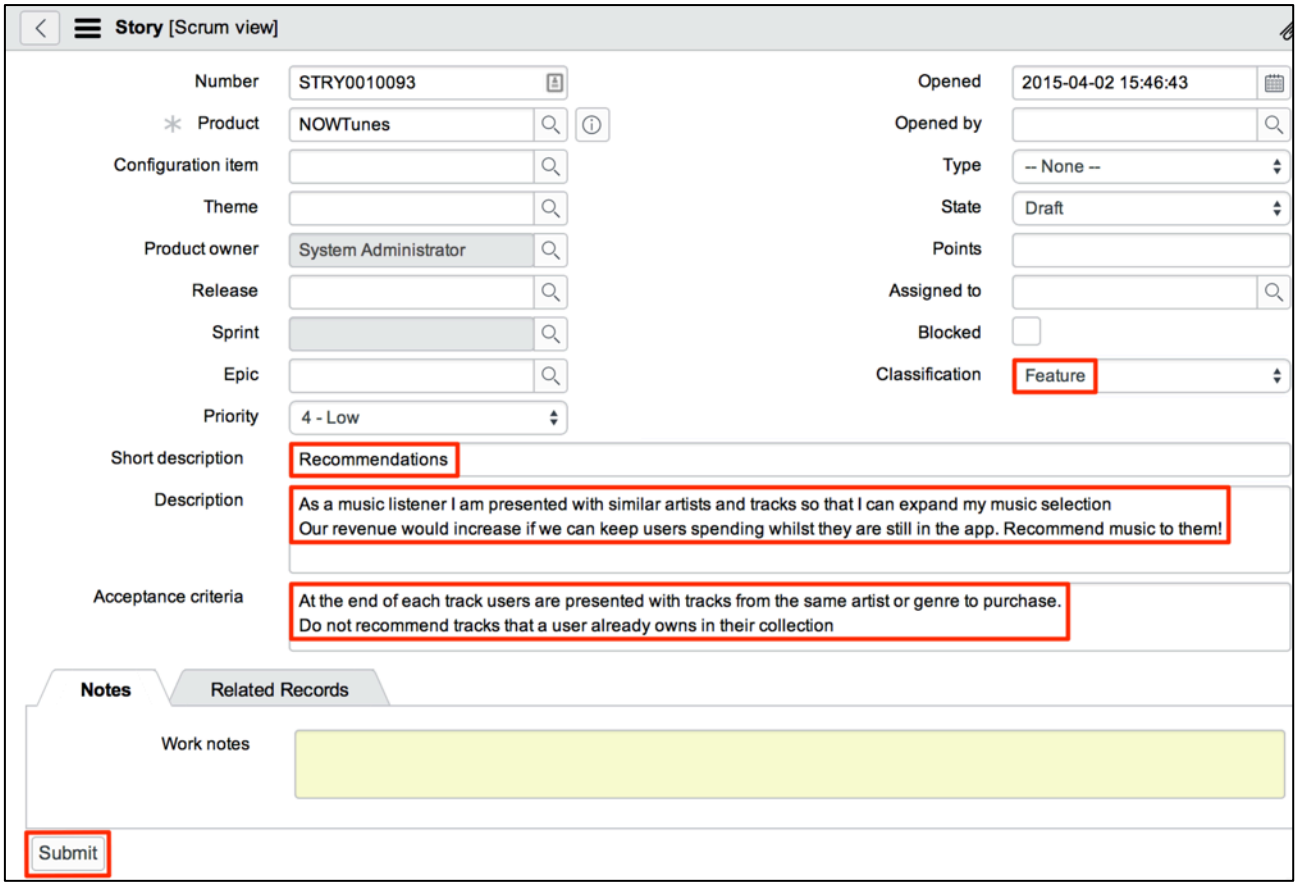



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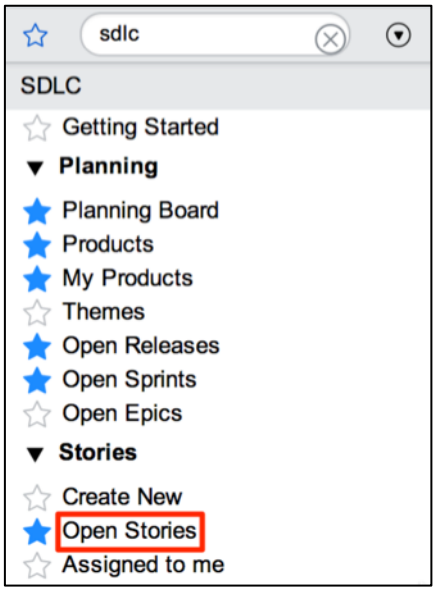
2. Create the first story using the Story form and click **Submit**.
   Enter the following information in the form:

   - Short description: **Recommendations**
   - Description:
     **As a music listener I am presented with similar artists and tracks so that I can expand my music selection.**
     **Our revenue would increase if we can keep users spending whilst they are still in the app. Recommend music to them!**
   - Acceptance criteria:
     **At the end of each track users are presented with tracks from the same artist or genre to purchase.**
     **Do not recommend tracks that a user already owns in their collection.**
   - Classification: **Feature**

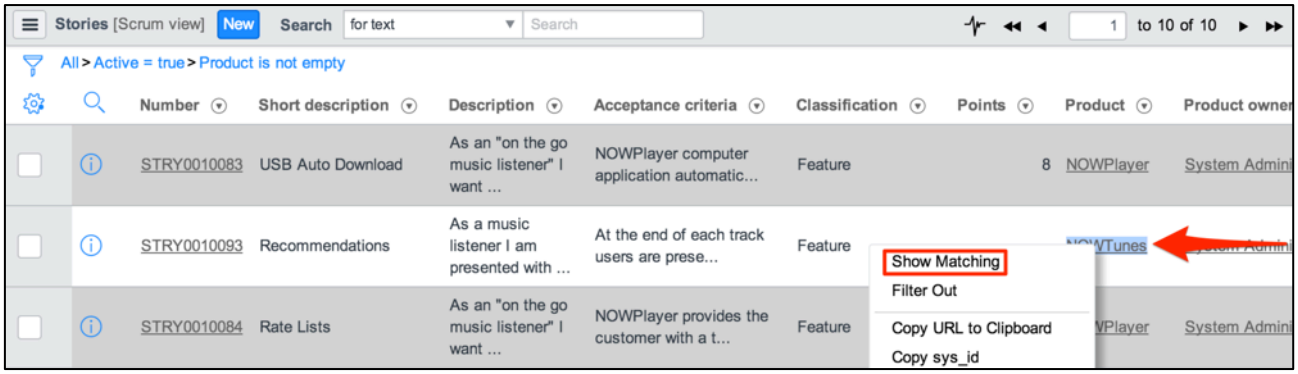



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3. Create the rest of the stories more quickly from a list view. Navigate to **SDLC > Stories > Open Stories.**



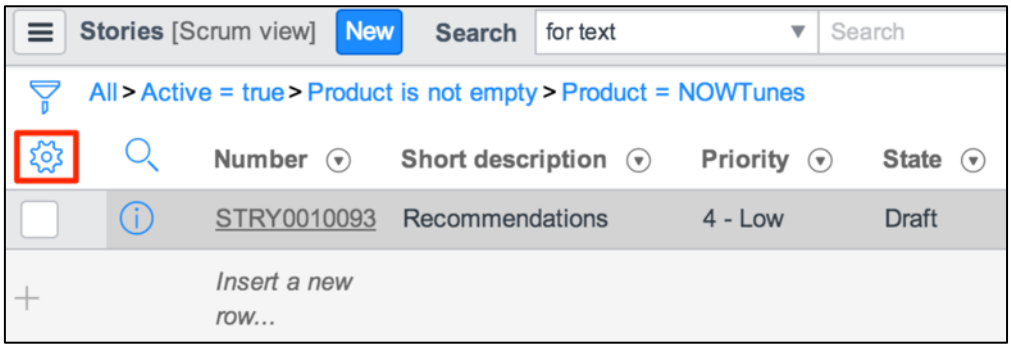

4. Find the story that you just created. Right click the Product **NOWTunes** and select **Show Matching** to filter out any other product's stories.



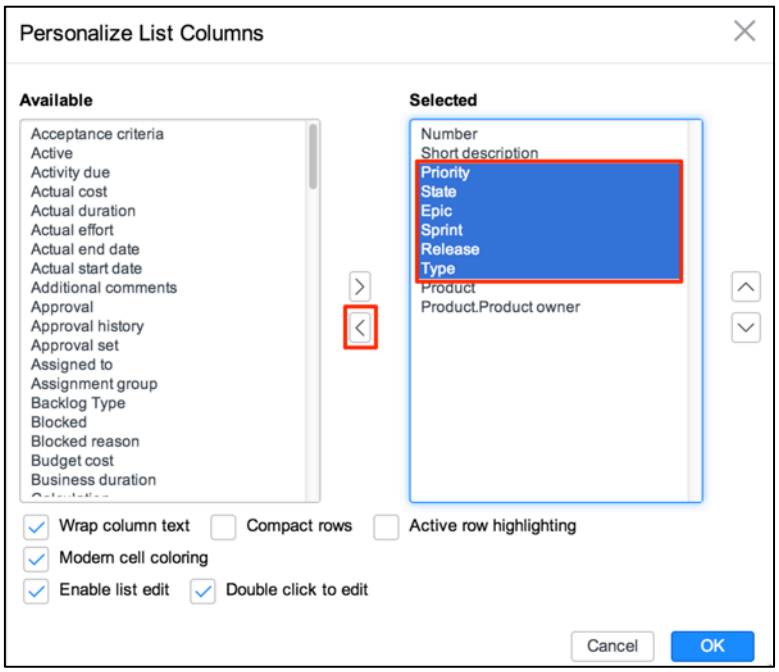

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5. Configure the view to only have the fields that are going to be filled out right now.

   a. Click the **Update Personalized List** link.

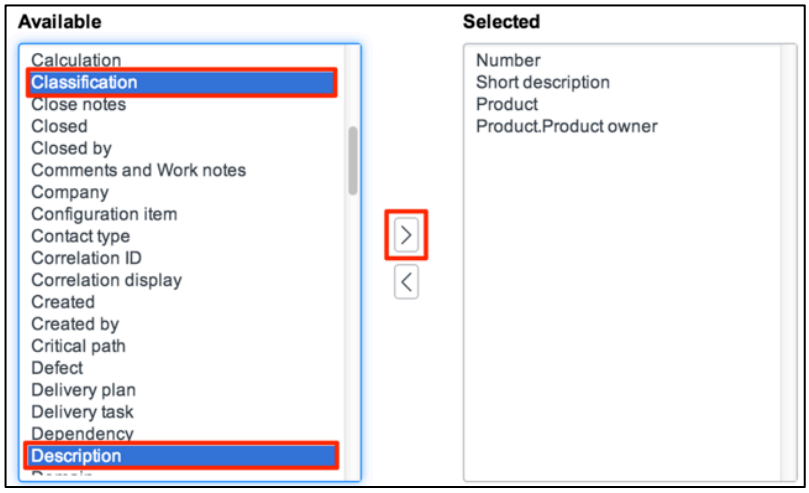



   b. Use the Left Arrow button (**<**) to move the following column names from **Selected** to **Available: Priority, State, Epic, Sprint, Release, Type.**

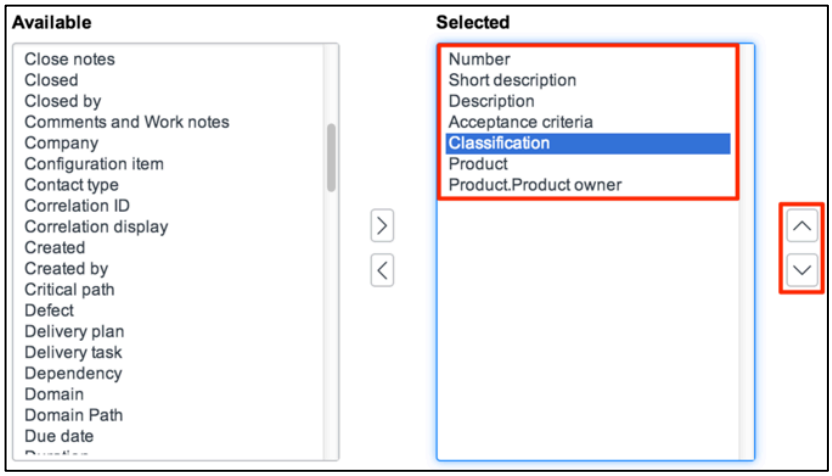



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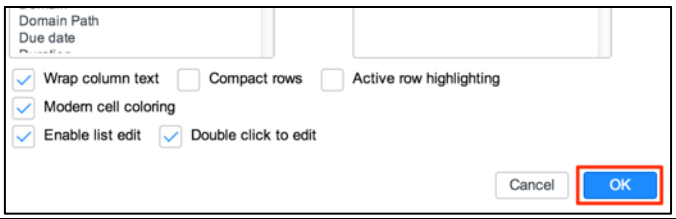
c. Use the Right Arrow button (**>**) to move the following column names from **Available** to **Selected: Description, Acceptance criteria, Classification.**




d. Use the Up (**^**) and Down (**v**) buttons to move the order of the Selected column names so that they are in this order from top to bottom: **Number, Short description, Description, Acceptance criteria, Classification, Product, Product.Product owner.**

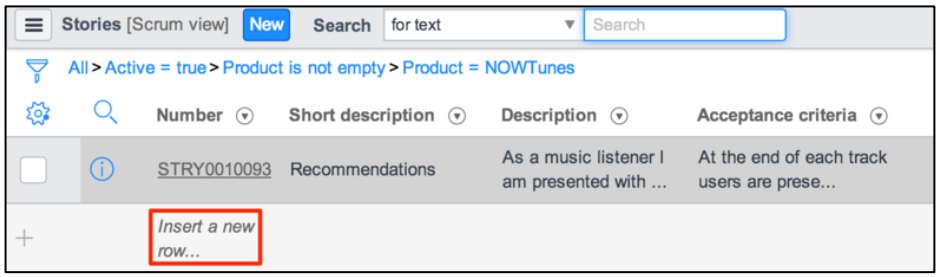



e. Click **OK** to apply these changes to the view.

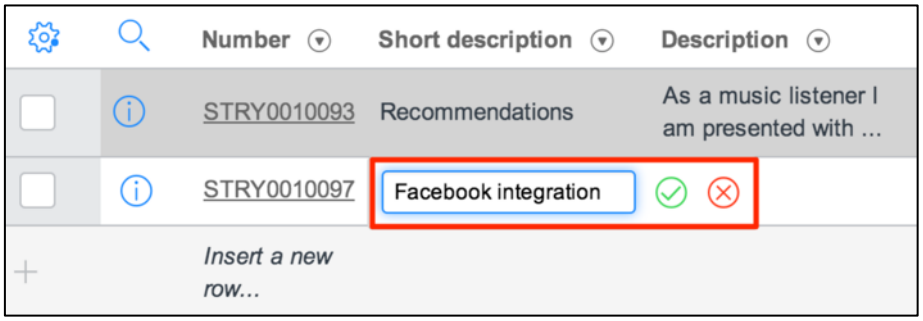



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6. Repeat the following steps to create each story in the table on the next page:
   a. Double-click the ***Insert a new row…*** link at the bottom of the record list.




b. **Tab** out of the **Number** field into the **Short description** field and enter the provided **Short description**.

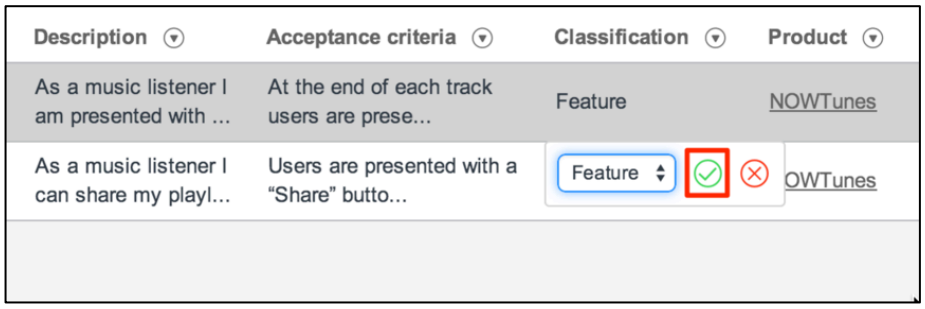



c. **Tab** out of the **Short description** field into the **Description** field and enter the provided **Description**.

d. **Tab** out of the **Description** field into the **Acceptance criteria** field and enter the provided **Acceptance criteria**.

e. **Tab** out of the **Acceptance criteria** field into the **Classification** field and select the provided **Classification**.

f. Click the **green check mark** button to finish editing.



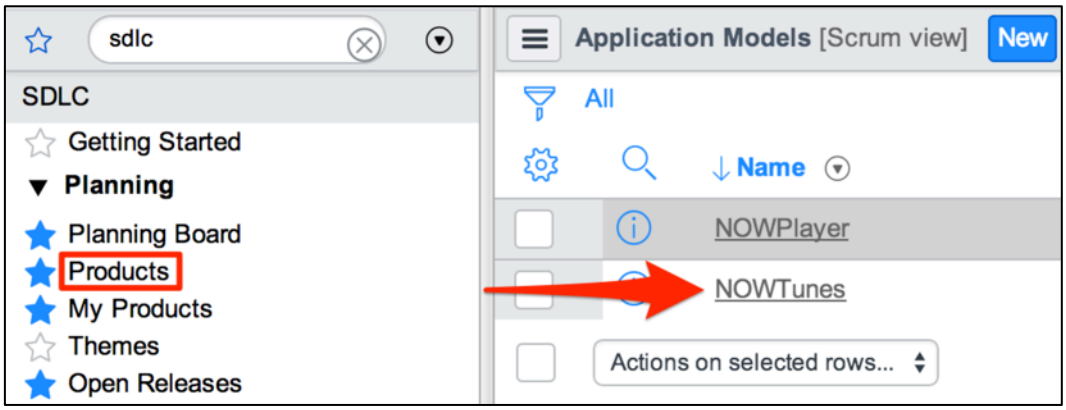

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| Short Description | Description | Acceptance Criteria | Classification |
|---|---|---|---|
| Facebook integration | As a music listener I can share my playlists with Facebook so that my friends can listen to my tunes.<br><br>Our customer-base would expand if users could share our product on social networks. | Users are presented with a "Share" button on each playlist.<br><br>Users can manage their Facebook share settings in the preferences pane. | Feature |
| NOWTunes crashes on Windows 8 | The latest version of NOWTunes crashes at launch for all Windows 8 users. | The NOWTunes app starts successfully on Windows 8. | Defect |
| Audio glitches on the Android client | On very old versions of Android there are slight audio glitches when streaming music. | Music glitch issues resolved on Android devices. | Defect |

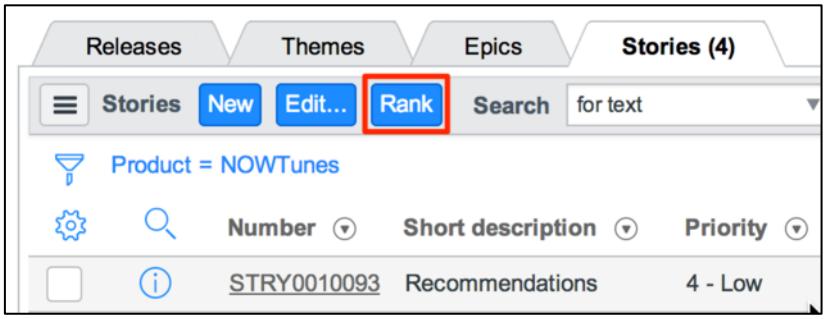
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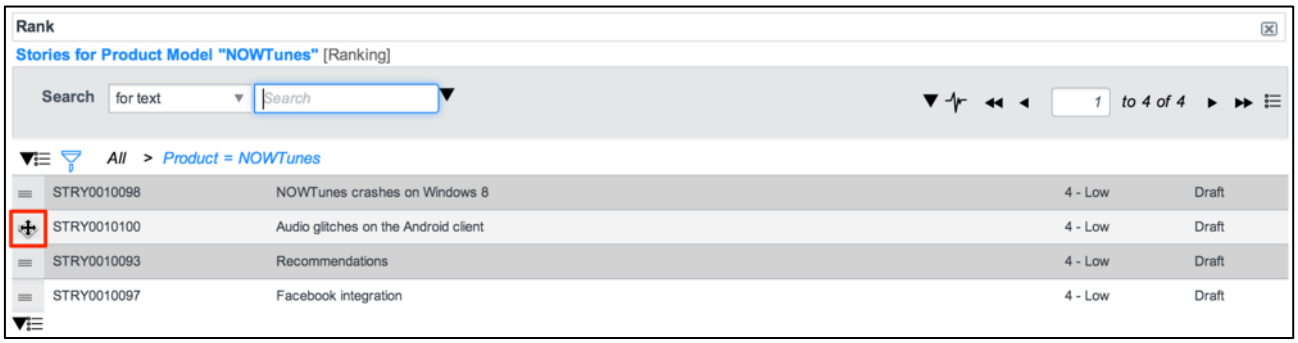
7. Prioritize the new stories in the backlog.

   a. Navigate back to the **SDLC > Planning > Products** view and select the **NOWTunes** product.




   b. Click the **Rank** button on the **Stories** related list to drag and drop the stories and put them in priority order. Which item would YOU consider to be highest priority?

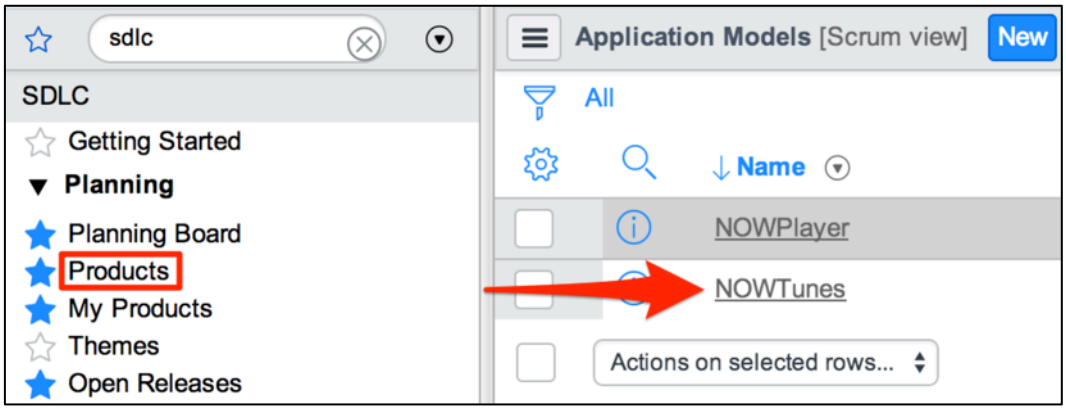


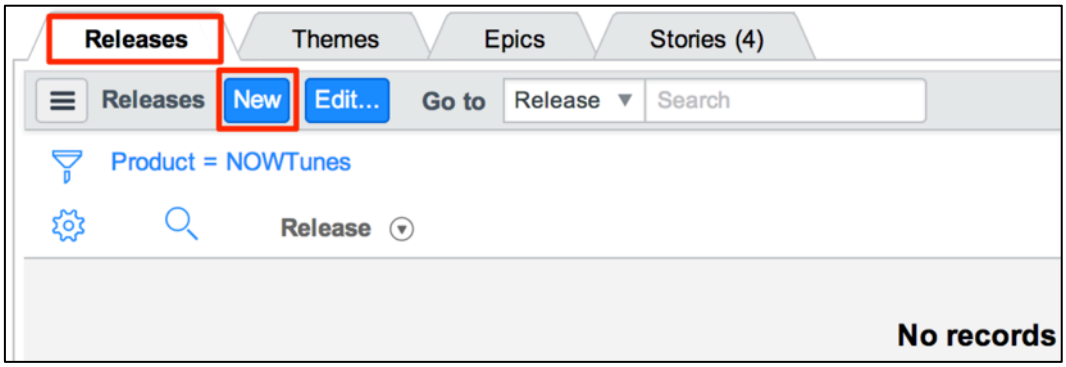

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## Create Release

1. Open the **NOWTunes** product.



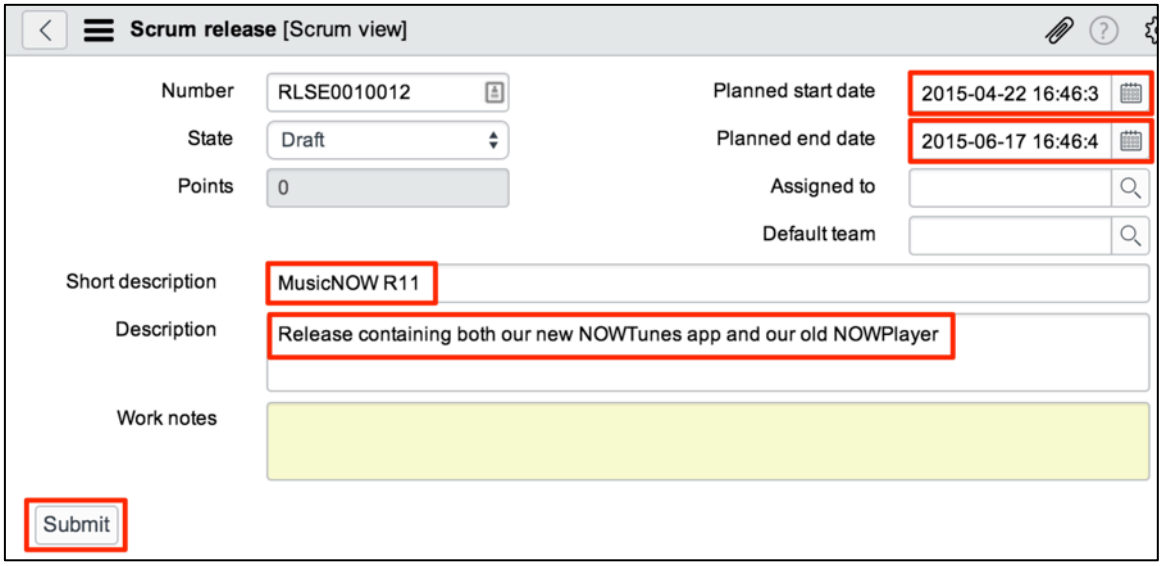

2. On the **Releases** related list click **New**.




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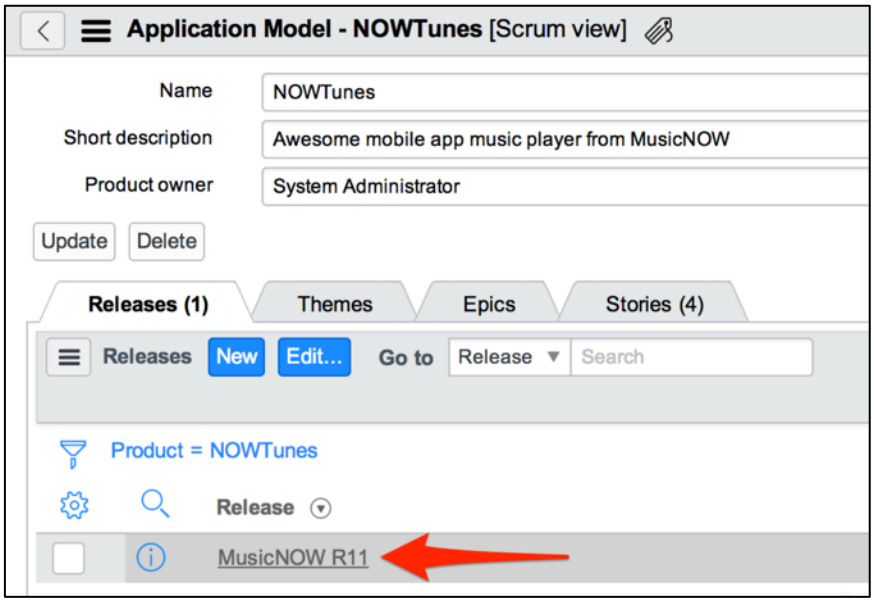
3. Create a release that starts today and ends in about eight weeks and click **Submit**.
   Enter the following information in the form:

   - Short description: **MusicNOW R11**
   - Description: **Release containing both our new NOWTunes app and our old NOWPlayer.**
   - Planned start date: <use date picker to select today's date>
   - Planned end date: <use date picker to select the day 8 weeks from today>

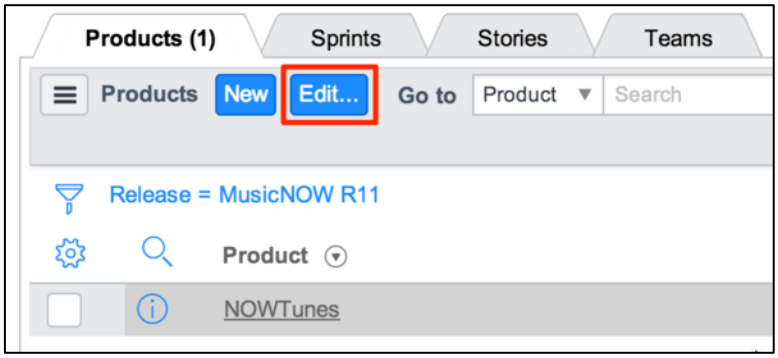



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4. Add the **NOWPlayer** product to the **MusicNOW R11** release.
   a. Open the **MusicNOW R11** release.

