

Test Module10.4

Workflow

Test Cases

*Author(s): imbus AG
MoReq2 test development team*

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Document History

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10.4 Workflow

REMARKS	TEST DATA:	The test data for the following tests (test module 10, chapter T10.4) can be found in the corresponding test data repository. The reference chapter is called ' on chapter 10.4 – Workflow '.
	TEST EXECUTION:	<p>step (1) Please read the chapter Testframework – Introduction /Chapter 2 before starting the test execution.</p> <p>step (2) The test cases are designed in a way that enables you to skip certain test cases when required. However, the outcome of some test cases might be a precondition of subsequent tests. Where there are dependencies we have inserted test references into the precondition section of the test case. Careful attention should be given to the preconditions of the test cases.</p>

T10.4.1 Configuration Time

Abstract: This chapter focuses on testing the configuration possibilities concerning workflows.

T10.4.1.1 Configuration of a maximum number of steps

I. Global test case information		
<i>test case id:</i>	T10.4.1.1	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
<i>test case description:</i>	An administrative role defines a maximum number of steps in a workflow at configuration time. For testing purposes the maximum will be set to 10 steps.	
<i>Req.-ID:</i>	10.4.24	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> • Logged in as role CentralAdministrator • Configuration time 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Configure 10 steps as the maximum number of steps for each workflow.	The maximum number of steps is defined.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> • The ERMS enables an administrative role to define a maximal number of steps in a workflow at configuration time. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.2 Pre-Programmed Workflows

Abstract: This chapter focuses on testing pre-programmed workflows.

T10.4.2.1 Creation of a Pre-Programmed Workflow

I. Global test case information		
<i>test case id:</i>	T10.4.2.1	
<i>test case priority:</i>	<input checked="" type="checkbox"/> Mandatory	<input type="checkbox"/> Optional <input type="checkbox"/> Not testable
<i>test case description:</i>	Ensure that an administrative role can define a pre-programmed workflow within the ERMS.	
<i>Req.-ID:</i>	10.4.4	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> Logged in as role CentralAdministrator 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Create a pre-programmed workflow Workflow1 (W01) within the ERMS.	The workflow Workflow1 (W01) is created.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> The ERMS allows pre-programmed workflows to be defined by an administrative role. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed <input type="checkbox"/> failed
<i>Remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.2.2 Changing a Pre-Programmed Workflow

I. Global test case information		
<i>test case id:</i>	T10.4.2.2	
<i>test case priority:</i>	<input checked="" type="checkbox"/> Mandatory	<input type="checkbox"/> Optional <input type="checkbox"/> Not testable
<i>test case description:</i>	An unauthorised user tries to change a pre-programmed workflow within the ERMS. The ERMS denies this attempt. Afterwards an authorised user tries to change a pre-programmed workflow. Ensure that the ERMS allows this change.	
<i>Req.-ID:</i>	10.4.7	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> Pre-programmed workflow Workflow2 (W02) is stored Pre-programmed workflow Workflow3 (W03) is stored Logged in as role Marketing 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Attempt to change the workflow Workflow2 (W02) within the ERMS.	The ERMS denies changing the workflow Workflow2 (W02) . (Please note that we do not state how the ERMS denies the change. It could also be possible that an unauthorised user cannot retrieve such workflows.)
2.	Log off user in role Marketing .	User in role Marketing is logged off.
3.	Log in user in role Reviewer .	User in role Reviewer is logged in.
4.	Change the workflow Workflow3 (W03) .	The workflow Workflow3 (W03) is changed.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> An unauthorised user cannot change a pre-programmed workflow. An authorised user can change a pre-programmed workflow. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>Remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.2.3 Audit Trail

I. Global test case information		
<i>test case id:</i>	T10.4.2.3	
<i>test case priority:</i>	<input checked="" type="checkbox"/> Mandatory	<input type="checkbox"/> Optional <input type="checkbox"/> Not testable
<i>test case description:</i>	An administrative role creates a pre-programmed workflow. Another authorised user changes this workflow afterwards. Ensure that the creation and change of the workflow are recorded in the audit trail.	
<i>Req.-ID:</i>	10.4.10	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> Logged in as role CentralAdministrator User role Reviewer is authorised to view the audit trail 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Create a new workflow Workflow4 (W04) .	The workflow Workflow4 (W04) is created.
2.	Log off as CentralAdministrator .	CentralAdministrator is logged off.
3.	Log in as role Reviewer .	User in role Reviewer is logged in.
4.	Change the workflow Workflow4 (W04) .	The workflow Workflow4 (W04) is changed.
5.	Check the audit trail.	The audit trail recorded the creation of and changes to the workflow Workflow4 (W04) .
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> The ERMS records the creation of and changes to pre-programmed workflows in the audit trail. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed <input type="checkbox"/> failed
<i>Remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.3 Storage of Workflows

Abstract: This chapter focuses on testing the storage of workflows.

T10.4.3.1 Storage of a Workflow

I. Global test case information		
<i>test case id:</i>	T10.4.3.1	
<i>test case priority:</i>	<input checked="" type="checkbox"/> Mandatory	<input type="checkbox"/> Optional <input type="checkbox"/> Not testable
<i>test case description:</i>	Ensure that the ERMS allows an administrative role to store a workflow.	
<i>Req.-ID:</i>	10.4.5	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> Logged in as role CentralAdministrator 		
<i>b. test steps</i>		
<i>step</i>	<i>action/operation</i>	<i>check/ expected result</i>
1.	Create and store a new workflow Workflow10 (W10) .	The workflow Workflow10 (W10) is created and stored.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> The ERMS allows an administrative role to store a workflow. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed <input type="checkbox"/> failed
<i>Remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.3.2 Storage of a Workflow with Unique Title

I. Global test case information		
<i>test case id:</i>	T10.4.3.2	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
<i>test case description:</i>	Ensure that the ERMS allows an administrative role to store a workflow with a unique title.	
<i>Req.-ID:</i>	10.4.6	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> Logged in as role CentralAdministrator No workflow with the title Workflow42 exists 		
<i>b. test steps</i>		
<i>step</i>	<i>action/operation</i>	<i>check/ expected result</i>
2.	Create and store a new workflow Workflow42 (W42) .	The workflow Workflow42 (W42) is created and stored.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> An administrative role storing a workflow can assign a unique title to the stored workflow. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed <input type="checkbox"/> failed
<i>Remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.3.3 Changing Workflows

