



Event Parking Management (EPM) Test Report

for the Smart Columbus
Demonstration Program

FINAL REPORT | May 11, 2021

Produced by City of Columbus

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Acknowledgment of Support

This material is based upon work supported by the U.S. Department of Transportation under Agreement No. DTFH6116H00013.

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Acknowledgments

The Smart Columbus Program would like to thank the following entities for their valuable contributions to the Event Parking Management (EPM) project and their contributions to the testing of this application.

- City of Columbus, Division of Parking Services
- Experience Columbus
- Short North Alliance
- ParkMobile
- Parking Operators¹
 - Allpro Parking
 - Campus Parc
 - Citrin
 - Columbus Convention Center
 - LAZ Parking
 - Park Place
 - Professional Parking
 - SP+
 - Towne Park

¹ These are parking operators who have committed, and are working through, signing, or have already signed, the memorandum of understanding (MOU) with ParkMobile to participate in the ParkColumbus application.

Abstract

The purpose of this Event Parking Management Test Report is to document the results of Event Parking Management testing conducted prior to launch. The primary goals of the testing were to evaluate how well the system conforms to the allocated test procedures and how well it provides the required functionalities. The evaluation included analysis, demonstration, inspection, and testing of various products, systems, and data to support final acceptance of the system.

The Test Report contains a summary of test activities, identifies any issues and notable findings that occurred during testing, and documents the acceptance of functionalities.

Table of Contents

- Chapter 1. Introduction..... 1
 - 1.1. Project Background 1**
 - 1.2. Project Objectives 2**
 - 1.3. System Geographic Scope..... 2**
 - 1.4. Test Components 3**
 - 1.5. References..... 4**

- Chapter 2. Test Status and Criteria..... 7

- Chapter 3. Test Results 9
 - 3.1. Web Portal Test Cases..... 10**
 - 3.2. Mobile App Test Cases 45**
 - 3.2.1. Test Cases for the Apple Mobile App 45
 - 3.2.2. Test Cases for the Android Mobile App..... 77
 - 3.3. Parking Operator Test Cases 110**
 - 3.4. Policy, Compliance and Administration 118**
 - 3.5. Defect Management Tool 124**
 - 3.6. Change Request Log..... 126**
 - 3.7. Outstanding Issues 127**
 - 3.8. Enhancements 127**

- Chapter 4. Summary of Results 129
 - 4.1. Test Metrics..... 129**
 - 4.2. Contractual Documents..... 130**
 - 4.3. Exit Criteria 131**

- Chapter 5. Personnel 133

- Appendix A. Terminology and Conventions..... 135

- Appendix B. Acronyms and Definitions 137

- Appendix C. Glossary 139

List of Tables

Table 1: EPM Project Scope.....	1
Table 2: References	4
Table 3: ParkColumbus Web Portal Test Cases	10
Table 4: ParkColumbus Mobile App Test Cases for Apple Software.....	45
Table 5: ParkColumbus Mobile App Test Cases for Android Software	78
Table 6: OPAPP Test Cases.....	111
Table 7: Test Cases for Policy, Compliance and Administration.....	119
Table 8: Defect Management Matrix.....	125
Table 9: Change Request Log.....	126
Table 10: Outstanding Issues.....	127
Table 11: Enhancements.....	127
Table 12: Test Results Summary	129
Table 13: Defect Matrix Open vs Closed.....	130
Table 14: Change Request Status	130
Table 15: Contractual Documents.....	130
Table 16: Test Exit Criteria.....	131
Table 17: Test Signoffs.....	133
Table 18: Numbering Convention Definitions	135
Table 19: Acronym List.....	137
Table 20: Glossary.....	139

List of Figures

Figure 1: Downtown Columbus and the Short North Area.....	3
Figure 2: Numbering Convention.....	135

Chapter 1. Introduction

A Test Plan was previously developed by a multidisciplinary team composed of project stakeholders to formally test the functionality of the Event Parking Management (EPM) system.² This Test Report documents the results of the testing procedures introduced in the Test Plan that were used to validate the functionalities of the EPM system. This report summarizes test activities, identifies any issues that occurred during testing, and documents the acceptance of functionalities.

1.1. PROJECT BACKGROUND

The EPM project is one of eight projects in the Smart Columbus program, and is considered the future of smart parking. Creation of the EPM system allows travelers to identify current projected parking availability near their target destination to help reduce additional driving that might otherwise be required to find suitable parking. Users of this system have access to parking reservations (for garage and surface lot parking) and payment options. Benefits of an EPM system include increased knowledge of available parking in the Downtown and Short North areas during events, reduced parking-related congestion, and reduced emissions.

The project scope encompasses public-class parking facilities within the downtown region (geographic scope detailed below), as well as loading zones, public surface lots, and parking meter expected availability information. The city-owned, restricted-parking garages and surface lots used for employees and short-term visitors are not included in the EPM project.

The amenities listed in **Table 1** are deployed as part of this project.

Table 1: EPM Project Scope

Scope	Description
Parking garage and surface lot spaces	The project captures parking availability and other parking-related data from 86% of the available parking garages and private surface lots in the project area and transmits the data to the EPM Central System and then to the Smart Columbus Operating System (Operating System).
On-street parking (parking meters and kiosk zones)	The project collects parking-related data from on-street parking spaces which includes approximately 4,300 single-space parking meters and 9 kiosk payment parking zones and transmits the data back to the Operating System to project availability.
Loading zones	The project collects restriction information for approximately 130 loading zones designated by the City of Columbus.

² <https://d2rfd3nxvhnf29.cloudfront.net/2021-03/SCC-B-EPM-UAT-UPDATE.pdf>

Scope	Description
EPM Central System	The EPM project consist of several new software modules working together to deliver the EPM service, including a front-end-traveler user interface and back-end central system that will connect, capture, relate, store, and respond to real-time parking data collected from various sources and equipment. EPM will interface with the Operating System to house the real-time and archived data and allow stakeholders operational and reporting access. These combined software modules make up the EPM system and will provide current, projected, and complete views of parking status and availability to help travelers plan and pay for parking and realize the City’s smart parking vision and goals.

Source: City of Columbus

1.2. PROJECT OBJECTIVES

Smart Columbus has partnered with public and private agencies with a shared focus on enhancing user experience, quality of life, and satisfaction. The project has established intermediate goals and objectives that, when reached, will signal progress toward reaching successful outcomes. Performance will be evaluated by collecting trip-generated data, application usage, and user surveys and evaluations. Below are the three primary objectives Smart Columbus will monitor and measure as part of the performance measurement for the EPM project. Additional information on the project related performance measurement can be found in the Smart Columbus Performance Measurement Plan.³

The City of Columbus identified the following objectives to measure EPM impact:

- Customer Satisfaction - Improved perception of available parking in the Downtown and Short North area
- Mobility - Reduce parking-related congestion
- Environment - Reduce vehicle emissions

1.3. SYSTEM GEOGRAPHIC SCOPE

The EPM project focuses on the Downtown and Short North areas for parking garage, surface lot, parking meter, and loading zone information. The parking meter and loading zone information was expanded citywide.

The Downtown boundaries are consistent with those of the Central Business District, which is bounded by SR-315 on the west, I-70 on the south, I-71 on the east, and I-670 on the north. In addition, the Short North area includes the High Street corridor from I-670 on the south, Dennison Avenue on the west, Third Street on the east, and Fifth Avenue on the north.

Figure 1 presents the geographic boundaries for the EPM project.

³ <https://d2rfd3nxvhnf29.cloudfront.net/2021-04/SCC-C-PfMP-Update-v3%203.30.21.pdf>

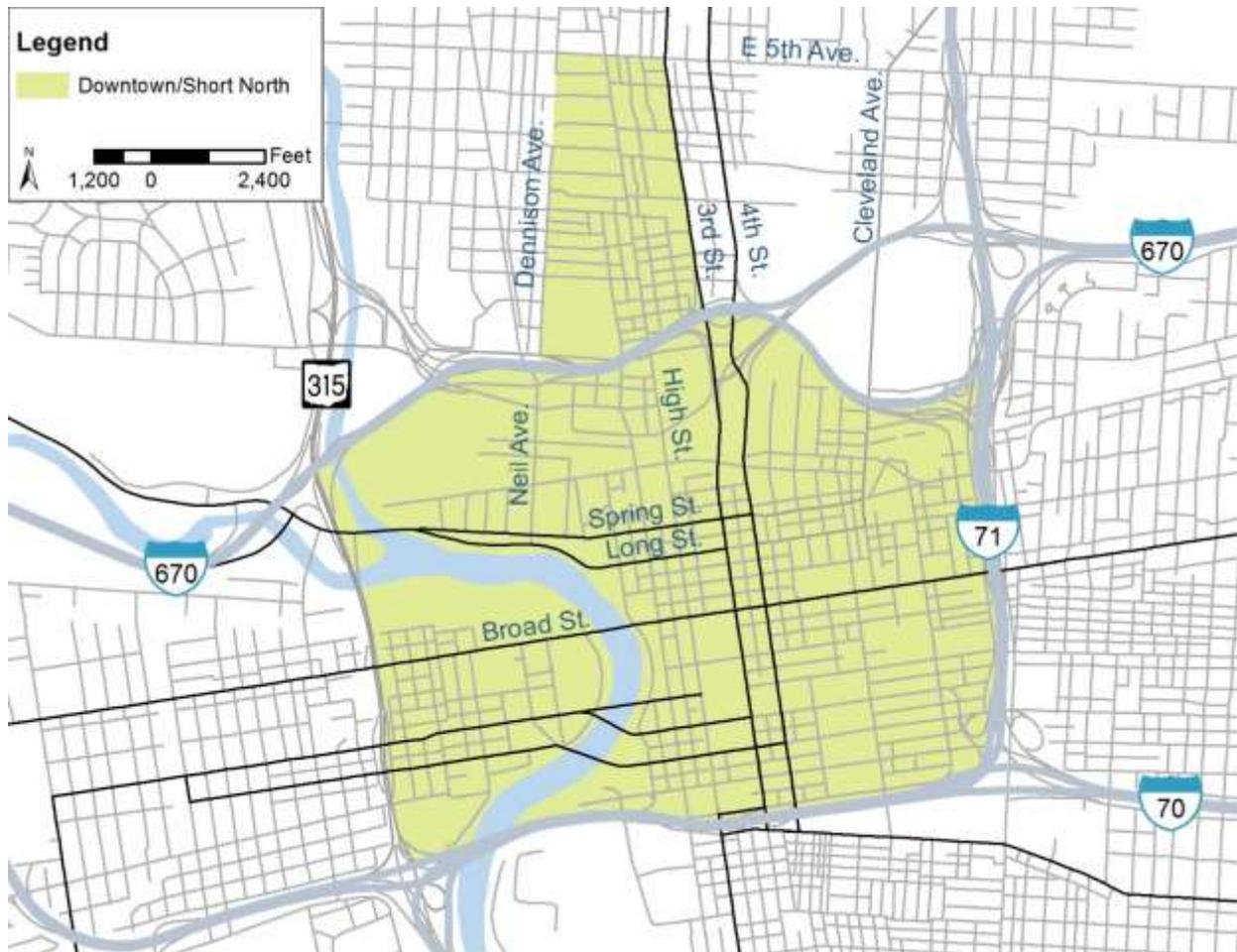


Figure 1: Downtown Columbus and the Short North Area

Source: City of Columbus

1.4. TEST COMPONENTS

The EPM project has the following features: user accounts, parking reservations, parking availability, user preferences, parking amenities, and payment. Test types include functional and non-functional testing to validate the requirements. Various test types are used in the user acceptance testing (UAT) to test each project features. Each methodology has a defined test objective, strategy, and pass/fail criterion (expected result). The following are examples of test types used during testing of the functionalities developed:

- System testing – System testing involves testing the EPM system to verify that it meets specified requirements as defined in the System Requirements (SyRS) document for the system.
- Integration testing – Integration testing is performed to expose defects in the interfaces and in the interactions between the EPM and integrated components or systems.
- Application programming interface (API) testing – API testing involves testing APIs directly and as part of EPM integration testing to determine whether they meet expectations for functionality, reliability, performance, and security. API testing is performed manually, as opposed to automated API testing, which is the responsibility of the EPM developers.

- Installation testing – Installation testing follows a set of procedures that are necessary before the software can be used and tested.
- Unit testing – Unit tests are performed by the developer. Individual units or components of a software application are tested to validate that each unit or component performs as designed.

The following list of components were tested:

1. **Web Application Test Cases** – ParkColumbus webpage was tested for various functionality such as creating an account, filtering, reservations, zone parking, and customer care support. Test results are documented in **Table 3**.
2. **Mobile Application Test Cases** – ParkColumbus app was tested on both Apple and Android devices for various functionality such as creating an account, filtering, reservations, zone parking, language preferences, real-time parking availability, and customer care support. Test results are documented in **Table 4** for iOS and **Table 5** for Android.
3. **Parking Operator Test Cases** – Parking Operator’s Application (OPAPP) is developed for gated and ungated parking facility operators to be able to access parking reservations, adjust parking rates, and access financial report through application portal. Test results from testing the related OPAPP functionality are documented in **Table 6**.
4. **Policy, Compliance and Administration** – Administrator-related test cases, including sending accurate parking location information, amenities, and restrictions to the web portal and app, are documented in **Table 7**.

1.5. REFERENCES

The EPM system is constructed to meet the user needs and features identified in the Concept of Operations (ConOps) documents and the requirements set forth in the SyRS document. This document is also supported by program-wide documents including System Architecture and Standards Plan, Safety Management Plan, and Performance Measurement Plan. **Table 2** includes the list of references used to provide additional detail in achieving the outcomes for the project.