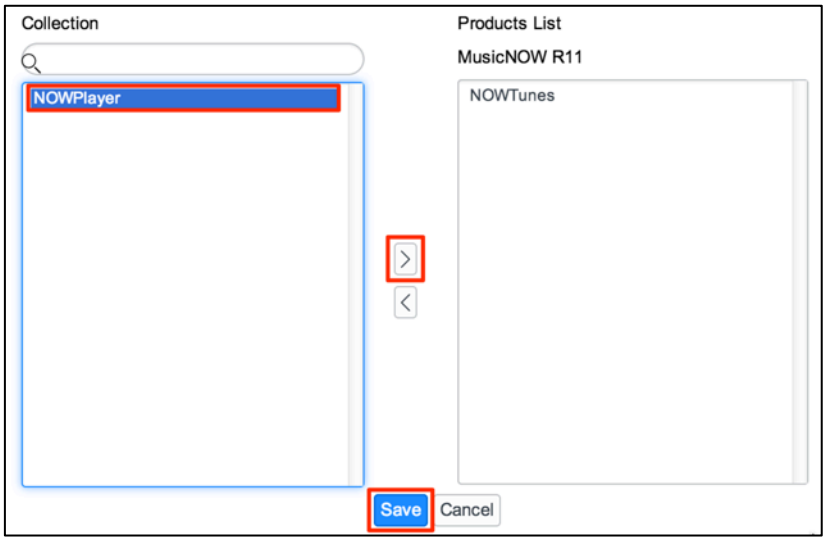


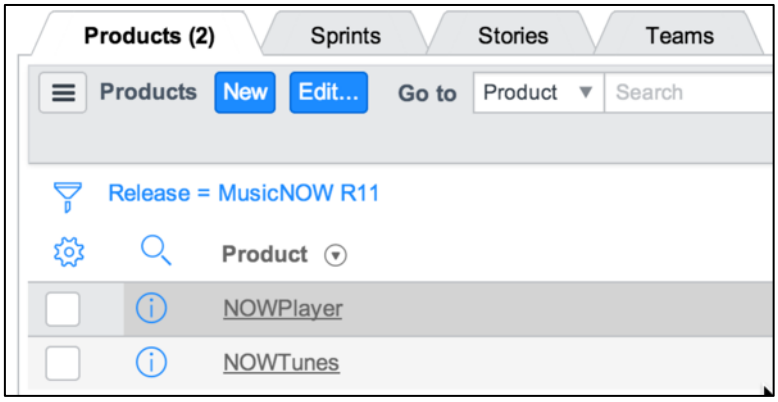

   b. Click **Edit…** in the **Products** related list.




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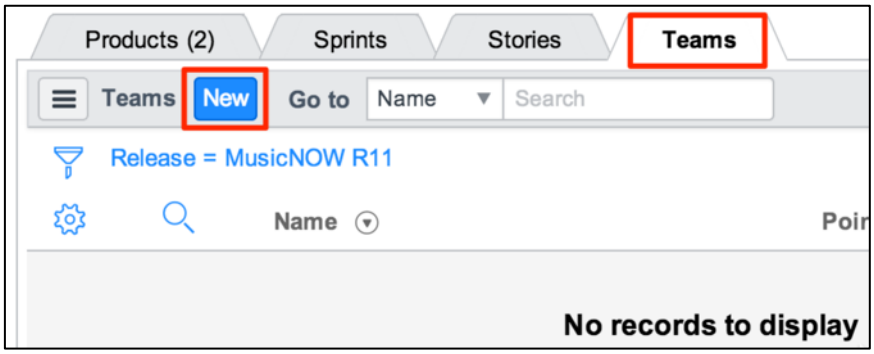
c. Select **NOWPlayer** and use the **Right Arrow** (**>**) button to add it to the **Products List** and click **Save**.

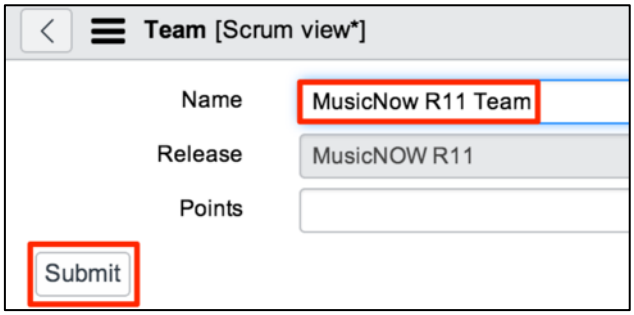


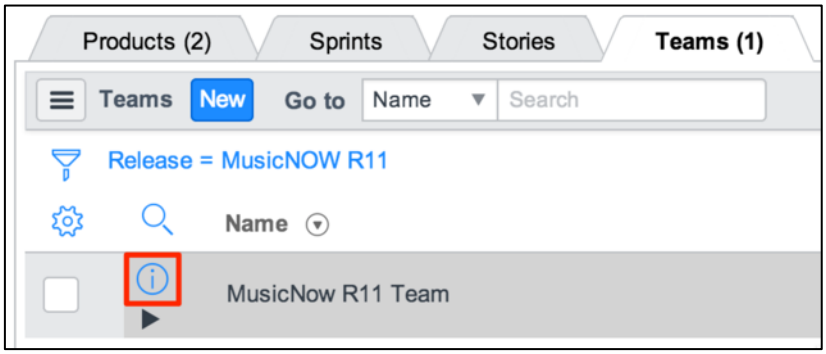

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5. On the Release record there is a **Teams** related list. Click **New** to define the release team. Enter **MusicNOW R11 Team** for the name of the team and click the **Submit** button.



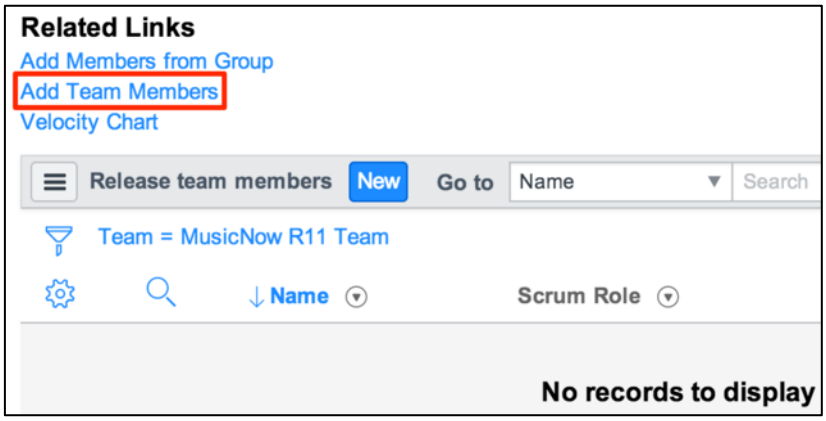




6. Click to edit the team you just created.




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7. Click **Add Team Members**. Add users from the existing **MusicNOW Dev Team** as they are continuing to work on both the NOWTunes and NOWPlayer products.

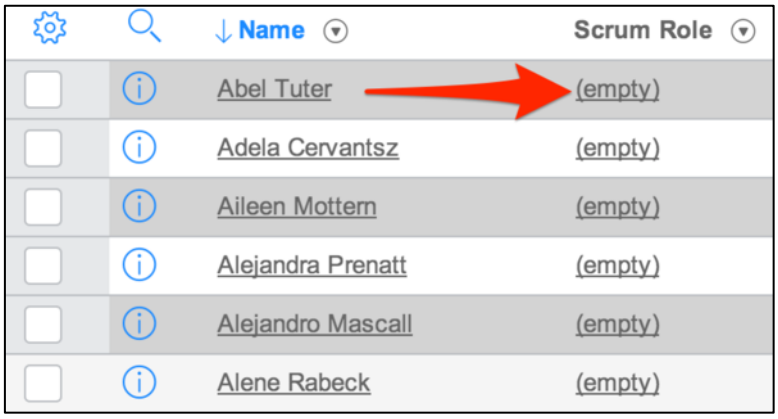


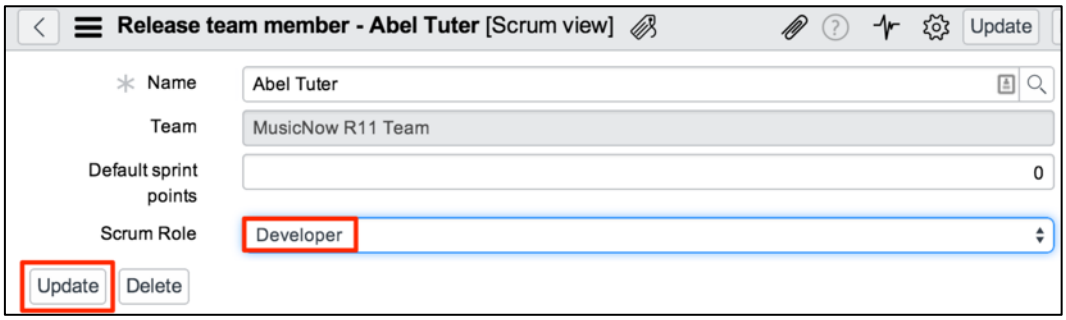




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8. After adding six members to the release Scrum team, click each member's **Scrum Role** in their record and change their **Scrum Role** to the role below.



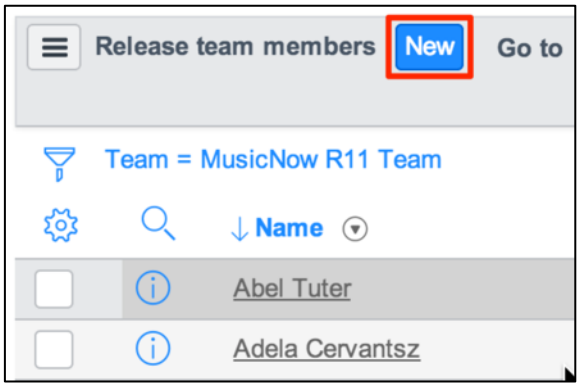





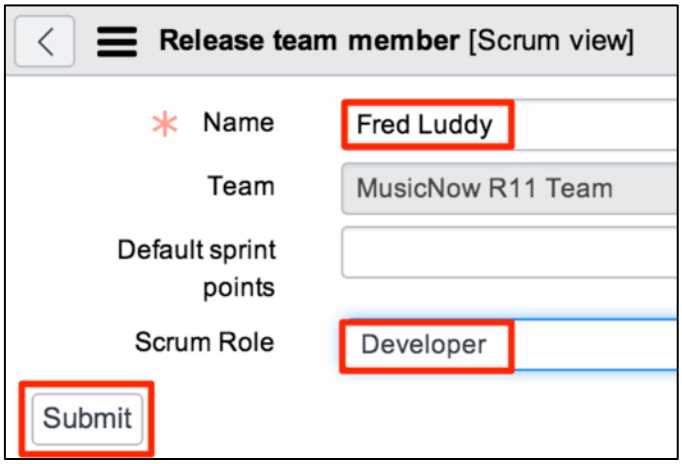


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9. Add **Fred Luddy** to the team (Why not!!!?) by clicking the **New** button on the **Release team members re**lated list.



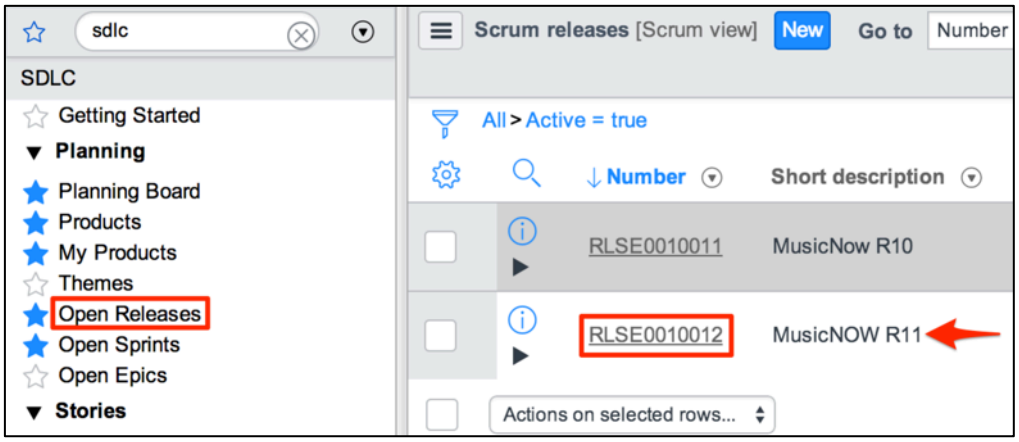

Set Fred's **Scrum Role as Developer** and click **Submit**.



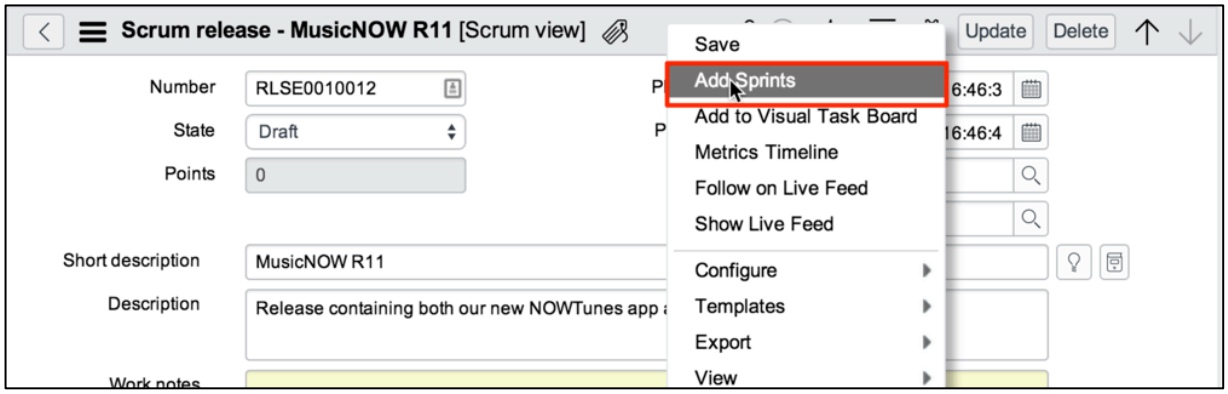

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## Create Sprints

1. Navigate back to the **Release** record created earlier in this lab:
   **SDLC > Planning > Open Releases** then click the **MusicNOW R11** release.

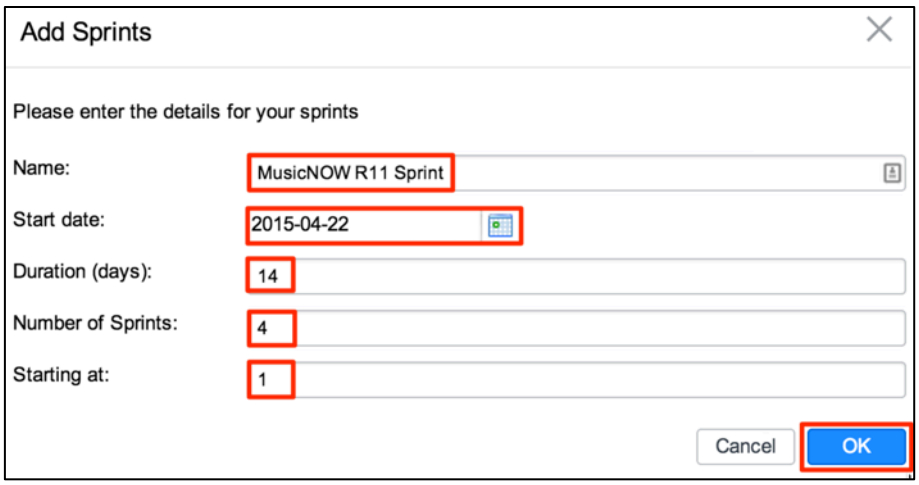



2. Right-click the form header and select the **Add Sprints** option.

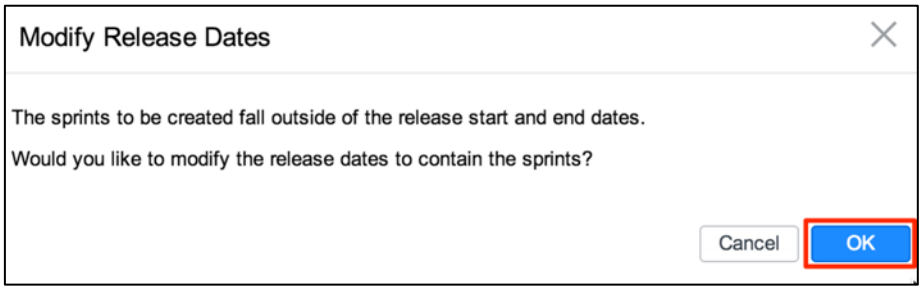



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3. Configure the Add Sprints dialog window with the following information and then click **OK**.
   - Name: **MusicNOW R11 Sprint**
   - Start date: **<use date picker to select today's date>**
   - Duration (days): **14**
   - Number of Sprints: **4**
   - Starting at: **1**




4. Depending on how you configured the release start and end dates, you may see a dialog asking permission to modify those dates. If so, click **OK**.

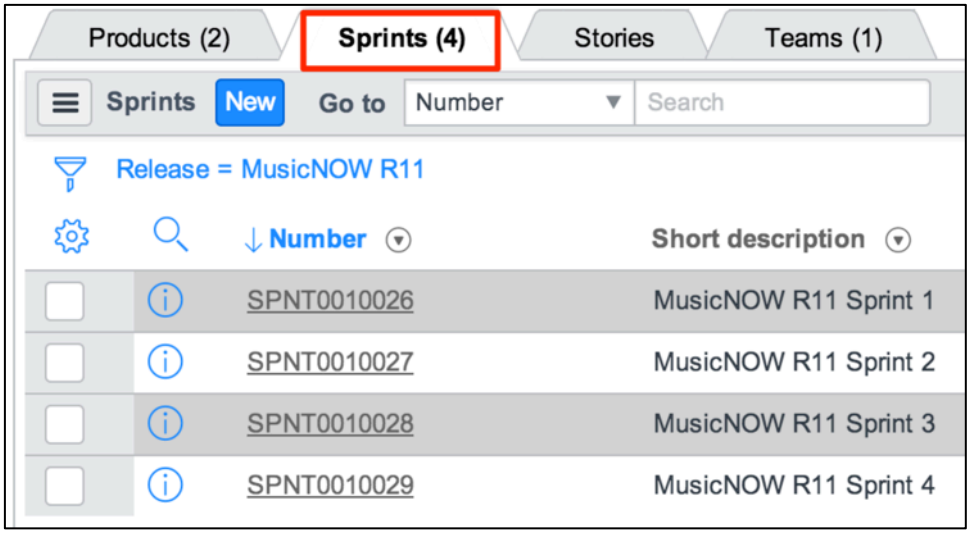



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5. When the dialog confirming the sprints have been created is shown, click **Cancel** to stay on the **Release** view.




6. Confirm there are now **four** sprints defined for the release by viewing the **Sprints** related list.




## Progress Report

Let the instructor know that you are done.

1. Navigate to **Lab Management> Report Lab Progress**.
2. Click **I am Done!**

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Subject: Release Planning!
Sent: Thursday April 23rd 2015
From: Marla Singer, ScrumMaster

Hey!

I saw that you have everything all setup for the release planning today. Great job!

We will have the whole team together at 10:00 AM. The NOWPlayer stories have already been sized but we will have to size the new NOWTunes stories. After that we can build the release backlog so everyone understands what we are trying to achieve in the release.

See you then!

M

--

Marla Singer
ScrumMaster
*MusicNOW*

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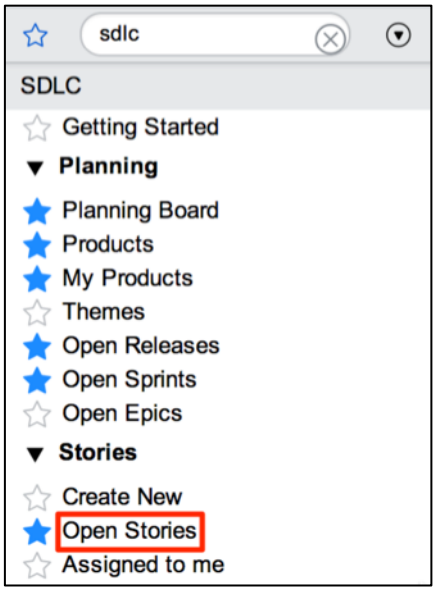
# Lab Goal

**Lab 1.3 Release Backlog and Stories**

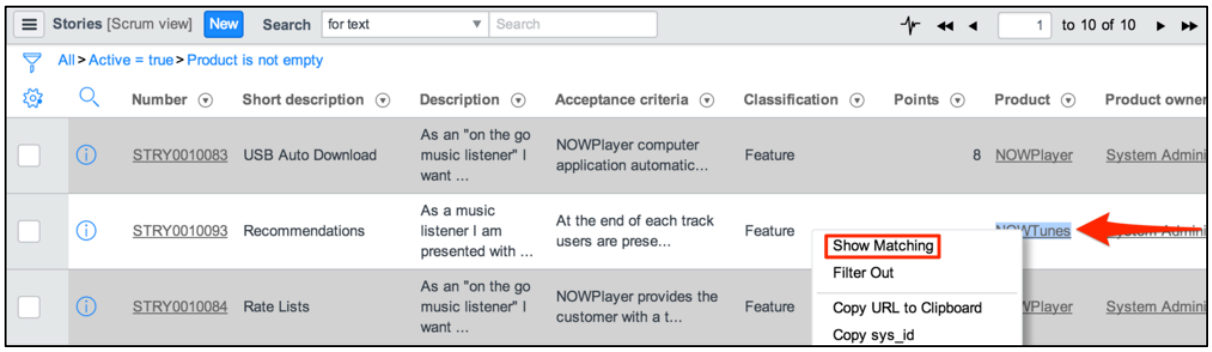
The goal of this lab is to develop a release backlog from two product backlogs and experience the ability to rapidly modify stories for activities like story sizing.