I. Global test case information		
<i>test case id:</i>	T10.4.3.3	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
<i>test case description:</i>	An administrative role changes and stores a workflow. Ensure that the ERMS automatically retains a copy of the original workflow. Furthermore, ensure that the ERMS automatically assigns a new version number to the changed workflow.	
<i>Req.-ID:</i>	10.4.8	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> The workflow Workflow7 (W07) is already stored Logged in as role CentralAdministrator 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Change the workflow Workflow7 (W07) .	The workflow Workflow7 (W07) is changed.
2.	Store the workflow Workflow7 (W07) .	The original workflow still exists as a copy in the new workflow Workflow8 (W08) within the ERMS. The ERMS automatically assigned a new version number to the changed workflow Workflow7 (W07) .
3.	Check the metadata of Workflow7 (W07) .	The metadata of Workflow7 (W07) specify during which period of time each version was in effect.
<i>c. postcondition(s)</i>		
<p>When an existing workflow is changed:</p> <ul style="list-style-type: none"> the ERMS retains a copy of workflows before changes have been taken; the ERMS automatically assigns a new version number to changed workflows; the ERMS stores the period of time during which each version was in effect in the workflows' metadata. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>Remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.4 General Settings

Abstract: This chapter focuses on the possible settings for workflows.

T10.4.4.1 Limitation on the Number of Workflows

I. Global test case information		
<i>test case id:</i>	T10.4.4.1	
<i>test case priority:</i>	<input checked="" type="checkbox"/> Mandatory	<input type="checkbox"/> Optional <input type="checkbox"/> Not Testable
<i>test case description:</i>	An administrative role defines and stores ten workflows. Please note, that the corresponding requirement is partly testable. Therefore, an amount of workflows will be created here. The test case is passed if the amount is reached.	
<i>Req.-ID:</i>	10.4.9	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> Logged in as role CentralAdministrator 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Create a new workflow Workflow5 (W05) .	The workflow Workflow5 (W05) is created.
2.	Repeat test step 1 nine times but use a unique title for each workflow.	Nine new workflows are created within the ERMS.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> The ERMS does not limit the number of workflows which can be defined and stored. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.4.2 Limitation on the Number of Steps in Each Workflow

I. Global test case information		
<i>test case id:</i>	T10.4.4.2	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
<i>test case description:</i>	<p>An administrative role defines a workflow with at least 10 steps.</p> <p>Please note, that the corresponding requirement is partly testable. Therefore, an amount of steps within a workflow will be defined and stored here. The test case is passed if the amount is reached.</p>	
<i>Req.-ID:</i>	10.4.20	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> Logged in as role CentralAdministrator 		
<i>b. test steps</i>		
<i>step</i>	<i>action/operation</i>	<i>check/ expected result</i>
1.	Create a new workflow Workflow6 (W06) with 10 steps.	The workflow Workflow6 (W06) is created.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> The ERMS does not limit the number of steps in a workflow. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.4.3 Graphical Interface to Define, Maintain and Edit Workflows for Administrative Roles

I. Global test case information		
<i>test case id:</i>	T10.4.4.3	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
<i>test case description:</i>	<p>Ensure that the ERMS provides a graphical interface to enable administrative roles to create, maintain and edit workflows.</p> <p>Please note, that this test closes the graphical user interface after each action and reopens it (not necessarily the same graphical user interface) for the next action as it is not assumed that there is a single graphical user interface for all actions.</p>	
<i>Req.-ID:</i>	10.4.12	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> Logged in as role CentralAdministrator 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Open the graphical user interface that enables an administrative role to define a workflow.	The graphical user interface is open.
2.	Create a new workflow Workflow11 .	The workflow Workflow11 (W11) is created.
3.	Close the graphical user interface.	The graphical user interface is closed.
4.	Open the graphical user interface that enables an administrative role to maintain a workflow.	The graphical user interface is open.
5.	Delete a step within the workflow Workflow11 (W11) .	A step within the workflow Workflow11 (W11) is deleted.
6.	Store all changes.	Changes are stored.
7.	Close the graphical user interface.	The graphical user interface is closed.
8.	Open the graphical user interface that enables an administrative role to edit a workflow.	The graphical user interface is open.
9.	Edit the textual title of the workflow Workflow11 into "Workflow11a".	The textual title of the workflow Workflow11 (W11) is edited.
10.	Store all changes.	Changes are stored.
11.	Close the graphical user interface.	The graphical user interface is closed.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> The ERMS provides a graphical interface to enable administrative roles to create, maintain and edit workflows. 		
III. Test result		
<i>defects / deviations</i>	<i>verdict</i>	
	<input type="checkbox"/> passed <input type="checkbox"/> failed	
<i>remarks</i>	<i>tester</i>	
	_____ date, signature	

T10.4.4.4 Graphical Interface to Define, Maintain and Edit Workflows for User Roles

I. Global test case information		
<i>test case id:</i>	T10.4.4.4	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
<i>test case description:</i>	<p>Ensure that the ERMS provides a graphical interface to enable user roles to create, maintain and edit workflows.</p> <p>Please note, that this test closes the graphical user interface after each action and reopens it (not necessarily the same graphical user interface) for the next action as it is not assumed that there is a single graphical user interface for all actions.</p>	
<i>Req.-ID:</i>	10.4.12	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> Logged in as role Reviewer 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Open the graphical user interface that enables user roles to define a workflow.	The graphical user interface is open.
2.	Create a new workflow Workflow37 .	The workflow Workflow37 (W37) is created.
3.	Close the graphical user interface.	The graphical user interface is closed.
4.	Open the graphical user interface that enables user roles to maintain a workflow.	The graphical user interface is open.
5.	Delete a step within the workflow Workflow37 (W37) .	A step within the workflow Workflow37 (W37) is deleted.
6.	Store all changes.	Changes are stored.
7.	Close the graphical user interface.	The graphical user interface is closed.
8.	Open the graphical user interface that enables user roles to edit a workflow.	The graphical user interface is open.
9.	Edit the textual title of the workflow Workflow37 into "Workflow37a".	The textual title to the workflow Workflow37 (W37) is edited.
10.	Store all changes.	Changes are stored.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> The ERMS provides a graphical interface to enable user roles to create, maintain and edit workflows. 		
III. Test result		
<i>defects / deviations</i>	<i>verdict</i>	
	<input type="checkbox"/> passed <input type="checkbox"/> failed	
<i>remarks</i>	<i>tester</i>	
	_____ date, signature	