Table 2: References

Title	Description	Pub. Date
Institute of Electrical and Electronics Engineers (IEEE) 829 Test Plan Outline https://standards.ieee.org/standard/829-2008.html	Standard for Software and System Test	July 18, 2008
Contract with ParkMobile and City of Columbus for EPM	Professional Services Contract agreement signed between the City of Columbus and ParkMobile.	September 23, 2019
Contract with Conduent State & Local Solutions, Inc. (ParkMobile as subcontractor) and the City of Columbus (Mobile Payment and License Plate Readers)	Professional Services Contract agreement signed between the City of Columbus and Conduent.	June 2018
MOUs between ParkMobile and Parking Operators	Memorandum of Understanding between ParkMobile and the Parking Operators.	Dates vary (dependent on operator)

Title	Description	Pub. Date
ParkMobile Service Level Agreement (SLA)	Agreement between ParkMobile and the Conduent State & Local Solutions, Inc. (the prime contractor under contract with City of Columbus) which outlines acceptable levels of service.	January 14, 2019
ParkMobile Data Protection Policy	Outlines systems of control and requirements for to protect ParkMobile client data.	September 2019
ParkMobile Information Security Policy	Includes an overview of information security policies, procedures, standards, and guidelines.	September 2019
ParkMobile Network and Infrastructure Security Policy	Documents a formalized process regarding the management of network and infrastructure.	September 2019
ParkMobile Secure Software Development Policy	Documents the process by which ParkMobile promotes a secure software development environment.	September 2019
ParkMobile Backup and Recovery Plan	Documents the specific backup and recovery plan for data in ParkColumbus in terms of frequency, location, length of archive, and transfer mechanism.	November 30, 2020
ParkMobile Information Security Plan (Confidential)	Provides an overview of Information Security policies, procedures, standards, and guidelines that are used to protect user accounts, corporate data, and intellectual property owned by ParkMobile as well as outline ParkMobile's stance in accordance with legal and regulatory standards. The rules stated in this policy are enforced to protect both the user and ParkMobile.	November 2020
ParkMobile Quality Assurance/Quality Control Test Procedures and Best Practices	Outlines high level processes for functional and non-functional testing.	November 2020
Smart Columbus Demonstration Program Event Parking Management Concept of Operations https://d2rfd3nxvhnf29.cloudfront.net/2021-05/SCC-B-EPM-ConOps-UPDATE%204.30.21.pdf	Highlights the user needs and expectations of the proposed EPM System.	April 30, 2021

Title	Description	Pub. Date
Smart Columbus Demonstration Program Event Parking Management System Requirements https://d21fd3nxvhnf29.cloudfront.net/2021-05/SCC-B-EPM-SyRS-Update%205.4.21.pdf	Outlines and describes a set of system requirements that satisfy the user needs identified in the EPM ConOps.	May 4, 2021
Smart Columbus Demonstration Program Safety Management Plan https://d21fd3nxvhnf29.cloudfront.net/2020-03/SCC-F-Safety%20Management%20Plan_12-05-2019_FINAL.PDF	Identifies major safety risks associated with the Smart Columbus demonstration program and a plan for the safety of participants and stakeholders.	December 5, 2019
Smart Columbus Demonstration Program Demonstration Site Map and Installation Plan https://d21fd3nxvhnf29.cloudfront.net/2021-03/SCC-B-DSP%26IS-UPDATED-V2%203.8.21.pdf	Documents the field installations for each of the projects and schedule related to installation and other items.	March 8, 2021
Smart Columbus Demonstration Program System Architecture and Standards Plan https://d21fd3nxvhnf29.cloudfront.net/2021-01/SCC-B-SASP-UPDATED_V2.pdf	Documents the architecture for each of the projects associated with the Smart Columbus demonstration program.	January 28, 2021
Smart Columbus Demonstration Program Performance Measurement Plan https://d21fd3nxvhnf29.cloudfront.net/2021-04/SCC-C-PfMP-Update-v3%203.30.21.pdf	Describes the outcomes of the Smart Columbus program and how the objectives of each project relate to them.	March 30, 2021
Smart Columbus Demonstration Program Event Parking Management User Acceptance Testing Test Plan: https://d21fd3nxvhnf29.cloudfront.net/2021-03/SCC-B-EPM-UAT-UPDATE.pdf	Highlights the various test types and methods used to verify the functionality of the EPM System.	March 4, 2021

Source: City of Columbus

More information on the Smart Columbus Demonstration Program is on the Smart Columbus website.⁴ This Test Report was adopted from the IEEE 829-2008 Standard for Software and System Test Documentation.

⁴ www.smart.columbus.gov

Chapter 2. Test Status and Criteria

Each test case consists of several unique properties which should be considered holistically during the testing evaluation process. Properties include but are not limited to: test identifier (ID), test objective, procedure, and status. The following test statuses are used for each test case:

1. Planned – The test case has been defined, roles identified, testers assigned, and is ready for testing.
2. In Progress – The test case is underway, but has not been completed.
3. Pass – A pass value indicates tests have completed the defined number of runs by various testers without error and the expected result has been achieved. It is expected that each time this test is performed, independent of who is testing, the same successful results will be achieved. There may be instances when a tester identifies a defect during the procedure, yet the test case still achieves the stated outcome. The case can still pass, but the testers must log the defect and bring it to the attention of the test manager. This can happen when there are minor bugs detected not critical to the essential functionality of the feature being tested such as an image being out of alignment or a misspelling.
4. Fail – A test case is marked as failed when the case does not meet part or all of its expected outcome. For all failed test cases, one or more defects must be logged to capture the details surrounding the failure and to track its status.
5. Deferred – A test case is marked deferred when the case is unable to be performed at the current time of testing or when there is a change in requirements. Most often this will occur when a software product is being released in increments and the functionality is not ready when it's time to test the current release. If a test is deferred, the tester should provide a brief reason in the comments column to explain. The test manager is responsible for tracking deferred cases and evaluating the most appropriate time and/or response for addressing the case.
6. Canceled – A test case is marked canceled when the requirement affiliated with the test case is no longer applicable to the project.

More information on the tester roles and responsibilities for the EPM elements can be found in the EPM User Acceptance Testing Test Plan.⁵

⁵ <https://d2rfd3nxvhnf29.cloudfront.net/2021-03/SCC-B-EPM-UAT-UPDATE.pdf>

Chapter 3. Test Results

This section presents results for each of the tests performed, along with a defect management log and change request (CR) log. Test plan development began in March 2020 and was completed in March 2021. The dates for each phase of testing are included in this section. Throughout the testing procedures, issues, comments, and solutions were recorded through a series of web-based documents. This format allowed issues to be shared and addressed on an ongoing basis by all personnel involved in testing, including the Smart Columbus Team, ParkMobile and other parking operators.

The tables below provide test results for various test activities conducted throughout.

- Test results related to ParkColumbus web portal are listed in **Table 3**.
- Test results related to ParkColumbus app for iOS are listed in **Table 4**.
- Test results related to ParkColumbus app for Android are listed in **Table 5**.
- Test results related to OPAPP are listed in **Table 6**.
- Test results for EPM central system (EPMCS) system administration, City of Columbus administration, Policy, and Compliance are listed in **Table 7**.

The test cases outlined below are reflective of the capabilities the system must be able to perform in order to receive acceptance of the EPM system.

3.1. WEB PORTAL TEST CASES

The test cases listed below focus on testing the functional requirements for the EPM system on the web portal. This section identifies the test results for each test case. Each of the test cases were tested on the ParkColumbus web portal on Google Chrome, Microsoft Edge and Safari. All functions were tested under leadership of the system owner, test manager, and technical tester, who tested each test case from the perspective of the Traveler. Throughout this process, any detected bugs, inconsistencies, errors, or the like were captured in the defect management tool and reported to the development team. The development team modified, updated, and enhanced the software to address issues that arose during testing.

Table 3 is a detailed log of the results of testing each case. For each test case, test status is logged either as passed, failed, canceled or deferred. All the test cases marked as deferred, failed or canceled are tracked by the defect management tool shown in **Table 8** and any enhancements that can improve the user experience are noted during testing and are listed in **Table 11**.

Table 3: ParkColumbus Web Portal Test Cases

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB001-V01	Geolocation information	Verify that PARKWEB requests consent from the travelers before accessing location information.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Open ParkColumbus web portal for the first time. 2. Pop-up appears on the top of the screen asking about using accessing location. 'ParkColumbus wants to know your location' – 'Allow' or 'Block'. 3. Click 'Allow'. 4. For more information on privacy, click 'Privacy Policy' located on the bottom of the screen. 5. Privacy Policy lists what data will be collected from the traveler along with accessing with geolocation data. 6. Traveler will also need to accept the terms of use and privacy policy to create an account with ParkColumbus. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Travelers will need to give location permission when they use the ParkColumbus web portal for the first time to access traveler's location. <p><u>Post-condition:</u> Traveler location information is shown on the web portal after the permission to access location information is given by the traveler.</p>	Consent is requested to access traveler's location when using ParkColumbus webpage.	Travelers	4-14-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB002-V01	Geolocation information	Verify that PARKWEB determines current location to search for parking options.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Find Parking' located on top right panel of the webpage. 2. Click on the small compass symbol located on the bottom right corner of the webpage. 3. Traveler location shown on the map is accurate to the traveler's current location. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler location shown on the map should be accurate to the traveler's location. <p><u>Post-condition:</u> Traveler's current location is accurate on the ParkColumbus web portal.</p>	Current location shown on the web portal should match with traveler's current location.	Travelers	4-14-2020	Passed	
EPM-WEB003-V01	Contact feature	Verify that PARKWEB provides link to City's 311 webpage which has email and telephone number to City's 311 system.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Columbus 311' located on the top right of the ParkColumbus homepage. 2. City of Columbus 311 webpage opens on the browser that has Columbus 311 customer service information. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler is able to find the link to City of Columbus 311 webpage on ParkColumbus webpage which has email and telephone number to City's 311 system. <p><u>Post-condition:</u> Traveler has navigated away from the ParkColumbus webpage and is on the City of Columbus 311 webpage.</p>	Link to City's 311 webpage is available on the PARKWEB.	Travelers	4-14-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB004-V01	Search options	Verify that traveler is able to search for parking options without creating an account on the PARKWEB.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage.</p> <p><u>Procedure:</u> <u>Reservations:</u></p> <ol style="list-style-type: none"> 1. Click 'Find Parking' on the home page. 2. Enter street address in the search tab and click 'Enter' or pan to the desired location. 3. Parking locations around the search location are displayed on the landing screen, if available. <p><u>Zone Parking:</u></p> <ol style="list-style-type: none"> 1. Click 'Find Parking' on the home page. 2. Toggle to select 'Search Zones' on top of the screen for zone parking. 3. Enter street address in the search tab and click 'Enter' or pan to the desired location. 4. Parking locations around the search address are displayed on the landing screen, if available. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to search for parking options without creating an account. <p><u>Post-condition:</u> Parking options are displayed and traveler will need to create an account or continue as guest to pay and reserve selected parking.</p>	Able to search for parking options without creating an account.	Travelers	4-14-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB005-V01	User accounts	Verify that PARKWEB allows travelers to enter their email address and password when creating a profile.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Log In/Sign Up' located on top right corner of the web page. 2. Enter email address, password and accept ParkMobile Terms of Use and Privacy Policy. 3. Click 'Create Your Account'. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler when creating a profile, should provide a valid email address. 2. Traveler is required to enter password when creating an account. <p><u>Post-condition:</u> Traveler is logged in to their ParkColumbus web portal account.</p>	Travelers should enter email address and password when creating a profile with PARKWEB.	Travelers	4-14-2020 5-1-2020	Failed Passed	<p>No email was received for confirmation of changes in profile settings.</p> <p>Defect DFT001 logged and resolved.</p> <p>[5-1-2020] Passed.</p>
EPM-WEB006-V01	User accounts	Verify that email and password authentication is required when signing in and accessing a traveler account on PARKWEB.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Follow steps listed under Test Case ID EPM-WEB005-V01 to create an account. 2. Click on the three lines located on top right corner of the webpage and click 'Logout'. 3. Click 'Log In/Sign Up' located on top right corner of the web page. 4. Enter email address and password used while creating an account and click 'Sign In'. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler is able to sign in by entering correct email address and password. 2. Traveler is not able to sign in if incorrect email or password is entered and error is presented to the Traveler. <p><u>Post-condition:</u> Traveler is logged in when correct email and password is entered or error is presented for incorrect email and/or password.</p>	Travelers need to enter correct email and password to login to their PARKWEB account.	Travelers	4-14-2020	Passed	.

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB007-V01	User accounts	Verify that PARKWEB allows travelers to enter their mobile number in their profile.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click three lines located on top right corner of the webpage and click 'Settings'. 2. Click 'Edit' under 'Contact' tab to enter mobile number. 3. Enter first name, last name and mobile number. 4. Click 'Save Updates'. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to enter and save mobile number to the profile under account settings. 2. Traveler should receive email notification for the changes made to the account. <p><u>Post-condition:</u> Traveler is logged in and the mobile number and other profile information is added and stored to the account.</p>	Traveler adds mobile number to their PARKWEB profile.	Travelers	4-14-2020 5-1-2020	Failed Passed	<p>No email was received for confirmation of changes in profile settings.</p> <p>Defect DFT001 logged and resolved.</p> <p>[5-1-2020] Passed.</p>
EPM-WEB008-V01	User accounts	Verify that travelers can log in to their account with their login information.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Log In/Sign Up' located on the top right of the webpage. 2. Enter registered email address or mobile number and password and click 'Sign In'. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Travelers should be able to log in to their ParkColumbus web account with their login information. <p><u>Post-condition:</u> Traveler is logged in to the ParkColumbus web portal.</p>	Travelers log in to their PARKWEB account with their login information.	Travelers	4-14-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB009-V01	Notifications and alerts	Verify that PARKWEB allows travelers to configure notifications and alerts on their account.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click the three lines located on top right corner of the webpage and click 'Settings'. 2. Under 'Notifications', click 'Edit' to update notifications. Select the type of notification (email or text notification) and click 'Save Updates'. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to select notification type in the ParkColumbus web settings. <p><u>Post-condition:</u> Receive notifications based on the traveler's preference.</p>	Travelers configure notifications to receive alerts about parking sessions and reservations.	Travelers	4-14-2020 12-2-2020	Deferred Passed	<p>Notification preferences were not available for traveler during the first round of testing on 4-14-2020.</p> <p>Defect DFT002 logged and resolved.</p> <p>[12-2-2020] Passed.</p>

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB010-V01	Search options	Verify that PARKWEB allows travelers to search for parking options by entering a street address.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage.</p> <p><u>Procedure:</u></p> <p><u>Reservations:</u></p> <ol style="list-style-type: none"> 1. Click 'Find Parking' on the home page. 2. Enter street address in the search tab and click 'Enter'. 3. Parking locations around the search address pop up on the landing screen if any available. <p><u>Zone Parking:</u></p> <ol style="list-style-type: none"> 1. Click 'Find Parking' on the home page. 2. Toggle to select 'Search Zones' on top of the screen for zone parking. 3. Enter street address in the search tab and click 'Enter'. 4. Parking locations around the search address pop up on the landing screen if any available. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to enter any street address to search parking options near that location for both reservations and zone parking. <p><u>Post-condition:</u> Available parking options around the searched address are displayed on the screen.</p>	Traveler can search for parking options around a selected street address.	Travelers	4-14-2020	Passed	<p>When a street address is entered, no pin is dropped on the map. Might be helpful to see the pin on the map.</p> <p>Enhancement ENH001 logged and is pending review.</p>