## Size Stories

1. From the navigation pane click **SDLC > Stories > Open Stories**.



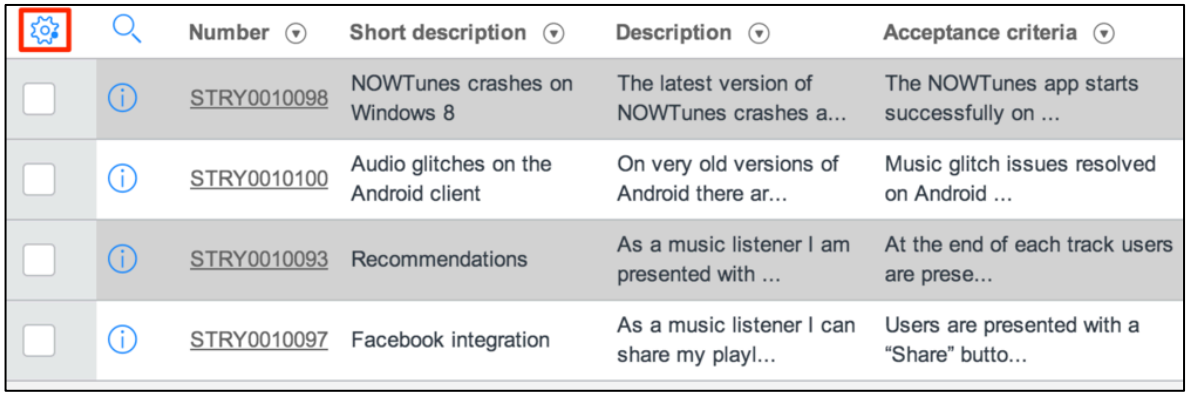

2. As before, filter the list of stories to only show the ones relating to the NOWTunes product. Right click the Product **NOWTunes** and select **Show Matching**.




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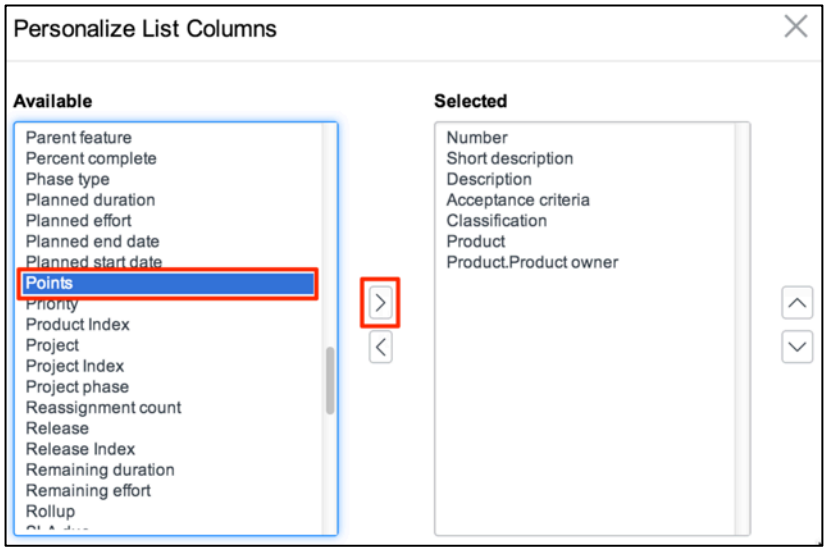
3. Add the **Points** field to the view so that it can be easily updated.

   a. Click the **Update Personalized List** link



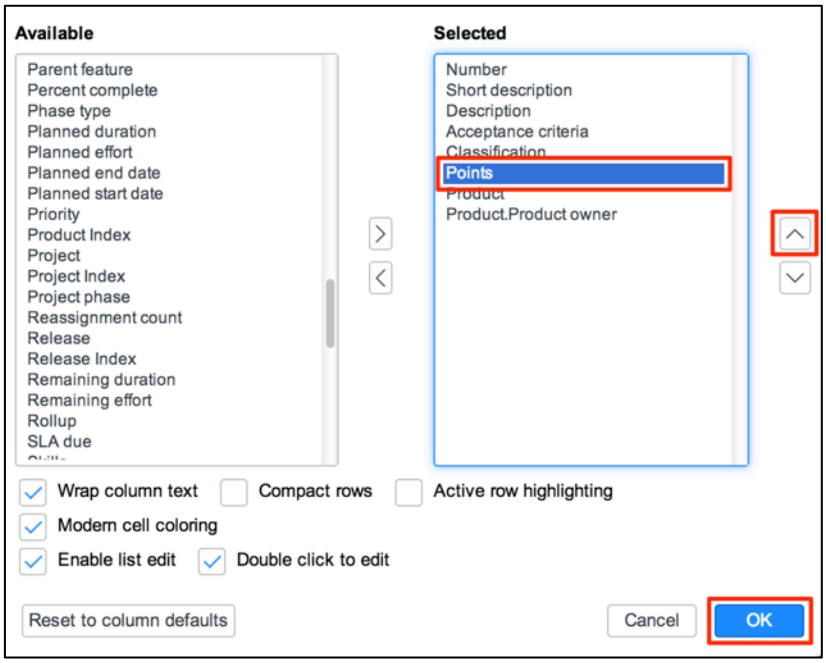
| | Number | Short description | Description | Acceptance criteria |
|---|---|---|---|---|
| | STRY0010098 | NOWTunes crashes on Windows 8 | The latest version of NOWTunes crashes a... | The NOWTunes app starts successfully on ... |
| | STRY0010100 | Audio glitches on the Android client | On very old versions of Android there ar... | Music glitch issues resolved on Android ... |
| | STRY0010093 | Recommendations | As a music listener I am presented with ... | At the end of each track users are prese... |
| | STRY0010097 | Facebook integration | As a music listener I can share my playl... | Users are presented with a "Share" butto... |

   b. Use the Right Arrow button (**>**) to move **Points** from **Available** to **Selected**.




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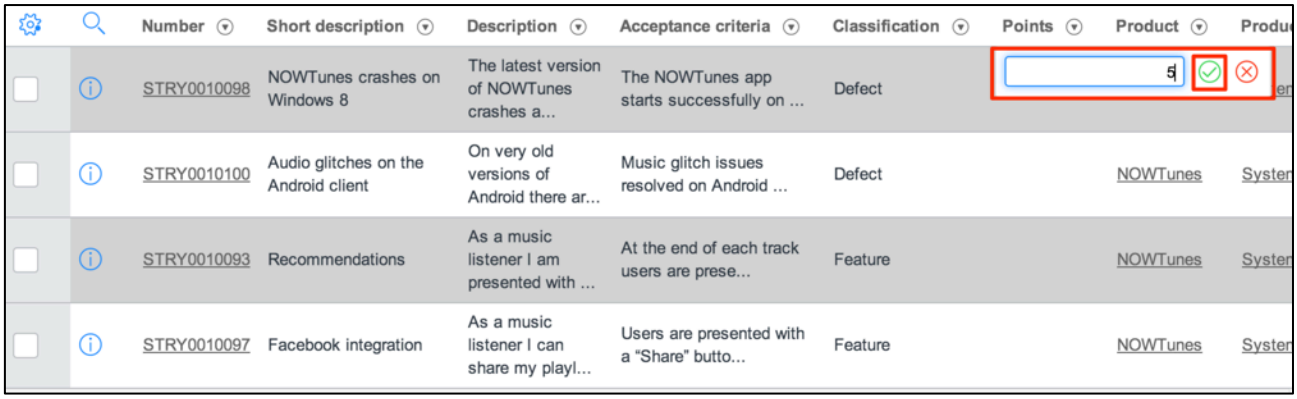
c. Use the **Up** (^) button to move **Points** so that it is between **Classification** and **Product** and click **OK** to apply these changes to the view.




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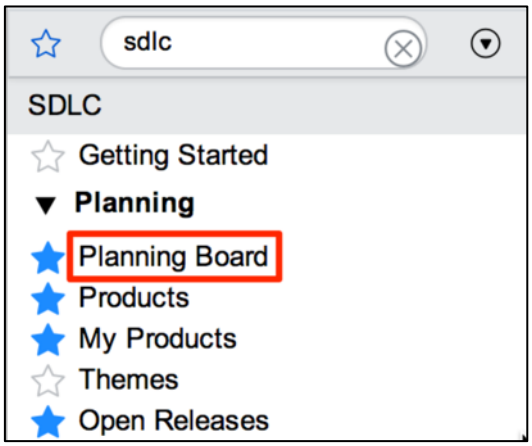
4. Enter the point values provided below by double-clicking the points for each story, entering the value and then clicking the **green check mark**.

| Short Description | Points |
|---|---|
| NOWTunes crashes on Windows 8 | 5 |
| Audio glitches on the Android client | 2 |
| Recommendations | 13 |
| Facebook integration | 8 |



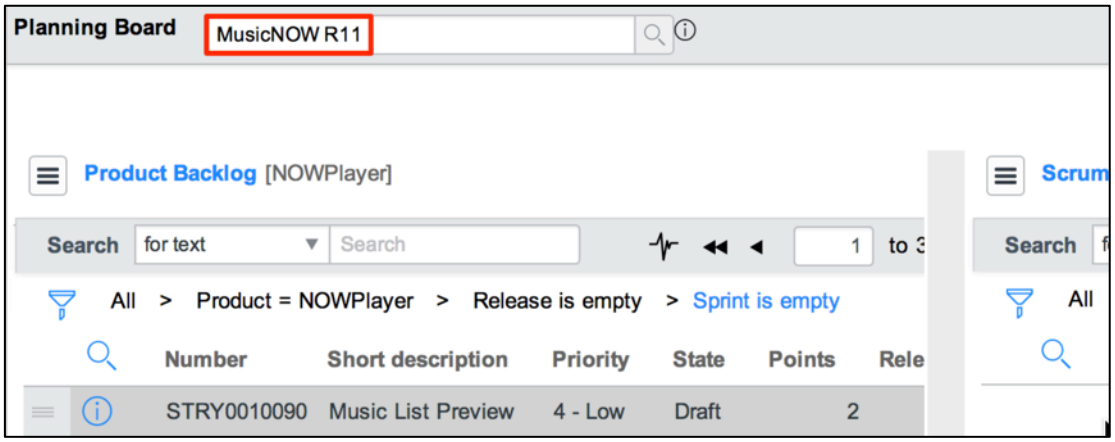

## Populate Release Backlog

1. From the navigation pane click **SDLC > Planning > Planning Board**.

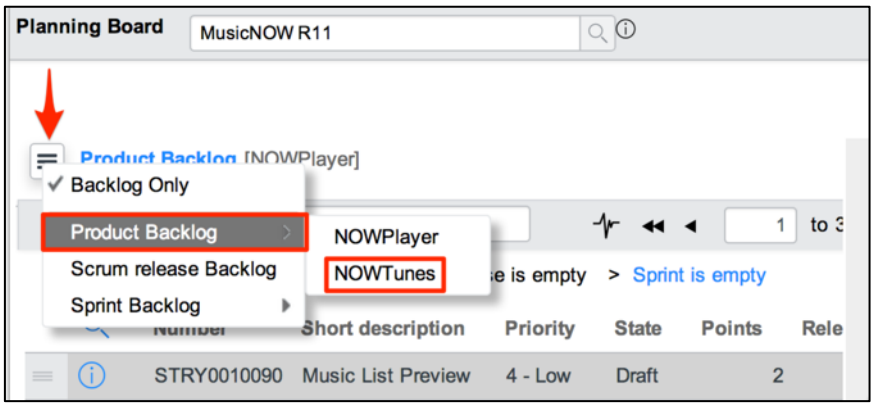



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2. Change the Release the planning board is based off of to the **MusicNOW R11** release created earlier.




3. Configure the board so that the left pane shows the **Product Backlog > NOWTunes** and the right side shows the MusicNOW R11 **Scrum release Backlog**.

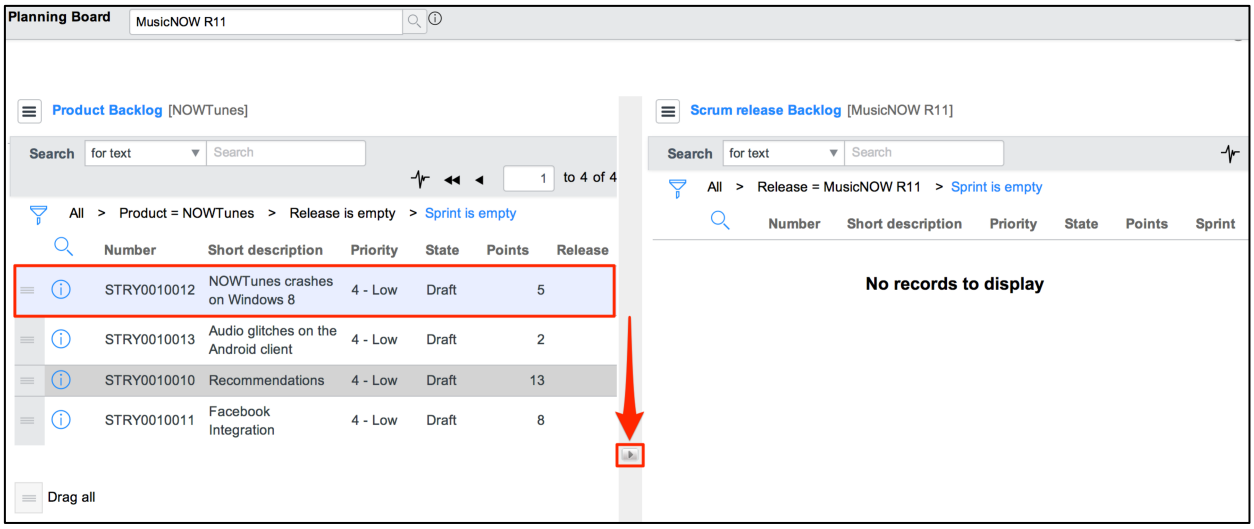




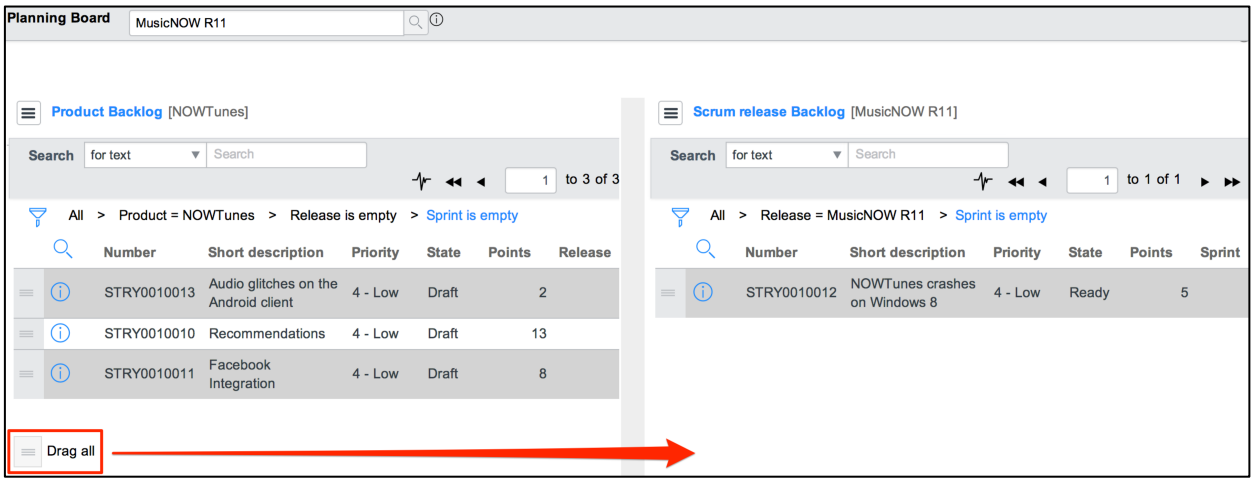


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4. Move the **NowTunes Crashes on Windows** 8 story to the **MusicNow R11** release using the **Move Right** (**>**) button: Select the **NowTunes Crashes on Windows** 8 story by clicking on it and notice that a new button is displayed on the vertical bar between the two backlog views. This is the **Move Right** button. Click the **Move Right** button to assign the story to the release.

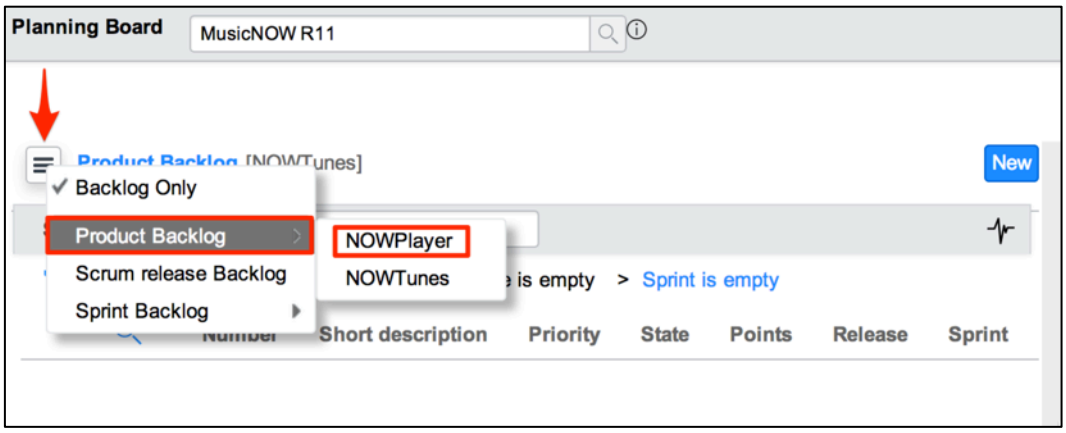



5. Use the **Drag all** option at the bottom of the **NOWTunes** Product Backlog to drag all the remaining stories into the **Scrum release Backlog** at one time.

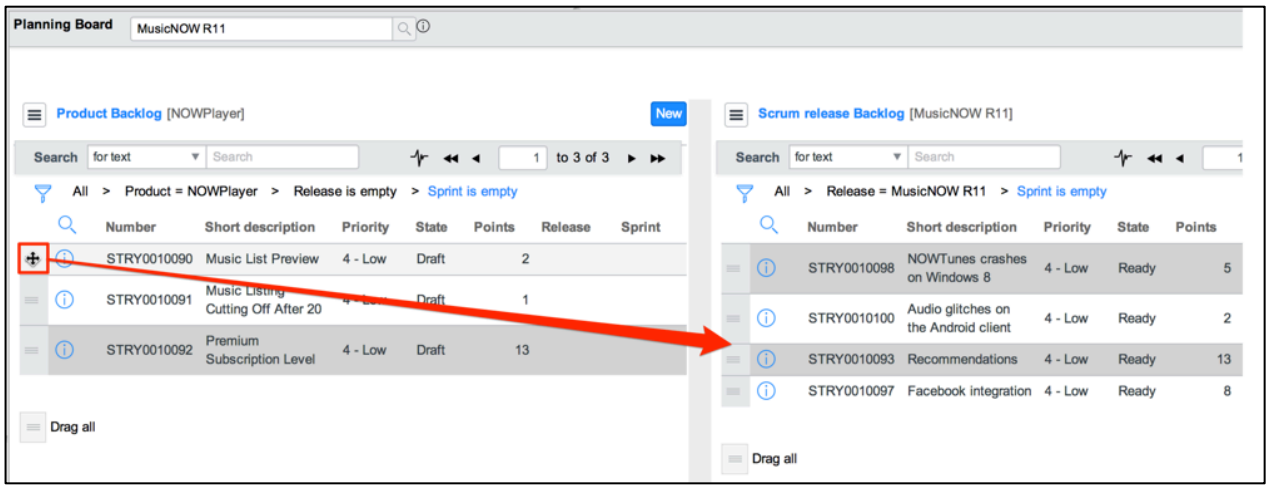



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6. Now configure the board so that the left pane shows the **Product Backlog > NOWPlayer**.

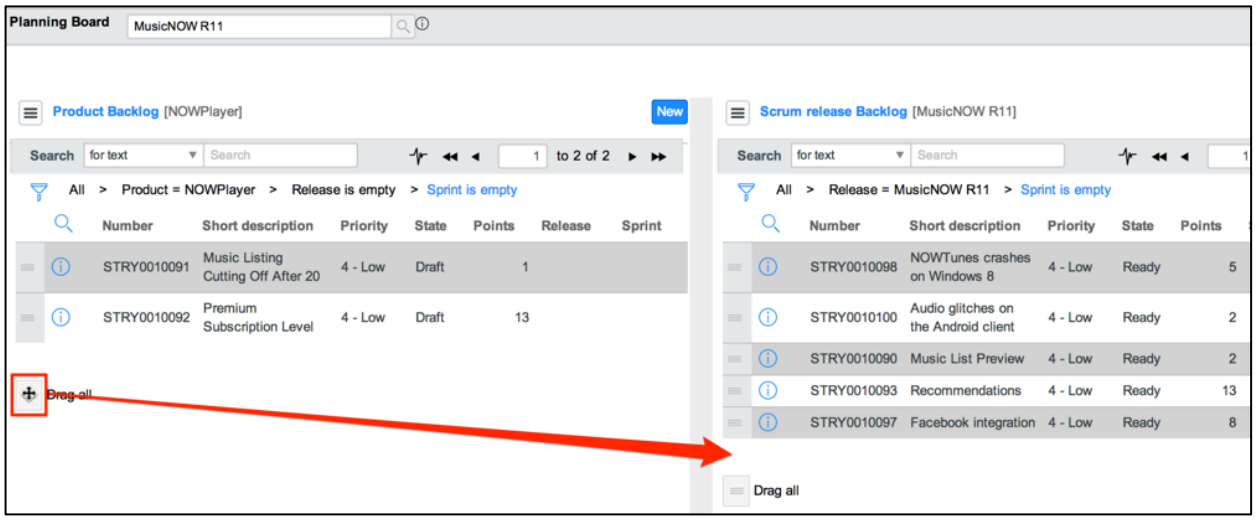



7. Drag the **Music List Preview** story from the **NOWPlayer** Product Backlog and place it in the **Scrum release Backlog** as the third story from the top.




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8. Use the **Drag all** option at the bottom of the **NOWPlayer** Product Backlog to drag all the remaining stories onto the bottom of the **Scrum release Backlog** at one time.




## Progress Report

Let the instructor know that you are done.

1. Navigate to **Lab Management> Report Lab Progress**.

2. Click **I am Done!**

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Subject: MusicNOW R11 Sprint 1 Planning
Sent: Monday April 27th 2015
From: Marla Singer, ScrumMaster

Hey all!

Just wanted to remind all of you that we have sprint planning tomorrow! We will all get together to figure out what we can take on for the first sprint.

See you then!

M

--

Marla Singer
ScrumMaster
*MusicNOW*

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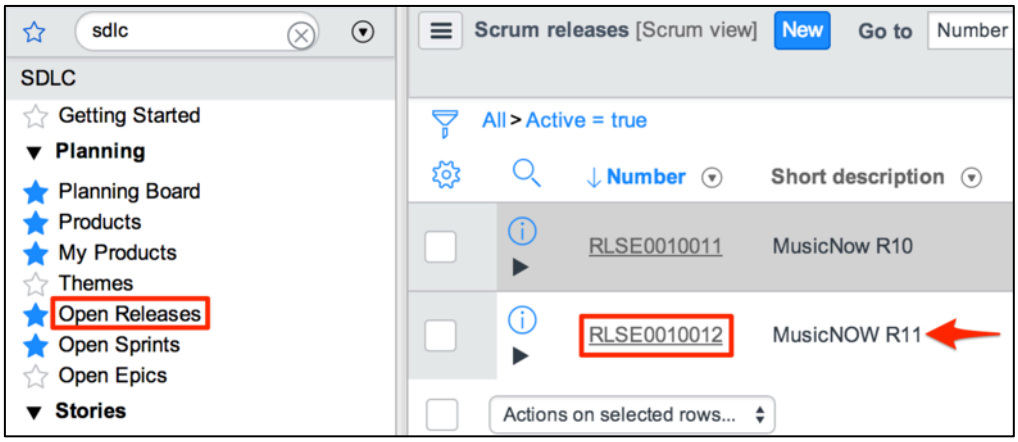
# Lab Goal

The goal of this lab is to plan a sprint pulling from the release backlog.

**Lab 1.4**
**Sprint Planning**

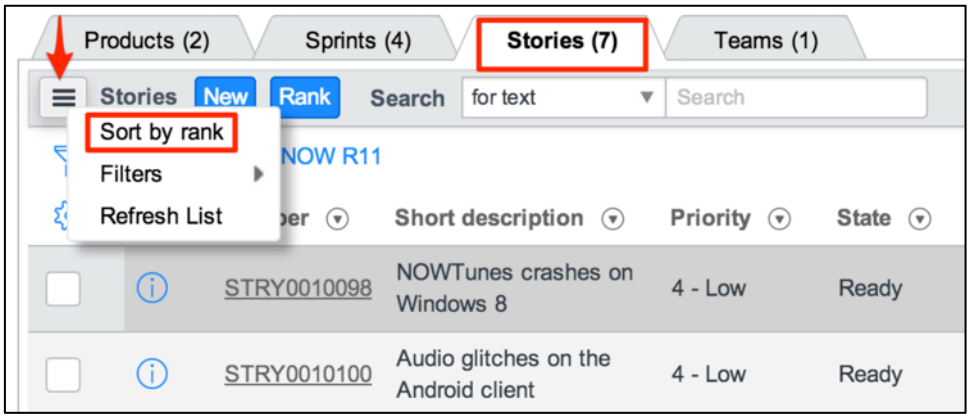
## Sprint Planning With Tasking

1. From the navigation pane select **SDLC > Planning > Open Releases**, then click the **MusicNow R11** release.



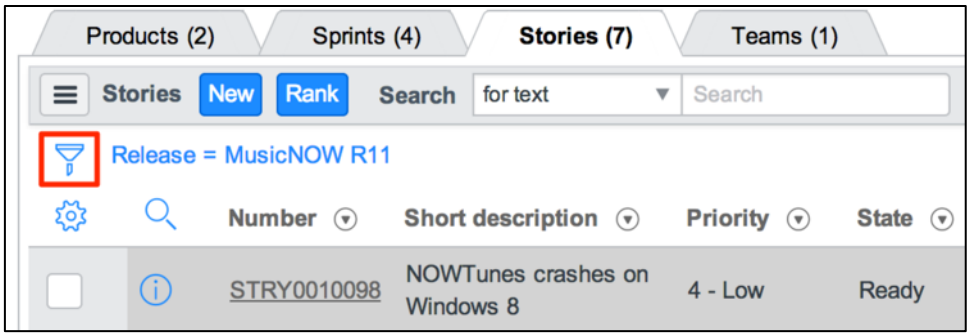

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2. While viewing the **Stories** related list, click the **List controls** and then click **Sort by rank**. Now you see the ranked release backlog.