T10.4.4.5 Associating Time Limits with Individual Steps

I. Global test case information		
<i>test case id:</i>	T10.4.4.5	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
<i>test case description:</i>	An administrative role creates a new workflow. A check is made to confirm that the ERMS allows the administrative role to associate a time limit with each step of the workflow and the user documentation is checked to ascertain whether the ERMS reports items which are overdue according to the defined time limits to a nominated user.	
<i>Req.-ID:</i>	10.4.25	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> Logged in as role CentralAdministrator 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Create a new workflow Workflow12 and associate a time limit with each step.	The workflow Workflow12 (W12) is created and time limits are associated with the steps.
2.	Configure the ERMS so that it reports items of Workflow12 (W12) which are overdue according to the defined time limits to the user role CentralAdministrator .	The ERMS is configured accordingly.
3.	Initiate the workflow Workflow12 (W12) so that one item of this workflow is overdue according to the defined time limits.	Workflow12 (W12) is initiated and one item of this workflow is overdue according to the defined time limits.
4.	Check whether there is a notification for role CentralAdministrator that one item of Workflow12 (W12) is overdue.	A notification about the overdue item exists.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> The ERMS allows an administrative role to associate a time limit with each step of a workflow. The user documentation shows that the ERMS reports items that are overdue according to the defined time limits to a nominated user or an administrator. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.4.6 Definition of Distinct Workflow Roles

I. Global test case information		
<i>test case id:</i>	T10.4.4.6	
<i>test case priority:</i>	<input checked="" type="checkbox"/> Mandatory	<input type="checkbox"/> Optional <input type="checkbox"/> Not Testable
<i>test case description:</i>	Ensure that the ERMS supports the definition of distinct workflow roles to different users.	
<i>Req.-ID:</i>	10.4.23	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> Logged in as role CentralAdministrator 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Define a user role WorkflowAdministrator and assign it to the user User5 .	The user role WorkflowAdministrator (R05) is defined and assigned to User5 .
2.	Define a user role WorkflowSupervisor and assign it to the user User6 .	The user role WorkflowSupervisor (R06) is defined and assigned to User6 .
3.	Define a user role WorkflowUser and assign it to the user User7 .	The user role WorkflowUser (R07) is defined and assigned to User7 .
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> The ERMS supports the definition of distinct workflow roles to different users. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.5 Workflow Management

Abstract: This chapter focuses on the management (e.g. creation, initiation, monitoring) of workflows.

T10.4.5.1 Creation of Ad Hoc Workflows

I. Global test case information		
<i>test case id:</i>	T10.4.5.1	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
<i>test case description:</i>	Ensure that a user role can create, use and save new workflows (sometimes called ad hoc workflows).	
<i>Req.-ID:</i>	10.4.11	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> Logged in as User1 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Create a new workflow.	A new workflow is created.
2.	Save the created workflow as Workflow13 (W13) .	The new workflow is saved as Workflow13 (W13) .
3.	Use the workflow Workflow13 (W13) as defined.	User1 is able to use the workflow Workflow13 (W13) .
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> The ERMS allows a user role to create, use and save new workflows (also called ad hoc workflows). 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.5.2 Initiation of Stored Workflows

I. Global test case information		
<i>test case id:</i>	T10.4.5.2	
<i>test case priority:</i>	<input checked="" type="checkbox"/> Mandatory	<input type="checkbox"/> Optional <input type="checkbox"/> Not Testable
<i>test case description:</i>	<p>An administrative role defined a workflow. Ensure that a user role can initiate and use the stored workflow.</p> <p>Please note, that this test case initiates a workflow by using a specified event/action. Please select a workflow and ask your vendor which event(s) or action(s) may be used as trigger(s).</p>	
<i>Req.-ID:</i>	10.4.17	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> The workflow Workflow14 (W14) has been created by an administrative role The trigger/action initiating the workflow Workflow14 (W14) is known Logged in as role Reviewer 		
<i>b. test steps</i>		
<i>step</i>	<i>action/operation</i>	<i>check/ expected result</i>
1.	Initiate the workflow Workflow14 (W14) .	The workflow Workflow14 (W14) is initiated. The workflow is pre-programmed and automatically requires further steps as defined.
2.	Complete the workflow Workflow14 (W14) .	The workflow Workflow14 (W14) is completed.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> The ERMS allows user roles to initiate and use a workflow defined by an administrative role. 		
III. Test result		
<i>defects / deviations</i>	<i>verdict</i>	
	<input type="checkbox"/> passed <input type="checkbox"/> failed	
<i>remarks</i>	<i>tester</i>	
	_____ date, signature	

T10.4.5.3 Notifying other Users for Attention

I. Global test case information		
<i>test case id:</i>	T10.4.5.3	
<i>test case priority:</i>	<input checked="" type="checkbox"/> Mandatory	<input type="checkbox"/> Optional
<i>test case description:</i>	Ensure that users can notify other users of records requiring their attention. Please note, that we do not state how the notification is achieved. It can use, e.g. an existing e-mail system or a standalone or proprietary messaging system or other options.	
<i>Req.-ID:</i>	10.4.34	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> • TestClassificationScheme1 is created • Logged in as User1 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Notify User2 that Record1 (CS01/001/001/001) needs attention.	Notification is processed.
2.	Log out as User1 .	User1 is logged out.
3.	Log in as User2 .	User2 is logged in.
4.	Check whether there is a notification from User1 telling that Record1 (CS01/001/001/001) requires attention.	There is a notification from User1 telling that Record1 (CS01/001/001/001) requires attention.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> • The ERMS allows a user to notify another user of records requiring his attention. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.5.4 Monitoring the Progress of a Workflow

I. Global test case information		
<i>test case id:</i>	T10.4.5.4	
<i>test case priority:</i>	<input checked="" type="checkbox"/> Mandatory	<input type="checkbox"/> Optional <input type="checkbox"/> Not Testable
<i>test case description:</i>	A user is logged in. Ensure that the user: <ul style="list-style-type: none"> can monitor the progress of workflows he initiated can monitor the progress of workflows in which he participates 	
<i>Req.-ID:</i>	10.4.18	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> Workflow15 (W015) is already initiated and User1 is a participant Logged in as role Reviewer 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Initiate the workflow Workflow16 (W16) .	The workflow Workflow16 (W16) is initiated.
2.	Monitor the progress of Workflow16 (W16) .	The progress of Workflow16 (W16) can be monitored.
3.	Monitor the progress of Workflow15 (W15) .	The progress of Workflow15 (W15) can be monitored.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> The ERMS allows users to track the progress of workflows they initiated. The ERMS allows users to track the progress of workflows in which they participate. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed <input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.6 The Queueing System

Abstract: This chapter focuses on testing the behaviour of the queueing system.

