

## Reference

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## Appendixes

### 1. OMS Table Structures of the Database

#### tbl\_category\_master

Column	Type	Null	Default	Comments	MIME
cat_no	int(11)	No			
description	varchar(50)	No			

#### Indexes

Keyname	Type	Unique	Packed	Column	Cardinality	Collation	Null	Comment
PRIMARY	BTREE	Yes	No	cat_no	2	A	No	

#### tbl\_subcat

Column	Type	Null	Default	Comments	MIME
subcat_no	int(11)	No			
cat_no	int(11)	No			
description	varchar(100)	No			

#### Indexes

Keyname	Type	Unique	Packed	Column	Cardinality	Collation	Null	Comment
PRIMARY	BTREE	Yes	No	subcat_no	21	A	No	
				cat_no	21	A	No	

<b>tbl_problems</b>					
<b>Column</b>	<b>Type</b>	<b>Null</b>	<b>Default</b>	<b>Comments</b>	<b>MIME</b>
prf_no	int(11)	No			
user_id	int(11)	No			
date_time	timestamp	No	CURRENT_TIMESTAMP		
cat_no	int(11)	No			
sub_cat_no	int(11)	No			
description	varchar(500)	No			
priority	varchar(10)	No	normal		
it_owner	int(11)	Yes	NULL		
escalated_owner	int(11)	Yes	NULL		
status	enum('new', 'wip', 'escalated', 'complete', 'close')	No	new		
est_completion_date	varchar(20)	Yes	NULL		
actual_completed_date	varchar(20)	Yes	NULL		
action_taken	varchar(500)	Yes	NULL		
department	int(11)	Yes	NULL		
cr_status	enum('yes', 'no')	Yes	no		
cr_approve_status	enum('yes', 'no')	Yes	NULL		
cr_reject_description	varchar(500)	Yes	NULL		
cr_approve_date	varchar(20)	Yes	NULL		
cr_request_date	varchar(20)	Yes	NULL		



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Column	Type	Null	Default	Comments	MIME
cr_reject_date	varchar(20)	Yes	NULL		

### Indexes

Keyname	Type	Unique	Packed	Column	Cardinality	Collation	Null	Comment
PRIMARY	BTREE	Yes	No	prf_no	4	A	No	

### tbl\_prob\_indicator\_master

Column	Type	Null	Default	Comments	MIME
item_no	int(11)	No			
cat_no	int(11)	No			
sub_cat_no	int(11)	No			
description	varchar(100)	No			



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### Indexes

Keyname	Type	Unique	Packed	Column	Cardinality	Collation	Null	Comment
PRIMARY	BTREE	Yes	No	item_no	14	A	No	

### tbl\_prob\_indicators

Column	Type	Null	Default	Comments	MIME
prf_no	int(11)	No			
item_no	int(11)	No			
date_time	timestamp	No	CURRENT_TIMESTAMP		

### Indexes

No index defined!

<b>tbl_user_skill_profile</b>
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Column	Type	Null	Default	Comments	MIME
user_id	int(11)	No			
cat_no	int(11)	No			
sub_cat_no	int(11)	No			
level	tinyint(1)	No			
max_jobs	int(11)	No			
assigned_jobs	int(11)	No			

<b>Indexes</b>
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Keyname	Type	Unique	Packed	Column	Cardinality	Collation	Null	Comment
PRIMARY	BTREE	Yes	No	user_id	3	A	No	



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<b>tbl_share_master</b>
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Column	Type	Null	Default	Comments	MIME
share_id	int(11)	No			
created_date	timestamp	No	CURRENT_TIMESTAMP		
doc_type	varchar(30)	No			
doc_owner	varchar(11)	No			
cust_code	varchar(11)	No			
share_type	varchar(11)	No			
description	varchar(200)	No			

### Indexes

Keyname	Type	Unique	Packed	Column	Cardinality	Collation	Null	Comment
PRIMARY	BTREE	Yes	No	share_id	1	A	No	

### tbl\_share\_details

Column	Type	Null	Default	Comments	MIME
share_id	int(11)	No			
epf_no	varchar(25)	No			
created_date	timestamp	No	CURRENT_TIMESTAMP		

### Indexes

No index defined!



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### tbl\_meeting\_master

Column	Type	Null	Default	Comments	MIME
meeting_id	int(11)	No			
sequence_no	varchar(11)	Yes	NULL		
subject	varchar(50)	No			
date_time	timestamp	Yes	NULL		
category	varchar(30)	No			
room	varchar(11)	No			
created_date	timestamp	Yes	CURRENT_TIMESTAMP		
meeting_type	varchar(20)	No			
meeting_owner	varchar(11)	No			

Column	Type	Null	Default	Comments	MIME
doc_type	varchar(50)	No			
file_path	varchar(400)	Yes	NULL		
meeting_by	varchar(11)	No			

### Indexes

Keyname	Type	Unique	Packed	Column	Cardinality	Collation	Null	Comment
PRIMARY	BTREE	Yes	No	meeting_id	0	A	No	

### tbl\_meeting\_detail

Column	Type	Null	Default	Comments	MIME
meeting_id	int(11)	No			
epf_no	varchar(11)	No			
created_date	timestamp	Yes	CURRENT_TIMESTAMP		

### Indexes

No index defined!