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB011-V01	User accounts	Verify that PARKWEB allows travelers to book and pay for parking reservation using a guest account.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Find Parking'. 2. Select the parking facility to reserve parking. 3. Confirm the date and time of the reservation on the left side dashboard and click 'Reserve. Park Here!'. 4. Page with Sign in fields should open with option to 'Continue as Guest'. 5. Click 'Continue as Guest'. 6. Enter valid email address, vehicle details and payment details. 7. Confirm the details and purchase the parking reservation. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to pay and book parking reservation without creating an account with ParkColumbus. <p><u>Post-condition:</u> Traveler reserves and pays for parking without creating an account with ParkColumbus.</p>	Traveler pays for a one-time parking reservation using the guest account feature on the PARKWEB.	Travelers	4-14-2020	Passed	
EPM-WEB012-V01	Parking reservation	Verify that PARKWEB allows travelers to select and pay only for selected period of time.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage.</p> <p><u>Procedure:</u></p> <p><u>Reservations:</u></p> <ol style="list-style-type: none"> 1. Click 'Find Parking'. 2. Enter street address in search tab. 3. Click 'Arrive after,' select date and time and click 'Set'. 4. Click 'Leave by,' select date and time and click 'Set'. 5. Select parking facility for reservation. 6. Enter email address and mobile number and password and click 'Sign In'. 7. If traveler has no existing account, click 'Continue as Guest' or click 'Create an account'. 8. Enter required information to log in and continue. 	Traveler selects a specific period of time to park and pays only for the selected time.	Travelers	4-14-2020 12-2-2020	Passed	<p>Be able to switch the map from street view to satellite view to see the parking location</p> <p>Enhancement ENH002 logged and is pending review.</p>

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
			<p>9. Click 'Reserve. Park Here!' located on the left side of the dashboard showing the parking amenities and other information.</p> <p><u>Zone Parking:</u></p> <ol style="list-style-type: none"> Click 'Park Now' to enter a zone number or Click 'Find Parking' and select 'Search Zones' located on the map. Select a parking zone and click 'Park Here'. Confirm the city location and click 'Continue'. Select the duration and click 'Continue'. Enter valid vehicle information and click 'Continue'. Enter valid payment information and click 'Continue'. Review the order and click 'Start Parking' to book the parking zone. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> Traveler should be able to select a specific period of time while booking and pay only for the selected duration. <p><u>Post-condition:</u> Traveler to get an email confirmation of successful payment after booking a parking space.</p>					
EPM-WEB013-V01	Parking reservation	Verify the PARKWEB provides confirmation code of a parking reservation to the traveler.	<p><u>Pre-condition:</u> Traveler has access to ParkColumbus webpage.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> Follow steps listed under EPM-WEB012-V01 to reserve parking. If reservation is successful, confirmation code with reservation information and email with payment confirmation is provided to the traveler. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> Traveler should be presented with a confirmation code and a receipt of payment with email confirmation after reserving a parking facility through the ParkColumbus web portal. <p><u>Post-condition:</u> Traveler can use the email confirmation to access the parking facility for the reserved time.</p>	Parking reservation confirmation is provided to the traveler after a parking reservation is booked through PARKWEB.	Travelers	4-14-2020 5-12-2020	Failed Passed	<p>No email confirmation was received for the reservation confirmation.</p> <p>Defect DFT003 logged and resolved.</p> <p>[5-12-2020] Passed.</p>

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB014-V01	Navigation	Verify that PARKWEB links to traveler's map-based navigation to direct the traveler to the designated parking location.	<p><u>Pre-condition:</u> The ParkColumbus webpage is open and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> Follow steps listed under EPM-WEB012-V01 to reserve parking. Open the Reservation, Click 'Get Directions' to open a webpage with map-based navigation. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> ParkColumbus web should be able to open the map-based navigation system when traveler requests directions to the reserved parking location. <p><u>Post-condition:</u> Traveler has navigated from the ParkColumbus app and is on his/her map-based navigation page.</p>	Link to map-based navigation for directions to the reserved parking is available on the PARKWEB.	Travelers	4-14-2020	Passed	
EPM-WEB015-V01	Payment	Verify that travelers can pay for the parking on the PARKWEB without redirecting to another web page.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> Follow steps listed in EPM-WEB012-V01 to reserve parking. Traveler is on the ParkColumbus webpage from start to finish of the parking reservation. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> Traveler should be able to enter credit or debit card information and pay for the selected parking without redirecting to a different webpage. <p><u>Post-condition:</u> Traveler is still on the ParkColumbus webpage.</p>	Traveler completes the purchase of parking space within the PARKWEB without redirecting to another webpage.	Travelers	4-14-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB016-V01	Parking reservation	Verify the PARKWEB does not provide reservation confirmation code if payment for parking reservation is not complete.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Follow steps listed in EPM-WEB012-V01 to reserve parking. 2. If payment or reservation is unsuccessful, an error message is displayed on the review page. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler should receive an error message upon an unsuccessful payment. 2. Payment method used should not be charged with the parking reservation amount when the reservation is unsuccessful. <p><u>Post-condition:</u> Payment is not processed and traveler is on the checkout page.</p>	Payment error message is displayed on the webpage within PARKWEB when the payment for parking reservation is unsuccessful.	Travelers	4-14-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB017-V01	Parking reservation	Verify that PARKWEB provides paid status of parking reservation to the traveler in real-time.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Follow steps listed in EPM-WEB012-V01 under reservations to reserve parking or follow steps for zone parking to pay for on-demand parking. 2. If reservation is successful, a digital receipt of the reservation is displayed on the screen along with the amount paid and method of payment used and the reservation code. 3. Click on the three lines located at the top right corner of the ParkColumbus webpage and click 'Reservations'. 4. All upcoming reservations along with the payment confirmation should be listed on the landing page. 5. An email confirmation with the paid status of the parking reservation should be received within two minutes of the reservation. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler should be presented with confirmation for booked reservation in real-time. 2. Traveler should receive email notification for the parking reservation. <p><u>Post-condition:</u> Traveler can use the email confirmation to access the parking facility for the reserved time.</p>	Traveler receives email confirmation with the paid status of the parking reservation within two minutes after reserving a parking through PARKWEB.	Travelers	4-14-2020 5-12-2020	Failed Passed	<p>Had to refresh the webpage to be able to view the upcoming reservations under settings.</p> <p>Defect DFT004 logged and resolved</p> <p>[5-12-2020] Passed.</p>

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB018-V01	Notifications and alerts	Verify that PARKWEB provides email notification to travelers of reservation confirmation.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Follow steps listed under EPM-WEB012-V01 to reserve parking. 2. If reservation is successful, confirmation code with reservation information and email with payment confirmation is provided to the traveler. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler should receive email notification about the parking reservation. <p><u>Post-condition:</u> Traveler can use the email confirmation to access the parking facility for the reserved time.</p>	Traveler receive notification for the reservation confirmation.	Travelers	12-2-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB019-V01	Notifications and alerts	Verify that PARKWEB provides notifications to travelers of changes to existing booking based on preference selected (text or email).	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage and the traveler is logged in.</p> <p><u>Procedure:</u> Parking reservations should be made at least 3 hours ahead to be able to cancel a reservation.</p> <ol style="list-style-type: none"> 1. Follow steps listed for test case ID: EPM-WEB012-V01 to reserve parking and EPM-WEB009-V01 to select preferred notifications. 2. Click on the three lines located on top right corner of the webpage and click 'Reservations' and chose the upcoming reservation previously arranged. 3. Scroll down on the reservation and click 'Cancel Reservation', then select a reason for cancelling from the drop-down menu. 4. Click 'Cancel Reservation' and select 'Yes' to confirm cancellation. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to cancel reservation and see canceled activity. 2. Traveler should receive an email confirmation for the canceled reservation. <p><u>Post-condition:</u> Reservation is canceled and traveler is on the ParkColumbus web homepage.</p>	Traveler receive notification for any changes made to the existing reservation.	Travelers	12-2-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB020-V01	Event parking	Verify that travelers can purchase event parking packages.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Find Parking'. 2. Enter a street address or City, select a parking option displayed on the screen with a ticket symbol and click 'Packages'. 3. Select a package. Example: 2019-20 Blue Jackets quarter season and click 'Select Parking' under the package name. 4. Select a parking location and click 'Reserve'. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler is able to purchase an event package. 2. Traveler reserves a parking space for all the events in that package. <p><u>Post-condition:</u> Traveler should receive an email confirmation about parking reservation and successful payment confirmation.</p>	Traveler selects an event parking package within the PARKWEB and reserve parking for all events listed in that package at once.	Travelers	4-14-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB021-V01	Event parking	Verify that event employees can enter event access code when booking parking space associated with that event.	<p><u>Pre-condition:</u> An event employee has access to the ParkColumbus webpage.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Find Parking'. 2. Enter a street address or City, select a parking option displayed on the screen with a ticket symbol and Click 'Events' or 'Packages'. 3. Select a package. Example: 2019-20 Blue Jackets quarter season or select an event. Example: 2020 Columbus Marathon - October 18, 2020 4. Click 'Apply Access Code'. 5. Enter access code associated with that event and click 'Done'. 6. Several parking options are displayed on the map that accept the event access code. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Event employee is able to enter an access code for selected event. 2. Multiple parking options are displayed on the screen that allow parking for the selected event and accept the entered event access code. <p><u>Post-condition:</u> Event employee uses the access code to book parking space for an event.</p>	Event employee enters an event access code when reserving parking space for an event.	Travelers	5-14-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB022-V01	Parking reservation	Verify that PARKWEB does not allow travelers to reserve on-street parking.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Find Parking' located on top menu bar of the webpage. 2. Click 'Search Zones' to explore metered parking options. 3. Select a zone to park and click 'Park Here' location on the left side panel. 4. Click 'Continue' on the landing page. 5. Enter duration by the hour and minute or can select maximum parking time (for this testing select 30min of parking time) and click 'Continue'. 6. Verify that future date and time cannot be selected. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler should not be able to select a future date when zone parking is selected. <p><u>Post-condition:</u> Traveler can select the parking duration and pay for metered parking through ParkColumbus webpage.</p>	PARKWEB doesn't allow reservations for on-street parking.	Travelers	12-2-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB023-V01	Parking reservation	Verify that PARKWEB allows travelers to pre-pay for the parking meters before the enforcement time up to the allowable timeframe.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage and the traveler is logged in.</p> <p><u>Procedure:</u> City of Columbus parking meters enforcement time is 8 a.m. to 10 p.m. Pre-payment is only allowed 2 hours before the enforcement time. This test is conducted between 6 a.m. and 8 a.m.</p> <ol style="list-style-type: none"> 1. Click 'Find Parking' located on top menu bar of the webpage. Click 'Search Zones' to explore metered parking options. 2. Select a zone for which the enforcement time has not started. 3. Enter duration by the hour and minute or can select maximum parking time. 4. Select vehicle information and click 'Continue'. 5. Select a payment method and click 'Continue'. 6. Verify the information and click 'Start Parking'. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able select the duration and pre-pay for that time before the enforcement time of the parking meter begins. <p><u>Post-condition:</u> Notifications can be received for warnings of expiration.</p>	Traveler pre-pays for the parking meter before the enforcement time within the allowable timeframe which is 2 hours in Columbus, Ohio.	Travelers	12-2-2020	Passed	
EPM-WEB024-V01	Parking Availability	Verify that EPMCS provides parking restrictions of each parking facility to the PARKAPP.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage and the traveler is logged in.</p> <p><u>Procedure:</u> <u>Zone Parking:</u></p> <ol style="list-style-type: none"> 1. Click 'Find Parking' located on top menu bar of the webpage. 2. Click 'Search Zones' to explore metered parking options. 3. Select a zone to park and click 'Park'. 4. Confirm the location and click 'Continue'. 5. If there are any restrictions at the selected parking meter, a pop-up will appear on top of the screen 'Parking is not allowed at this time, see regulatory signage for more information'. 6. Click 'OK' to acknowledge. 	Travelers cannot purchase parking for zone parking or reservations when restrictions are in place for the selected location.	Travelers	12-2-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
			<p>7. Traveler will not be able to purchase the parking meter time when restrictions are in place.</p> <p><u>Reservations:</u></p> <ol style="list-style-type: none"> 1. Click 'Find Parking' located on top menu bar of the webpage. 2. Click 'Reserve Parking' to explore parking options that can be reserved in advance. 3. Click 'Arrive after', select date and time and click 'Set'. 4. Click 'Leave by', select date and time and click 'Set'. 5. Only the parking facilities that are available during the selected times are displayed on the map. 6. Traveler will not be able to reserve a parking facility outside the facility operating hours. <p><u>Pass Criteria:</u></p> <p>Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler should not be able to purchase the parking meter duration when parking restrictions are in place or are coming up during the requested time period. 2. Traveler should not be able to reserve a parking location outside the facility operating hours. <p><u>Post-condition:</u></p> <p>Traveler will need to select a different parking location due to parking restrictions at the current parking location.</p>					

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB025-V01	Parking Availability	Verify that PARKWEB will not allow travelers to extend parking time when restricted parking times are in place.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click on the three lines located on top right corner of the webpage and click 'Zones'. 2. Select an active parking session and click 'Extend'. 3. Select the duration and click 'Continue'. 4. If there are any restrictions at the parking meter, a pop-up will appear on top of the screen 'Parking is not allowed at this time, see regulatory signage for more information'. 5. Click 'OK' to acknowledge. 6. Traveler will not be able to extend the parking meter time when restrictions are in place. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler should not be able to extend the parking meter duration when parking restrictions are in place or are coming up during the requested time period. <p><u>Post-condition:</u> Traveler will need to select a different parking location due to parking restrictions at the current parking location.</p>	Parking session cannot be extended when parking restriction is in place for the selected zone.	Travelers	12-2-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB026-V01	Parking availability	Verify PARKWEB allows travelers to purchase additional parking meter time.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click on the three lines located on top right corner of the screen and click 'Zones'. 2. Select an active parking session to extend parking session. 3. Click 'Extend Time' to extend parking duration. 4. Enter duration by the hour and minute or can select maximum parking time. 5. Traveler will not be able to select duration more than the permitted time at that parking meter. 6. Review the parking fee information and click 'Extend Time'. 7. When selected max time, traveler will not have 'Extend Time' option for their active session. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to extend the parking meter time through the ParkColumbus webpage. <p><u>Post-condition:</u> Parking meter time is extended and will receive notification as per the settings chosen.</p>	Traveler is able to extend parking meter time.	Travelers	12-2-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB027-V01	Notifications and alerts	Verify that PARKWEB provides notifications to travelers of warnings of expiration of paid parking based on preference selected (text or email).	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click three lines located on top right corner of the webpage and click 'Settings'. 2. Under 'Notifications', click 'Edit' to update notifications. Select the type of notification (email or text notification) and click 'Save Updates'. 3. Click 'Find Parking' and click 'Search Zones'. 4. Select a parking zone to book a parking meter. 5. Book a meter for 30 minutes. After 15 min, verify that a notification of the parking expiring is received as per the notifications selected. 6. Verify after 30 min, a notification for expired parking session is received. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to select notification type in the ParkColumbus web settings. 2. Traveler should receive notification for warning of expiration of paid parking session as per the preferences chosen. 3. Traveler should receive notification for expiration of paid parking session as per the preferences chosen. <p><u>Post-condition:</u> Traveler receive notifications based on the preferences selected.</p>	Notifications and alerts are provided to the traveler for the expiration of parking session.	Travelers	12-2-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB028-V01	Promotion Codes	Verify that PARKWEB provides local merchants parking options at discounted price.	Vendor to work with local merchants to get the information on discounted parking options offered.	Local Merchants offer discounted parking options and are available on PARKWEB.	Local Merchants	N/A	Deferred	<p>Due to the COVID-19 pandemic, the local merchants are not offering any discounted parking options because of the low turnover. The City's Division of Parking Services, local merchants, parking operators and vendor will work together to offer the discounted parking options in the future.</p> <p>Defect DFT010 logged and is deferred.</p>