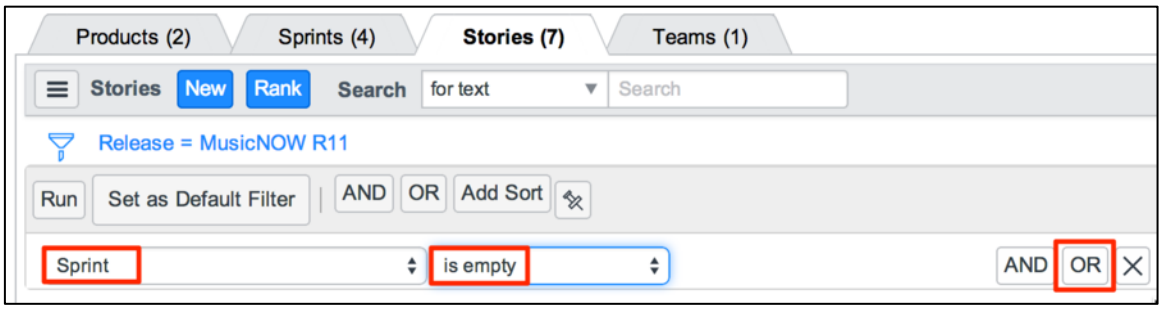



3. Modify the filter so you only view stories that are either not already planned for a sprint or planned for the sprint that is currently being planned.

   a. Click the **Show / hide filter** link to edit the filter.

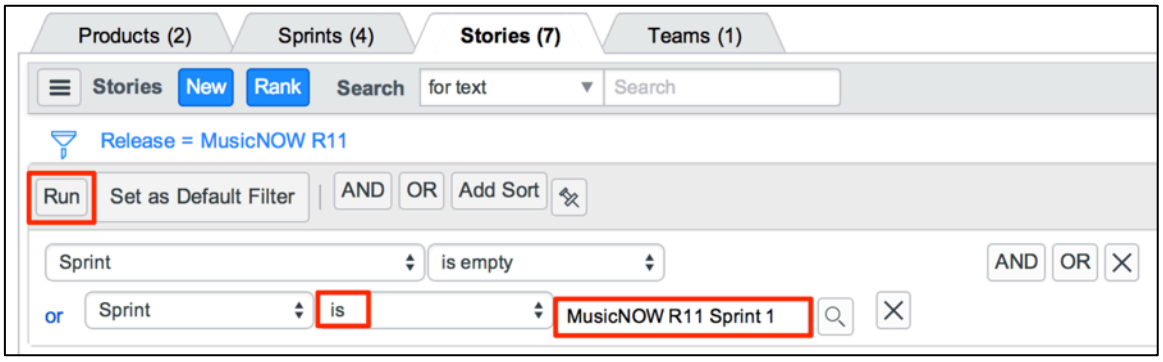



   b. Select **Sprint** in **choose field**, **is empty** in **oper**, and **OR**.

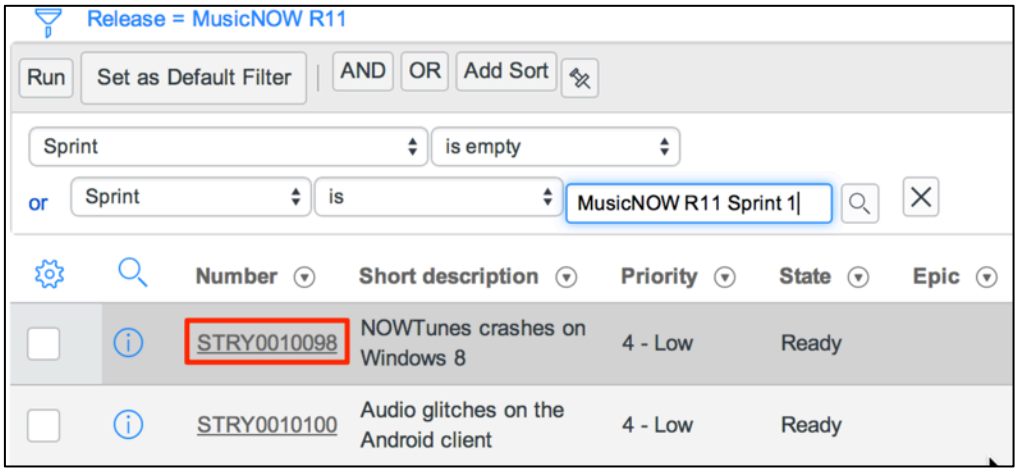



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c. Change the added **or** filter condition: Select **is** in **oper** and enter **MusicNow R11 Sprint 1** in the value field and click **Run**.

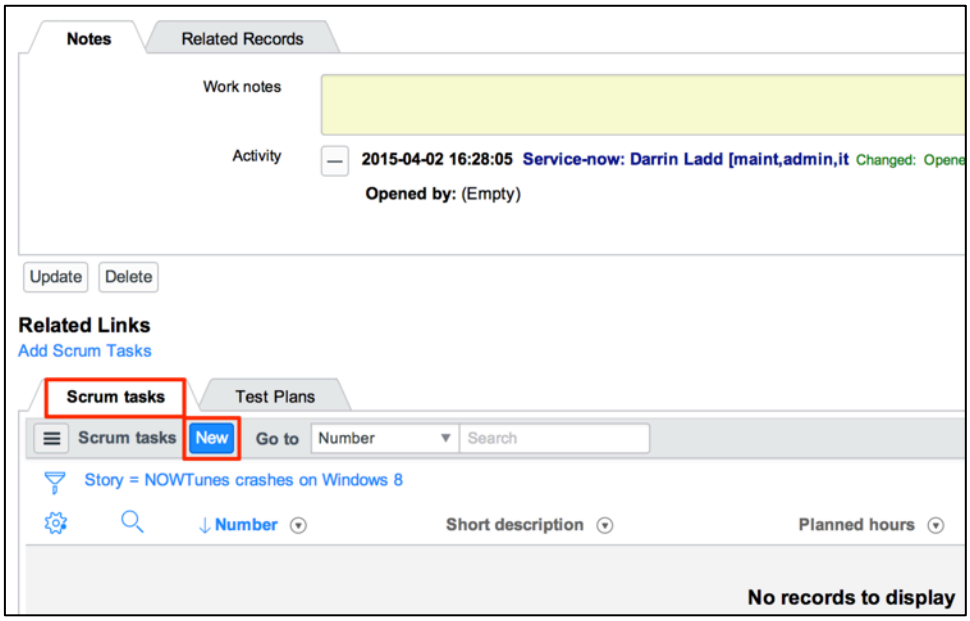



4. When planning with the team, you would normally go through the list of stories from the top one-by-one and click the story to display the story details.
Click the **NOWTunes crashes on Windows 8** story.




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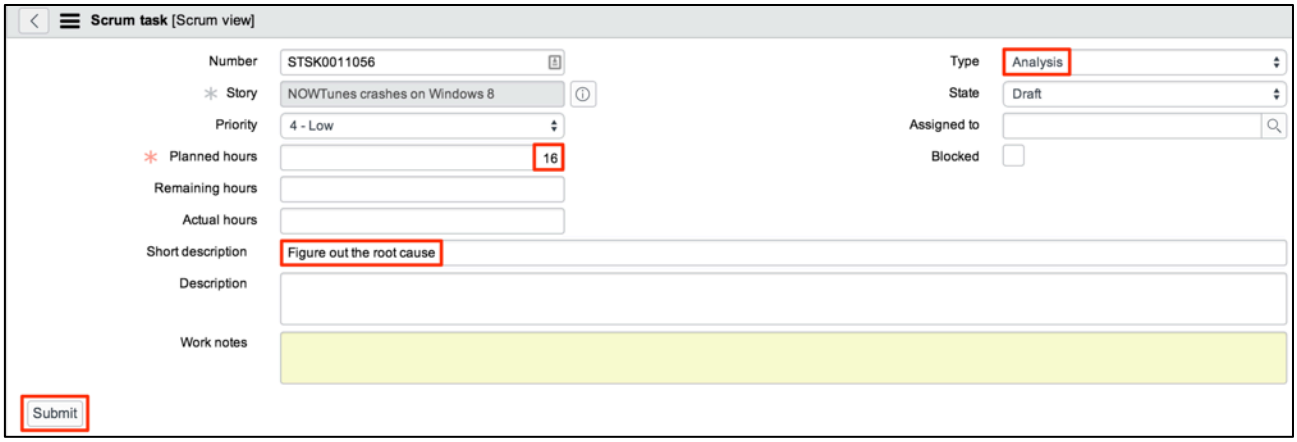
5. Add tasks to the story as the team discusses it by clicking the **New** button in the **Scrum tasks** related list.

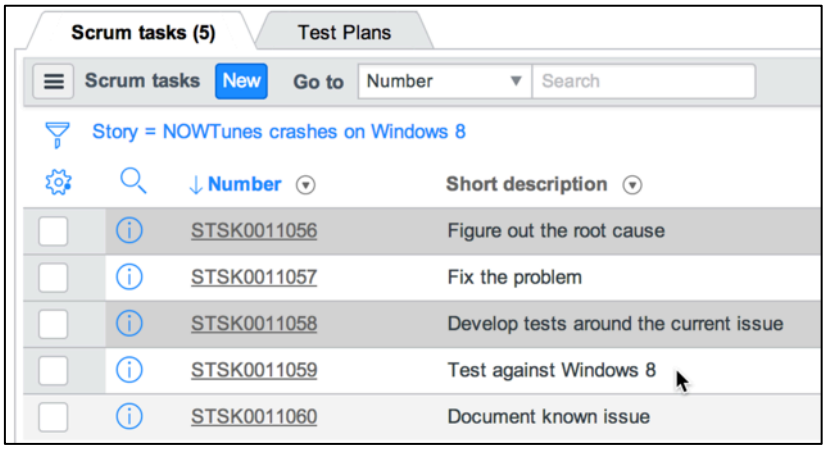



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6. Create the following tasks for the story.

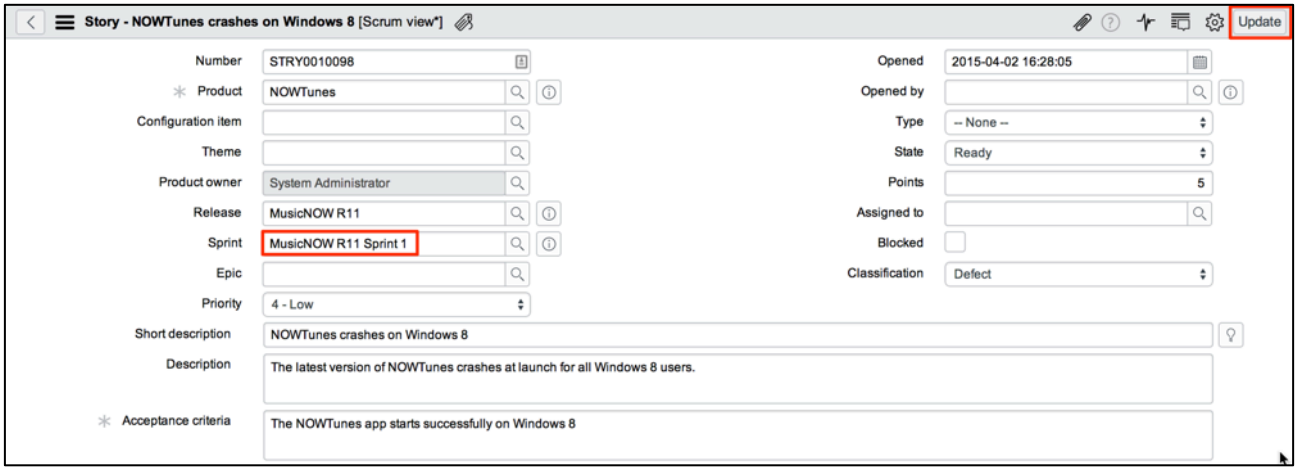
| Short Description | Planned hours | Type |
|---|---|---|
| Figure out the root cause | 16 | Analysis |
| Fix the problem | 4 | Coding |
| Develop tests around the current issue | 4 | Testing |
| Test against Windows 8 | 4 | Testing |
| Document known issue | 2 | Documentation |



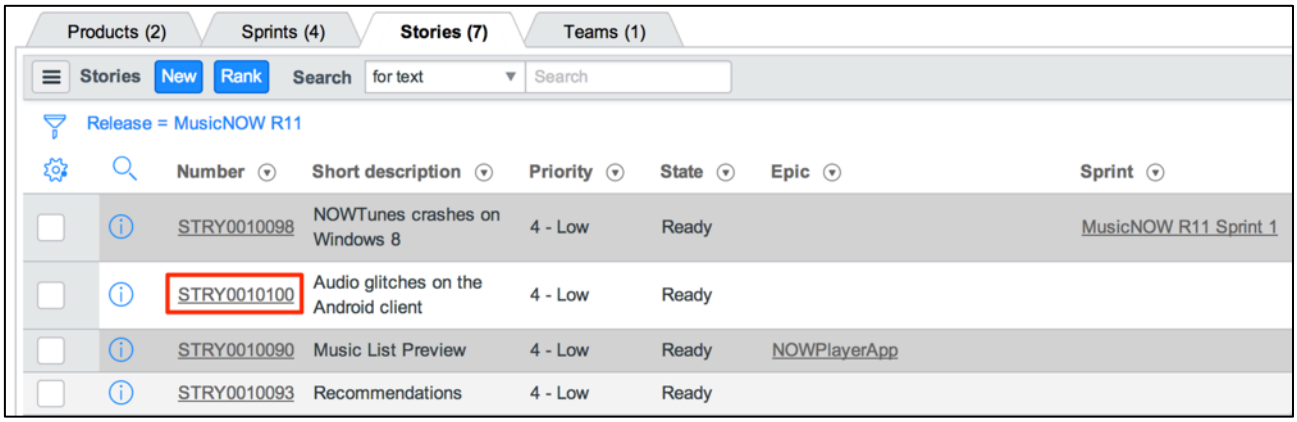




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7. When planning the team now decides if they should schedule the story into the sprint. If they decide to schedule it, then the sprint can be added to the story.
   Enter **MusicNOW R11 Sprint 1** into **Sprint** and click **Update**.

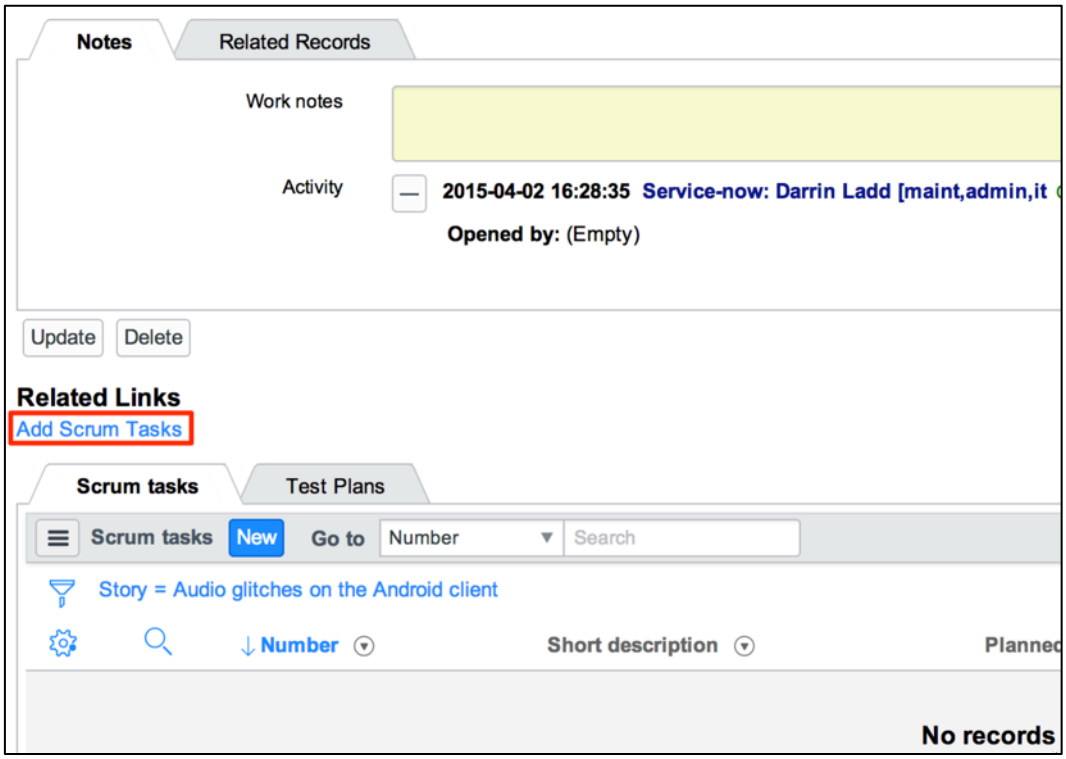



8. Now the team moves onto the next story to task it out.
   Click the **Audio glitches on the Android client** story.



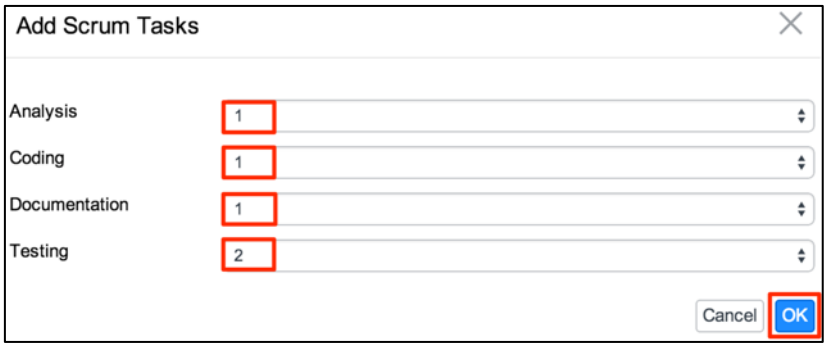

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9. Multiple placeholder tasks can be added at one time to speed up the task creation process. Click the **Add Scrum Tasks** related link.




10. Select the following on the **Add Scrum Tasks** dialog and then click **OK**.

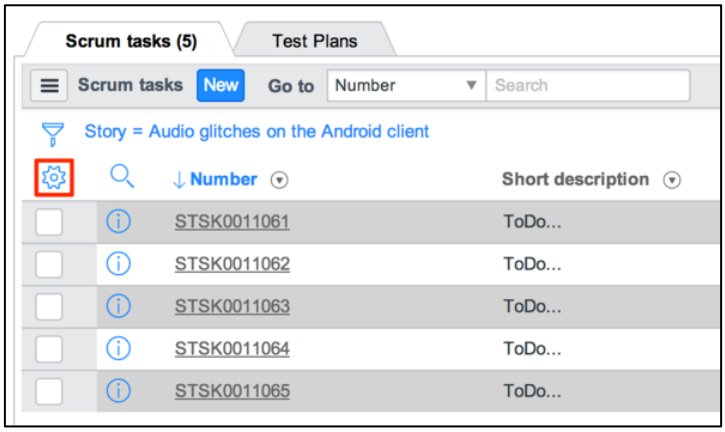
- Analysis: **1**
- Coding: **1**
- Documentation: **1**
- Testing: **2**



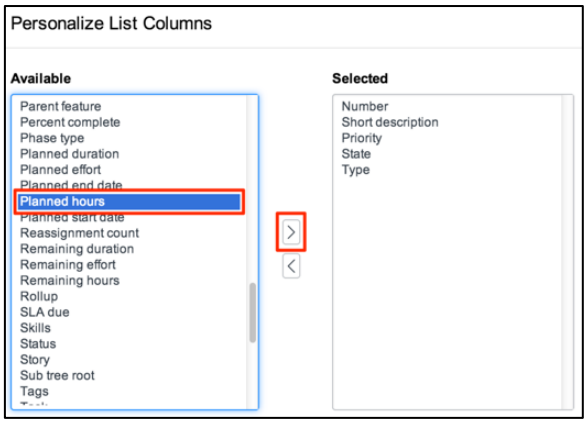

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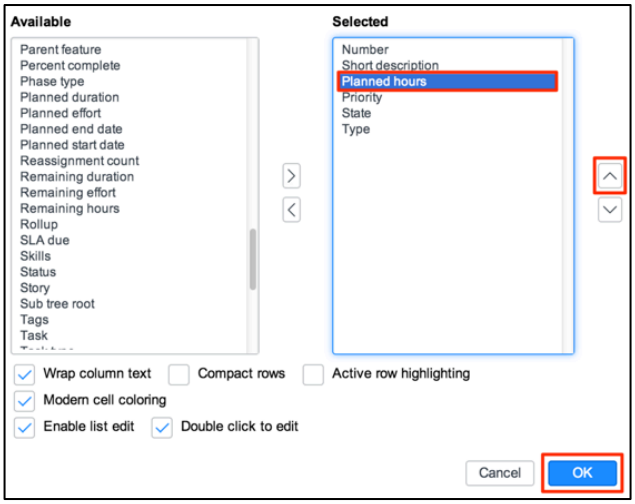
11. Configure the view so that the tasks can be quickly filled out.

a. Click the **Update Personalized List** link




b. Use the Right Arrow button (**>**) to move **Planned hours** from **Available** to **Selected**. Use the Up (**^**) button to move **Planned hours** so that it is between **Short description** and **Priority**. Click **OK** to apply these changes to the view.

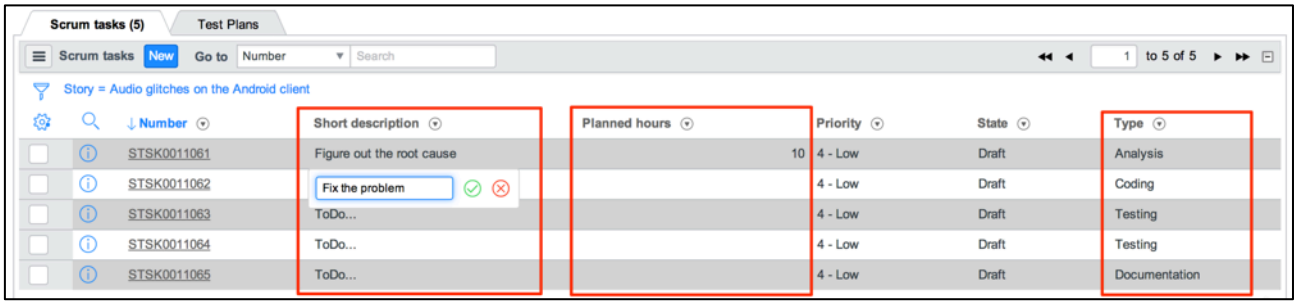


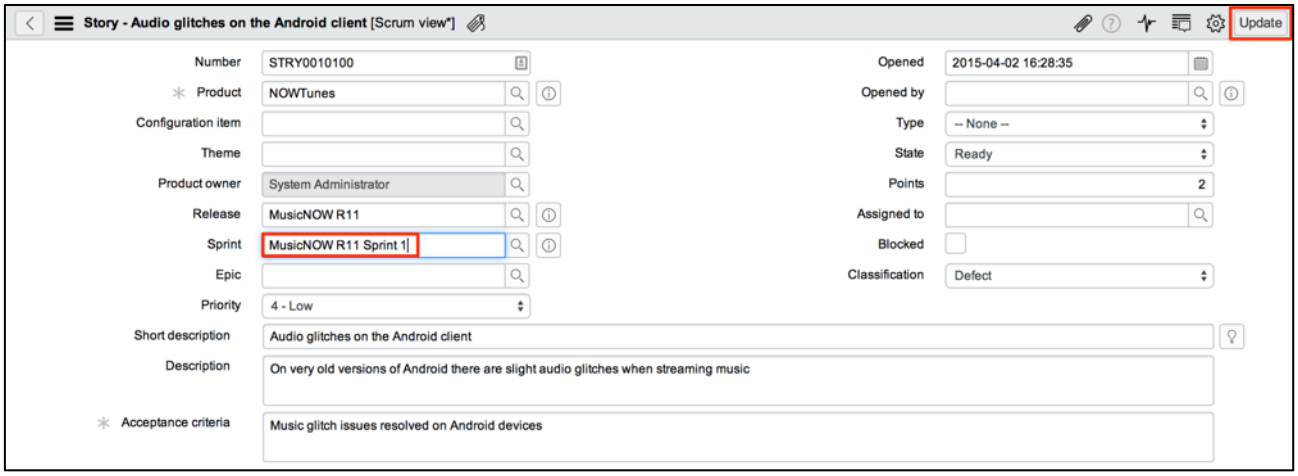

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12. In-line edit the tasks with the following values:

| Short Description | Planned Hours | Type |
|---|---|---|
| Figure out the root cause | 10 | Analysis |
| Fix the problem | 6 | Coding |
| Develop tests around the current issue | 4 | Testing |
| Test | 4 | Testing |
| Document known issue | 2 | Documentation |

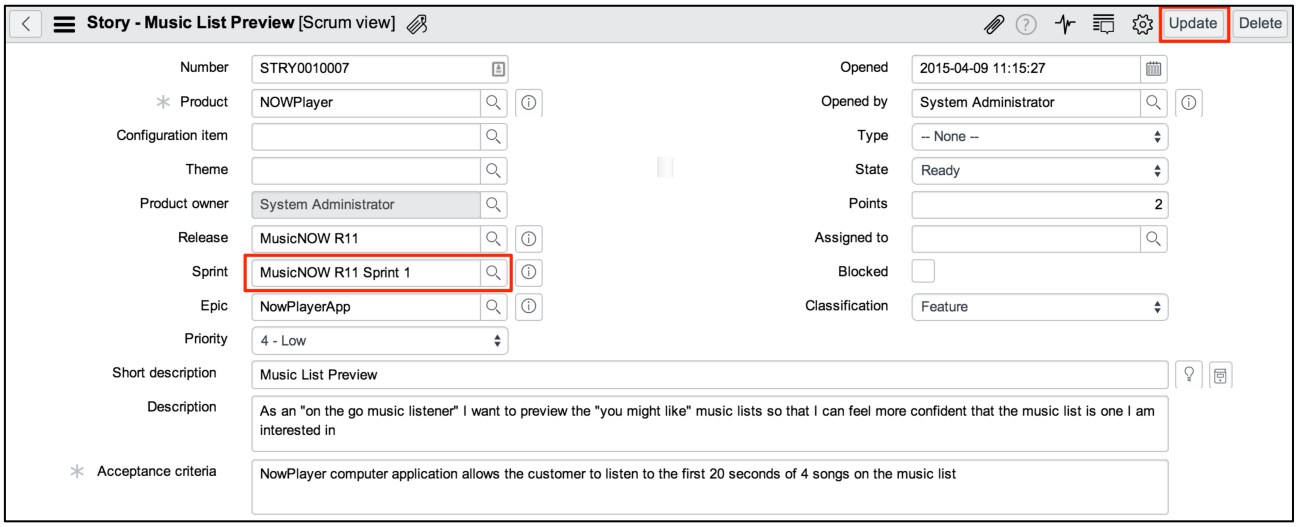



13. Now add the story to the sprint: Enter **MusicNOW R11 Sprint 1** into Sprint. Click **Update**.




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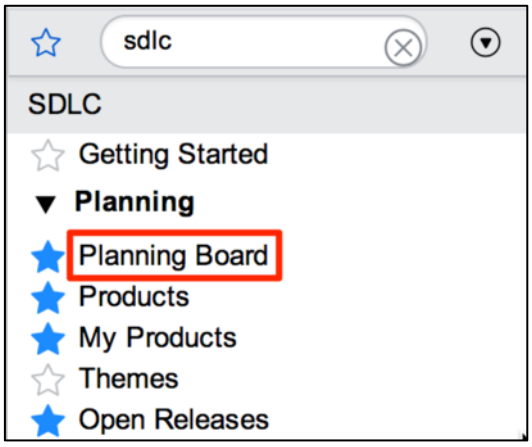
14. Pretend you tasked the **Music List Preview** story and just assign it to the sprint: Click the **Music List Preview** story. Enter **MusicNOW R11 Sprint 1** into Sprint. Click **Update**.




