WEB DESIGN MAGIC
INTERNET DEVELOPMENT

Quality Assurance & Testing

Web Design Magic Procedure Series

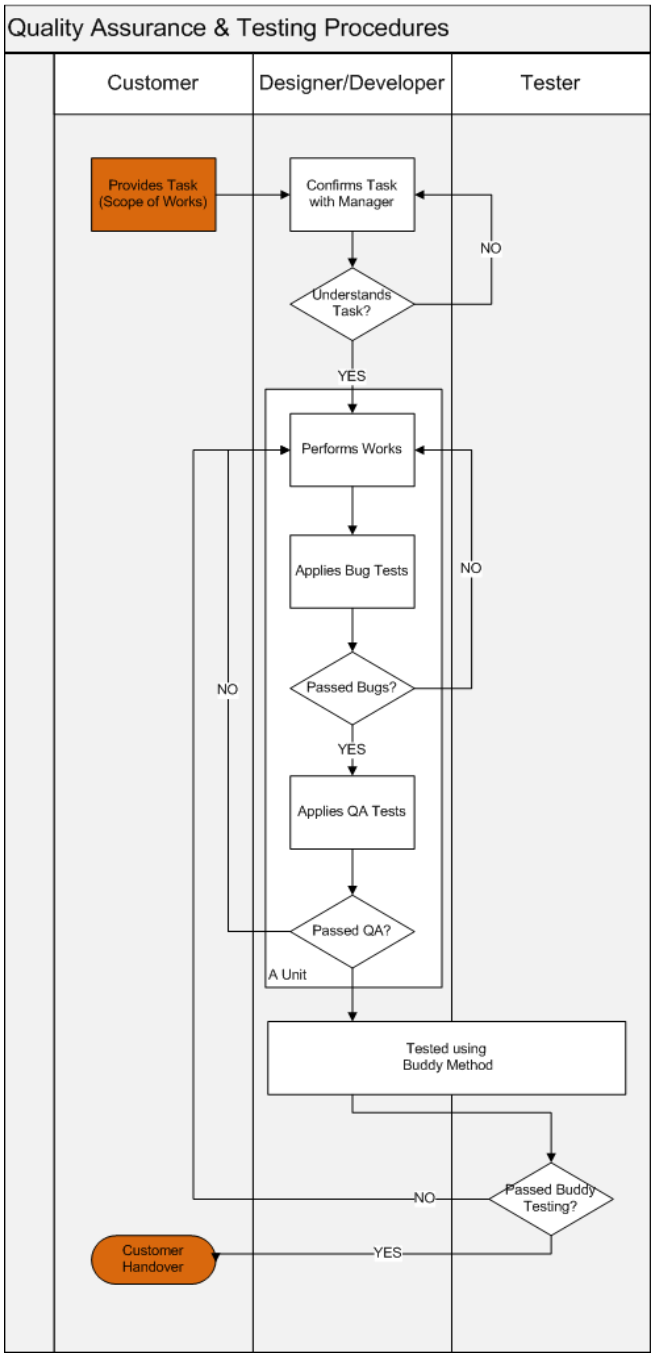
Scope

The procedure applies to any employee of Web Design Magic who delivers a solution to a customer. It covers Website Guidelines and tools to test these guidelines as well as unit and final testing procedures.

Responsibilities

- All staff will follow this procedure when delivering a solution to a customer or another fellow team.
- Team Managers are responsible for their team members and should ensure that all Quality Assurance guidelines have been adhered to during the development or creation process.
- All staff must give customer complaints top priority and must co operate fully in any action required to resolve a Quality Assurance complaint.

From our perspective, quality assurance is a subset of the overall usability goal—after all, a website isn't usable if it isn't working.



Why Quality Assurance?

In today's society with plenty of competition, Web Design Magic needs to stand out from the crowd. We need to been seen through all the noise.

We do this by providing our customers with a reason to either come back or tell their business network about how fantastic our services are. They are only going to do this if our service is superior to that of our competitors.

By ensuring that the customer receives a product that has been fully tested, passes Quality Assurance tests and conforms to current standards they will perceive the company as being professional and will happily recommend our services.

By performing simple tests we can limit the chance of the customer finding problems and changing the perception of the company as a quality product provider.

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Procedure

1. Introduction

Quality Assurance is an important step in the website development process and, by all means, should not be skipped. A broken link or a misspelled word may seem like trivial mistakes, but they can greatly undermine the credibility of your website.

We want Web Design Magic clients and people who visit their site to feel assured of the quality of the information they find.

2. Web Design Guidelines

Our Quality Assurance guidelines address editorial, graphics, and coding conventions. After the site has been built, it should be put through a rigorous post-production process. Finally, there should be a provision for user feedback which can influence the ongoing maintenance of the site. Each website must be built with the following guidelines in mind;

- HTML standards
- CSS standards
- W3C Standards
- Accessibility Standards

3. Use of Tools

We encourage the use of tools present in Dreamweaver and Visual Studio to be used for production QA and bug reports. Other tools can be found at;

www.w3.org/QA/Tools
www.aptest.com/webresources.html
www.softwareqatest.com/qatweb1.html

4. Understanding the Task

It is important that the task at hand is understood. If the task is not clear then it is impossible to deliver what has been requested.

Open communication channels are important to gain an insight into tricky or ambiguous tasks. All staff should read all requests prior to beginning works and if anything is not clear then the client should be contacted and the ambiguous request clarified.

5. Unit Testing

All staff shall test their website or application at a unit level. This means that in a multi team situation the team who is passing on the works must ensure that their part has been unit tested, meets the Web Design Guidelines and is error free.

Systems are typically comprised of units and system testing will be performed in the final test.

6. The Final Test - Buddy Testing

Buddy testing consists of one (or more) drivers and one (or more) observers. For a website or application, you'll want at least one observer per driver.

The sole purpose of the driver is to use the product. He's not looking for bugs, he's just acting like a user. If he happens to find an issue, he'll verbally call it out, but his goal is just to use the product.

The observer has two roles. The first role is to capture any callouts from the driver. The second is to look for bugs.

This may seem like a waste of manpower, and if it's the only way that you are planning on doing testing, it can be. However, for brief periods (one hour a day), it can be invaluable.

People use products differently than they test products. By just using the product, the driver is exercising different code paths than he normally would, so he's getting better coverage.

People also act differently when they test products. They're so focused on making sure they know what leads up to where they are that a blatant bug can stare them in the face and they'll miss it. That's where the observer comes in.

The observer isn't using it. He's just looking for the bugs. Because he doesn't have to dedicate any brainpower to driving, he can focus more energy on the act of seeing what's wrong.