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB029-V01	Promotion Codes	Verify that PARKWEB allows travelers to purchase parking spaces that have discounted prices.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Park Now' to enter a zone number or Click 'Find Parking' and select 'Search Zones' located on the map. 2. Select a parking zone and click 'Park Here'. 3. Confirm the city location and click 'Continue'. 4. Select the duration and click 'Continue'. 5. Enter valid vehicle information and click 'Continue'. 6. Enter valid payment information and click 'Continue'. 7. On the 'Review Order' page, enter promo code in the promo code tab and click 'Apply'. 8. If a valid promo code is applied, discounted amount is reflected in the total cost of the parking on the 'Review Order' page. 9. If an invalid promo code is applied, an error is presented. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler is able to purchase parking when a valid promo code is applied and discount is applied at the checkout. <p><u>Post-condition:</u> Traveler is presented with a confirmation of the parking reservation.</p>	Traveler is able to purchase parking spaces that discounted prices using promo codes.	Travelers	2-3-2021	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB030-V01	Promotion Codes	Verify that EPMCS can validate and provide PARKWEB confirmation of discounted parking reservation.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> Follow steps listed for test case ID: EPM-WEB029-V01 to pay for parking. On the confirmation page, click 'View Details' to review the parking amount and the discount applied. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> Confirmation receipt shows the total parking cost reflects the discount applied using the promo code. <p><u>Post-condition:</u> As per the notifications set under 'Settings', Traveler may also receive email confirmation of the parking details.</p>	Traveler is able to validate discount received from the confirmation details provided for the booked parking.	Travelers	2-3-2021	Passed	
EPM-WEB031-V01	Search options	Verify the PARKWEB allows travelers to search for parking options by frequently traveled locations.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> Click 'Find Parking' located on top menu bar of the webpage. Click 'Search Zones' to explore metered parking options. Click 'Enter Zone Number' on the bottom left corner of the website. Click below the 'Zone #', on the type bar and all previous zones frequently visited should pop down. Traveler should be able to choose from the previously used or searched zones. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> Traveler should be able to choose from previously used or searched zones. <p><u>Post-condition:</u> Traveler will be able to decide on which parking zone to choose based on the frequently traveled, or searched zones.</p>	Traveler is able to store frequently traveled locations as favorites.	Travelers	1-5-2021	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB032-V01	Search options	Verify that PARKWEB allows travelers to select amenities at parking spaces to filter search option.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage and the traveler is logged in.</p> <p><u>Procedure:</u></p> <p><u>Reservations:</u></p> <ol style="list-style-type: none"> 1. Click 'Find Parking' located on top menu bar of the webpage. 2. Click 'Reserve Parking' to look for available parking reservations. 3. Click on 'Apply Filters' on the left-hand side underneath the search option. 4. Select desired amenities and click 'Done' to filter parking options by amenities available at parking spaces. <p><u>Zone Parking:</u></p> <ol style="list-style-type: none"> 1. Click 'Find Parking' located on top menu bar of the webpage. 2. Click 'Search Zones' to explore metered parking options. 3. Click 'Apply Filters' on the left-hand side underneath the search option. 4. Select amenities from the filter menu such as 'EV Charging', 'Accessible Parking', 'Loading Zones', 'Metered Parking' and 'Lot/Garage'. 5. Traveler should be able to see only parking zones that include the chosen amenities. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to filter parking options with selected amenities. <p><u>Post-condition:</u> Traveler will be able to decide on which parking spot to choose based on the parking options displayed on the map.</p>	Traveler is able to select amenities to filter for parking options.	Travelers	1-5-2021	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB033-V01	Search options	Verify that PARKWEB allows travelers to filter parking options by parking garages, lots, and streets.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage and the traveler is logged in.</p> <p><u>Procedure:</u></p> <p><u>Reservations:</u></p> <ol style="list-style-type: none"> 1. Click 'Find Parking' located on top menu bar of the webpage. 2. Click 'Reserve Parking' to look for available parking reservations. 3. Click on 'Apply Filters' on the left-hand side underneath the search option. 4. Select amenities such as 'Covered Parking' or 'Paved' and click 'Done' to filter parking options by amenities available at parking spaces. <p><u>Zone Parking:</u></p> <ol style="list-style-type: none"> 1. Click 'Find Parking' located on top menu bar of the webpage. 2. Click 'Search Zones' to explore metered parking options. 3. Click 'Apply Filters' on the left-hand side underneath the search option. 4. Select amenities from the filter menu such as 'Street Parking' or 'Lot/Garage' and click 'Done'. 5. Traveler should only see parking zones that include the filters chosen. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Parking options displayed on the map should have amenities selected as the filter. <p><u>Post-condition:</u> Traveler will be able to decide on which parking spot to choose based on the parking options displayed on the map.</p>	Traveler is able to filter zone parking by parking garages, lots and streets.	Travelers	1-5-2021	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB034-V01	Search options	Verify that PARKWEB allows travelers to filter parking options by selecting a parking meter zone or parking loading zone.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Find Parking' located on top menu bar of the webpage. 2. Click 'Search Zones' to explore metered parking options. 3. Click 'Apply Filters' on the left-hand side underneath the search option. 4. Select amenities from the filters menu such as 'Loading Zones' and 'Metered Parking' and click 'Done'. 5. Map now shows parking meter zones (black pin with a 4 or 5 digit number) and loading zones (striped pin). <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to filter parking options by parking meter zone and loading zone. <p><u>Post-condition:</u> Map shows parking meter zones and loading zones.</p>	Traveler is able to filter parking options by parking meter or loading zone.	Travelers	1-5-2021	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB035-V01	Loading zones	Verify that PARKWEB provides travelers loading zone locations, hours, and restrictions.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Find Parking' located on top menu bar of the webpage. 2. Click 'Search Zones' to explore metered parking options. 3. Zoom in near the Downtown area until striped pins appear. 4. Click on one of the striped pins to open loading zone information. 5. Depending on the loading zone, information such as location, hours, and restrictions, if any, will pop up on the left-hand side of the webpage. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to see loading zone details for the selected zone on the left-hand side of the webpage. <p><u>Post-condition:</u> Traveler will be informed of the different loading zones around the selected area.</p>	Loading zone details are presented to the traveler.	Travelers	1-5-2021	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB036-V01	Search options	Verify the PARKWEB allows travelers to search for metered parking spaces (including on-street Electric Vehicle (EV) charging and ADA metered spaces).	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Find Parking' located on top menu bar of the webpage. 2. Click 'Search Zones' to explore metered parking options. 3. Click 'Apply Filters' on the left-hand side underneath the search option. 4. Select amenities from the filter menu such as 'EV Charging' or 'Accessible Parking' and click 'Done'. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Map shows parking zones that include the chosen filter options. <p><u>Post-condition:</u> Traveler will be able to choose the parking options displayed on the map with selected amenities.</p>	Zone parking options can be filtered for EV charging and ADA accessible spaces.	Travelers	1-5-2021	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB037-V01	Search options	Verify that PARKWEB allows travelers to filter parking spaces that are Americans with Disabilities Act (ADA) accessible.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage.</p> <p><u>Procedure:</u></p> <p><u>Reservations:</u></p> <ol style="list-style-type: none"> 1. Click 'Find Parking' located on top menu bar of the webpage. 2. Click 'Reserve Parking' to look for available parking reservations. 3. Click 'Apply Filters', select 'Disabled Parking' and click 'Done'. 4. Results displayed on the map show parking facilities that have access to disabled parking spots. <p><u>Zone Parking:</u></p> <ol style="list-style-type: none"> 1. Click 'Find Parking' located on top panel of the web page. 2. Toggle to select 'Search Zones'. 3. Click 'Apply Filters' and select 'Accessible Parking'. 4. Click 'Done' to show parking zones with accessible parking. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Parking options displayed on the map are ADA accessible. <p><u>Post-condition:</u> Traveler can choose from the parking options displayed on the map with selected amenities.</p>	Parking options can be filtered for ADA accessible.	Travelers	5-14-2020 1-5-2021	Passed	<p>Have same description for ADA filter option between reservations and zone parking and between web portal and mobile apps.</p> <p>Enhancement ENH003 is logged and is pending review.</p> <p>[5-14-2020] Passed for Reservations.</p> <p>[1-5-2021] Passed for Zone Parking.</p>

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB038-V01	Search options	Verify the PARKWEB allows travelers to filter parking options based on the availability of EV charging.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage.</p> <p><u>Procedure:</u></p> <p><u>Reservations:</u></p> <ol style="list-style-type: none"> 1. Click 'Find Parking' located on top menu bar of the webpage. 2. Click 'Reserve Parking' to look for available parking reservations. 3. Click 'Apply Filters', select 'EV Charging' and click 'Done'. 4. Results displayed on the map show parking facilities with EV Charging facility. <p><u>Zone Parking:</u></p> <ol style="list-style-type: none"> 1. Click 'Find Parking' located on top panel of the web page. 2. Toggle to select 'Search Zones'. 3. Click 'Apply Filters' and select 'EV Charging'. 4. Click 'Done' to show parking zones with access to EV charging. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Parking options displayed on the map have EV charging facility. <p><u>Post-condition:</u> Map shows all the parking options which have EV charging facility.</p>	Parking options can be filtered for EV charging available spaces.	Travelers	5-14-2020 1-5-2021	Passed	[5-14-2020] Passed for Reservations. [1-5-2021] Passed for Zone Parking.

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB039-V01	Fleet account	Verify that traveler is able to add a fleet account on a single account.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click three lines located on top right corner of the webpage and click 'Fleets'. 2. A new webpage opens and a form is presented to fill out to request for a demo. 3. Once the form is filled out, a ParkMobile representative will reach out with addition information. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Fleet account is created through a representative. 2. Multiple user accounts are added to a single account. <p><u>Post-condition:</u> Traveler is able to add a fleet account on a single account for the traveler to manage multiple user profiles.</p>	Multiple user accounts are added to a single account.	Travelers	5-14-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB040-V01	User accounts	Verify that PARKWEB provides travelers access to transaction log consisting of a history of paid parking transactions, locations, and time and date.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage and has a ParkColumbus account.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Enter email address or mobile number and password click 'Sign In'. 2. Click on the three lines on the right top corner of the ParkColumbus webpage. 3. Click 'Reservations' or 'Zones' under 'Account'. 4. Click 'View History' to view all reservations made for the past 12 months. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to view transaction history for up to 12 months on his/her ParkColumbus web account. 2. Transactions viewed should be only for the past 12 months and not beyond 12 months. <p><u>Post-condition:</u> Transaction made for the past 12 months is displayed on the screen.</p>	PARKWEB provides access to paid parking transactions, locations and date and time of transactions for the past 12 months.	Travelers	4-14-2020 5-12-2020	Failed Passed	<p>Transaction log was only provided for 3 months and not 12 months.</p> <p>Defect DFT005 logged and resolved.</p> <p>CR CR001 logged and closed.</p> <p>Marked as Passed after the CR is approved and closed on 5-12-2020.</p>

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-WEB041-V01	User feedback	Verify that PARKWEB provides travelers customer care contact information for complaints.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Follow steps listed under EPM-WEB012-V01 to reserve parking. 2. Click 'View Your Order'. 3. Select the parking session for which there is a parking complaint. 4. Click 'support.parkmobile.io' to navigate to a different customer support webpage. 5. Scroll down to the end of the webpage and click 'Submit a request', or live chat with the support personnel. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to submit an online request, call customer care or live chat with ParkMobile support for any complaints. <p><u>Post-condition:</u> Customer care information is displayed on the screen.</p>	PARKAPP provides access to ParkMobile customer care (phone number and online request support) to contact with parking issues.	Travelers	5-14-2020	Passed	
EPM-WEB042-V01	User feedback	Verify that PARKWEB allows traveler to submit user feedback.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus webpage.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click on the three lines and click 'Help' to open ParkMobile Help page on a different tab. 2. Click on the chat icon to chat with the customer service representative to provide comments or ask questions or scroll down to the bottom of the 'Help' page to find the 'Submit a Request' tab for comments and/or questions. <p><u>Pass Criteria:</u> Verification by eight independent testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to submit an online request or chat with the customer service to provide comments or ask questions. <p><u>Post-condition:</u> Traveler submits an online request for comments and questions.</p>	Travelers are able to submit comments and questions through PARKWEB.	Travelers		In Progress	<p>The help section will be added to the website which will satisfy this test case. This is marked In Progress because it has not been implemented into the web portal yet. It is expected to be implemented in 2021.</p> <p>Traveler can also submit their comments or ask a question on the 311 Columbus website.</p>

Source: City of Columbus

3.2. MOBILE APP TEST CASES

The mobile application is an essential channel for travelers to reserve and pay for parking through their personal device. Additional functionality, such as alerts about parking reservations and filtering search options, will help enhance the experience of the traveler. The test cases designed for the mobile apps include testing of the essential functions for each feature available. The following cases were planned for the ParkColumbus mobile applications. Eight testers tested the mobile app test cases on different days and times of the week, including early morning (before meters collect fees), mid-morning, afternoon, evening, weekdays, and weekends. The testers split testing the Apple and Android versions of the app.

3.2.1. Test Cases for the Apple Mobile App

Table 4 lists the test cases and results from testing on the Apple mobile app.