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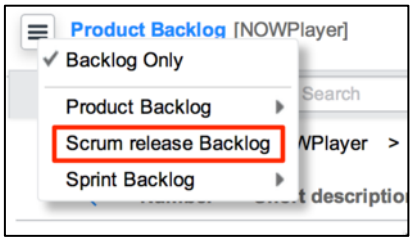
## Sprint Planning Without Tasking

1. From the navigation pane select **SDLC > Planning > Planning Board**.




2. Configure the board so that the left pane shows the **Scrum release Backlog** and the right side shows **MusicNOW R11 Sprint 2**, the second sprint in the release.

   Notice the stories are listed in **Rank** order.

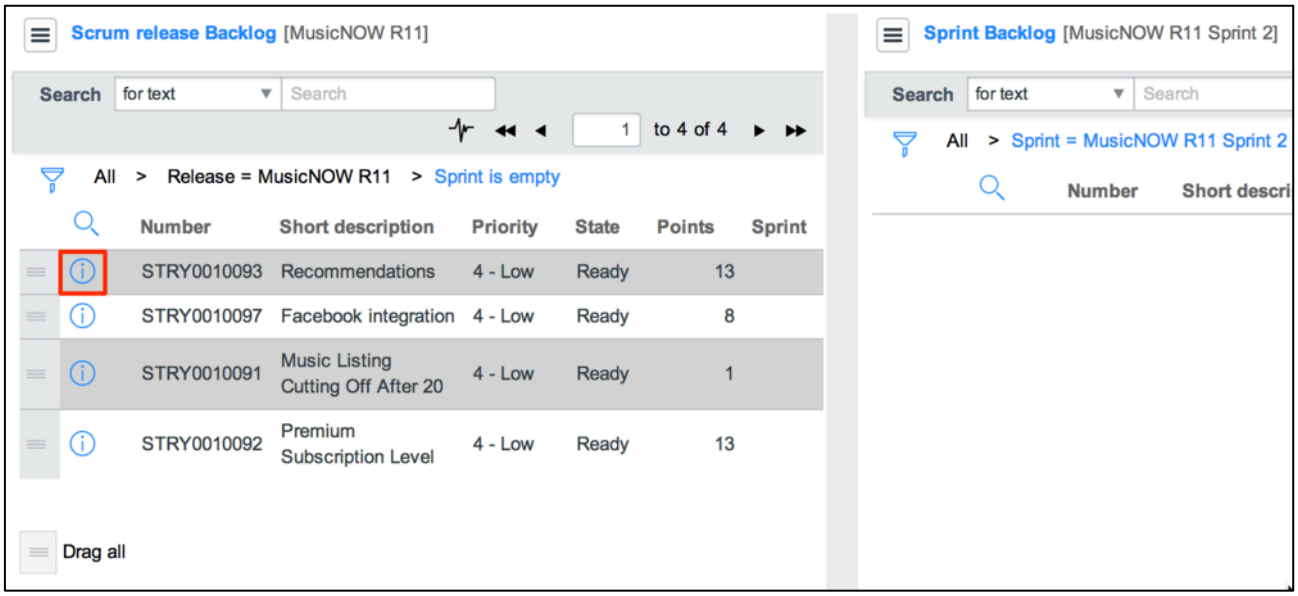


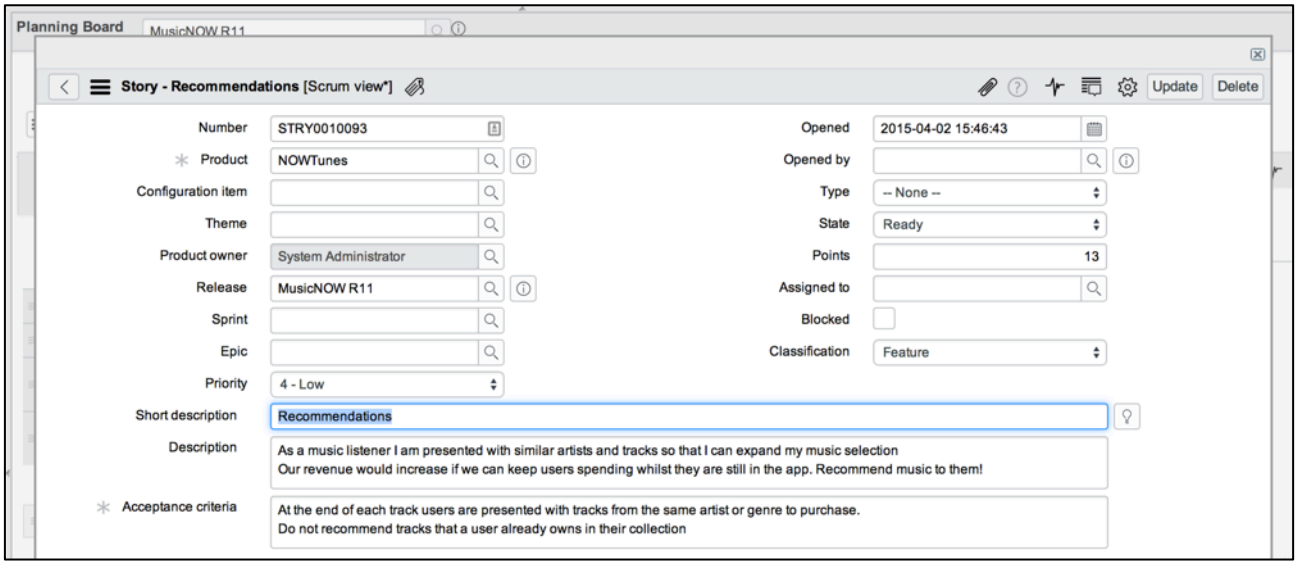




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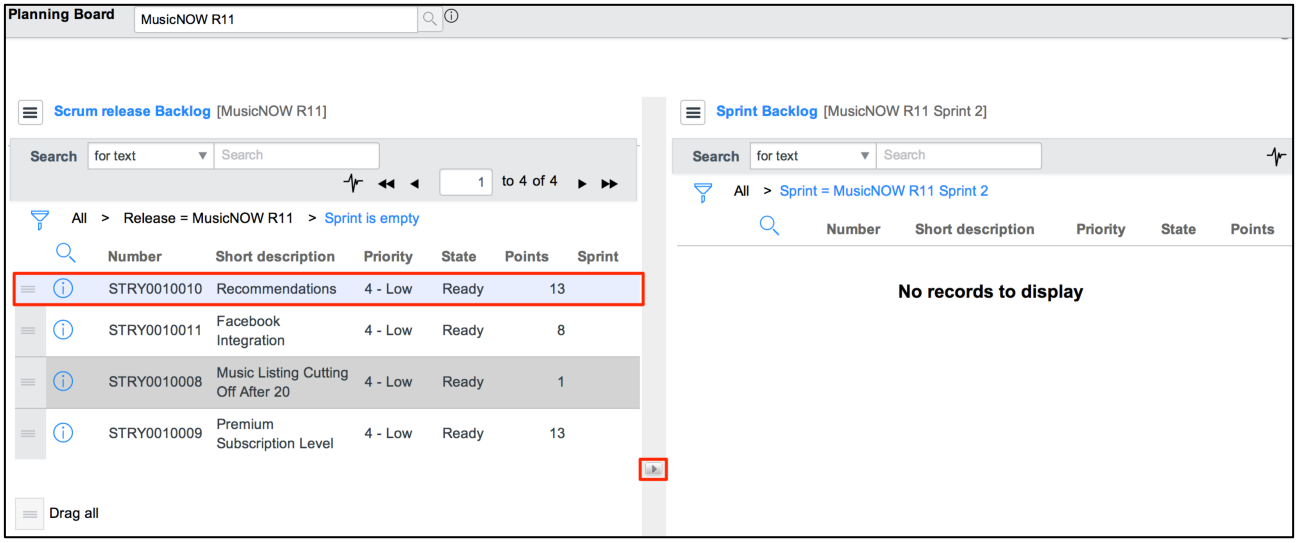
3. When planning, you can click the **Info** link to bring up the story detail, which can be edited there if any new information comes up during the story planning discussion.




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4. After the team agrees that the story can be planned for the sprint, the story can be moved to the **Sprint Backlog**: Click on the **Recommendations** story and click on the **Move Right** button to assign the story to the sprint.




## Progress Report

Let the instructor know that you are done.

1. Navigate to **Lab Management> Report Lab Progress**.

2. Click **I am Done!**

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Subject: Please update your tasks ☺
Sent: Tuesday April 28th 2015
From: Marla Singer, ScrumMaster

Hey all!

Just wanted to remind all of you to update your tasks on the task board before the stand up meeting tomorrow at 10:00 AM.

Thanks so much for your diligence on this!

M

--

Marla Singer
ScrumMaster
*MusicNOW*

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# Lab Goal

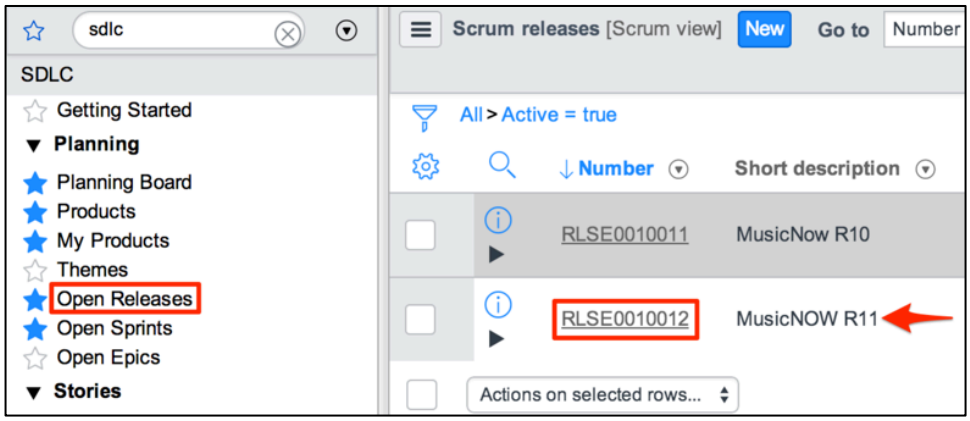
The goal of this lab is to update the task board similar to scrum team members.

**Lab 1.5**
**Updating Task Board**

## Update Task Board

1. Navigate to the **Task Progress Board**:

   a. Navigate to **SDLC > Planning > Open Releases** and click the **MusicNow R11** release.

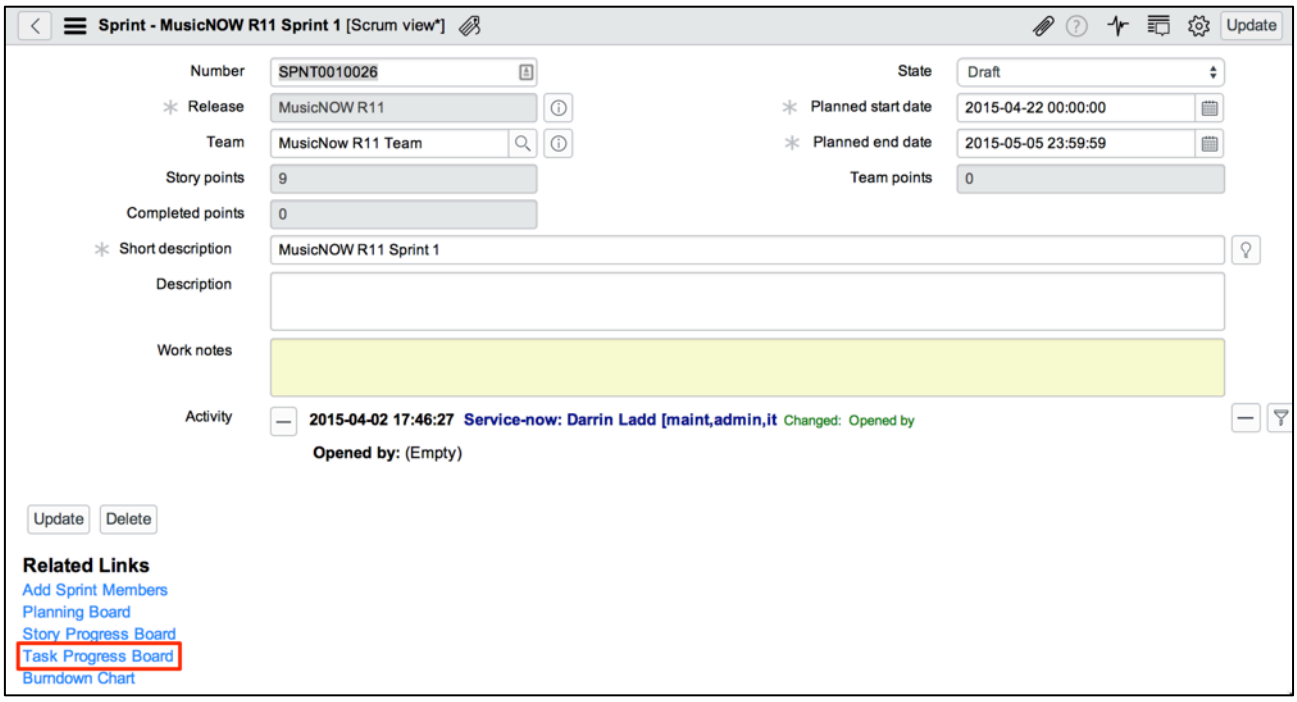



   b. In the **Sprints** related list, select the **MusicNow R11 Sprint 1** sprint.

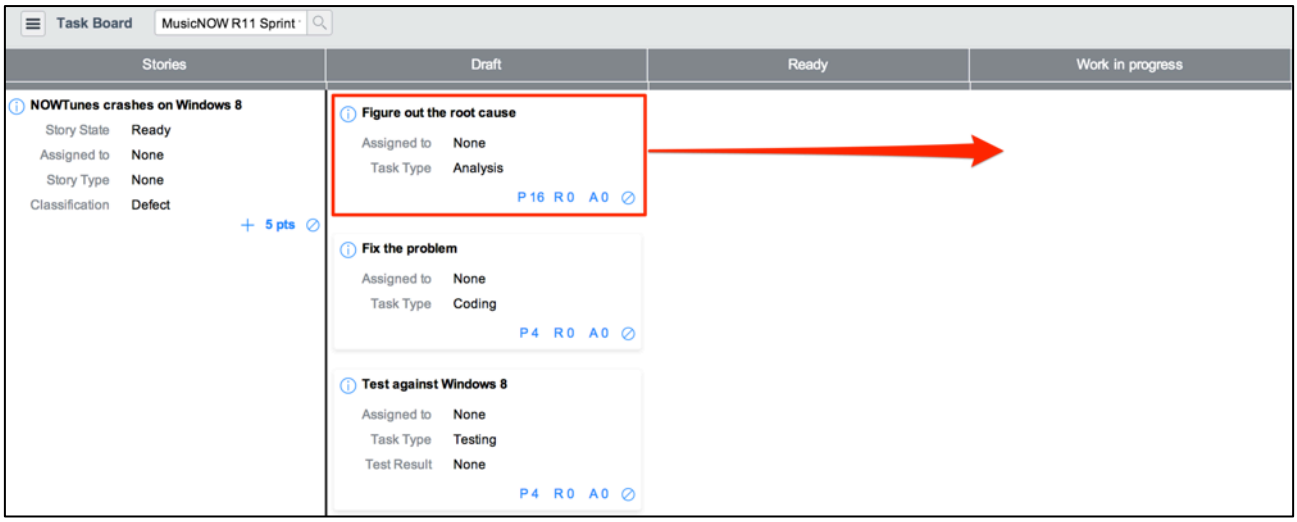



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c. Click the **Task Progress Board** related link.



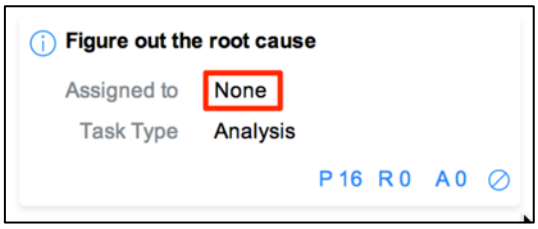

2. The **Task Progress Board** is opened in a separate window. Drag the **Figure out root cause** task associated with the **NOWTunes crashes on Windows 8** story from the **Draft** column to the **Work in Progress** column.



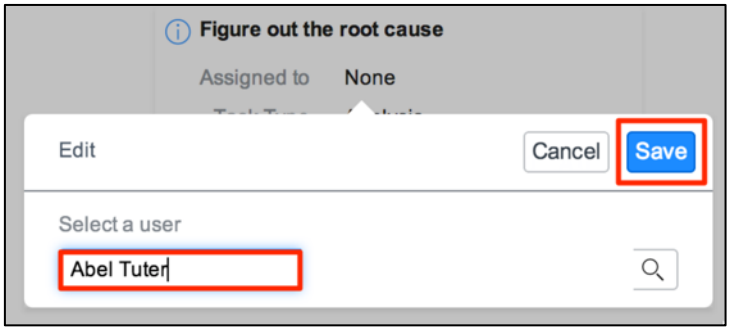

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3. Assign the task to a team member:

   a. Double-click the **None** value in **Assigned to**.



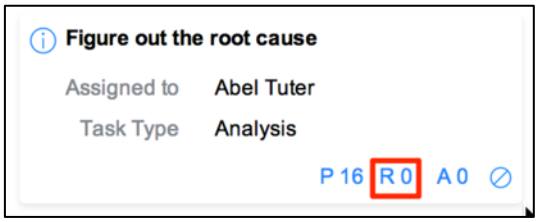

   b. Enter **Abel Tuter** in **Select a user** and click **Save**.



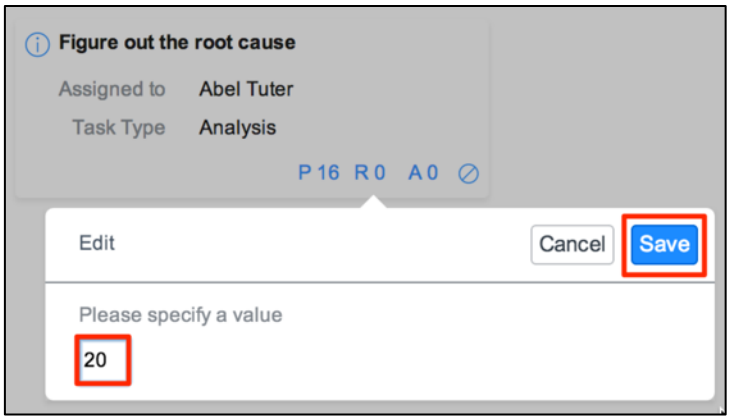

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4. Update the remaining hours for the task:

   a. Double-click the **R0**.



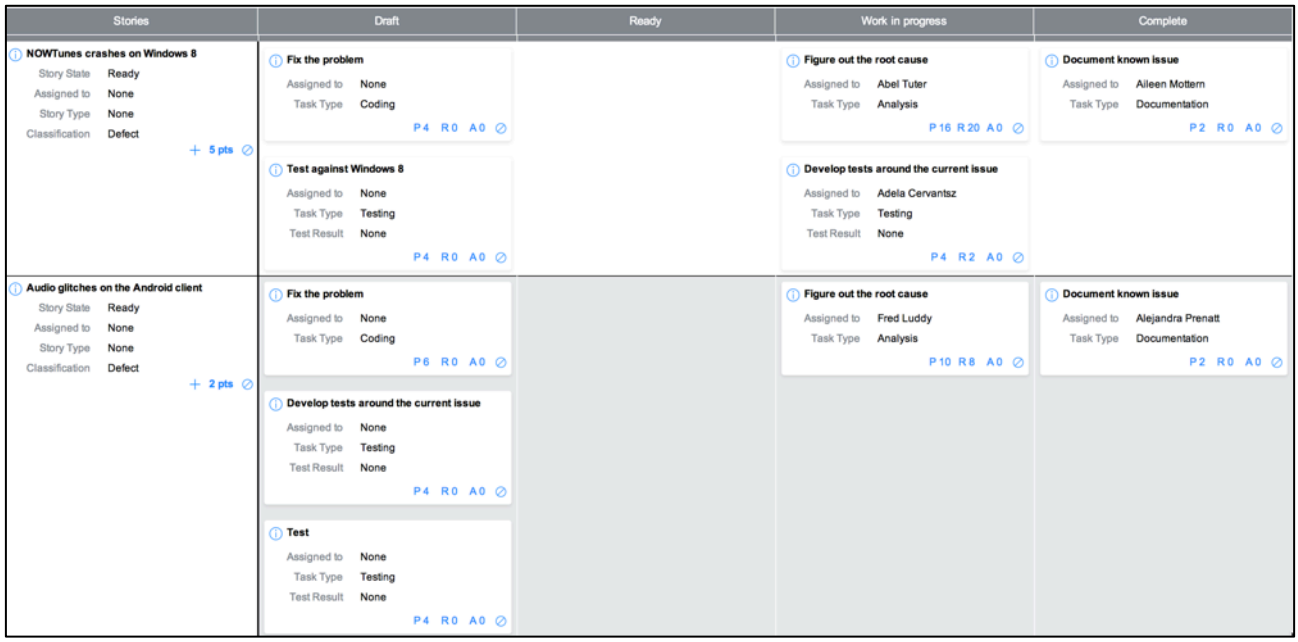

   b. Enter **20** in the **Please specify a value** and click **Save**.




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5. Change the **State**, **Assignee**, and **Remaining Hours** for the following tasks:

| Story | Task | State | Assigned to | Remaining Hours |
|---|---|---|---|---|
| NOWTues crashes on Windows 8 | Develop tests around the current issue | Work in progress | Adela Cervantsz | 2 |
| NOWTues crashes on Windows 8 | Document known issue | Complete | Aileen Mottem | 0 |
| Audio glitches on the Android client | Document known issue | Complete | Alejandra Prenatt | 0 |
| Audio glitches on the Android client | Figure out root cause | Work in progress | Fred Luddy | 8 |




## Progress Report

Let the instructor know that you are done.

1. Navigate to **Lab Management> Report Lab Progress**.

2. Click **I am Done!**

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Subject: Stand-up in 5!
Sent: Wednesday April 29th 2015
From: Marla Singer, ScrumMaster

REMINDER – Stand up in 5 mins!

M

--

Marla Singer
ScrumMaster
*MusicNOW*

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# Lab Goal

The goal of this lab is to experience running a stand up meeting using the SDLC tool.