### tbl\_customer\_master

Column	Type	Null	Default	Comments	MIME
cust_code	varchar(11)	No			
cust_name	varchar(50)	No			

### Indexes

Keyname	Type	Unique	Packed	Column	Cardinality	Collation	Null	Comment
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Keyname	Type	Unique	Packed	Column	Cardinality	Collation	Null	Comment
PRIMARY	BTREE	Yes	No	cust_code	4	A	No	

### tbl\_group\_master

Column	Type	Null	Default	Comments	MIME
group_id	int(5)	No			
group_name	varchar(50)	No			
group_owner	varchar(25)	No			
group_type	varchar(30)	No			
created_date	timestamp	No	CURRENT_TIMESTAMP		

### Indexes

Keyname	Type	Unique	Packed	Column	Cardinality	Collation	Null	Comment
PRIMARY	BTREE	Yes	No	group_id	3	A	No	

### tbl\_group\_members

Column	Type	Null	Default	Comments	MIME
group_id	int(11)	No			
epf_no	varchar(25)	No			

### Indexes

No index defined!

<b>tbl_users</b>					
<b>Column</b>	<b>Type</b>	<b>Null</b>	<b>Default</b>	<b>Comments</b>	<b>MIME</b>
user_id	int(11)	No			
epf_no	varchar(25)	No			
username	varchar(100)	No			
password	varchar(100)	No			
display_name	varchar(30)	No			
status	tinyint(1)	No			
role_id	int(5)	No			
created_date	timestamp	No	CURRENT_TIMESTAMP		
updated_date	timestamp	No	0000-00-00 00:00:00		
created_by	int(11)	No			
updated_by	int(11)	No			
is_deleted	tinyint(1)	No			
session_id	varchar(300)	No			
session_ip	varchar(50)	No			

<b>Indexes</b>								
<b>Keyname</b>	<b>Type</b>	<b>Unique</b>	<b>Packed</b>	<b>Column</b>	<b>Cardinality</b>	<b>Collation</b>	<b>Null</b>	<b>Comment</b>
PRIMARY	BTREE	Yes	No	user_id	53	A	No	
epf_no	BTREE	Yes	No	epf_no	53	A	No	
epf_no_2	BTREE	Yes	No	epf_no	53	A	No	

## tbl\_roles

Column	Type	Null	Default	Comments	MIME
role_id	int(11)	No			
description	varchar(100)	No			
is_deleted	tinyint(1)	No			

## Indexes

Keyname	Type	Unique	Packed	Column	Cardinality	Collation	Null	Comment
PRIMARY	BTREE	Yes	No	role_id	4	A	No	

## tbl\_doc\_details

Column	Type	Null	Default	Comments	MIME
doc_reference	varchar(20)	No			
file_name	varchar(400)	No			
description	varchar(300)	Yes	NULL		

## Indexes

No index defined!

## tbl\_factory\_master

Column	Type	Null	Default	Comments	MIME
factory_code	int(11)	No			
description	varchar(100)	No			

### Indexes

Keyname	Type	Unique	Packed	Column	Cardinality	Collation	Null	Comment
PRIMARY	BTREE	Yes	No	factory_code	9	A	No	

### tbl\_department\_master

Column	Type	Null	Default	Comments	MIME
department_code	int(11)	No			
description	varchar(100)	No			

### Indexes

Keyname	Type	Unique	Packed	Column	Cardinality	Collation	Null	Comment
PRIMARY	BTREE	Yes	No	department_code	10	A	No	



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### tbl\_staff\_master

Column	Type	Null	Default	Comments	MIME
epf_no	varchar(25)	No			
name	varchar(100)	No			
address	varchar(250)	No			
factory_code	varchar(30)	No			
dept_code	varchar(30)	No			
telephone	varchar(20)	No			
email	varchar(50)	No			


<b>Indexes</b>
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Keyname	Type	Unique	Packed	Column	Cardinality	Collation	Null	Comment
PRIMARY	BTREE	Yes	No	epf_no	52	A	No	

## 2. OMS Text Cases

Following test cases have been used in order to check the core of the application functionality. The tests were centered on the implementation capabilities of the application, interoperability with the environment e.g. functionality with the hardware, operating systems and other supportive application software required.