Table 4: ParkColumbus Mobile App Test Cases for Apple Software

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP001-V01	Geolocation information	Verify that PARKAPP requests consent from the travelers before accessing location information.	<p><u>Pre-condition:</u> The ParkColumbus app is installed on the target device.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Open ParkColumbus app. 2. A message is displayed about using 'Location Services' to find nearby parking locations. 3. Click 'GOT IT'. 4. Pop-up appears on the screen asking about using location 'Allow While Using App,' 'Allow Once,' or 'Don't Allow'. 5. Click 'Allow While Using App' or click 'Allow Once' for one time access to current location to search nearby parking locations. 6. Click 'Don't Allow' to not provide access to current location. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Travelers will need to give permission when they use the app for the first time to access location information. <p><u>Post-condition:</u> Traveler location information is accurate on the app after the permission to access geolocation is given by the traveler.</p>	Consent is requested to access traveler's location when using the app on an Apple device.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP002-V01	Geolocation information	Verify that location of the traveler is updated in real-time in PARKAPP.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Make sure current location shown on the app matches with the traveler current location. 2. Travel few blocks to make sure current location is updated within the app in real-time. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. ParkColumbus app should be able to update current location on the map in real-time. <p><u>Post-condition:</u> Current location is updated on the map in real-time.</p>	Location of the traveler in the PARKAPP is updated in real-time to match current location of the traveler.	Travelers	4-16-2020	Passed	
EPM-MAP003-V01	Multi-language	Verify that default language is English on the PARKAPP, unless changed to Spanish as the mobile device language.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Make sure the default language is set to English under phone settings. 2. Language displayed should be English on the ParkColumbus app when traveler opens the app and when logged in. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Language displayed when ParkColumbus app is opened should be English. <p><u>Post-condition:</u> N/A</p>	Displayed language within the app is English unless Spanish is chosen as the device language.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP004-V01	Multi-language	Verify that PARKAPP is displayed in Spanish when Spanish is chosen as the default language within phone settings.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Make sure the default language is set to Spanish under phone settings. 2. Language displayed should be in Spanish on the ParkColumbus app when traveler opens the app and when logged in. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Language displayed when ParkColumbus app is opened should be Spanish. <p><u>Post-condition:</u> N/A</p>	Displayed language within the app is Spanish including transaction pages, settings and parking messages.	Travelers	2-17-2021	Passed	
EPM-MAP005-V01	Geolocation information	Verify that PARKAPP determines traveler's current location to search for parking options.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Follow steps listed for EPM-MAP001-V01 to allow tracking location. 2. Click 'Park' or 'Reserve'. 3. Traveler location shown on the map should be accurate to the traveler's current location. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler location shown on the map should be accurate to the traveler's location. <p><u>Post-condition:</u> Traveler's current location is accurate on the app.</p>	Current location shown in the app should match with traveler's current location.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP006-V01	Contact feature	Verify that PARKAPP provides link to City's 311 webpage which has email and telephone number to City's 311 system.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device.</p> <p><u>Procedure:</u> 1. Click 'Settings'. 2. Click on 'Visit 311 Columbus Site' to navigate to City of Columbus 311 webpage for contact information.</p> <p><u>Pass Criteria:</u> Verification by four independent iOS testers: 1. ParkColumbus app should navigate traveler to City of Columbus 311 webpage which has email and telephone number to City's 311 system.</p> <p><u>Post-condition:</u> Traveler has navigated away from the ParkColumbus app and is on the 311 webpage.</p>	Link to City's 311 webpage is available in the app on an Apple device.	Travelers	4-16-2020	Passed	
EPM-MAP007-V01	View	Verify that PARKAPP supports mobile portrait mode on Apple devices.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device.</p> <p><u>Procedure:</u> 1. Ensure phone screen settings are set to auto rotate. 2. Change mobile view to landscape. 3. ParkColumbus app to remain in portrait mode.</p> <p><u>Pass Criteria:</u> Verification by four independent iOS testers: 1. ParkColumbus app screen should remain in portrait mode.</p> <p><u>Post-condition:</u> ParkColumbus app is open and is in portrait mode.</p>	Only portrait mode is supported by the app on an Apple device.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP008-V01	Search options	Verify that traveler is able to search for parking options without creating an account on the PARKAPP.	<p><u>Pre-condition:</u> ParkColumbus app is open on the target device.</p> <p><u>Procedure:</u></p> <p><u>Reservations:</u></p> <ol style="list-style-type: none"> 1. Click 'Reserve' tab. 2. Choose duration of parking time to search for parking options. <p><u>Zone Parking:</u></p> <ol style="list-style-type: none"> 1. Click 'Park' tab to explore zone parking options. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to search for parking options without creating an account. <p><u>Post-condition:</u> Parking options are displayed and traveler will need to log in or create an account to park or reserve the selected parking option.</p>	Able to search for parking options without creating an account on the PARKAPP.	Travelers	4-16-2020	Passed	
EPM-MAP009-V01	User accounts	Verify that PARKAPP allows travelers to enter a valid email address and password when creating a profile.	<p><u>Pre-condition:</u> ParkColumbus app is open on the target device.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Activity' located on the bottom left corner of the screen. 2. Click 'Create an Account' to create a profile with ParkColumbus app. 3. Enter email address and password. 4. Accept terms and conditions and privacy policy and click 'Sign In'. 5. On the next page, enter vehicle license plate number, State or Province and Nickname. 6. Click 'Done'. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. When creating a profile, travelers should provide a valid email address. 2. Traveler is required to enter password when creating an account. <p><u>Post-condition:</u> Traveler is logged in to their ParkColumbus app.</p>	Travelers enter email address and password when creating a profile with PARKAPP on their Apple device.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP010-V01	User accounts	Verify that email and password authentication is required when signing in and accessing a traveler account on PARKAPP.	<p><u>Pre-condition:</u> ParkColumbus app is open on the target device.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Follow steps listed under Test Case ID EPM-MAP009-V01 to create an account. 2. Click on 'Settings' and click 'Sign Out' to logout of the account. 3. Click 'Activity' or 'Settings' and click 'Sign In'. 4. Enter email address and password used while creating an account to and click 'Sign In'. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler is able to sign in by entering correct email address and password. 2. Traveler is not able to sign in if incorrect email or password is entered and error is presented to the traveler. <p><u>Post-condition:</u> Traveler is logged in when correct email and password is entered or error is presented for incorrect email and/or password.</p>	Travelers need to enter correct email and password to login to their PARKAPP account.	Travelers	4-16-2020	Passed	.
EPM-MAP011-V01	User accounts	Verify that PARKAPP allows travelers to enter their mobile number in their profile.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. After creating an account, click 'Settings' and click 'Account Settings' to edit account information. 2. Under 'Account Settings', enter mobile number and click 'Save'. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to enter and save mobile number to the profile under account settings. 2. Traveler should receive an email notification about the changes made to the account. <p><u>Post-condition:</u> Traveler is logged in and the mobile number is added to his/her account.</p>	Traveler adds mobile number to their PARKAPP profile.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP012-V01	User accounts	Verify that travelers can log in to their PARKAPP account with their login information.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Activity' located on the bottom left corner of the screen. 2. On the landing page, click 'Sign In' and enter email address or mobile number and password to log in to the ParkColumbus app account. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to log in to their ParkColumbus app account with their login information. <p><u>Post-condition:</u> Traveler is logged in to the ParkColumbus app.</p>	Travelers log in to their PARKAPP with their login information.	Travelers	4-16-2020	Passed	
EPM-MAP013-V01	Search options	Verify that PARKAPP allows travelers to search for parking options by entering a street address.	<p><u>Pre-condition:</u> ParkColumbus app is open on the target device.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Reserve' to begin searching for the parking options. 2. Under 'Search Location' tab, enter street address to find parking in that area. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to enter any street address to search parking options in that location. <p><u>Post-condition:</u> Parking availability options around the searched address are displayed on the screen.</p>	Search for parking options on the PARKAPP on an Apple device by entering a street address.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP014-V01	Notifications and alerts	Verify that PARKAPP allows travelers to configure notifications and alerts on their account.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Settings' to select 'Notifications' under 'Profile'. 2. Select the preferred type of notification (email, text, or push notification) of parking reservation. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to select notification type in the ParkColumbus app settings. <p><u>Post-condition:</u> Receive notifications based on the traveler's preference.</p>	Traveler configures notifications and alerts on the PARKAPP on an Apple device.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP015-V01	Parking reservation	Verify that PARKAPP allows travelers to select and pay only for selected period of time.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and traveler is logged in.</p> <p><u>Procedure:</u> <u>Reservations</u></p> <ol style="list-style-type: none"> 1. Click 'Reserve' and pan to the desired area to search for parking options. 2. Select a parking option. 3. Select date and time and payment information. 4. Click 'Reserve Your Spot' to confirm reservation for the selected date and time. <p><u>Zone parking:</u></p> <ol style="list-style-type: none"> 1. Click 'Park' to select parking facility. 2. Select a zone or on-demand parking facility to park. 3. Enter duration by the hour and minute or can select maximum parking time. 4. Click 'Proceed to Checkout'. 5. On the next page, select payment method and click 'Start Parking'. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to select date and time while reserving for parking and pay for only the selected duration. <p><u>Post-condition:</u> Traveler pays only for the selected period of time and confirmation is presented to the traveler.</p>	Traveler selects the date and time to park and pays only for the selected time.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP016-V01	Payments	Verify that traveler is able to pay for on-demand gated parking and activate the parking on the PARKAPP.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Follow steps listed for test case ID: EPM-MAP015-V01: zone parking to pay for an on-demand gated parking space. 2. At the selected parking garage, press the parking ticket button to collect parking ticket for the gate arm to open and enter the facility. 3. Open the on-demand booking, click 'Scan' to scan the parking ticket to activate the booked parking. 4. App shows the time the vehicle is parked at the facility. 5. When existing, scan the ticket to open the gate arm. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler is able to pay for on-demand parking through the app. 2. Payment is verified and the traveler is able to exit the parking facility. <p><u>Post-Condition:</u> Timer within the app stops after the parking ticket is scanned at the exit.</p>	PARKAPP is able to pay for an on-demand parking and scan the parking tickets and activate parking.	Travelers	1-8-2021	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP017-V01	Parking reservation	Verify the PARKAPP provides confirmation of a parking reservation to the traveler.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> Follow steps listed for test case ID: EPM-MAP015-V01 to reserve parking. If payment is successful, a digital receipt of the reservation is displayed on the screen along with the amount paid and method of payment used and the reservation code. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> Traveler should be presented with a confirmation code and a receipt of payment with an email confirmation after reserving parking through the ParkColumbus app. <p><u>Post-condition:</u> Traveler can use the email confirmation to access the parking facility for the reserved time.</p>	Parking reservation confirmation code along with an email confirmation of payment is provided to the traveler after reserving a parking place through PARKAPP.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP018-V01	Navigation	Verify that PARKAPP links to traveler's map-based navigation to direct the traveler to the designated parking location.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Reserve' to start parking reservation. 2. Select start time and end time and click 'Find Parking'. 3. Select one of the parking options displayed on the map. 4. On the next page, traveler selects 'Directions' to get the route to the parking location from current location. 5. When 'Directions' is clicked, traveler's map-based navigation app opens with the route information. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. ParkColumbus app should be able to open the target device map-based navigation system when travelers' requests directions to the selected parking location. <p><u>Post-condition:</u> Traveler has navigated from the ParkColumbus app and is on his/her map-based navigation page.</p>	PARKAPP is linked to the traveler's map-based navigation on the Apple device to provide directions to designated parking location.	Travelers	4-16-2020	Passed	
EPM-MAP019-V01	Payment	Verify that travelers can pay for the parking on the PARKAPP without redirecting to another web page.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Follow steps listed under EPM-MAP015-V01 to reserve parking. 2. Traveler is on the ParkColumbus app from start to finish of the parking reservation. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to enter credit or debit card information and pay for the selected parking without redirecting to a different webpage. <p><u>Post-condition:</u> Traveler is still in the ParkColumbus app.</p>	Traveler completes the purchase of parking space within the PARKAPP without redirecting to another webpage.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP020-V01	Parking reservation	Verify the PARKAPP does not provide reservation confirmation code if payment for parking reservation is not complete.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> Follow steps listed under EPM-MAP015-V01 to reserve parking. If payment is unsuccessful, the traveler is redirected to the checkout page and an error message is displayed on the screen. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> Traveler should receive an error upon an unsuccessful payment. Payment method used should not be charged with the parking reservation amount when the reservation is unsuccessful. <p><u>Post-condition:</u> Payment was not successful and traveler is on checkout page.</p>	Payment error message is displayed on the PARKAPP when the payment for parking reservation is not complete.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP021-V01	Parking reservation	Verify that PARKAPP provides paid status of parking reservation to the traveler in real-time.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> Follow steps listed under EPM-MAP015-V01 to reserve parking. If payment is successful, digital receipt of the reservation is displayed on the screen along with amount paid and method of payment used and reservation code. Click 'Activity' and click 'Upcoming' on top to view upcoming parking reservations along with reservation codes in real-time. An email confirmation with the paid status of the parking reservation should be received within two minutes of the reservation if selected in Notification Settings. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> Traveler should be able to view his/her upcoming parking reservations on their ParkColumbus app. <p><u>Post-condition:</u> Traveler can use the email confirmation to access the parking facility for the reserved time.</p>	Traveler receives email confirmation with the paid status of the parking reservation within two minutes after reserving a parking space through PARKAPP on their Apple device.	Travelers	4-16-2020	Passed	
EPM-MAP022-V01	Notifications and alerts	Verify that PARKAPP provides email notification to travelers of reservation confirmation.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> Follow steps listed under EPM-MAP015-V01 to reserve parking. Email confirmation is received along with payment confirmation if selected in Notification Settings. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> Traveler should receive email notification about the parking reservation. <p><u>Post-condition:</u> Traveler can use the email confirmation to access the parking facility for the reserved time.</p>	Traveler receive notification for the reservation confirmation.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP023-V01	Notifications and alerts	Verify that PARKAPP provides notifications to travelers of changes to existing booking.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u> Parking reservations should be made at least 3 hours ahead to be able to cancel a reservation.</p> <ol style="list-style-type: none"> 1. Follow steps listed under EPM-MAP014-V01 to allow email notifications. 2. Follow steps listed under EPM-MAP015-V01 to reserve parking for the next day. 3. Click 'Activity' and select 'Upcoming'. 4. Under 'Upcoming', select the parking reservation for cancellation. 5. Click 'Cancel Reservation' and select 'Yes' to confirm cancellation. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to cancel reservation and see canceled activity. 2. Traveler should receive an email confirmation for the canceled reservation. <p><u>Post-condition:</u> Reservation is canceled and traveler will receive an email confirmation about the cancellation.</p>	Traveler receive notification for any changes made to the existing reservation.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP024-V01	Event parking	Verify that event employees can enter event access code when booking parking associated with that event.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and an event employee is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Reserve' to start parking reservation. 2. Select start time and end time and click 'Find Parking'. 3. Locate and select a parking option displayed on the screen with a ticket symbol and select the event. Example: 2020 Columbus Marathon - October 18, 2020. 4. Click on 2020 Columbus Marathon. 5. Click on 'Have Access Code?'. 6. Enter Access Code into the open text box. 7. Click 'Apply' and several parking options are displayed on the map. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Event employee is able to enter an access code for selected event. 2. Multiple parking options are displayed on the screen that allow parking for the selected event and accept the entered event access code. <p><u>Post-condition:</u> Event employee uses the access code to book parking space for an event.</p>	Event employee enters an event access code when reserving parking space for an event.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP025-V01	Search Options	Verify that PARKAPP allows travelers to get parking availability information in real-time without having an EPM profile.	<p><u>Pre-condition:</u> ParkColumbus app is open on the target device and the traveler is not logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Park' located on the bottom menu bar of the screen. 2. Zoom in to Downtown Columbus for zone parking options. 3. Map shows different colors of zone parking pins based on their probability of having open parking spaces. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler should be to see parking availability information without having to be logged in. 2. Traveler is presented with different zone colors based on their probability of finding open parking meter spaces. 3. The zone color is black when there is availability information for that zone <p><u>Post-condition:</u> Traveler is informed of parking availability without having to be logged in.</p>	Parking availability options presented to the traveler based on their probability of having open parking spaces	Travelers	8-28-2020	Passed	
EPM-MAP026-V01	Parking reservation	Verify that PARKAPP does not allow travelers to reserve on-street parking.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Park' to select parking meter zone. 2. Select a zone to park. 3. Verify that future date and time cannot be selected. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler should not be able to select a future date when paying for on-street parking. <p><u>Post-condition:</u> Traveler can select the parking duration and pay for on-street parking through ParkColumbus app.</p>	PARKAPP on an Apple device doesn't allow reservations for on-street parking.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP027-V01	Parking reservation	Verify that PARKAPP allows travelers to pre-pay for the parking meters before the enforcement time up to the allowable timeframe.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and traveler is logged in.</p> <p><u>Procedure:</u> (City of Columbus parking meters enforcement time is 8 a.m. to 10 p.m. Pre-payment is only allowed 2 hours before the enforcement time. This test should be performed between 6 a.m. and 8 a.m.)</p> <ol style="list-style-type: none"> 1. Click 'Park' to select parking facility. 2. Select a zone for which the enforcement time has not started. 3. Enter duration by the hour and minute or can select maximum parking time. 4. Click 'Proceed to Checkout'. 5. On the next page, select payment method and click 'Start Parking'. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able select the duration and pre-pay for that time before the enforcement time of the parking meter. <p><u>Post-condition:</u> Traveler should receive an email confirmation when the payment is successful.</p>	Traveler pre-pays for the parking meter before the enforcement time within the allowable timeframe which is 2 hours in Columbus, Ohio.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP028-V01	Parking availability	Verify that PARKAPP will not allow travelers to purchase parking time when restricted parking times are in effect.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Activity' and select the active parking session under 'Active'. 2. Click 'Extend' to extend parking duration. 3. If there are any restrictions at the parking meter, parking restriction message is displayed on the screen and traveler will not be able to extend the parking meter time. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler should not be able to extend the parking meter duration when parking restrictions are in place or are coming up during the requested time period. <p><u>Post-condition:</u> Traveler will need to select a different parking location due to parking restrictions at the current parking location.</p>	Traveler cannot extend parking meter time when restricted parking times are in effect.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP029-V01	Parking Availability	Verify that EPMCS provides parking restrictions of each parking facility to the PARKAPP.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u> <u>Zone Parking:</u></p> <ol style="list-style-type: none"> 1. Click 'Park' and select a parking zone. 2. If there are any restrictions at the parking meter, parking restriction message is displayed on the screen and traveler will not be able to purchase the parking meter time. <p><u>Reservations:</u></p> <ol style="list-style-type: none"> 1. Click 'Reserve' and pan to the desired area to search for parking options. 2. Select date and time to reserve the space. 3. Only the parking locations that are available during the selected data and time are displayed on the map. 4. Traveler will not be able to reserve a parking facility outside the facility operating hours. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler should not be able to purchase the parking meter duration when parking restrictions are in place or are coming up during the requested time period. 2. Traveler should not be able to reserve a parking location outside the facility operating hours. <p><u>Post-condition:</u> Traveler will need to select a different parking location due to parking restrictions at the current parking location.</p>	Travelers cannot purchase parking for zone parking or reservations when restrictions are in place for the selected location.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP030-V01	Parking availability	Verify PARKAPP allows travelers to purchase additional parking meter time.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Activity' and select the active parking session under 'Active'. 2. Click 'Extend' to extend parking duration. 3. Selects the duration and pays for the parking either by adding a payment method or using the existing payment method. 4. Traveler will not be able to select duration more than the permitted time at that parking meter. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to extend the parking meter time through the ParkColumbus app. <p><u>Post-condition:</u> Parking meter time is extended and will receive notification as per the settings chosen.</p>	Traveler extend parking meter time through PARKAPP on an Apple device.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP031-V01	Notifications and alerts	Verify that PARKAPP provides notifications to travelers of warnings of expiration and expiration of paid parking based on preference selected (text, email, or push notifications).	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Settings' to select 'Notifications' under 'Profile'. 2. Select the type of notification (email, text or push notification) of parking reservation. Set the notification alert for time remaining to 5 minutes. 3. Click 'Park' and select a parking zone to book a parking meter. 4. Book a meter for 10 minutes and wait 5 minutes to verify that a notification of the parking expiring is received. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to select notification type in the ParkColumbus app settings. 2. Traveler should receive warning notification for expiration of paid parking session as per the preferences chosen. 3. Traveler should receive notification for expiration of paid parking session as per the preferences chosen. <p><u>Post-condition:</u> Traveler receive notifications based on the preferences selected.</p>	PARKAPP provides notifications of warnings of expiration and expiration of paid parking based on the notifications and alerts selected (text, email or push notifications).	Travelers	4-16-2020 5-11-2020	Failed Passed	<p>No text or email was received as a warning when the parking meter was about to expire.</p> <p>Defect DFT006 logged and resolved.</p> <p>[5-11-2020] Passed.</p>
EPM-MAP032-V01	Promotion codes	Verify that PARKAPP provides local merchants parking options at discounted price.	Vendor to work with local merchants to get the information on discounted parking options offered.	Local Merchants offer discounted parking options and are available on PARKAPP.	Local Merchants	N/A	Deferred	<p>Due to the COVID-19 pandemic, the local merchants are not offering any discounted parking options because of the low turnover. The City's Division of Parking Services, local merchants, parking operators and vendor will work together to offer the discounted parking options in the future.</p> <p>Defect DFT010 logged and is deferred.</p>