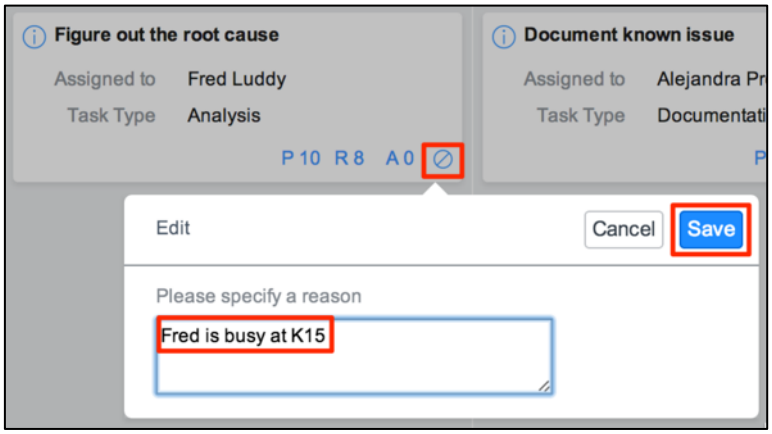
**Lab 1.6**
**Stand up Meeting**

## Running a Stand up Meeting

1. In many Scrum stand up meetings, the ScrumMaster presents the task or story board to "walk the board" talking about the stories and/or tasks that are in progress, discussing what has been completed, what will be completed, and what is getting in the way. Use the **Task Progress Board** to see the details of the tasks for the stories. Navigate to the Task Progress Board the same way as the last lab: Navigate to **SDLC > Planning > Open Releases**. Click the **MusicNow R11** release. In the **Sprints** related list, select the **MusicNow R11 Sprint 1** sprint. Click the **Task Progress Board** related link.

2. Often in the discussion new blocks are identified and sometimes even new tasks. The Task Progress Board can be used in real-time to update the board during a stand up meeting to reflect the new information:

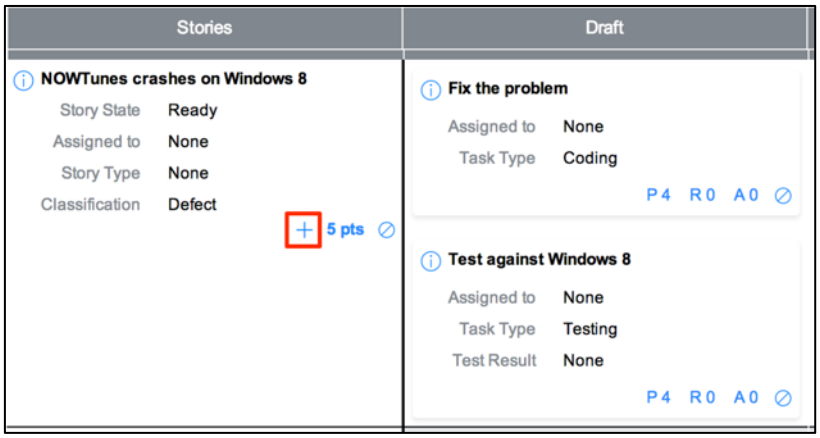
   a. Mark the **Figure out root cause** task for the **Audio glitches on the Android client** story: Click the blocked link on the task. Enter **Fred is busy at K15** in the reason. Click **Save**.

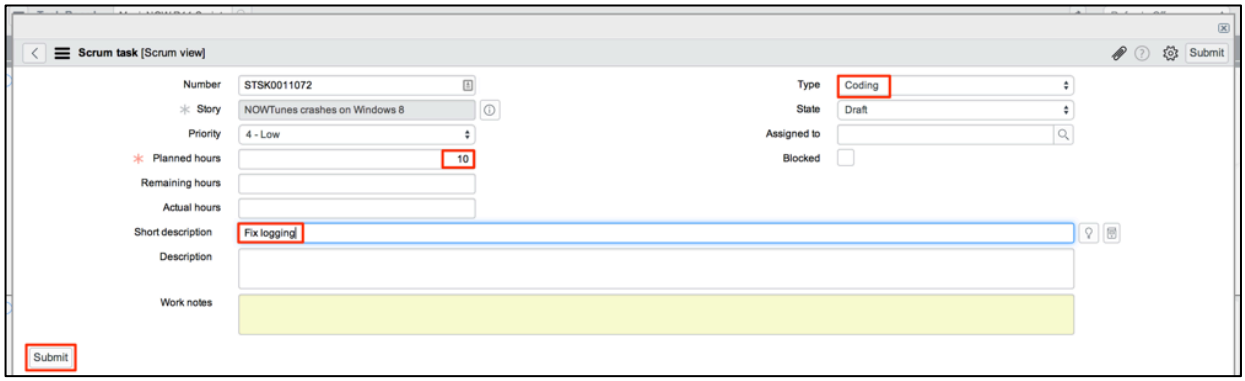



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b. Create a new task for the **NOWTunes crashes on Windows 8** story: Click the new task link (**+**). Enter the following values, Click **Submit**.

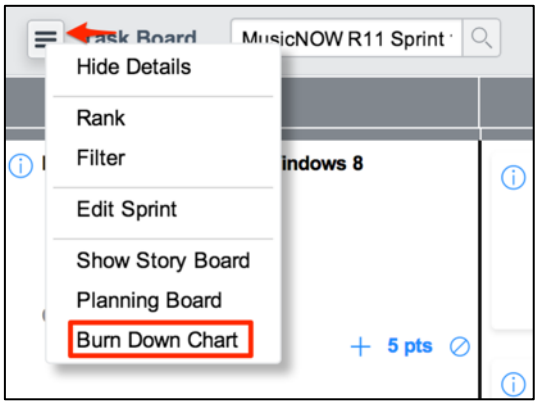
- Type: **Coding**
- Planned hours: **10**
- Short description: **Fix logging**

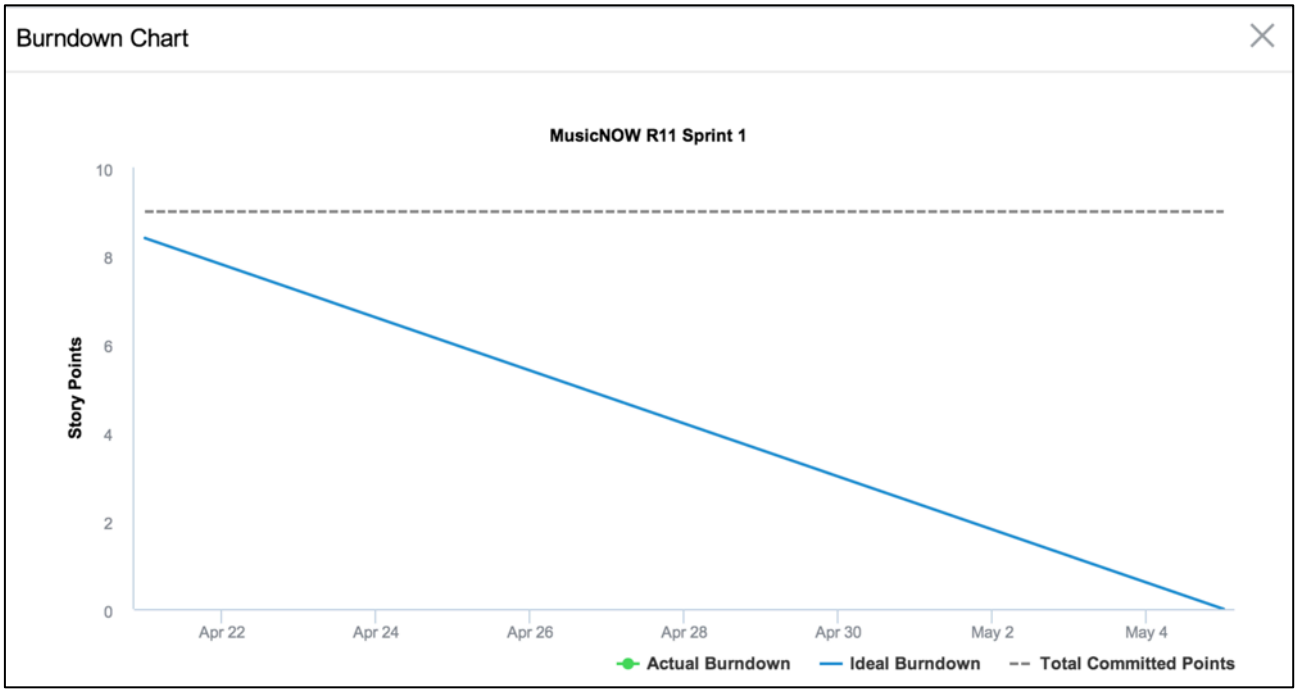



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3. In some Scrum stand up meetings, the ScrumMaster presents the sprint burn down chart for the team to evaluate and discuss as well. Navigate to the sprint **Burn Down Chart**: Click the context menu at the top of the Task Progress Board and select **Burn Down Chart**.




## Progress Report

Let the instructor know that you are done.

1. Navigate to **Lab Management> Report Lab Progress**.

2. Click **I am Done!**

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# Extra Credit!



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Subject: User Testing
Sent: Wednesday May 6th 2015
From: Tyler Durden, VP of Product Strategy

Hi!

Hope you are settling in well and everything is running smoothly for you.

I wanted to make sure you were aware of the new user acceptance testing that we started this release. We have a separate user testing group that will test each story. We need to keep the results of these tests for compliance reasons. I just wanted to make sure you had already started assigning out the stories to be tested well before the end of the sprint.

Thanks!

--

Tyler Durden
VP Product Strategy
*MusicNOW*

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# Lab Goal

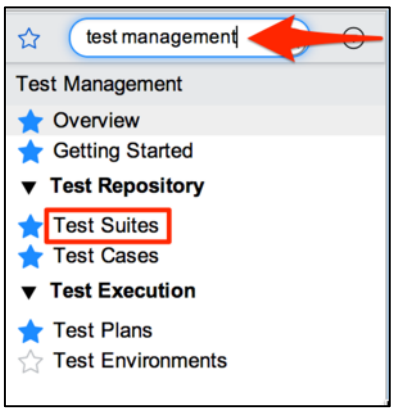
The goal of this lab is to familiarize you with building reusable test cases and tests, applying them to test plans and recording the results of test execution.

**Extra Credit**
**Lab 1.7**
**Test Management**

## Create a Test Suite with Test Cases and Tests

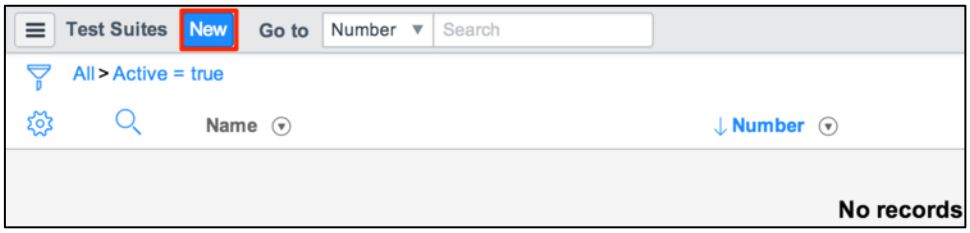
1. Navigate to the **Test Suites** in the **Test Management** area: **Test Management > Test Repository > Test Suites**.

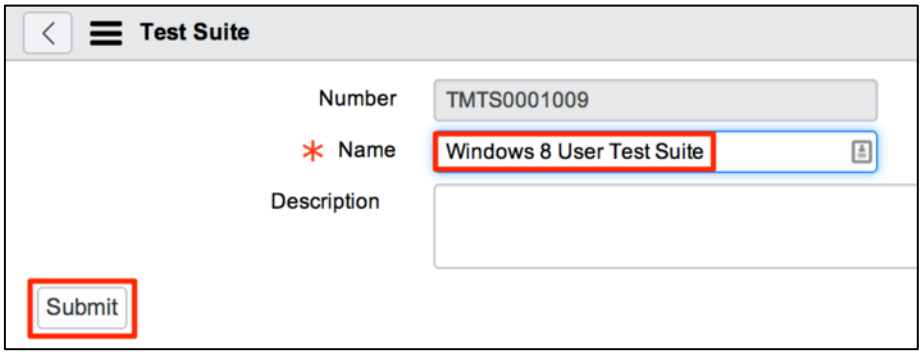
   **Note**: A test suite is a repository of reusable test cases with tests



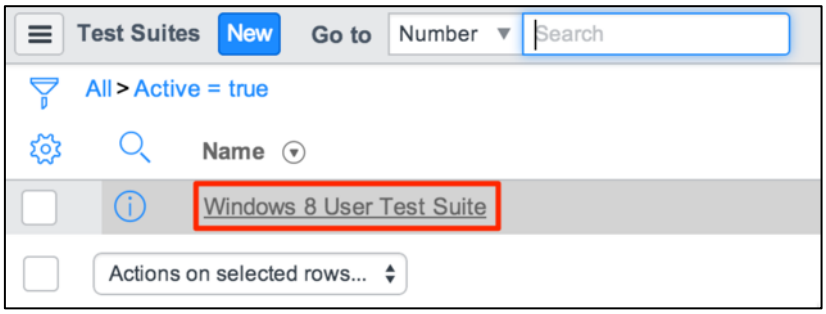

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2. Create a new Test Suite: Click **New.**, Enter **Windows 8 User Test Suite** as the **Name.** Click **Submit**.



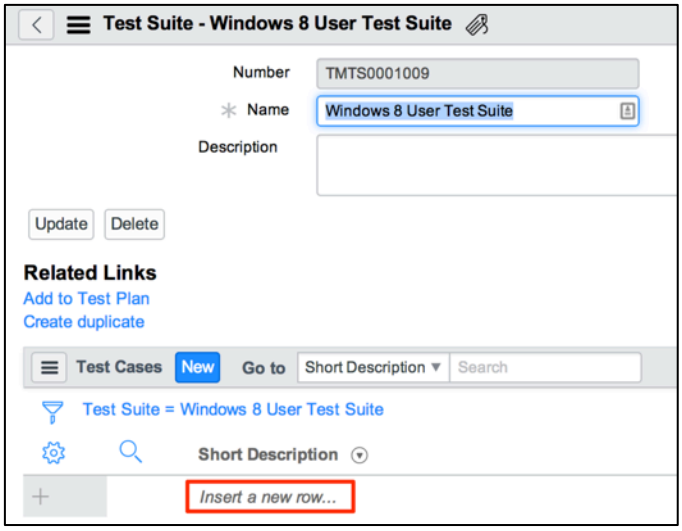

3. Select **Windows 8 User Test Suite**.

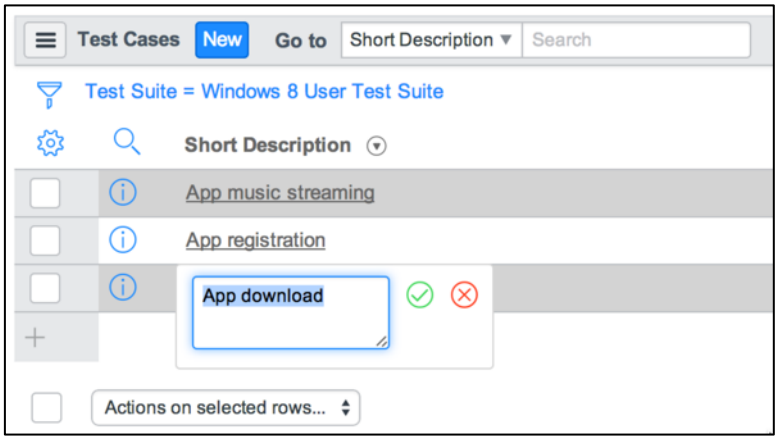



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4. Double-click **Insert a new row…** to add new Test Cases for each of these **Short Descriptions**:

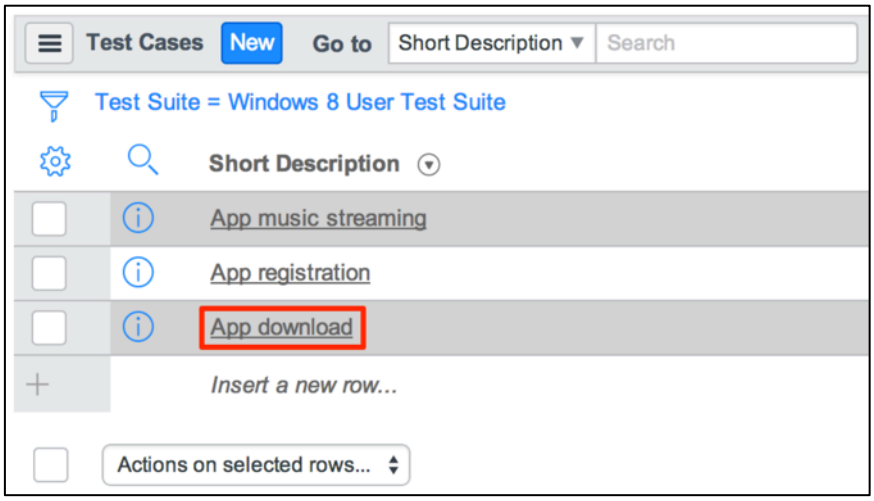
   - Short Description: **App download**
   - Short Description: **App registration**
   - Short Description: **App music streaming**




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5. Select the **App download** test case.

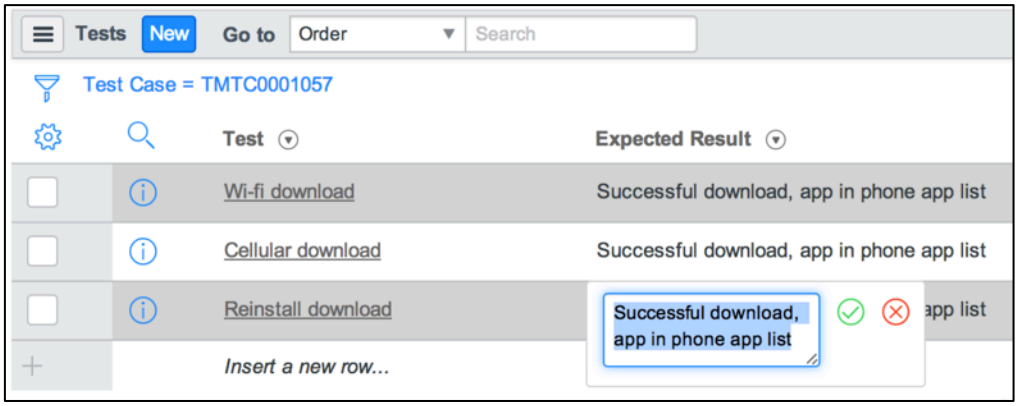



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6. Double-click **Insert a new row…** to add new **Tests** for the following:

| Test | Expected Result |
|---|---|
| Wi-fi download | Successful download, app in phone app list |
| Cellular download | Successful download, app in phone app list |
| Reinstall download | Successful download, app in phone app list |

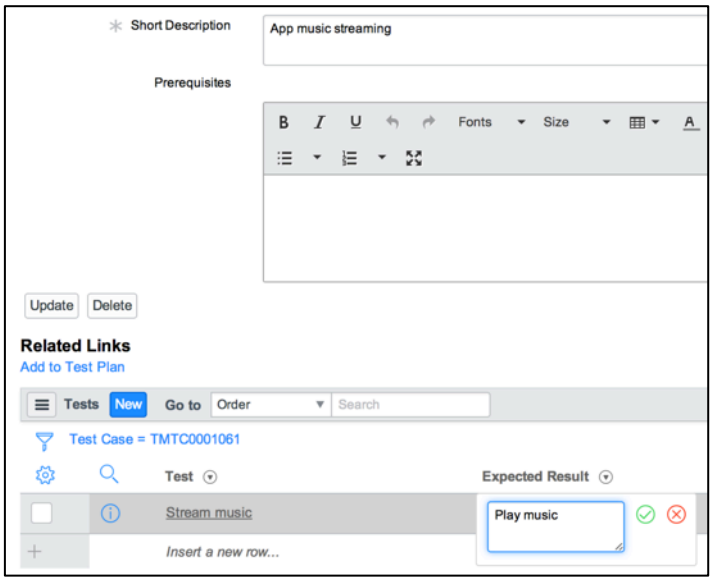


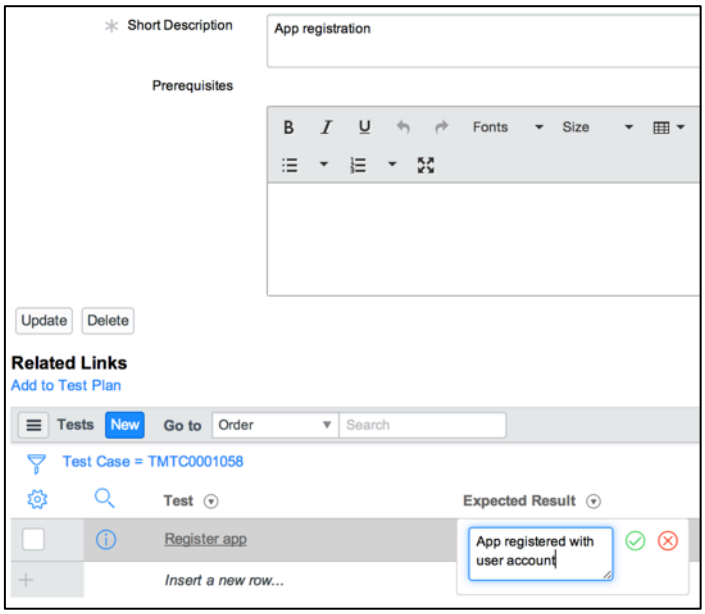




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7. Return to the Test Suite and add the following **Tests** for the other Test Cases:

| Test Case | Test | Expected Result |
|---|---|---|
| App music streaming | Stream music | Play music |
| App registration | Register app | App registered with user account |



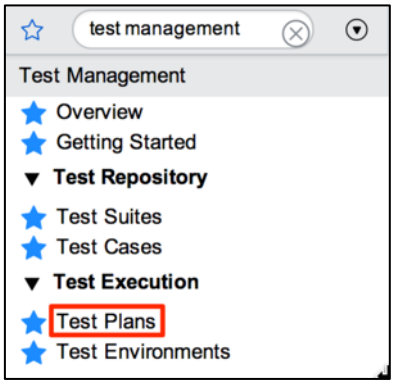




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## Create a Test Plan with Test Cases and Tests

1. Navigate to the **Test Plans** in the **Test Management** area: **Test Management > Test Execution > Test Plans**.

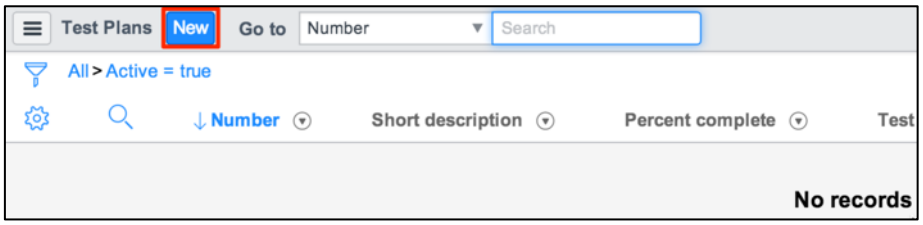
   **Note**: A test plan is a set of test cases for a specific product and environment.



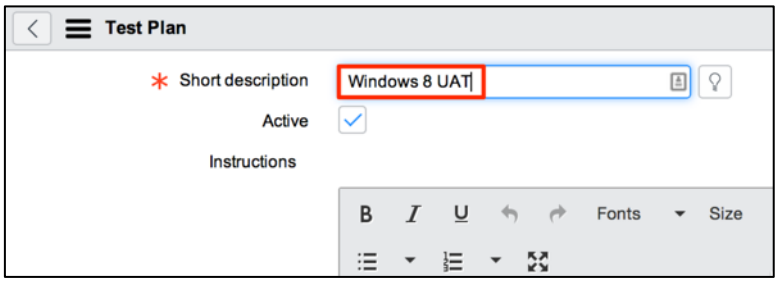

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2. Create a new **Test Plan**:

   a. Click **New**.



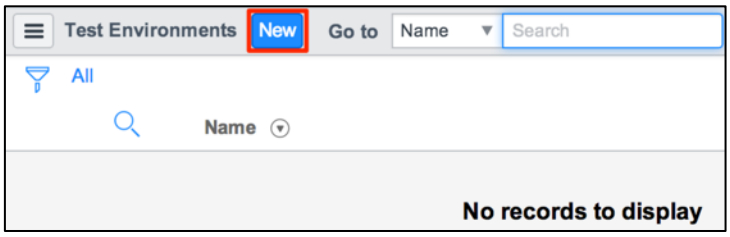

   b. Enter **Windows 8 UAT** as the **Short description**.




   c. Click the **Lookup** button for **Test Environment**.

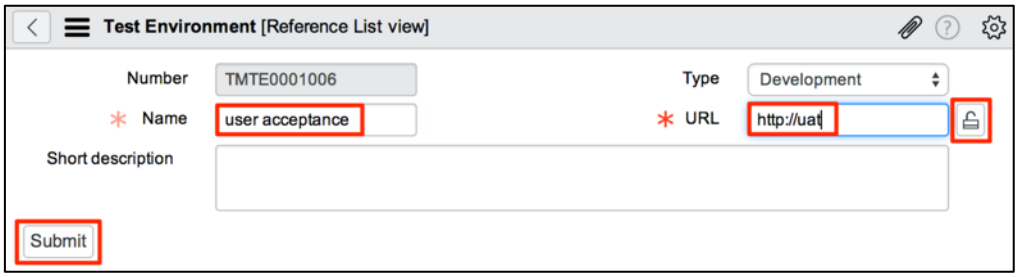



   d. Click **New**.