### Test Case 1: TC1/BB/001

Test Case:	TC1/BB/001	
Test Objective	Whether the application could be installed as specified.	
Description	Perform installations of the application on Windows 7 and Windows XP with XAMPP Server simulation software kit.	
 Steps	Activity 1. Check the o/s version and service pack number	Result (note all observation in the given space <input type="checkbox"/> Windows XP <input type="checkbox"/> Windows 7 Service Pack.....  Observations [PASS/FAIL] Notes:
	2. Install the XAMPP Server	Observations [PASS/FAIL] Notes:
	3. Unzip the Application binaries and install the program.	Observations [PASS/FAIL] Notes:
	4. Start the XAMPP Server and run the application	Observations [PASS/FAIL] Notes:
	5. Login to application	Observations [PASS/FAIL] Notes:

	6. Check basic functionalities in order to check basic features e.g. login as a user, click on items, open forms etc.	Observations [PASS/FAIL] Notes:
	7. Close the application including shutting down the XAMPP Server	Observations [PASS/FAIL] Notes:

**Test Case 2: TC2/BB/001**

Test Case:	TC2/BB/001	
Test Objective	Check whether the application could be brought up as expected	
Description	The Application and database should be able to start up through the XAMPP Console.	
	Activity	Result (note all observation in the given space)
Steps	1. Start the XAMPP Server	Observations [PASS/FAIL] Notes:
	2. Open the web browser	Observations [PASS/FAIL] Notes:
	3. Start the main login console of the application via the web browser. URL is localhost\helpdesk	Observations [PASS/FAIL] Notes:
	4. Start the XAMPP Server and run the application	Observations [PASS/FAIL] Notes:

### Test Case 3: TC3/BB/001


Test Case:	TC3/BB/001	
Test Objective	Whether the database and application interacts with each other	
Description	Check whether sample data keyed into the application would get stored in the tables of the database. Perform input, modification and deletion of data for all tables.	
	Activity	Result (note all observation in the given space)
Steps	1. Add a new user using admin control panel. Record the name of the user and category.	Observations [PASS/FAIL] Notes:
	2. Login as the help desk user and create a new incident. Record the incident number.	Observations [PASS/FAIL] Notes:
	3. Login as the Support User and create a new change request.	Observations [PASS/FAIL] Notes:
	4. Login as Support User and create a new knowledgebase article.	Observations [PASS/FAIL] Notes:

### Test Case 4: TC4/BB/002

Test Case:	TC4/BB/002	
Test Objective	Whether the database and application interacts with each other	
Description	Check whether sample data keyed into the application would get stored in the tables of the database. Perform input, modification and deletion of data for all tables. Check whether the data input into the system through the user interface has properly saved in the respective tables.	
	Activity	Result (note all observation in the given space)
Steps	1. Open the local database through admin console and select following tables one by one and ensure the availability of data input in the previous tests.	Observations: mark the availability of data as pass or fail.  Tables: <ul style="list-style-type: none"> <li>• tbl_user [PASS/FAIL]</li> <li>• tbl_group_master [PASS/FAIL]</li> <li>• tbl_group_members [PASS/FAIL]</li> <li>• tbl_meeting_master[PASS/FAIL]</li> </ul>

		<ul style="list-style-type: none"> <li>• tbl_meeting_detail [PASS/FAIL]</li> <li>• tbl_prob_indicators [PASS/FAIL]</li> <li>• tbl_prob_indicator_master [PASS/FAIL]</li> <li>• tbl_problems [PASS/FAIL]</li> <li>• tbl_user_skill_profile [PASS/FAIL]</li> </ul>
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**Test Case 5: TC5/BB/001**

Test Case:	TC5/BB/001	
Test Objective	Validate User Login Function	
Description	Testing User login function with the validations and security measures adopted to the password.	
	Activity	Result (note all observation in the given space)
Steps	 <ol style="list-style-type: none"> <li>1. Passwords are not visible when entering</li> <li>2. Passwords are stored in encrypted mode (MD5) =when storing in the database</li> <li>3. Cannot enter into the system by entering wrong passwords</li> <li>4. The desired access levels are provided under each account type i.e. ensure the correct profile is loaded under help normal user, Team Leader, IT Staff and Administrator.</li> </ol>	<p>Observations</p> <ol style="list-style-type: none"> <li>1. Entered Password will not be visible. For each character key in will show a black dot.</li> <li>2. Once the new user is created the password field in the table will not be able to recognize due to the encryption.</li> <li>3. Should display an error message “Wrong User ID or Password”</li> <li>4. User role will be set in the data table.</li> </ol>



### Test Case 6: TC6/BB/001

Test Case:	TC6/BB/001	
Test Objective	Validate Input details	
Description	Check the User creation validation is correct	
	Activity	Result (note all observation in the given space)
Steps	<ol style="list-style-type: none"> <li>1. User Name cannot be null</li> <li>2. Password cannot be null</li> <li>3. EPF Number cannot be null</li> <li>4. EPF number cannot be invalid</li> <li>5. Name should automatically be taken from the data base</li> <li>6. User Role should be selected</li> </ol>	<p>Observations</p> <ol style="list-style-type: none"> <li>1. Should display an error message like “Mandatory fields cannot be null”</li> <li>2. Should display an error message like “Mandatory fields cannot be null”</li> <li>3. Should display an error message like “Mandatory fields cannot be null”</li> <li>4. Should display an error message like “Invalid EPF number”</li> <li>5. Name will be appearing in the Name text field.</li> <li>6. Should display an error message like “Mandatory fields cannot be null”</li> </ol> <p>Notes:</p>



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