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP033-V01	Promotion codes	Verify that PARKAPP allows travelers to purchase parking spaces that have discounted prices.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> Under 'Settings' click 'Promotional Codes'. Click 'Add New' and enter a promo code. If invalid promo code is entered, an error message will be presented. Click 'Back' located on the top left corner of the screen and click 'Park' to select a zone parking. Select a zone or on-demand parking facility to park. Enter duration by the hour and minute or can select maximum parking time. Click 'Proceed to Checkout'. On the next page, review payment method, vehicle information and total parking cost along with promo code discount. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> Traveler is able to purchase parking when a valid promo code is applied and discount is applied at the checkout. <p><u>Post-condition:</u> Traveler is presented with a confirmation of the parking reservation which shows the discount amount and total parking cost.</p>	Traveler is able to purchase parking spaces that discounted prices using promo codes.	Travelers	2-22-2021	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP034-V01	Promotion codes	Verify that EPMCS can validate and provide PARKAPP confirmation of discounted parking reservation.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Follow steps listed for test case ID: EPM-WEB033-V01 to pay for parking. 2. Click 'Activity' to view the active parking sessions. 3. Click 'i' to view parking details to review the parking amount and the discount applied. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Confirmation receipt shows the total parking cost reflects the discount applied using the promo code. <p><u>Post-condition:</u> As per the notifications set under 'Settings', traveler may also receive email, text or in-app notifications of parking details.</p>	Traveler is able to validate discount received from the confirmation details provided for the booked parking.	Travelers	2-22-2021	Passed	
EPM-MAP035-V02	Search options	Verify the PARKAPP allows travelers to search for parking options by frequently/preferred traveled locations.	<p><u>Pre-condition:</u> ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Park' to begin searching for the parking options. 2. Click 'Enter Zone Number'. 3. Click on 'Favorites' or 'Recent' which show zones that are used frequently. 4. Select a zone to start parking transaction. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to select favorite zone or recent zone to filter parking options. <p><u>Post-condition:</u> Frequently and recently traveled locations are displayed on the account.</p>	Traveler can select parking options using favorites and recent for zone parking on the PARKAPP.	Travelers	4-23-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP036-V01	Search options	Verify that PARKAPP allows travelers to store favorite searches on their account for easy retrieval.	<p><u>Pre-condition:</u> ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Activity' and then click 'History' on top of the screen. 2. Click on a previously used parking zone. 3. Click 'Favorite this zone'. 4. Enter nickname for this zone and click 'Save'. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to search for favorites under 'Park' within the app. <p><u>Post-condition:</u> Traveler will search and access favorite zones easily.</p>	Traveler can favorite zone parking for easy retrieval.	Travelers	4-23-2020	Passed	
EPM-MAP037-V01	Search options	Verify that PARKAPP allows travelers to select amenities at parking spaces to filter search option.	<p><u>Pre-condition:</u> ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <p><u>Zone Parking</u></p> <ol style="list-style-type: none"> 1. Click 'Park' to look for available parking zones. 2. Click on the three lines on the top right-hand corner of the screen to access filter options. 3. Select desired amenities and click 'Show Results' to filter parking options by amenities. <p><u>Reservations</u></p> <ol style="list-style-type: none"> 1. Click 'Reserve' to look for available parking reservations. 2. Click on 'Filter' on the top right-hand corner of the screen to access filter options. 3. Select desired amenities and click 'Done' to filter parking options by amenities. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler will be able to select amenities to filter parking options for both, zone and reservation parking. <p><u>Post-condition:</u> Traveler selected amenities will be displayed on the map as possible parking options.</p>	Traveler is able to select amenities to filter for parking options.	Travelers	1-19-2021	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP038-V01	Search options	Verify that PARKAPP allows travelers to filter parking options by parking garages, lots, and streets.	<p><u>Pre-condition:</u> ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <p><u>Reservations:</u></p> <ol style="list-style-type: none"> 1. Click 'Reserve' to look for available parking reservations. 2. Click on 'Filter' on the top right-hand corner of the screen to access filter options. 3. Select amenities such as 'Covered Parking' or 'Paved' and click 'Done' to filter parking options by amenities available at parking spaces. <p><u>Zone Parking:</u></p> <ol style="list-style-type: none"> 1. Click 'Park' to look for available parking zones. 2. Zoom in to Downtown Columbus until parking zones appear. 3. Click the three lines on the top right-hand corner of the screen. 4. Under 'Location Type' chose 'Parking Garage' and click 'Show Results'. 5. Only parking zones with the selected filters should show up and can be analyzed as potential parking options. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to filter parking zone options based on options selected. 2. Parking options displayed on the map have the selected amenities. <p><u>Post-condition:</u> Traveler can purchase a parking zone based on the filters chosen.</p>	Traveler is able to filter zone parking or reservations by parking garages, lots and streets.	Travelers	1-19-2021	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP039-V01	Search options	Verify that PARKAPP allows travelers to search for parking options by selecting a parking meter zone or parking loading zone.	<p><u>Pre-condition:</u> ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Park' to look for available parking zones. 2. Zoom in to Downtown Columbus until parking zones appear. 3. Click the three lines on the top right-hand corner of the screen. 4. Click 'Show Loading Zone' or 'Street Parking' and click 'Show Results'. 5. Only parking zones and loading zones are displayed on the map. 6. Map now shows parking meter zones (4 or 5 digit number) and loading zones (striped pin). <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to filter parking zone options by loading zone or parking meter zone. 2. Parking options displayed on the map have the selected amenities. <p><u>Post-condition:</u> Traveler can purchase a parking zone based on the filters chosen.</p>	Traveler is able to filter parking options by parking meter or loading zone.	Travelers	2-4-2021	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP040-V01	Loading zone	Verify that PARKAPP provides travelers loading zone locations, hours, and restrictions.	<p><u>Pre-condition:</u> ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Park' located on the bottom menu bar of the screen. 2. Click the three lines on the top right-hand corner of the screen. 3. Under 'More Options' turn on the 'Show Loading Zones' bar to show loading zones nearby. 4. Zoom in to Downtown Columbus to find a loading zone. 5. Click on one of the identified loading zones to open loading zone information. 6. Depending on the loading zone, information such as location, hours, and restrictions, if any, will be displayed on the screen. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to see loading zone details for the selected zone on the bottom of the screen. <p><u>Post-condition:</u> N/A</p>	Loading zone details are presented to the traveler.	Travelers	2-4-2021	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP041-V01	Search options	Verify the PARKAPP allows travelers to search for metered parking spaces (including on-street EV and ADA metered spaces).	<p><u>Pre-condition:</u> ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Park' to look for available parking zones. 2. Zoom in to Downtown Columbus until parking zones appear. 3. Click the three lines on the top right-hand corner of the screen. 4. Under 'Features' choose 'EV Charging' and/or 'Handicap Accessible' and click 'Show Results'. 5. Only parking zones with the selected filters are displayed on the map. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to filter parking zone options based on options selected. 2. Parking options displayed on the map have the selected amenities. <p><u>Post-condition:</u> Traveler can view a parking zone displayed on the map with selected amenities.</p>	Zone parking options can be filtered for EV charging and ADA accessible spaces.	Travelers	1-19-2021	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP042-V01	Search options	Verify that PARKAPP allows travelers to filter parking spaces that are ADA accessible.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <p><u>Reservations:</u></p> <ol style="list-style-type: none"> 1. Click 'Reserve' to start parking reservation. 2. Click 'Filter' located on top right corner of the screen. 3. Toggles to select 'Handicap Accessible' under filter options and clicks 'Done'. 4. Parking options displayed on the map should be handicap accessible. 5. From the results shown on the map, click on a parking facility, and scroll down to the amenities to confirm ADA parking is listed under amenities. <p><u>Zone Parking:</u></p> <ol style="list-style-type: none"> 1. Click 'Park' to look for available parking zones. 2. Zoom in to Downtown Columbus until parking zones appear. 3. Click the three lines on the top right-hand corner of the screen. 4. Under 'Features' choose 'Handicap Accessible' and click 'Show Results'. 5. Only parking zones with the selected filters are displayed on the map. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Parking options displayed on the map should be handicap accessible and should be in accordance with standards for accessible design as determined by the ADA. <p><u>Post-condition:</u> Map shows all the parking options are ADA accessible.</p>	PARKAPP on the Apple device allows to filter parking options that are ADA accessible.	Travelers	1-19-2021	Passed	<p>Have same description for ADA filter option between reservations and zone parking and between web portal and mobile apps.</p> <p>Enhancement ENH003 is logged and is pending review.</p>