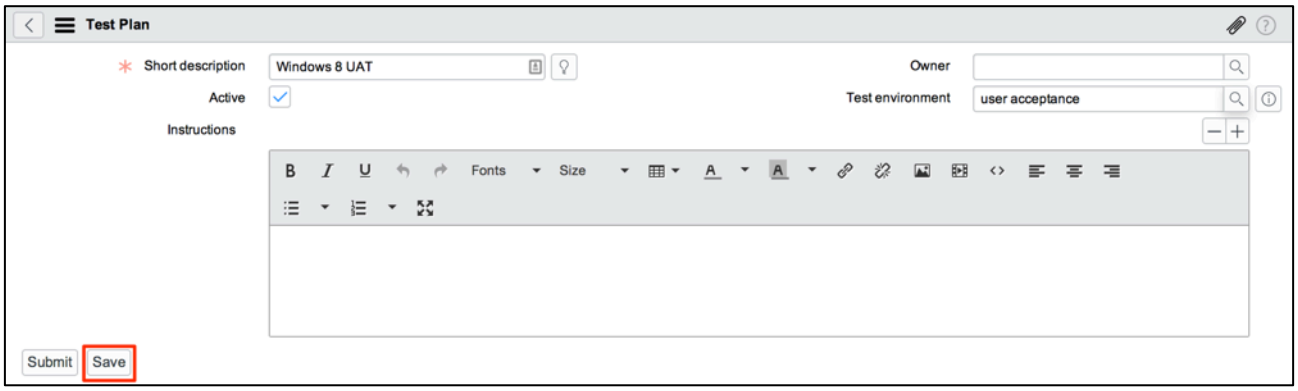



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e. Enter **user acceptance** in **Name**. Click the **Lock** button to unlock the **URL** text field. Enter **http://uat** in **URL**. Click **Submit**.

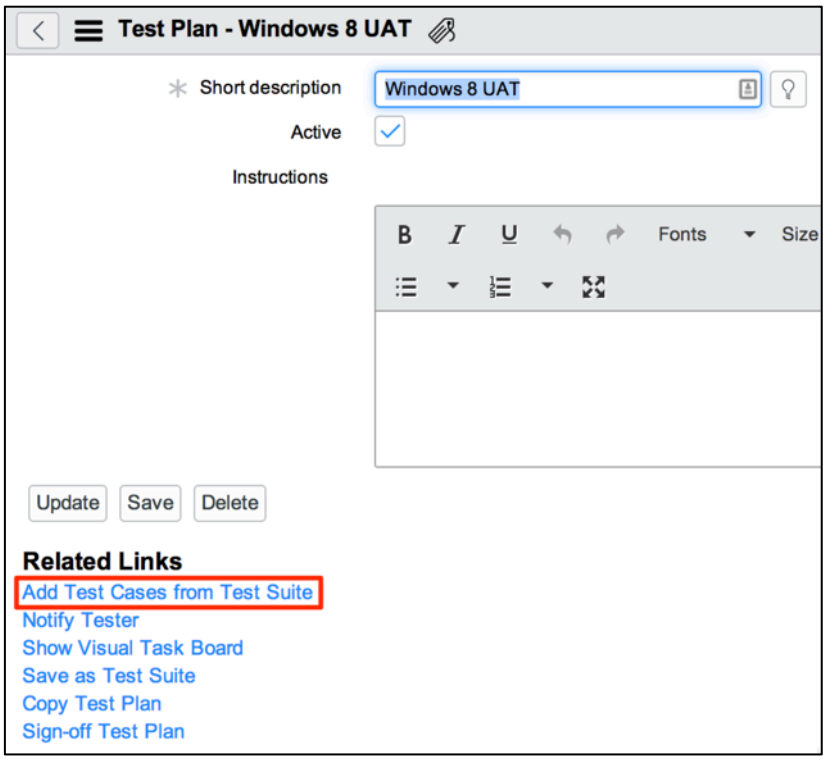



f. Click **Save**.

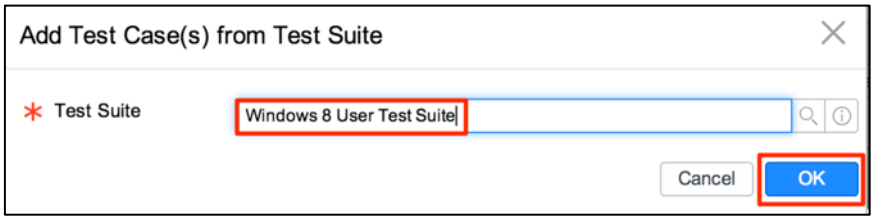



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3. Select the **Add Test Cases from Test Suite** related link.

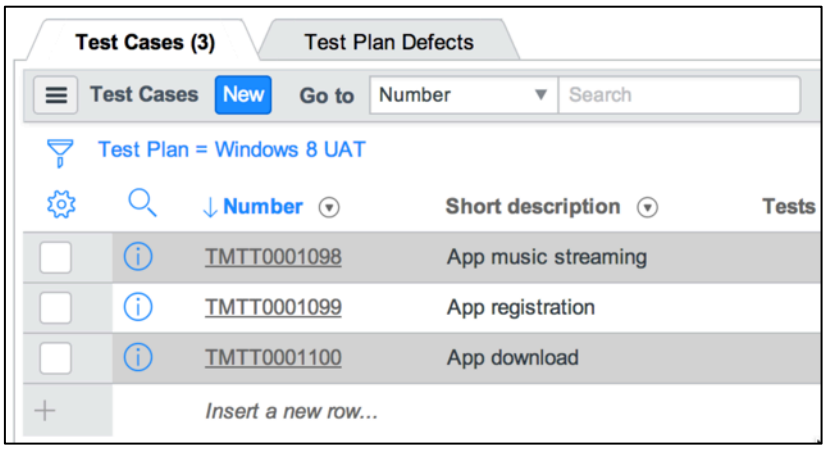



4. Enter **Windows 8 User Test Suite** into **Test Suite** and click **OK**.




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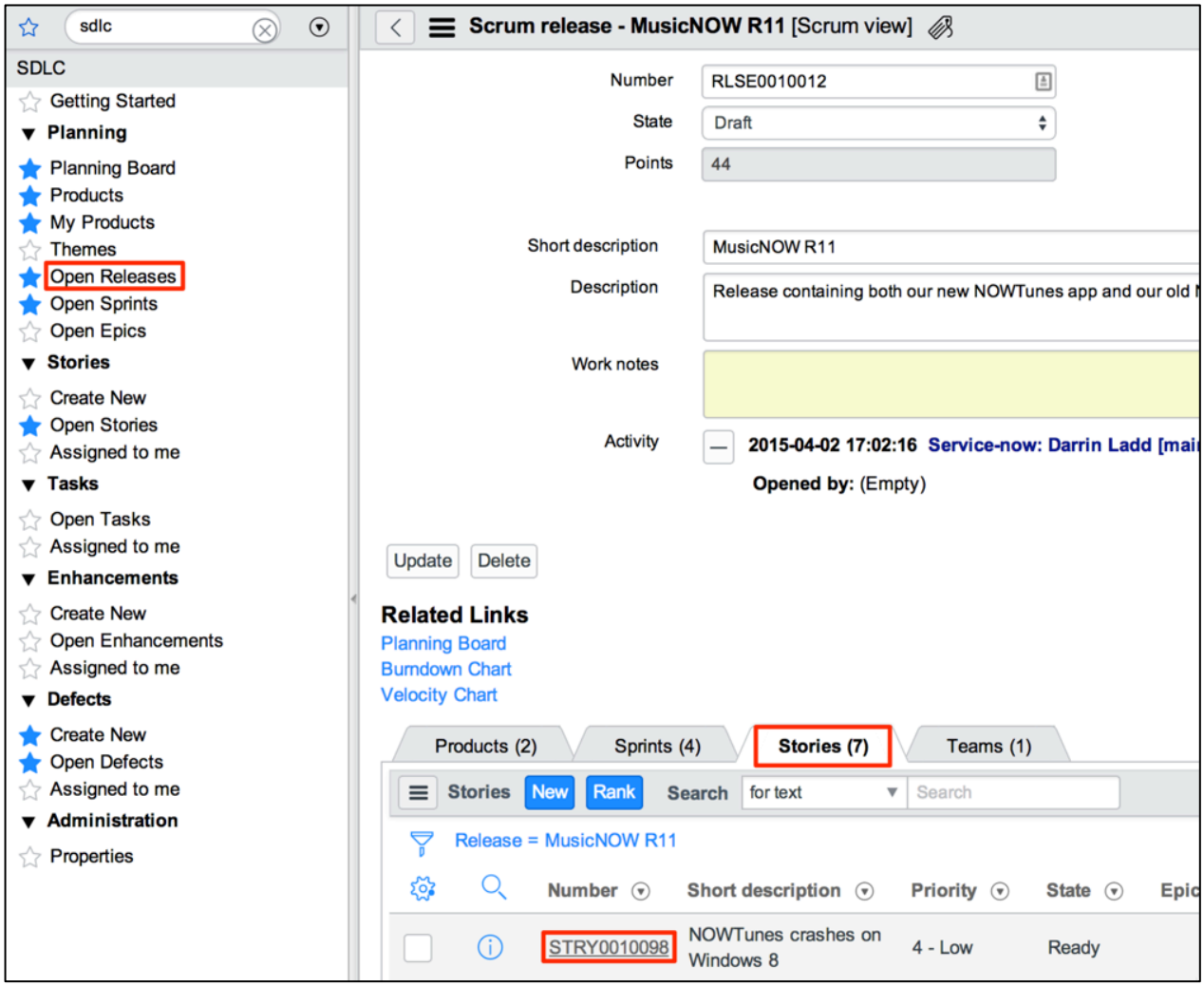
5. The three test cases created in the test suite should now be associated with the test plan.




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## Associate the Test Plan to the Story

1. Navigate to **SDLC > Planning > Open Releases.** Click the **MusicNow R11** release. In the **Stories** related list, select the **NOWTunes crashes on Windows 8** story.

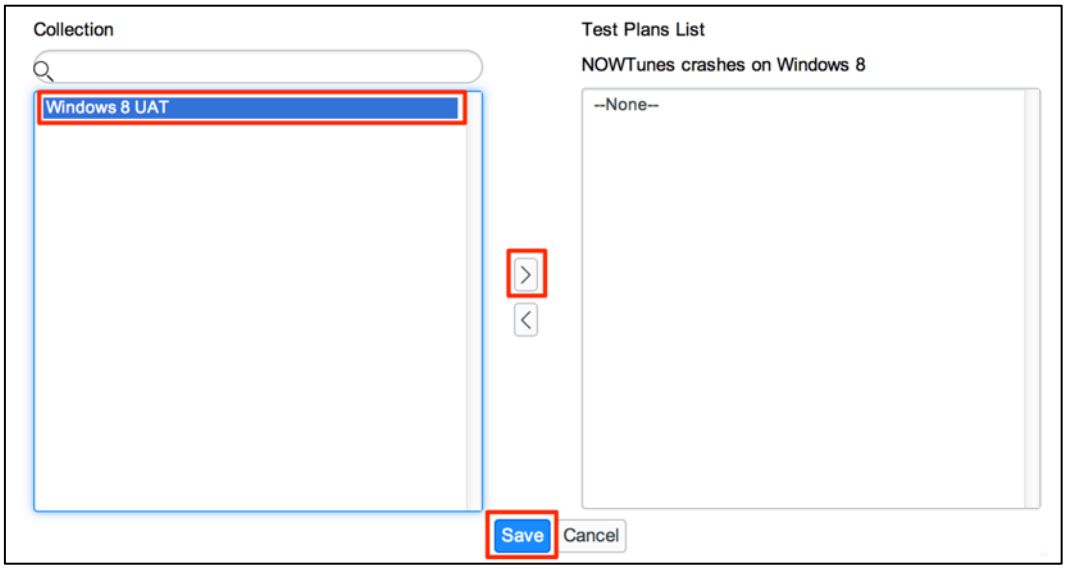



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2. In the **Test Plans** related list, click the **Edit** button.



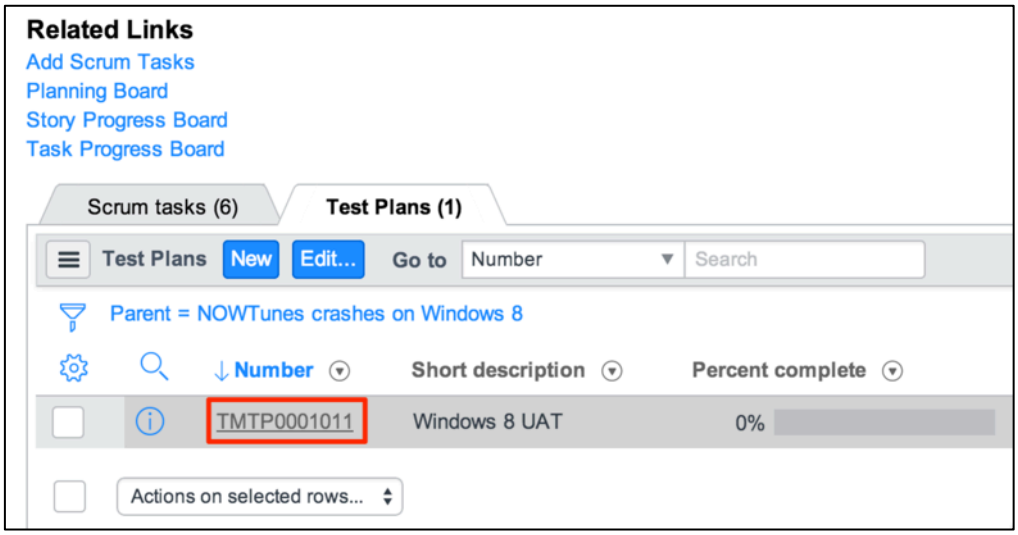

3. Select **Windows 8 UAT** and use the right arrow (**>**) to move it to the **Test Plans List** and click **Save**.



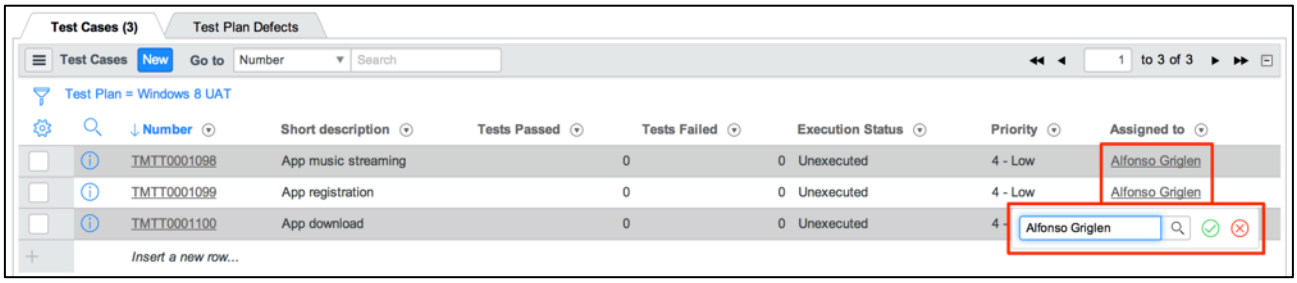

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## Assign the Test Cases and Notify the Tester

1. Select **Windows 8 UAT** in the **Test Plans** related list.

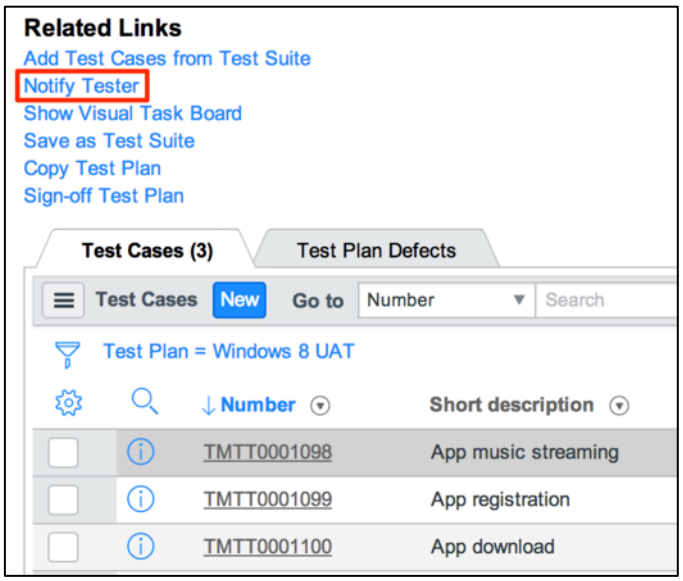



2. Double-click the **Assigned to** for each of the **Test Cases** and enter **Alfonso Griglen**.

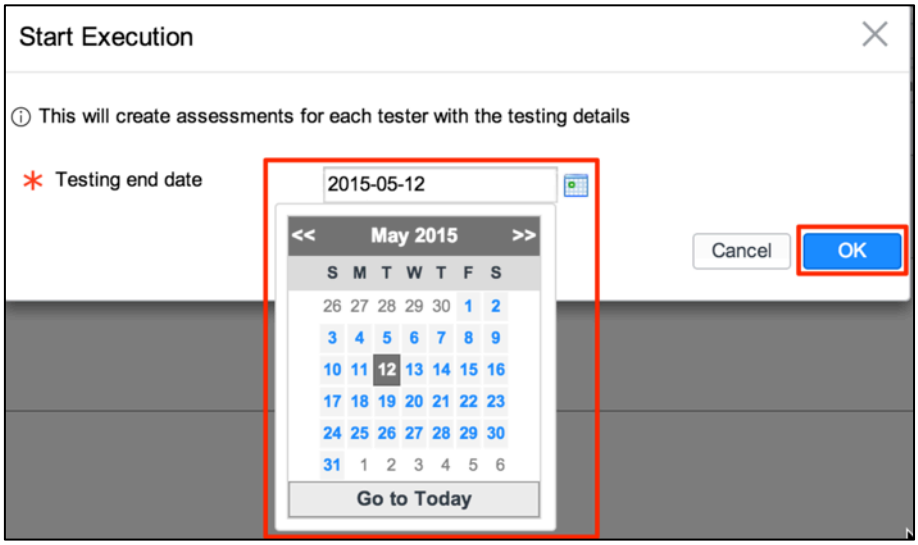



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3. Click the **Notify Tester** related link.



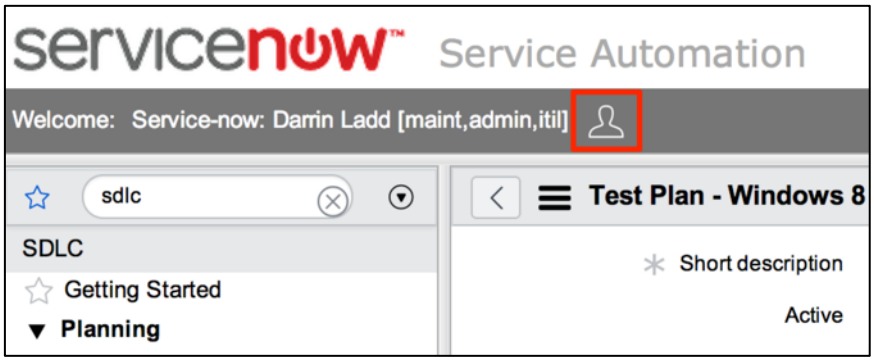

4. Enter the date for the end of the sprint as the **Testing end date**: Use the date picker to enter **2015-05-12**. Click **OK**.



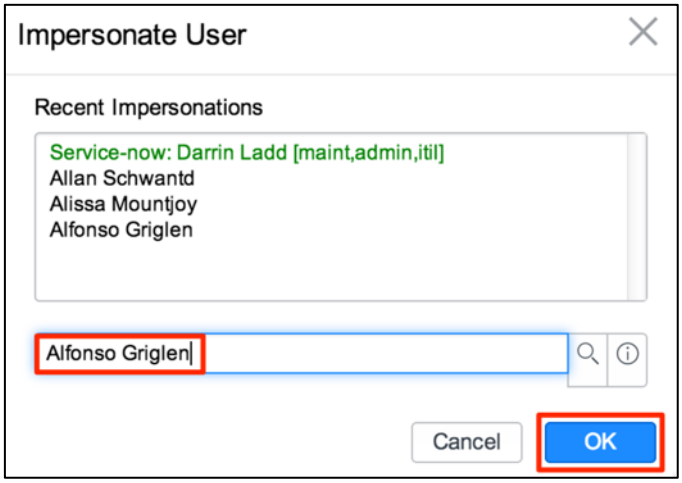

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## Execute the Tests

1. Impersonate the tester:
   a. Click the **Impersonate** button.

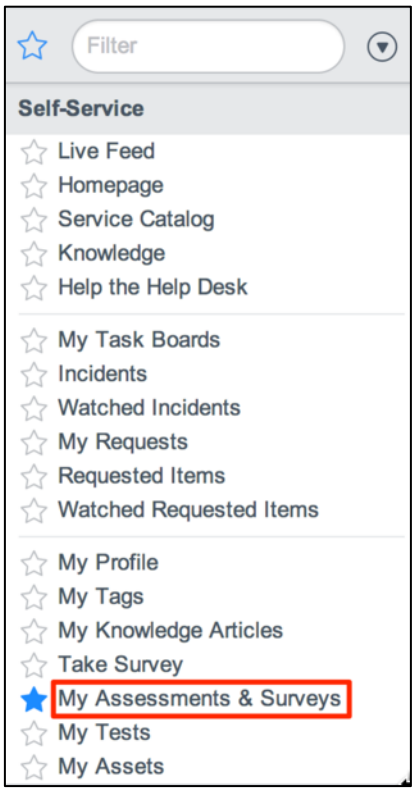



   b. Enter **Alfonso Griglen** and click OK.

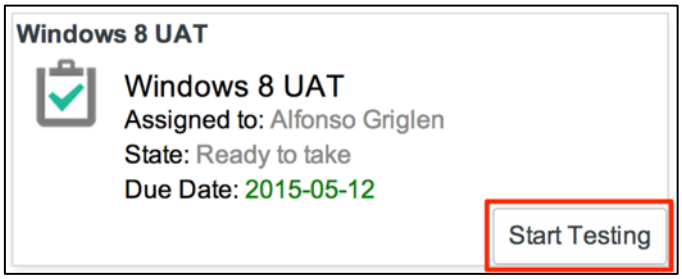



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2. Navigate to the tests: **Self-Service > My Assessments & Surveys**.