T10.4.6.1 Management of Files and Records

I. Global test case information		
<i>test case id:</i>	T10.4.6.1	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
<i>test case description:</i>	An administrative role checks the management of files and records in queues. Furthermore, the ability to examine and control queues by an administrative role will be tested as well.	
<i>Req.-ID:</i>	10.4.16	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> Logged in as role CentralAdministrator 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Open the queueing system of the ERMS.	The queueing System is open.
2.	Check the queueing system.	The queueing system is able to manage files and records.
3.	Check the examination and control mechanism.	Examination and control actions of queues are possible.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> An administrative role is able to manage records and files in queues. Queues can be examined and controlled by administrative roles 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.6.2 Defining Queue Behaviour (I)

I. Global test case information		
<i>test case id:</i>	T10.4.6.2	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
<i>test case description:</i>	A user role creates a workflow. Ensure that the user role can select one of the following options: <ul style="list-style-type: none"> the participant of the workflow step can select the item for action; the queue presents the items for attention on a first-in-first-out basis 	
<i>Req.-ID:</i>	10.4.29	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> Logged in as role Reviewer 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Define the Workflow18 (W18) and define that User1 is participant of this workflow.	The ERMS offers two options for the viewing of queues: <ul style="list-style-type: none"> the participant of the workflow step can select the item for action; the queue presents the items for attention on a first-in-fist-out basis
2.	Select the option "participant can select the item for action" and finish the definition process.	The option is selected and Workflow18 (W18) is created.
3.	Define the Workflow17 (W17) and define that User1 is participant of this workflow.	The ERMS offers two options for the viewing of queues: <ul style="list-style-type: none"> the participant of the workflow step can select the item for action; the queue presents the items for attention on a first-in-fist-out basis
4.	Select the option "queue presents the items for attention on a first-in-first-out basis" and finish the definition process.	The option is selected and Workflow17 (W17) is created.
<i>c. postcondition(s)</i>		
The ERMS allows a user role to define a workflow and select one of the following queue behaviours: <ul style="list-style-type: none"> the participant of the workflow step can select the item for action; the queue presents the items for attention on a first-in-first-out basis 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.6.3 Defining Queue Behaviour (II)

I. Global test case information		
<i>test case id:</i>	T10.4.6.3	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
<i>test case description:</i>	Two workflows have been created. The first workflow defines that the participant can select items of a queue for action, the second workflow defines that the queue presents the items on a first-in-first-out basis. Ensure that both possibilities can be used by users.	
<i>Req.-ID:</i>	10.4.29	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> Logged in as User1 The workflows Workflow18 (W18) and Workflow17 (W17) have been created (see test case T10.4.6.2) 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Initiate the workflow Workflow18 (W18) .	A queue is shown and different items of the queue can be selected.
2.	Complete the workflow Workflow18 (W18) .	The workflow Workflow18 (W18) is completed.
3.	Initiate the Workflow17 (W17) .	A queue presents the items for attention on a first-in-first-out basis.
4.	Complete the workflow Workflow17 (W17) .	The workflow Workflow17 (W17) is completed.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> The ERMS allows user roles to view a queue which is addressed to them. The ERMS allows user roles to select records for action in a queue if this behaviour has been defined. The ERMS allows a queue to present items for attention on a first-in-first-out basis if this behaviour has been defined. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.6.4 Priority of Items

I. Global test case information		
<i>test case id:</i>	T10.4.6.4	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
<i>test case description:</i>	Different items are in a queue. A check is made to confirm that the ERMS is able to prioritise the items in this queue.	
<i>Req.-ID:</i>	10.4.21	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> • Logged in as role CentralAdministrator • Different items (e.g. records and documents) exist in a queue 		
<i>b. test steps</i>		
<i>step</i>	<i>action/operation</i>	<i>check/ expected result</i>
1.	Check if the ERMS is able to prioritise the items in the queue.	The items in the queue can be prioritised.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> • The ERMS is able to prioritise items in queues. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.7 Workflow Process

Abstract: This chapter focuses on testing the workflow process.

T10.4.7.1 Linkage of a File or Record

I. Global test case information		
<i>test case id:</i>	T10.4.7.1	
<i>test case priority:</i>	<input checked="" type="checkbox"/> Mandatory	<input type="checkbox"/> Optional <input type="checkbox"/> Not Testable
<i>test case description:</i>	A file includes a link to another file and a record includes a link to another record. The file and the record are processed by a workflow. Ensure that the links in the file and in the record are retained during the process.	
<i>Req.-ID:</i>	10.4.15	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> • TestClassificationScheme1 is created • Workflow19 (W19) and Workflow20 (W20) are stored • Workflow19 (W19) relocates the records it uses • Workflow20 (W20) relocates the aggregations it uses • Logged in as role Reviewer 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Initiate the workflow Workflow19 (W19) and use Record7(CS01/001/006/003) .	The workflow Workflow19 (W19) is initiated.
2.	Complete the workflow Workflow19 (RW_019) .	The workflow Workflow19 (W19) is completed. Record7 retained the link to the record Record8 (CS01/001/007/001) .
3.	Initiate the workflow Workflow20 (W20) and use the file Accounting (CS01/001/003) .	The workflow Workflow20 (W20) is initiated.
4.	Complete the workflow Workflow20 (W20) .	The workflow Workflow20 (W20) is completed. The file Accounting retained the link to the file Management (CS01/001/004) .
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> • The ERMS ensures that links in a file or record are retained during the workflow process. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.7.2 Requesting a Reminder

I. Global test case information		
<i>test case id:</i>	T10.4.7.2	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
<i>test case description:</i>	A user accesses a file and a record. Ensure that the ERMS provides him with the facility to request a reminder to access the file or record on a future date.	
<i>Req.-ID:</i>	10.4.33	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> • Logged in as User1 • TestClassificationScheme1 is created 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Access the file Billing (CS01/001/008) and request a reminder to access the file on a future date (e.g. in one week, one month).	The file Billing (CS01/001/008) is accessed and a reminder to access the file on a future date is created.
2.	Access the record Record19 (CS01/001/007/008) and request a reminder to access the record on a future date (e.g. in one week, one month).	The record Record19 (CS01/001/007/008) is accessed and a reminder to access the record on a future date is created.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> • The ERMS provides the facility to request a reminder to access the file or record on a future date. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.7.3 “Rendezvous” Processing