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP043-V01	Search options	Verify the PARKAPP allows travelers to filter parking options based on the availability of EV charging.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device.</p> <p><u>Procedure:</u></p> <p><u>Reservations:</u></p> <ol style="list-style-type: none"> 1. Click 'Reserve' to start parking reservation. 2. Click 'Filter' located on top right corner of the screen. 3. Toggle to select 'EV Charging Available' under filter options and click 'Done'. 4. Parking options displayed on the map have EV charging infrastructure to charge EVs. <p><u>Zone Parking:</u></p> <ol style="list-style-type: none"> 1. Click 'Park' to look for available parking zones. 2. Zoom in to Downtown Columbus until parking zones appear. 3. Click the three lines on the top right-hand corner of the screen. 4. Under 'Features' choose 'EV Charging' and click 'Show Results'. 5. Only parking zones with the selected filters are displayed on the map. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Parking options displayed on the map have EV charging amenity. <p><u>Post-condition:</u> Map shows all the parking options which have EV charging facility.</p>	PARKAPP on an Apple device allows travelers to filter parking locations that have EV charging facility.	Travelers	1-19-2021	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP044-V01	User accounts	Verify that PARKAPP provides travelers access to transaction log consisting of a history of paid parking transactions, locations, and time and date.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Activity' located on the bottom left corner of the screen. 2. On the landing page, traveler clicks 'History' to view 12 months of transactions including the history of paid parking transactions, locations, time and date. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to view transaction history for up to 12 months on his/her ParkColumbus app account. 2. Transactions viewed should be only for the past 12 months and not beyond 12 months. <p><u>Post-condition:</u> Transaction made for the past 12 months is displayed on the screen.</p>	PARKAPP provides access to paid parking transactions, locations and date and time of transactions for the past 12 months.	Travelers	4-23-2020 5-14-2020	Failed Passed	<p>Transaction log was only provided for 3 months and not 12 months.</p> <p>Defect DFT005 logged and resolved.</p> <p>CR CR001 logged and closed.</p> <p>Marked as Passed after the CR is approved and closed on 5-14-2020.</p>
EPM-MAP045-V01	User feedback	Verify that PARKAPP provide travelers customer care contact information for any complaints.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Activity' and select any parking reservation from 'Active', 'Upcoming' or 'History'. 2. Select the parking session for which there is a parking complaint. 3. Scroll down to the end and click 'Call ParkMobile Customer Service' to call customer care or click 'Submit Support Request' to submit an online request. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to call customer care or submit an online request for parking issues. <p><u>Post-condition:</u> Traveler talks to the customer care to resolve parking issues.</p>	PARKAPP provides access to ParkMobile customer care (phone number and online request support) to contact with parking issues.	Travelers	4-23-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAP046-V01	User feedback	Verify that PARKAPP allows traveler to submit user feedback.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Help' under 'Settings' to open ParkMobile Help page. 2. Click on the chat icon to chat with the customer service representative to provide comments or ask questions or scroll down to the bottom of the 'Help' page to find the 'Submit a Request' tab for comments and/or questions. <p><u>Pass Criteria:</u> Verification by four independent iOS testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to submit an online request or chat with the customer service to provide comments or ask questions. <p><u>Post-condition:</u> Traveler submits an online request for comments and questions.</p>	Travelers are able to submit comments and questions through PARKAPP.	Travelers	4-23-2020	Passed	<p>Traveler can also submit their comments or ask a question on the 311 Columbus website.</p> <p>Travelers will also be able to respond to a five star rating about the app provided within the app periodically or submit feedback about the app via the app store.</p>

Source: City of Columbus

3.2.2. Test Cases for the Android Mobile App

The essential test cases planned for the Android mobile app are the same as those tested within the Apple mobile app. These cases are separated because Android and Apple are separate platforms and under the hood are completely separate software packages. It is altogether possible for a case to pass on one platform and fail on other. Testers tracked each case uniquely via its identifier in order to capture results and report any defects as appropriate.

Table 5 lists test cases and results from testing on the Android mobile app.

Table 5: ParkColumbus Mobile App Test Cases for Android Software

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN001-V01	Geolocation information	Verify that PARKAPP requests consent from the travelers before accessing location information.	<p><u>Pre-condition:</u> The ParkColumbus app is installed on the target device.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Open ParkColumbus app. 2. A message is displayed about using 'Location Services' to find nearby parking locations. 3. Click 'GOT IT'. 4. Pop-up appears on the screen asking to allow ParkColumbus to access device location 'Deny' and 'Allow'. 5. Click 'Allow' to search nearby parking locations. 6. For more information, click 'Settings' located on the bottom right corner of the screen and click 'Privacy Policy'. 7. A webpage with Privacy Policy opens up which lists what data will be collected from the traveler along with accessing with geolocation data. 8. Traveler will need to accept the terms of use and privacy policy to create an account to sign up. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Travelers will need to give location permission when they use the app for the first time to access location information. <p><u>Post-condition:</u> Traveler location information is accurate on the app after the permission to access geolocation is given by the traveler.</p>	Consent is requested to access traveler's location when using the app on the Android device.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN002-V01	Geolocation information	Verify that location of the traveler is updated in real-time in PARKAPP.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Make sure current location shown on the app matches with the traveler current location. 2. Travel few blocks to make sure current location is updated within the app in real-time. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. ParkColumbus app should be able to update current location on the map in real-time. <p><u>Post-condition:</u> Current location is updated on the map in real-time.</p>	Location of the traveler in the PARKAPP is the current location of the traveler when navigating to the parking reservation.	Travelers	4-16-2020	Passed	
EPM-MAN003-V01	Multi-language	Verify that default language is English on the PARKAPP unless changed to Spanish as the device language.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Make sure the default language is set to English under phone settings. 2. Language displayed should be English on the ParkColumbus app when traveler opens the app and when logged in. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Language displayed when ParkColumbus app is opened should be English. <p><u>Post-condition:</u> N/A</p>	Displayed language within the app is English unless Spanish is chosen as the device language.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN004-V01	Multi-language	Verify that ParkColumbus app is displayed in Spanish when Spanish is chosen as the default language within phone settings.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Make sure the default language is set to Spanish under phone settings. 2. Language displayed should be in Spanish on the ParkColumbus app when traveler opens the app and when logged in. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Language displayed when ParkColumbus app is opened should be Spanish. <p><u>Post-condition:</u> N/A</p>	Displayed language within the app is Spanish including transaction pages, settings and parking messages.	Travelers	2-17-2021	Passed	
EPM-MAN005-V01	Geolocation information	Verify that PARKAPP determines traveler's current location to search for parking options.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Follow steps listed for EPM-MAN001-V01 to allow tracking location. 2. Click 'Park' or 'Reserve'. 3. Traveler location shown on the map should be accurate to the traveler's current location. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Traveler location shown on the map should be accurate to the traveler's location. <p><u>Post-condition:</u> Traveler's current location is accurate on the app.</p>	Current location shown in the app should match with traveler's current location.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN006-V01	Contact feature	Verify that PARKAPP provides link to City's 311 webpage which has email and telephone number to City's 311 system.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Settings'. 2. Click on 'Visit 311 Columbus Site' to navigate to City of Columbus 311 webpage for contact information. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. ParkColumbus app should navigate traveler to City of Columbus 311 webpage which has email and telephone number to City's 311 system. <p><u>Post-condition:</u> Traveler has navigated away from the ParkColumbus app and is on the City of Columbus 311 webpage.</p>	Link to City's 311 webpage is available in the app on an Android device.	Travelers	4-16-2020	Passed	
EPM-MAN007-V01	View	Verify that PARKAPP supports mobile portrait mode on Android devices.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Ensure phone screen settings are set to auto rotate. 2. Change mobile view to landscape. 3. ParkColumbus app to remain in portrait mode. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. ParkColumbus app screen should remain in portrait mode. <p><u>Post-condition:</u> ParkColumbus app is open and is in portrait mode.</p>	Only portrait mode is supported by the app on an Android device.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN008-V01	Search options	Verify that traveler is able to search for parking options without creating an account on the PARKAPP.	<p><u>Pre-condition:</u> ParkColumbus app is open on the target device.</p> <p><u>Procedure:</u></p> <p><u>Reservations:</u></p> <ol style="list-style-type: none"> 1. Click 'Reserve' tab. 2. Choose duration of parking time to search for parking options. <p><u>Zone Parking:</u></p> <ol style="list-style-type: none"> 1. Click 'Park' tab to explore zone parking options. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to search for parking options without creating an account. <p><u>Post-condition:</u> Parking options are displayed and traveler will need to log in or create an account to park or reserve the selected parking option.</p>	Able to search for parking options without creating an account on the PARKAPP.	Travelers	4-16-2020	Passed	
EPM-MAN009-V01	User accounts	Verify that PARKAPP allows travelers to enter a valid email address and password when creating a profile.	<p><u>Pre-condition:</u> ParkColumbus app is open on the target device.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Activity' located on the bottom left corner of the screen. 2. Click 'Create an Account' to create a profile with ParkColumbus app. 3. Enter email address and password. 4. Accept terms and conditions and privacy policy and click 'Sign Up'. 5. On the next page, enter vehicle license plate number, State or Province and Nickname. 6. Click 'Done'. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. When creating a profile, travelers should provide a valid email address. 2. Traveler is required to enter password when creating an account. <p><u>Post-condition:</u> Traveler is logged in to their ParkColumbus app.</p>	Travelers enter email address and password when creating a profile with PARKAPP on their Android device.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN010-V01	User accounts	Verify that email and password authentication is required when signing in and accessing a traveler account on PARKAPP.	<p><u>Pre-condition:</u> ParkColumbus app is open on the target device.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> Follow steps listed under Test Case ID EPM-MAN009-V01 to create an account. Click on 'Settings' and click 'Sign Out' to logout of the account. Click 'Activity' or 'Settings' and click 'Sign In'. Enter email address and password used while creating an account to and click 'Sign In'. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> Traveler is able to sign in by entering correct email address and password. Traveler is not able to sign in if incorrect email or password is entered and error is presented to the traveler. <p><u>Post-condition:</u> Traveler is logged in when correct email and password is entered or error is presented for incorrect email and/or password.</p>	Travelers need to enter correct email and password to login to their PARKAPP account.	Travelers	4-16-2020	Passed	.
EPM-MAN011-V01	User accounts	Verify that PARKAPP allows travelers to enter their mobile number in their profile.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> After creating an account, click 'Settings' and click 'Account Settings' to edit account information. Under 'Account Settings', enter mobile number and click 'Save'. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> Traveler should be able to enter and save mobile number to the profile under account settings. Traveler should receive an email notification about the changes made to the account. <p><u>Post-condition:</u> Traveler is logged in and the mobile number is added to his/her account.</p>	Traveler adds mobile number to their PARKAPP profile.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN012-V01	User accounts	Verify that travelers can log in to their PARKAPP account with their login information.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Activity' located on the bottom left corner of the screen. 2. On the landing page, click 'Sign In' and enter email address or mobile number and password to log in to the ParkColumbus app account. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to log in to their ParkColumbus app account with their login information. <p><u>Post-condition:</u> Traveler is logged in to the ParkColumbus app.</p>	Travelers log in to their PARKAPP with their login information.	Travelers	4-16-2020	Passed	
EPM-MAN013-V01	Search options	Verify that PARKAPP allows travelers to search for parking options by entering a street address.	<p><u>Pre-condition:</u> ParkColumbus app is open on the target device.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Reserve' to begin searching for the parking options. 2. Under 'Search Location' tab, enter street address to find parking in that area. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to enter any street address to search parking options in that location. <p><u>Post-condition:</u> Parking availability options around the searched address are displayed on the screen.</p>	Search for parking options on the PARKAPP on an Android device by entering a street address.	Travelers	4-16-2020	Failed	<p>Travelers were able to enter City and State and not street address to search for parking reservation options.</p> <p>Defect DFT007 logged and is deferred.</p> <p>Not able to enter street address to search for zone parking on the app.</p> <p>Enhancement ENH004 is logged and is under review.</p>

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN014-V01	Notifications and alerts	Verify that PARKAPP allows travelers to configure notifications and alerts on their account.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Settings' to select 'Notifications' under 'Profile'. 2. Select the preferred type of notification (email, text, or push notification) of parking reservation. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to select notification type in the ParkColumbus app settings. <p><u>Post-condition:</u> Receive notifications based on the traveler's preference.</p>	Traveler configures notifications and alerts on the PARKAPP on an Android device.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN015-V01	Parking reservation	Verify that PARKAPP allows travelers to select and pay only for selected period of time.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and traveler is logged in.</p> <p><u>Procedure:</u></p> <p><u>Reservations:</u></p> <ol style="list-style-type: none"> 1. Click 'Reserve' and pan to the desired area to search for parking options. 2. Select a parking option. 3. Select date and time and payment information. 4. Click 'Reserve Your Spot' to confirm reservation for the selected date and time. <p><u>Zone parking:</u></p> <ol style="list-style-type: none"> 1. Click 'Park' to select parking facility. 2. Select a zone to park. 3. Enter duration by the hour and minute or can select maximum parking time. 4. Click 'Proceed to Checkout'. 5. On the next page, select payment method and click 'Start Parking.' <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to select date and time while reserving for parking and pay for only the selected duration. <p><u>Post-condition:</u> Traveler pays only for the selected period of time and confirmation is presented to the traveler.</p>	Traveler selects the date and time to park and pays only for the selected time.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN016-V01	Payments	Verify that traveler is able to pay for on-demand gated parking and activate the parking on the PARKAPP.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> Follow steps listed for test case ID: EPM-MAN015-V01 to pay for on-demand gated parking. At the selected parking garage, press the parking ticket button to collect parking ticket for the gate arm to open and enter the facility. Open the on-demand booking, click 'Scan' to scan the parking ticket to activate the booked parking. App shows the time the vehicle is parked at the facility. When existing, scan the ticket to open the gate arm. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> Traveler is able to pay for on-demand parking through the app. Payment is verified and the traveler is able to exit the parking facility. <p><u>Post-Condition:</u> Timer within the app stops after the parking ticket is scanned at the exit.</p>	PARKAPP is able to pay for an on-demand parking and scan the parking tickets and activate parking.	Travelers	1-8-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN017-V01	Parking reservation	Verify the PARKAPP provides confirmation of a parking reservation to the traveler.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> Follow steps listed for test case ID: EPM-MAN015-V01 to reserve parking. If payment is successful, a digital receipt of the reservation is displayed on the screen along with the amount paid and method of payment used and the reservation code. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> Traveler should be presented with a confirmation code and a receipt of payment with an email confirmation after reserving parking through the ParkColumbus app. <p><u>Post-condition:</u> Traveler can use the email confirmation to access the parking facility for the reserved time.</p>	Parking reservation confirmation code along with an email confirmation of payment is provided to the traveler after reserving a parking place through PARKAPP.	Travelers	4-16-2020 5-23-2020	Failed Passed	<p>No email confirmation was received for parking reservations and cancellations.</p> <p>Defect DFT008 logged and resolved.</p> <p>[5-23-2020] Passed.</p>

