

Preceded by: 16-Finalize Components (PM12)

## 16c-Media GPM QA/Testing (ME6)

Followed by: 17-Final Pass Pages (PM13)

**Why:** *Quality assurance and testing are requirements for all online and physical media product.*

**Who:** *Media Project Manager (MPM), GPM QA Testing Group, Media Editorial (MEd)*

**Skills Needed:** *Time management, budget and communication skills, knowledge of standard and advanced media product types and specifications.*

**Knowledge Base Needed:** *Microsoft Office (Word, Excel), PIMS, Adobe Acrobat, Mac and/or PC platform Internet browsers (Safari, Internet Explorer, Netscape), CES, PAL Projects, Interarchy, Toast*

### GPM QA / TESTING PROCEDURES

**NOTE:** These procedures are a direct copy from the current website below. To verify latest best practices, please refer to the link below.

GPM HOME URL <http://cmg.pearsoned.com/>

QA FORMS: (website – Physical media - **Access QA Request**)  
[http://cmg.pearsoned.com/qualityassurance/qa\\_forms/index.asp](http://cmg.pearsoned.com/qualityassurance/qa_forms/index.asp)

### TASK: Types of Testing

**Access QA** is a customized testing service designed to address the essentials of web content accessibility in WPS CWs.

What can be Access QA tested?  
WPS CW's.

#### **Baseline Testing:**

Verification that files associated with standard applications open properly.

#### **What Should be Baseline Tested?**

Data-only (no executable files are present) physical media products.

Content Testing:

Verification of content added to a CMG approved authoring engine. Application functionality (e.g. grading and reporting) is not tested at this level.

#### **What Should be Content Tested?**

Products generated by approved engines: CW – Bookbinder and WPS volumes, WebCT courses, Blackboard courses, and TestGen CDs. If an engine is not on this list it has not been approved and is not a candidate for Content testing. Please contact your QA Project Manager for information about getting an engine approved.

**Functional Testing:**

All aspects of a product are tested, including installation, navigation, application functionality, OS compatibility, content fit within application, etc.

**What should be functional tested?**

Any website or physical media product that is not generated by an approved engine and that does not qualify for baseline testing.

**Regression Testing:**

Regression testing confirms that errors reported in a previous baseline, content, or functional test have or have not been fixed. Only previously reported errors will be verified in regression testing. All developers should be instructed not to modify code in any other way other than what is required to address reported errors. If new errors occur as a result of fixes or modifications to code, they will be reported.

**What Should Be Regression Tested?**

Any product that was baseline, content, or functionality tested with major errors reported.

**Sales Force Laptop Certification:**

Verification that products work properly and do not modify any part of the standard laptop build.

**What should be Sales Force Laptop Certification Tested?**

All physical media.

**TASK: Submit a Website QA Request**

**Website QA URL:**

[http://cmg.pearsoned.com/qualityassurance/qa\\_forms/submit\\_website/index.asp](http://cmg.pearsoned.com/qualityassurance/qa_forms/submit_website/index.asp)

**Step 1:** Before submitting a request, verify that the URL you are providing is valid.

**Step 2:** If you are submitting a WPS site for testing, please generate a Launch Error Report before submitting a request. (Launch from within your WPS CW) This process will provide a list of any content or media link errors on the WPS Authoring server. The errors indicated should be fixed prior to launching the site to the CQA server and prior to submitting your request.

**Step 3:** Please provide a detailed outline or site plan WPS Sample Outline, Blackboard Sample Outline, WebCT Sample Outline, Access QA Representative Pages Sample Outline to direct testing efforts and keep your QA costs low! Samples can be found here:

[http://cmg.pearsoned.com/qualityassurance/qa\\_forms/submit\\_website/index.asp](http://cmg.pearsoned.com/qualityassurance/qa_forms/submit_website/index.asp)

**Step 4:** Provide CMG with password and/or PINs needed to access this website.

**Step 5:** MPM reviews testing report and discusses issues with Media Editor to decide what needs to be fixed and what is OK as-is.

**Step 6:** MPM sends appropriate corrections to Media editor, Vendors, and art studios and requests corrected content., receives corrected files and forwards on the formatting vendor for implementation.

**Step 7:** MPM confirms corrections and if necessary, submits for Regression testing.

**Step 8:** MPM repeats Steps 3-5 until website tests cleanly and Media Editor approves.

**Step 9:** Provide the CMG Online Product Support team Online Product Support Team with appropriate information so that they can provide the best support to your customers.

**For Website Promotion & Release Form:**

[http://wpslive.pearsoncmg.com/cmgi\\_forms\\_library/0,,1898110-,00.html](http://wpslive.pearsoncmg.com/cmgi_forms_library/0,,1898110-,00.html)

**General information regarding CWs can be found here:**

<http://cmg.pearsoned.com/cw/index.asp>

**WPS and Other Authoring Tools Reference:**

<http://cmg.pearsoned.com/wps/index.asp>

**TASK: Submit a Physical Media QA Request**

**You may submit a Physical Media testing request via a web form:**

[http://wpslive.pearsoncmg.com/cmgi\\_forms\\_library/0,,1892800-,00.html](http://wpslive.pearsoncmg.com/cmgi_forms_library/0,,1892800-,00.html)

**Step 1:** Provide a specifications document, outline or test plan, including full details of all required hardware and software. Check w/ your QA team if a test plan already exists for your specific product.

**Step 2:** Provide all software necessary to test product. Check with your QA project manager to see if we have it as part of our standard configurations.

**Step 3:** MPM reviews testing report and discusses issues with Media Editor to decide what needs to be fixed and what is OK as-is.

**Step 4:** MPM sends appropriate corrections to Media editor, Vendors, and art studios and requests corrected content. Once received, corrected files are forwarded to the media build vendor for implementation and then requests updated potential master for Regression testing or Gold master, depending on the level of corrections needed.

**Step 5:** MPM confirms corrections on updated master, and if necessary, submits for Regression testing.

**Step 6:** MPM repeats Steps 3-5 until media tests cleanly and Media Editor approves master.

**Step 7:** MPM provides the CMG Physical Media Product Support team [**Physical Media Product Support Team** – USR 3G01] with 2 sample copies of final published product and any training or documentation needed.

**Sample test plans:**

[http://cmg.pearsoned.com/qualityassurance/test\\_plans/index.asp](http://cmg.pearsoned.com/qualityassurance/test_plans/index.asp)

- Access QA
- Blackboard 5.x Course
- Blackboard 5.x Standalone TIF
- Blackboard 6.x Course
- Gradebook/Grade Tracker
- WebCT 3.x Standalone TIF
- WebCT 3.x Course
- WPS 5.x CW\_2005

**QA Lab - Upper Saddle River**

[http://cmg.pearsoned.com/qualityassurance/about\\_qa/qa\\_lab\\_usr/index.asp](http://cmg.pearsoned.com/qualityassurance/about_qa/qa_lab_usr/index.asp)

**New Media Testing Lab - Room 1K11**

Due to the fact that the majority of QA testing handled by the Central Media Group is outsourced, the lab is primarily used by QA Project Managers for recreating errors reported by testing vendors and product support issues that arise post manufacturing and development.

There are several PCs and Macs available for re-imaging, servers for network testing, and a Sales Force Tablet PC. If you would like to use the QA Lab for simple testing or error replication please contact your **QA Project Manager**. For full-scale **physical media** and **web testing**, we strongly recommend using the testing request forms.

For a listing of operating systems, browsers, applications and plug-ins available for both the Mac and PC platforms in the QA lab, click on the links below:

- **[PC Lab Builds](#)**
- **[Mac Lab Builds](#)**