I. Global test case information		
<i>test case id:</i>	T10.4.7.3	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
<i>test case description:</i>	The workflow awaits records from two “directions”. The ERMS waits until all records are received before it processes the workflow (so called “rendezvous” processing).	
<i>Req.-ID:</i>	10.4.22	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> • TestClassificationScheme1 is created • Workflow22 (W22) is stored • Workflow22 (W22) awaits Record5 (CS01/001/006/001) and Record6 (CS01/001/006/002) at step2 • Logged in as role Reviewer 		
<i>b. test steps</i>		
<i>step</i>	<i>action/operation</i>	<i>check/ expected result</i>
1.	Initiate the workflow Workflow22 (W22) by using Record5 (CS01/001/006/001) .	The workflow Workflow22 (W22) is initiated and processes Record5 (CS01/001/006/001) .
2.	Confirm the status at step2 of the workflow Workflow22 (W22) .	The status is set on “await”.
3.	Process the record Record6 (CS01/001/006/002) by the workflow.	The record Record6 (CS01/001/006/002) is processed; The workflow processes as defined.
4.	Confirm the status of the workflow Workflow22 (W22) .	The status changed from “await” to “in process”.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> • The ERMS awaits the workflow process until all necessary records are received. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.7.4 The Receipt of Electronic Documents or Records as Trigger

I. Global test case information		
<i>test case id:</i>	T10.4.7.4	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
	<input type="checkbox"/> Not Testable	
<i>test case description:</i>	<p>A workflow is defined which is automatically triggered upon the capture of a document of a specified record type. A user role captures a document of another record type. Ensure that the workflow is not initiated.</p> <p>In a second step a user role captures a record with the specified record type into the ERMS. Ensure that the ERMS automatically initiates the workflow if such a record is captured into the ERMS.</p>	
<i>Req.-ID:</i>	10.4.36	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> • Workflow23 (W23) is created • logged in as role Reviewer • The record type "Fax" (RT01) triggers the workflow Workflow23 (W23) 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Capture a document as a record with a record type that is not " Fax " (RT01).	The document is captured. The workflow Workflow23 (W23) is not initiated.
2.	Capture a document as a record with the record type " Fax " (RT01).	The document is captured. The workflow Workflow23 (W23) is initiated and continues processing as defined.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> • The ERMS allows the receipt of records to be an automatic trigger for workflows. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.7.5 Capture of a Workflow Process

I. Global test case information		
<i>test case id:</i>	T10.4.7.5	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
<i>test case description:</i>	Ensure that a user role can capture a workflow process as a record.	
<i>Req.-ID:</i>	10.4.38	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> • TestClassificationScheme1 is created • Workflow24 (W24) is created • logged in as role Reviewer 		
<i>b. test steps</i>		
<i>step</i>	<i>action/operation</i>	<i>check/ expected result</i>
1.	Capture the workflow Workflow24 (W24) as Record21 to the file Personal (CS01/001/006) .	The workflow Workflow24 (W24) is captured as Record21 (CS01/001/006/004) in the file Personal (CS01/001/006) .
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> • The ERMS supports capturing of a workflow process as a record. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.7.6 Using One or More Workflows

I. Global test case information		
<i>test case id:</i>	T10.4.7.6	
<i>test case priority:</i>	<input checked="" type="checkbox"/> Mandatory	<input type="checkbox"/> Optional
<i>test case description:</i>	A file and a record have been processed by one or more workflows. Ensure that the ERMS allows users to determine the identifier and the version of the workflow(s) used.	
<i>Req.-ID:</i>	10.4.39	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> • TestClassificationScheme1 is created • Logged in as role Reviewer • The record Record12 (CS01/001/002/004) and the file Sales (CS01/001/009) were processed by one or more workflows 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Determine the ID and the version of the workflow(s) that processed the record Record12 (CS01/001/002/004) .	The user can determine the workflow(s) and the version(s) of the workflow(s) that processed Record12 (CS01/001/002/004) .
2.	Determine the ID and the version of the workflow(s) that processed the file Sales (CS01/001/009) .	The user can determine the workflow(s) and the version(s) of the workflow(s) that processed Sales (CS01/001/009) .
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> • Where a record has been processed by one or more workflows, the ERMS allows user roles to determine the identifier and version of the workflow(s) used. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>Remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.7.7 Alert for Attention

I. Global test case information		
<i>test case id:</i>	T10.4.7.7	
<i>test case priority:</i>	<input checked="" type="checkbox"/> Mandatory	<input type="checkbox"/> Optional
<i>test case description:</i>	A file or record has been received in a user's in-tray. A check is made to ensure that the user is notified about this receipt.	
<i>Req.-ID:</i>	10.4.32	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> • TestClassificationScheme1 is created • Logged in as User1 • User1 received the file Controlling (CS01/001/002) and the record Record22 (CS01/001/004/002) in his in-tray 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Check whether there is a notification about the receipt of the file Controlling (CS01/001/002) .	There is a notification about the receipt of the file Controlling (CS01/001/002) .
2.	Check whether there is a notification about the receipt of the record Record22 (CS01/001/004/002) .	There is a notification about the receipt of the record Record22 (CS01/001/004/002) .
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> • The ERMS notifies the user participant that a file or a record has been received in the user's electronic "in tray" for attention. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.7.8 Temporary Stop of a Workflow

I. Global test case information		
<i>test case id:</i>	T10.4.7.8	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
	<input type="checkbox"/> Not Testable	
<i>test case description:</i>	<p>A user role suspends a workflow temporarily and then logs off and logs into the ERMS again.</p> <p>A check is made to ensure that the user role is able to resume the temporarily suspended workflow after a log off.</p>	
<i>Req.-ID:</i>	10.4.31	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> • Workflow25 (W25) is already stored • Logged in as User1 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Initiate the workflow Workflow25 (W25) .	Workflow25 (W25) is initiated.
2.	"Suspend" the workflow Workflow25 (W25) .	Status of Workflow25 (W25) is set on "suspend".
3.	Log off User1 .	User1 is logged off.
4.	Log in as User1 .	User1 is logged in.
5.	Confirm the status of the workflow Workflow25 (W25) .	The status of Workflow25 (W25) is still on "suspend".
6.	Resume and complete the workflow Workflow25 (W25) .	Workflow25 (W25) is resumed and completed.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> • The ERMS allows a user role to suspend a workflow and resume it after a log off. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.7.9 Export of a Standard Workflow Process

I. Global test case information		
<i>test case id:</i>	T10.4.7.9	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input type="checkbox"/> Optional
	<input checked="" type="checkbox"/> Not Testable	
<i>test case description:</i>	The corresponding requirement is not testable.	
<i>Req.-ID:</i>	10.4.42	
II. Test case		
<i>a. precondition(s)</i>		
•		
<i>b. test steps</i>		
<i>step</i>	<i>action/operation</i>	<i>check/ expected result</i>
1.		
<i>c. postcondition(s)</i>		
•		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.7.10 Procedural Steps