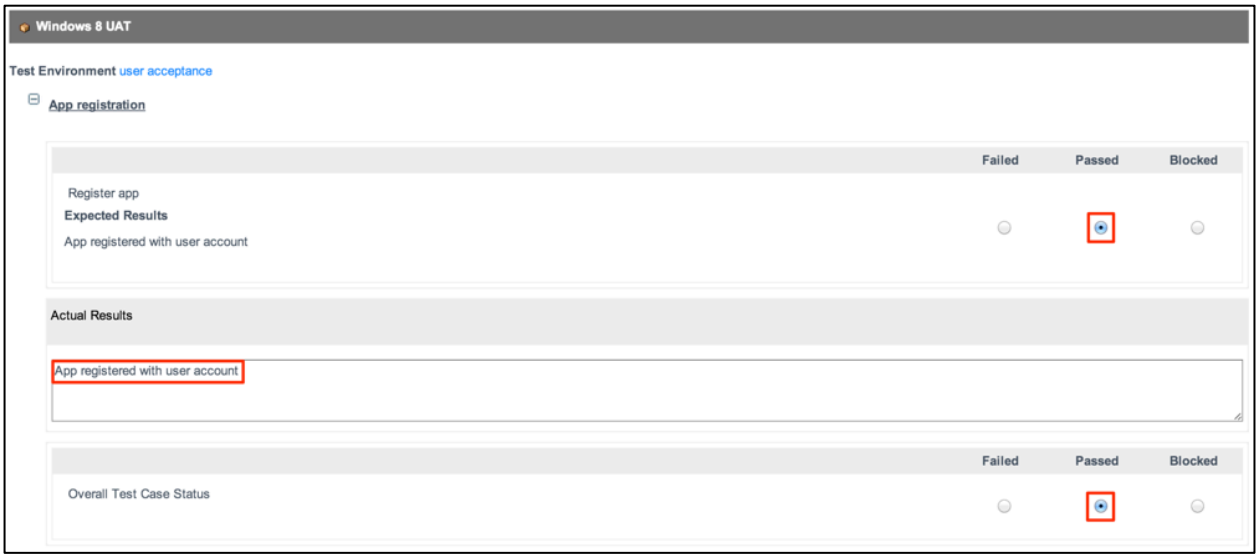

3. Click **Start Testing** on the **Windows 8 UAT** assessment.



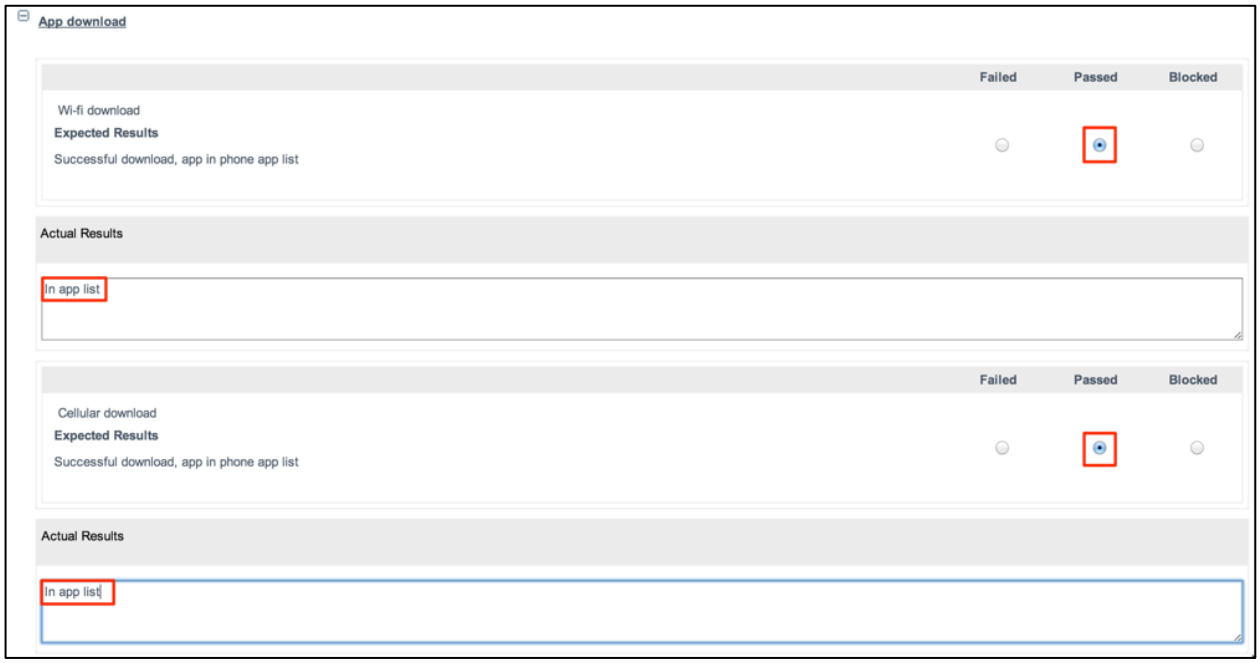

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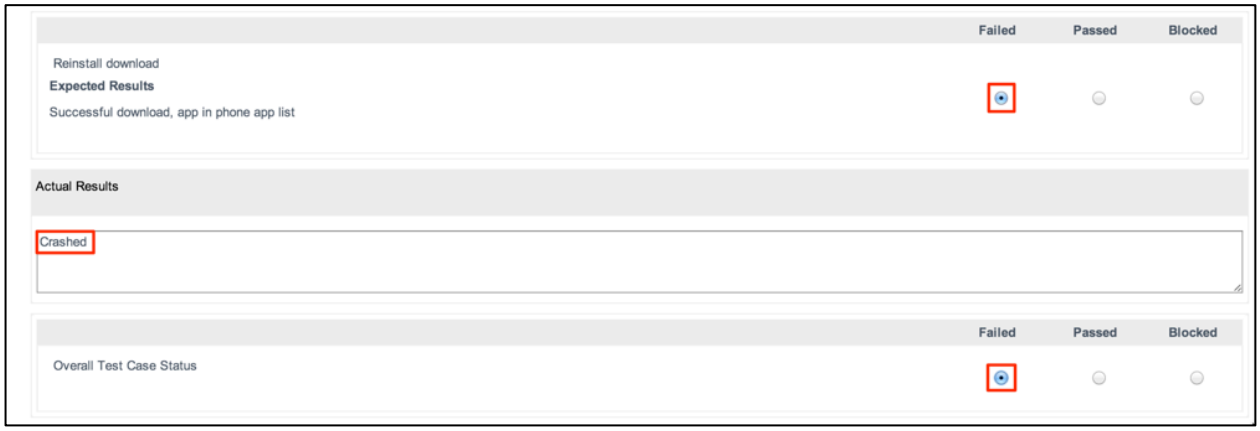
4. Enter the following for the test results and click **Submit**.

| Test Case | Test | Result | Actual Results |
|---|---|---|---|
| App registration | Register app | Passed | App registered with user account |
| App registration Overall Test Case Status | | Passed | |
| App download | Wi-fi download | Passed | In app list |
| App download | Cellular download | Passed | In app list |
| App download | Reinstall download | Failed | Crashed |
| App download Overall Test Case Status | | Failed | |
| App music streaming | Stream music | Passed | Played music |
| App music streaming Overall Test Case Status | | Passed | |

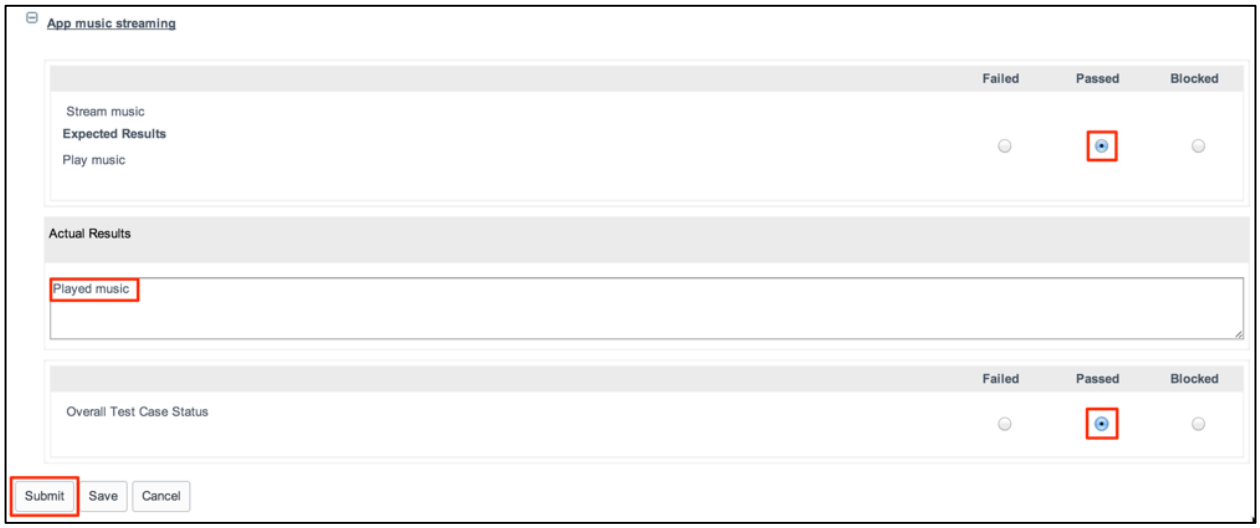



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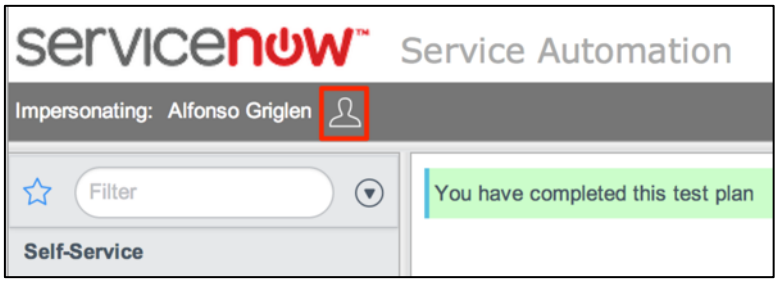

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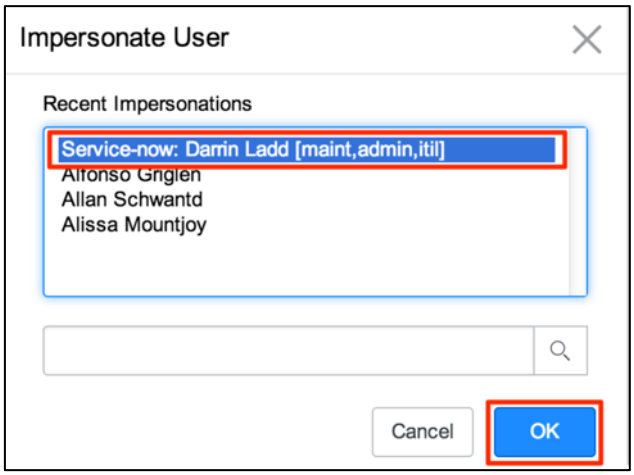

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## Review Test Results

1. Change impersonation back to admin:
   a. Click the **Impersonate** button.

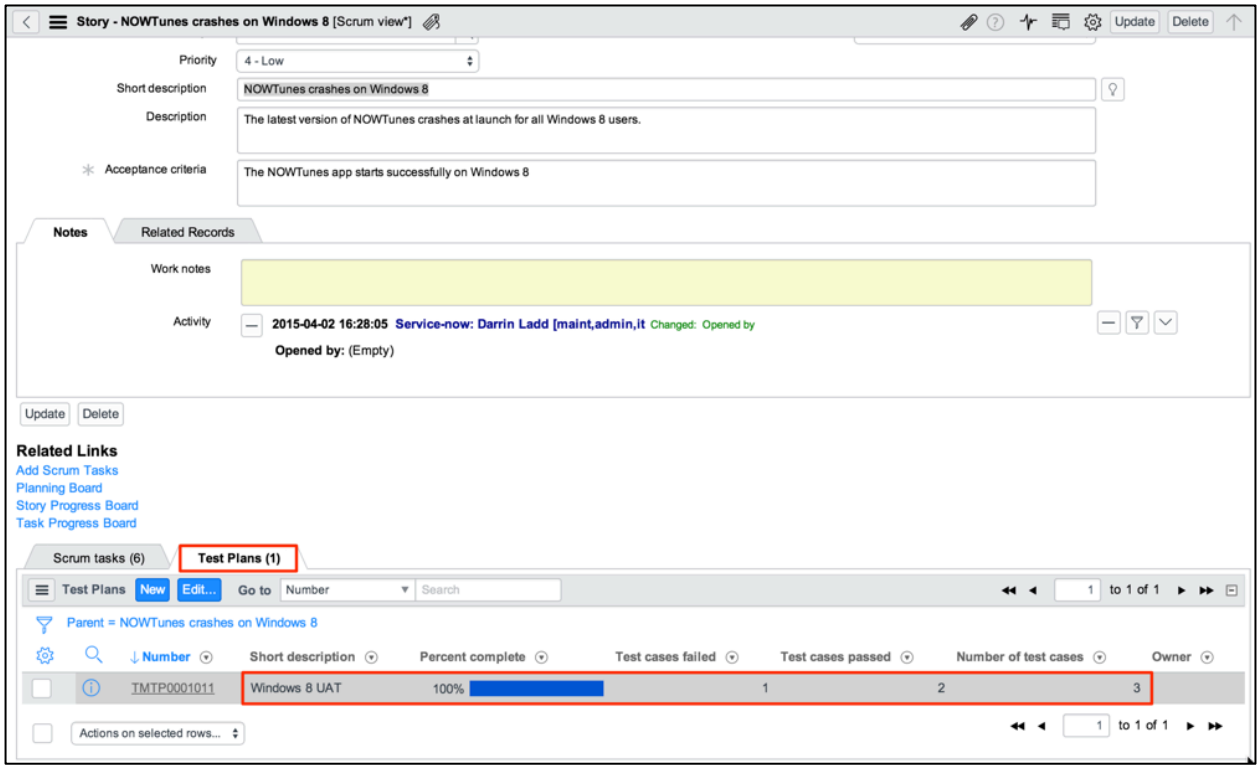



   b. Select **admin**. Click **OK**.




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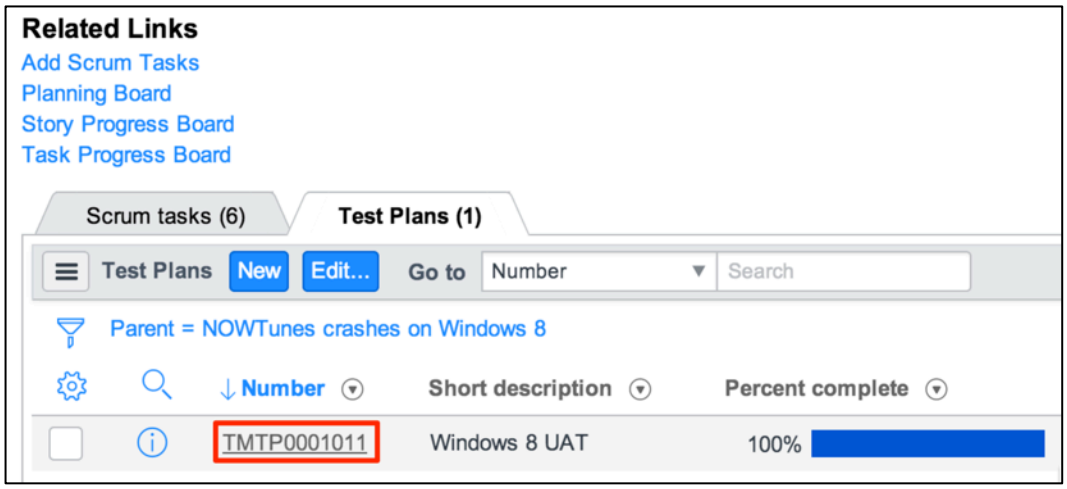
2. Navigate to **SDLC > Planning > Open Releases**. Click the **MusicNow R11** release. In the **Stories** related list, select the **NOWTunes crashes on Windows 8** story, and review the high level results of the testing in the **Test Plans** related list.



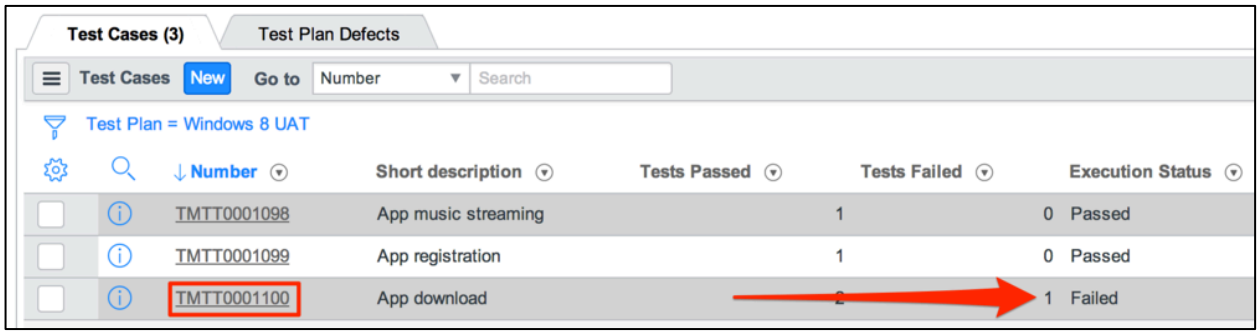

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## Create a Defect Associated with the Failed Test

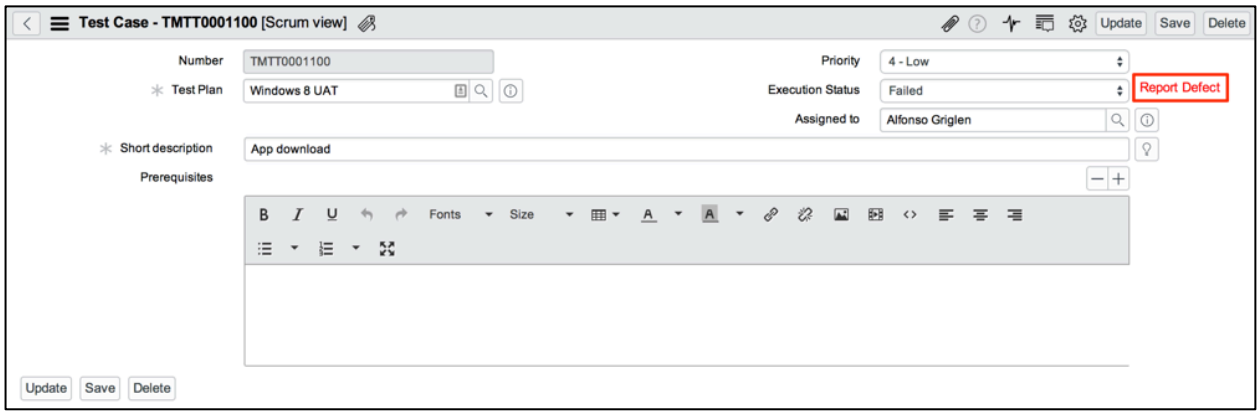
1. Select **Windows 8 UAT** in the **Test Plans** related list.




2. Select the failed Test Case: **App download**.

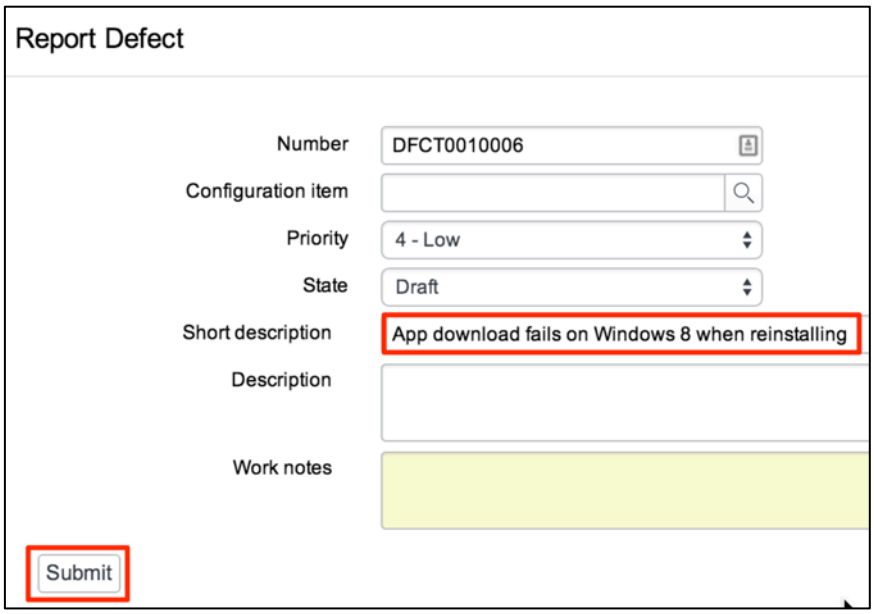



3. Click the **Report Defect** link.




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4. Enter **App download fails on Windows 8 when reinstalling** in Short description. Click **Submit**.



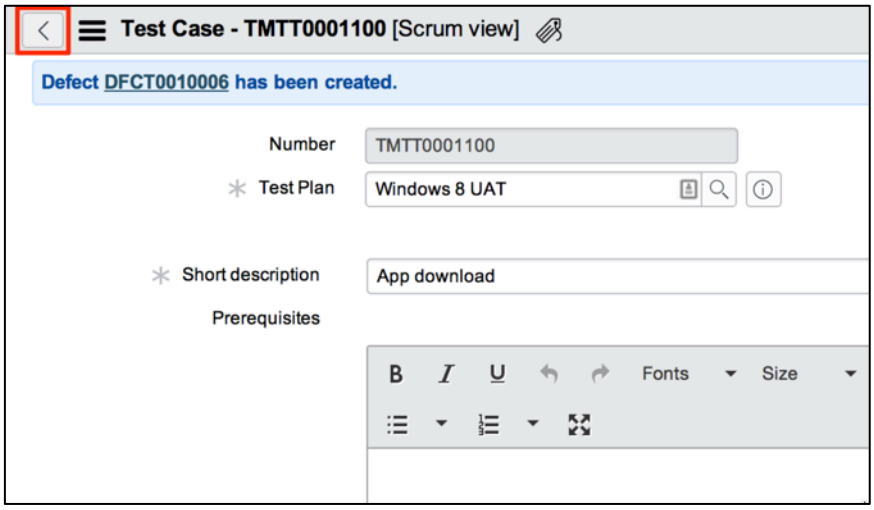

5. Review that the defect is created and associated with the Test Case: View the new defect in the **Defects for Test Case** related list.



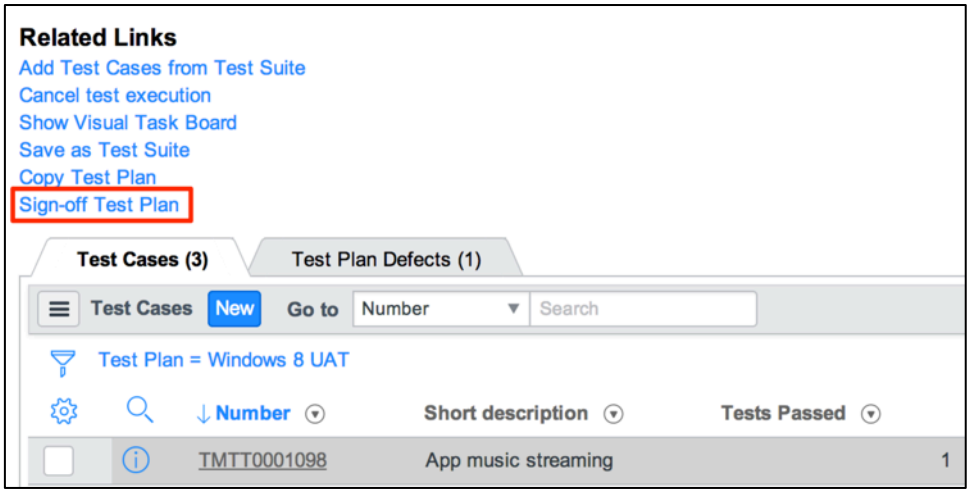

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## Sign-Off Test Plan and Download Report

1. Click the **Back** button to return to the **Windows 8 UAT** Test Plan.

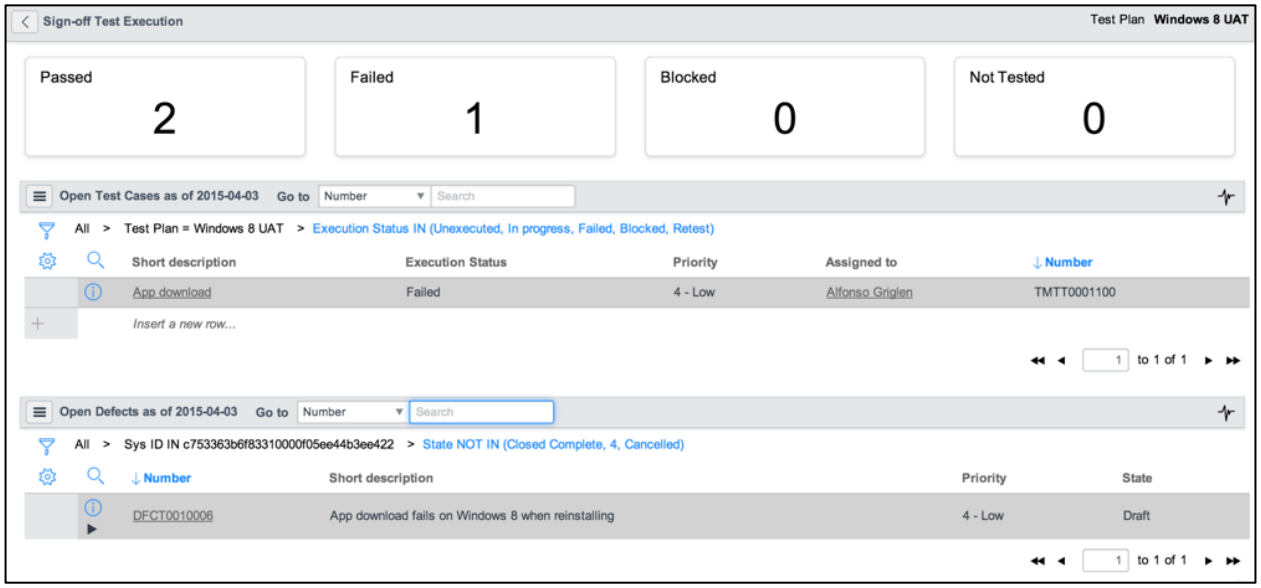



2. Click the **Sign-off Test Plan** related link.

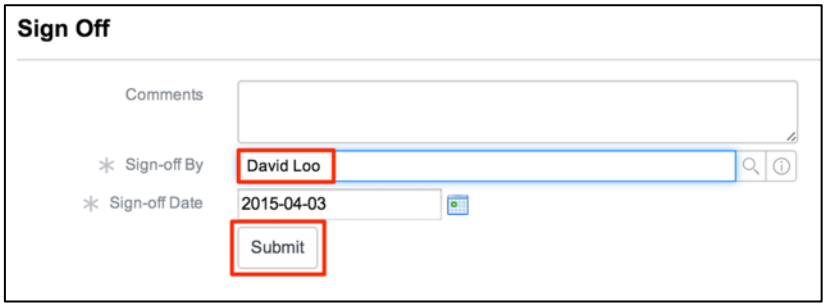



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3. Review the online test execution summary.

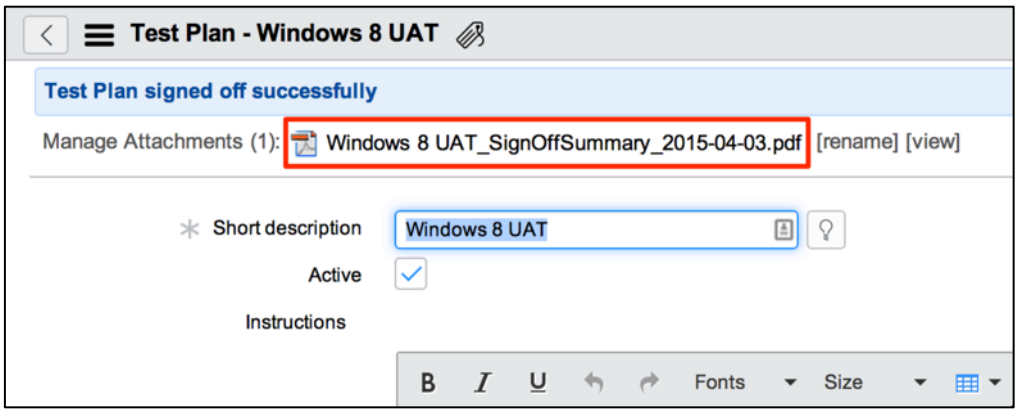



4. Enter **David Loo** in **Sign-off By** and click **Submit**.




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5. Click the **Windows 8 UAT_SignOffSummary** attachment to download and view it.




## Progress Report

Let the instructor know that you are done.

1. Navigate to **Lab Management> Report Lab Progress**.
2. Click **I am Done!**

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