I. Global test case information		
<i>test case id:</i>	T10.4.7.10	
<i>test case priority:</i>	<input checked="" type="checkbox"/> Mandatory	<input type="checkbox"/> Optional
<i>test case description:</i>	An administrative role defines a workflow with steps. Ensure that the defined workflow can consist of a number of procedural steps, each step requiring an action from a user. Please note, that we do not specify the actions which are required.	
<i>Req.-ID:</i>	10.4.1	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> Logged in as role CentralAdministrator 		
<i>b. test steps</i>		
<i>step</i>	<i>action/operation</i>	<i>check/ expected result</i>
1.	Define the workflow Workflow26 (W26) that consists of a number of procedural steps.	The workflow Workflow26 (W26) is created and consists of a number of procedural steps.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> The ERMS allows workflows which consist of a number of procedural steps. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.7.11 Recognising Participants

I. Global test case information		
<i>test case id:</i>	T10.4.7.11	
<i>test case priority:</i>	<input checked="" type="checkbox"/> Mandatory	<input type="checkbox"/> Optional <input type="checkbox"/> Not Testable
<i>test case description:</i>	A workflow requires the participation of several users (work group) in one step and of a reviewer (single user) in a later step. Ensure that the ERMS recognises these users and the reviewer as participants of the workflow.	
<i>Req.-ID:</i>	10.4.2	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> Workflow Workflow38 (W38) is created Logged in as User8 Workflow Workflow38 (W38) requires action from the work group Workgroup1 in one step and from the reviewer User7 in another (later step) The workflow requires action from both users of the work group Work group Workgroup1 includes the user User8 Record Record13 (CS01/001/002/005) triggers the workflow Workflow38 (W38) 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Capture the record Record13 (CS01/001/002/005) into the ERMS.	The record is captured. The workflow Workflow38 (W38) is initiated.
2.	Work on the required action and continue processing.	The required actions are performed. The ERMS requires further action to the record Record13 (CS01/001/002/005) .
3.	Log of as User8 .	User8 is logged of.
4.	Log in as User7 .	User7 is logged in.
5.	Work on the required action and continue processing.	The required actions are performed. The workflow Workflow38 (W38) continues processing of the record Record13 (CS01/001/002/005) .
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> The ERMS recognised the work group and the reviewer as participants of the workflow. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
	<input type="checkbox"/> passed	
	<input type="checkbox"/> failed	
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.7.12 Balancing the Workload

I. Global test case information		
<i>test case id:</i>	T10.4.7.12	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
<i>test case description:</i>	A workflow with a work group as participants is established. The work group consists of two users. An administrative role brings 10 test data into the workflow. Ensure that the ERMS distributes the incoming items to the group members either in rotation or on a member's completion of the current task.	
<i>Req.-ID:</i>	10.4.3	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> • Logged in as role CentralAdministrator • Step 1 of the created workflow has a workgroup as participant 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Initiate a workflow that requires in step 1 actions upon 10 records.	The workflow is initiated.
2.	Check that the ERMS balances the workload between the participants of the workgroup by either distributing incoming items to group members in rotation or on a member's completion of the current task.	The ERMS balances the workload between the participants of the workgroup by distributing incoming items to group members in rotation or on a member's completion of the current task.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> • The ERMS distributes the incoming items to group members either in rotation or on a member's completion of the current task. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.8 Reporting

Abstract: This chapter focuses on testing an ERMS's reporting facilities concerning workflows.

T10.4.8.1 Reporting Facilities

I. Global test case information		
<i>test case id:</i>	T10.4.8.1	
<i>test case priority:</i>	<input checked="" type="checkbox"/> Mandatory	<input type="checkbox"/> Optional <input type="checkbox"/> Not Testable
<i>test case description:</i>	<p>An authorised user role is logged in. Ensure that the ERMS provides him with reporting facilities to monitor quantities, performance and exceptions. Afterwards, an administrative user role is logged in. Ensure that the ERMS provides him with reporting facilities, too.</p> <p>Please note, that we only test if a reporting facility exists. There is no statement if the reporting facility is comprehensive as this cannot be defined across all users or systems.</p>	
<i>Req.-ID:</i>	10.4.37	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> Logged in as user Role Reviewer 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Check the reporting facilities.	The reporting facilities exist and the user can monitor quantities, performance and exceptions.
2.	Log off user in role Reviewer .	User in role Reviewer is logged off.
3.	Log in user in role CentralAdministrator .	User in role CentralAdministrator is logged in.
4.	Check the reporting facilities.	The reporting facilities exist and the user can monitor quantities, performance and exceptions.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> The ERMS provides comprehensive reporting facilities to allow authorised or administrative user roles to monitor quantities, performance and exceptions. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.8.2 Tracking of Review Processes

I. Global test case information		
<i>test case id:</i>	T10.4.8.2	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
<i>test case description:</i>	<p>The retention period of a retention and disposition schedule that requires a review of a record is reached. The record is reviewed by a user role and a check is made to ensure that the following information can be tracked:</p> <ul style="list-style-type: none"> • progress/status of the review, such as awaiting or in-progress, details of reviewer and date; • records awaiting disposition as a result of a review decision 	
<i>Req.-ID:</i>	10.4.13	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> • Logged in as user role Reviewer • TestClassificationScheme1 is created 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Initiate the retention mechanism so that retention period of the retention and disposition schedule RDS_Review (RDS02) are reached.	The ERMS recognises that a review action for record Record24 (CS01/001/011/001) becomes due. The review process is initiated.
2.	Review Record24 (CS01/001/011/001) and define that the record has to be exported in one day.	The ERMS updates the information about the review of Record24 .
3.	Check whether the ERMS allows to track the progress of the review.	The ERMS allows to track the following: <ul style="list-style-type: none"> • the progress/status of the review • details of the reviewer • date;
4.	Check that the records awaiting disposition as a result of a review decision can be tracked.	The records can be tracked. The list of records awaiting dispositions includes Record24 .
<i>c. postcondition(s)</i>		
<p>The ERMS supports the disposition and review process by tracking and reporting on the following information:</p> <ul style="list-style-type: none"> • the progress /status of the review, such as awaiting or in-progress, details of reviewer and date • records awaiting dispositions as a result of a review decision 		
III. Test result		
<i>defects / deviations</i>	<i>verdict</i>	
	<input type="checkbox"/> passed <input type="checkbox"/> failed	
<i>remarks</i>	<i>tester</i>	
	_____ date, signature	

T10.4.8.3 Tracking of Export/Transfer Processes

I. Global test case information		
<i>test case id:</i>	T10.4.8.3	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
<i>test case description:</i>	The retention period of a retention and disposition schedule that requires a transfer of a record is reached. A check is made to ensure that the progress of the transfer process can be tracked.	
<i>Req.-ID:</i>	10.4.13	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> • Logged in as user role Reviewer • TestClassificationScheme1 is created 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Initiate the retention mechanism so that the retention period of the retention and disposition schedule RDS_Transfer (RDS03) is reached.	The ERMS recognises that a transfer action to record Record25 (CS01/001/011/002) becomes due. The transfer action is initiated.
2.	Check whether the ERMS allows to track the progress of the transfer process.	The ERMS allows to track the progress of the transfer process.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> • The ERMS allows to track the progress of a transfer process. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.9 Workflow Audit Trail

Abstract: This chapter focuses on testing the workflow audit trail.

T10.4.9.1 Integration into the audit trail

I. Global test case information		
<i>test case id:</i>	T10.4.9.1	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
<i>test case description:</i>	A record is processed within a workflow. This procedure requires entries into the workflow audit trail. An administrator monitors this information via the audit trail of the ERMS.	
<i>Req.-ID:</i>	10.4.43	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> • TestClassificationScheme1 is created • Record9 (CS01/001/007/002) is processed by workflow Workflow27 (W27) • Workflow27 (W27) requires entries into the workflow audit trail • Logged in as role CentralAdministrator 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Initiate and complete Workflow27 (W27) .	Workflow27 (W27) is completed.
2.	Check the audit trail of the ERMS.	All actions that were recorded through the processing of Record9 (CS01/001/007/002) within Workflow27 (W27) are recorded in the audit trail, too.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> • The ERMS enables an administrative role to monitor the workflow audit trail information via the audit trail of the ERMS. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.9.2 Unalterable Audit Trail

I. Global test case information		
<i>test case id:</i>	T10.4.9.2	
<i>test case priority:</i>	<input checked="" type="checkbox"/> Mandatory	<input type="checkbox"/> Optional <input type="checkbox"/> Not Testable
<i>test case description:</i>	<p>An administrative role tries to alter the workflow audit trail.</p> <p>Please note, that an administrative role is to be used with 'unlimited' access permission to the ERMS. We assume that all other users with 'limited' access permission are not able to alter the workflow audit trail either.</p>	
<i>Req.-ID:</i>	10.4.44	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> Logged in as role CentralAdministrator 		
<i>b. test steps</i>		
<i>step</i>	<i>action/operation</i>	<i>check/ expected result</i>
1.	Attempt to change the workflow audit trail.	The ERMS denies changing the workflow audit trail.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> An administrative role is not able to alter a workflow audit trail. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>Remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.10 Others

Abstract: This chapter focuses on testing various aspects of workflows in an ERMS that have not been tested in previous chapters.

T10.4.10.1 Compatibility with the Workflow Management Coalition Reference Model

I. Global test case information		
<i>test case id:</i>	T10.4.10.1	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
<i>test case description:</i>	Ensure that the ERMS is compatible with the Workflow Management Coalition Reference Model.	
<i>Req.-ID:</i>	10.4.41	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> User documentation available 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Check the user documentation on whether the ERMS is compatible with the Workflow Management Coalition Reference Model.	The user documentation shows that the ERMS is compatible with the Workflow Management Coalition Reference Model.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> The ERMS is compatible with the Workflow Management Coalition Reference Model. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>Remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.10.2 Notification (I)

I. Global test case information		
<i>test case id:</i>	T10.4.10.2	
<i>test case priority:</i>	<input checked="" type="checkbox"/> Mandatory	<input type="checkbox"/> Optional <input type="checkbox"/> Not Testable
<i>test case description:</i>	A record is scheduled for review or disposition. A check is made to ensure that an administrative role is notified.	
<i>Req.-ID:</i>	10.4.14	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> • Logged in as role CentralAdministrator • TestClassificationScheme1 is created • Workflow39 (W39) processes Record22 (CS01/001/004/002) and Record23 (CS01/001/004/003) • Record22 (CS01/001/004/002) is scheduled for review • Record23 (CS01/001/004/003) is scheduled for disposition 		
<i>b. test steps</i>		
<i>step</i>	<i>action/operation</i>	<i>check/ expected result</i>
1.	Check whether there are two notifications: <ul style="list-style-type: none"> • one notification telling that record Record22 (CS01/001/004/002) is scheduled for review • one notification telling that record Record23 (CS01/001/004/003) is scheduled for disposition; 	The two notifications exist.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> • An administrative role is notified if a record is scheduled for review or disposition 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
	<input type="checkbox"/> passed	
	<input type="checkbox"/> failed	
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.10.3 Notification (II)

I. Global test case information		
<i>test case id:</i>	T10.4.10.3	
<i>test case priority:</i>	<input checked="" type="checkbox"/> Mandatory	<input type="checkbox"/> Optional
<i>test case description:</i>	A file is scheduled for review or disposition. A check is made to ensure that an administrative role is notified.	
<i>Req.-ID:</i>	10.4.14	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> • TestClassificationScheme1 is created • Logged in as role CentralAdministrator • Workflow40 (W40) processes the files Sales (CS01/001/009) and Acquisition (CS01/001/010) • The file Sales (CS01/001/009) is scheduled for review • The file Acquisition (CS01/001/010) is scheduled for disposition 		
<i>b. test steps</i>		
<i>step</i>	<i>action/operation</i>	<i>check/ expected result</i>
1.	Check whether there are two notifications: <ul style="list-style-type: none"> • one notification telling that file Sales (CS01/001/009) is scheduled for review • one notification telling that file Acquisition (CS01/001/010) is scheduled for disposition; 	The two notifications exist.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> • An administrative role is notified if a file is scheduled for review or disposition 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
	<input type="checkbox"/> passed	
	<input type="checkbox"/> failed	
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.10.4 Access Controls

I. Global test case information		
<i>test case id:</i>	T10.4.10.4	
<i>test case priority:</i>	<input checked="" type="checkbox"/> Mandatory	<input type="checkbox"/> Optional
<i>test case description:</i>	A user has no access permissions to a file. Ensure that the user has no access permissions to this file even if the workflow assigns him an action upon that file.	
<i>Req.-ID:</i>	10.4.40	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> • Logged in as User1 • TestClassificationScheme1 is created • The workflow Workflow41 (W41) is initiated and assigns an action (e.g. close) on the file Sales (CS01/001/011) to User1. 		
<i>b. test steps</i>		
<i>step</i>	<i>action/operation</i>	<i>check/ expected result</i>
1.	Attempt to access the file Sales (CS01/001/011) .	The ERMS denies the attempt.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> • The ERMS ensures that all access permissions to files are maintained when using workflows. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.10.5 Conditional flows

I. Global test case information		
<i>test case id:</i>	T10.4.10.5	
<i>test case priority:</i>	<input checked="" type="checkbox"/> Mandatory	<input type="checkbox"/> Optional
<i>test case description:</i>	An administrative user role is logged in. Ensure that it is possible to define a conditional workflow that depends on user input or system data to determine the direction of the flow.	
<i>Req.-ID:</i>	10.4.30	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> Logged in as role CentralAdministrator 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Start to define a conditional workflow Workflow32 (W32) .	The definition of the conditional workflow Workflow32 (W32) is started. The ERMS allows to define that the direction of the flow will be determined by user input or system data.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> The ERMS provides conditional flows that depend on user input or system data to determine the direction of the flow. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.10.6 Allocation of Permissions

I. Global test case information		
<i>test case id:</i>	T10.4.10.6	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
<i>test case description:</i>	Ensure that an administrative role can assign to a user the permission to reassign tasks or actions in a workflow to users or work groups.	
<i>Req.-ID:</i>	10.4.28	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> Logged in as role CentralAdministrator 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Assign to the user User2 the permission to reassign task/actions in a workflow to a different user or group.	The permission to reassign tasks or actions in a workflow to a different user or group is assigned to User2 .
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> An administrator is able to allocate a permission to a user so that he is able to reassign tasks or actions in a workflow to a different user or group. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.10.7 Reassigning Tasks in a Workflow

I. Global test case information		
<i>test case id:</i>	T10.4.10.7	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
<i>test case description:</i>	An administrative role has assigned the permission to a user to reassign tasks or actions in a workflow to users or groups. Ensure that the user is actually able to reassign tasks or actions in a workflow to different users or groups.	
<i>Req.-ID:</i>	10.4.28	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> • Logged in as User1 • User2 has the permission to reassign tasks or actions in a workflow to different users or groups (see test case T10.4.10.6) • Workflow Workflow34 (W34) is created and User2 is part of this workflow • User2 has to perform an action (e.g. review a document) in step 2 of workflow Workflow34 (W34) 		
<i>b. test steps</i>		
step	action/operation	check/ expected result
1.	Initiate the workflow Workflow34 (W34) and complete step 1.	The workflow Workflow34 (W34) is initiated and step 1 is completed.
2.	Log off as User1 .	User1 is logged off.
3.	Log in as User2 .	User2 is logged in.
4.	Reassign the action that has to be performed in this step of workflow Workflow34 to User3 .	The action is reassigned to User3 .
5.	Log off as User2 .	User2 is logged off.
6.	Log in as User3 .	User3 is logged in.
7.	Check the workload.	An action is required.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> • If an administrative role has assigned the permission to a user to reassign tasks or actions in a workflow to different users or groups, this user is able to reassign tasks or actions in a workflow to different users or groups. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.10.8 Automatic Declaration of a Document

I. Global test case information		
<i>test case id:</i>	T10.4.10.8	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
<i>test case description:</i>	<p>A user role defines a workflow. Ensure that the ERMS allows the automatic declaration of a document to be a step in this workflow.</p> <p>Please note, that we do not state in which folder the ERMS automatically declares documents if they are processed in a workflow. It is sufficient to see that the documents are declared. Please ask your vendor for your options to identify the record.</p>	
<i>Req.-ID:</i>	10.4.19	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> Logged in as User1 		
<i>b. test steps</i>		
<i>step</i>	<i>action/operation</i>	<i>check/ expected result</i>
1.	Create a new workflow Workflow35 (W35) and define step one of this workflow to be the automatic declaration of a record.	The workflow Workflow35 (W35) is defined. Step one of Workflow35 (W35) is the automatic declaration of a document.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> The ERMS allows the automatic declaration of a document to be a step in a workflow. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.10.9 Choosing an Action when Defining a Workflow

I. Global test case information		
<i>test case id:</i>	T10.4.10.9	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
<i>test case description:</i>	An administrative role defines a workflow. A check is made to ensure that the administrative role can choose from a pre-defined list which actions shall be taken by the participants of the workflow.	
<i>Req.-ID:</i>	10.4.26	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> Logged in as role CentralAdministrator 		
<i>b. test steps</i>		
<i>step</i>	<i>action/operation</i>	<i>check/ expected result</i>
1.	Define a new workflow.	The ERMS allows to choose from a pre-defined list which actions shall be taken by the participants of the workflow.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> The ERMS allows an administrative role defining a workflow to choose from a pre-defined list which actions shall be taken by the participants of the workflow. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature

T10.4.10.10 Choosing the Participants when Defining a Workflow

I. Global test case information		
<i>test case id:</i>	T10.4.10.10	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
<i>test case description:</i>	An administrative role defines a workflow. A check is made to ensure that the ERMS allows choosing the participants by: <ul style="list-style-type: none"> • name • roles • organisational units 	
<i>Req.-ID:</i>	10.4.27	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> • Logged in as role CentralAdministrator 		
<i>b. test steps</i>		
<i>step</i>	<i>action/operation</i>	<i>check/ expected result</i>
1.	Define a new workflow and assign participants to it.	The ERMS allows choosing the participants of the workflow by: <ul style="list-style-type: none"> • name; • roles; • organisational units.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> • The ERMS allows an administrative role defining a workflow to choose the participants <ul style="list-style-type: none"> • by name; • by roles; • by organisational units. 		
III. Test result		
		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>	<i>tester</i>	
	_____ date, signature	

T10.4.10.11 Automatic Triggering of a Workflow

I. Global test case information		
<i>test case id:</i>	T10.4.10.11	
<i>test case priority:</i>	<input type="checkbox"/> Mandatory	<input checked="" type="checkbox"/> Optional
<i>test case description:</i>	A record of a specified type is received. It is ensured that the ERMS includes the ability to trigger an instance of a specified workflow automatically upon reception of this record.	
<i>Req.-ID:</i>	10.4.35	
II. Test case		
<i>a. precondition(s)</i>		
<ul style="list-style-type: none"> • Logged in as role CentralAdministrator • TestClassificationScheme1 is created • Workflow36 (W36) is stored and specified to be automatically triggered upon reception of a record of type "Fax" (RT01) • Record20 (CS01/001/008/001) has the record type "Fax" (RT01) 		
<i>b. test steps</i>		
<i>step</i>	<i>action/operation</i>	<i>check/ expected result</i>
1.	Receive Record20 (CS01/001/008/001) .	Record20 (CS01/001/008/001) is received and Workflow36 (W36) is automatically triggered.
<i>c. postcondition(s)</i>		
<ul style="list-style-type: none"> • The ERMS includes the ability to trigger an instance of a specified workflow automatically when a record of a specified record type is received. 		
III. Test result		
<i>defects / deviations</i>		<i>verdict</i>
		<input type="checkbox"/> passed
		<input type="checkbox"/> failed
<i>remarks</i>		<i>tester</i>
		_____ date, signature