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN018-V01	Navigation	Verify that PARKAPP links to traveler's map-based navigation to direct the traveler to the designated parking location.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Reserve' to start parking reservation. 2. Select start time and end time and click 'Find Parking'. 3. Select one of the parking options displayed on the map. 4. On the next page, traveler selects 'Directions' to get the route to the parking location from current location. 5. When 'Directions' is clicked, traveler's map-based navigation app opens with the route information. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. ParkColumbus app should be able to open the target device map-based navigation system when traveler requests directions to the selected parking location. <p><u>Post-condition:</u> Traveler has navigated from the ParkColumbus app and is on his/her map-based navigation page.</p>	PARKAPP is linked to the traveler's map-based navigation on the Android device to provide directions to designated parking location.	Travelers	4-16-2020	Passed	
EPM-MAN019-V01	Payment	Verify that travelers can pay for the parking on the PARKAPP without redirecting to another web page.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Follow steps listed under EPM-MAN015-V01 to reserve parking. 2. Traveler is on the ParkColumbus app from start to finish of the parking reservation. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to enter credit or debit card information and pay for the selected parking without redirecting to a different webpage. <p><u>Post-condition:</u> Traveler is still in the ParkColumbus app.</p>	Traveler completes the purchase of parking space within the PARKAPP without redirecting to another webpage.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN020-V01	Parking reservation	Verify the PARKAPP does not provide reservation confirmation code if payment for parking reservation is not complete.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> Follow steps listed under EPM-MAN015-V01 to reserve parking. If payment is unsuccessful, the traveler is redirected to the checkout page and an error message is displayed on the screen. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> Traveler should receive an error upon an unsuccessful payment. Payment method used should not be charged with the parking reservation amount when the reservation is unsuccessful. <p><u>Post-condition:</u> Payment was not successful and traveler is on checkout page.</p>	Payment error message is displayed on the PARKAPP when the payment for parking reservation is not complete.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN021-V01	Parking reservation	Verify that PARKAPP provides paid status of parking reservation to the traveler in real-time.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> Follow steps listed under EPM-MAN015-V01 to reserve parking. If payment is successful, digital receipt of the reservation is displayed on the screen along with amount paid and method of payment used and reservation code. Click 'Activity' and click 'Upcoming' on top to view upcoming parking reservations along with reservation codes in real-time. An email confirmation with the paid status of the parking reservation should be received within two minutes of the reservation if selected in Notification Settings. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> Traveler should be able to view his/her upcoming parking reservations on their ParkColumbus app. <p><u>Post-condition:</u> Traveler can use the email confirmation to access the parking facility for the reserved time.</p>	Traveler receives email confirmation with the paid status of the parking reservation within two minutes after reserving a parking space through PARKAPP on their Android device.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN022-V01	Notifications and alerts	Verify that PARKAPP provides email notification to travelers of reservation confirmation.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> Follow steps listed under EPM-MAN014-V01 to allow for email notifications. Follow steps listed under EPM-MAN015-V01 to reserve parking. Email confirmation is received along with payment confirmation. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> Traveler should receive email notification about the parking reservation. <p><u>Post-condition:</u> Traveler can use the email confirmation to access the parking facility for the reserved time.</p>	Traveler receive notification for the reservation confirmation.	Travelers	4-16-2020 5-23-2020	Failed Passed	<p>No email confirmation was received for parking reservations and cancellations.</p> <p>Defect DFT008 logged and resolved.</p> <p>[5-23-2020] Passed.</p>
EPM-MAN023-V01	Notifications and alerts	Verify that PARKAPP provides notifications to travelers of changes to existing booking.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u> Parking reservations should be made at least 3 hours ahead to be able to cancel a reservation.</p> <ol style="list-style-type: none"> Follow steps listed under EPM-MAN015-V01 to reserve parking for the next day. Click 'Activity' and select 'Upcoming'. Under 'Upcoming', select the parking reservation for cancellation. Click 'Cancel Reservation' and select 'Yes, cancel' to confirm cancellation. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> Traveler should be able to cancel reservation and see canceled activity. Traveler should receive an email confirmation for the canceled reservation. <p><u>Post-condition:</u> Reservation is canceled and traveler will receive an email for the cancellation confirmation.</p>	Traveler receive notification for any changes made to the existing reservation.	Travelers	4-16-2020 5-23-2020	Failed Passed	<p>No email confirmation was received for parking reservations and cancellations.</p> <p>Defect DFT008 logged and resolved.</p> <p>[5-23-2020] Passed.</p>

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN024-V01	Event parking	Verify that event employees can enter event access code when booking parking associated with that event.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and an event employee is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Reserve' to start parking reservation. 2. Select start time and end time and click 'Find Parking'. 3. Locate and select a parking option displayed on the screen with a ticket symbol and select the event. Example: 2020 Columbus Marathon - October 18, 2020. 4. Click on 2020 Columbus Marathon. Click on 'Have Access Code?'. 5. Enter Access Code into the open text box. 6. Click on 'Apply'. 7. Several parking options are displayed on the map. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Event employee is able to enter an access code for selected event. 2. Multiple parking options are displayed on the screen that allow parking for the selected event and accept the entered event access code. <p><u>Post-condition:</u> Event employee uses the access code to book parking space for an event.</p>	Event employee enters an event access code when reserving parking space for an event.	Travelers	4-16-2020	Failed	<p>No option to enter event access code.</p> <p>Defect DFT009 logged and is deferred.</p>

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN025-V01	Search Options	Verify that PARKAPP allows travelers to get parking availability information in real-time without having an EPM profile.	<p><u>Pre-condition:</u> ParkColumbus app is open on the target device and the traveler is not logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Park' located on the bottom menu bar of the screen. 2. Zoom in to Downtown Columbus for zone parking options. 3. Map shows different colors of zone parking pins based on their probability of having open parking spaces. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Traveler should be to see parking availability information without having to be logged in. 2. Traveler is presented with different zone colors based on the probability of finding an open parking meter spaces. <p><u>Post-condition:</u> Traveler is informed of parking availability without having to be logged in.</p>	Parking availability options presented to the traveler based on their probability of having open parking spaces	Travelers	8-28-2020	Passed	
EPM-MAN026-V01	Parking reservation	Verify that PARKAPP does not allow travelers to reserve on-street parking.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Park' to select parking meter zone. 2. Select a zone to park. 3. Verify that time cannot be reserved in the future. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Traveler should not be able to select a future date when reserving on-street parking. <p><u>Post-condition:</u> Traveler can select the parking duration and pay for on-street parking through ParkColumbus app.</p>	Traveler will not be able to select future date and time for on-street parking through PARKAPP on their Android device.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN027-V01	Parking reservation	Verify that PARKAPP allows travelers to pre-pay for the parking meters before the enforcement time up to the allowable timeframe.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and traveler is logged in.</p> <p><u>Procedure:</u> (City of Columbus parking meters enforcement time is 8 a.m. to 10 p.m. Pre-payment is only allowed 2 hr. before the enforcement time. This test should be performed between 6 a.m. and 8 a.m.)</p> <ol style="list-style-type: none"> 1. Click 'Park' to select parking facility. 2. Select a zone for which the enforcement time has not started. 3. Enter duration by the hour and minute or can select maximum parking time. 4. Click 'Proceed to Checkout'. 5. On the next page, select payment method and click 'Start Parking'. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able select the duration and pre-pay for that time before the enforcement time of the parking meter. <p><u>Post-condition:</u> Traveler should receive an email confirmation when the payment is successful.</p>	Traveler pre-pay for the parking meter before the enforcement time within the allowable timeframe which is 2 hr. in Columbus, Ohio.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN028-V01	Parking availability	Verify that PARKAPP will not allow travelers to purchase parking time when restricted parking times are in effect.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Activity' and select the active parking session under 'Active'. 2. Click 'Extend' to extend parking duration. 3. If there are any restrictions at the parking meter, parking restriction message is displayed on the screen and traveler will not be able to extend the parking meter time. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Traveler should not be able to extend the parking meter duration when parking restrictions are in place or are coming up during the requested time period. <p><u>Post-condition:</u> Traveler will need to select a different parking location due to parking restrictions at the current parking location.</p>	Traveler cannot extend parking meter time when restricted parking times are in effect.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN029-V01	Parking Availability	Verify that EPMCS provides parking restrictions of each parking facility to the PARKAPP.	<p><u>Pre-condition:</u> Traveler has access to the ParkColumbus app and the traveler is logged in.</p> <p><u>Procedure:</u></p> <p><u>Zone Parking:</u></p> <ol style="list-style-type: none"> 1. Click 'Park' and select a parking zone. 2. If there are any restrictions at the parking meter, parking restriction message is displayed on the screen and traveler will not be able to purchase the parking meter time. <p><u>Reservations:</u></p> <ol style="list-style-type: none"> 1. Click 'Reserve' and pan to the desired area to search for parking options. 2. Select date and time to reserve the space. 3. Only the parking locations that are available during the selected data and time are displayed on the map. 4. Traveler will not be able to reserve a parking facility outside the facility operating hours. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Traveler should not be able to purchase the parking meter duration when parking restrictions are in place or are coming up during the requested time period. 2. Traveler should not be able to reserve a parking location outside the facility operating hours. <p><u>Post-condition:</u> Traveler will need to select a different parking location due to parking restrictions at the current parking location.</p>	Travelers cannot purchase parking for zone parking or reservations when restrictions are in place for the selected location.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN030-V01	Parking availability	Verify PARKAPP allows travelers to purchase additional parking meter time.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Activity' and select the active parking session under 'Active'. 2. Click 'Extend' to extend parking duration. 3. Selects the duration and pays for the parking either by adding a payment method or using the existing payment method. 4. Traveler will not be able to select duration more than the permitted time at that parking meter. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to extend the parking meter time through the ParkColumbus app. <p><u>Post-condition:</u> Parking meter time is extended and will receive notification as per the settings chosen.</p>	Traveler extend parking meter time through PARKAPP on an Android device.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN031-V01	Notifications and alerts	Verify that PARKAPP provides notifications to travelers of warnings of expiration and expiration of paid parking based on preference selected (text, email, or push notifications).	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Settings' to select 'Notifications' under 'Profile'. 2. Select the type of notification (email, text or push notification) of parking reservation. Set the notification alert for time remaining to 5 minutes. 3. Click 'Park' and select a parking zone to book a parking meter. 4. Book a meter for 10 minutes and wait 5 minutes to verify that a notification of the parking expiring is received. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to select notification type in the ParkColumbus app settings. 2. Traveler should receive warning notification for expiration of paid parking session as per the preferences chosen. 3. Traveler should receive notification for expiration of paid parking session as per the preferences chosen. <p><u>Post-condition:</u> Traveler receive notifications based on the preferences selected.</p>	PARKAPP provides notifications of warnings of expiration and expiration of paid parking based on the notifications and alerts selected (text, email or push notifications).	Travelers	4-16-2020 5-23-2020	Failed Passed	<p>No text or email was received as a warning when the parking meter was about to expire</p> <p>Defect DFT006 logged and resolved.</p> <p>[5-23-2020] Passed.</p>
EPM-MAN032-V01	Promotion codes	Verify that PARKAPP provides local merchants parking options at discounted price.	Vendor to work with local merchants to get the information on discounted parking options offered.	Local Merchants offer discounted parking options and are available on PARKAPP.	Local Merchants	N/A	Deferred	<p>Due to the COVID-19 pandemic, the local merchants are not offering any discounted parking options because of the low turnover. The City's Division of Parking Services, local merchants, parking operators and vendor will work together to offer the discounted parking options in the future.</p> <p>Defect DFT010 logged and is deferred.</p>

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN033-V01	Promotion codes	Verify that PARKAPP allows travelers to purchase parking spaces that have discounted prices.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> Under 'Settings' click 'Promotion Codes'. Click the plus button in the lower right corner. Enter a promo code and click 'Save'. If invalid promo code is entered, an error message will be presented. Click the back arrow located on the top left corner of the screen and click 'Park' to select zone parking. Select a zone or on-demand parking facility to park. Enter duration by the hour and minute or can select maximum parking time. Click 'Proceed to Checkout'. On the next page, review payment method, vehicle information and total parking cost along with promo code discount. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> Traveler is able to purchase parking when a valid promo code is applied and discount is applied at the checkout. <p><u>Post-condition:</u> Traveler is presented with a confirmation of the parking reservation which shows the discount amount and total parking cost.</p>	Traveler is able to purchase parking spaces that discounted prices using promo codes.	Travelers	2-22-2021	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN034-V01	Promotion codes	Verify that EPMCS can validate and provide PARKAPP confirmation of discounted parking reservation.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Follow steps listed for test case ID: EPM-WEB033-V01 to pay for parking. 2. Click 'Activity' to view the active parking sessions. 3. Click 'i' to view parking details to review the parking amount and the discount applied. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Confirmation receipt shows the total parking cost reflects the discount applied using the promo code. <p><u>Post-condition:</u> As per the notifications set under 'Settings', traveler may also receive email, text or in-app notifications of parking details.</p>	Traveler is able to validate discount received from the confirmation details provided for the booked parking.	Travelers	2-22-2021	Passed	
EPM-MAN035-V01	Search options	Verify the PARKAPP allows travelers to search for parking options by frequently/preferred traveled locations.	<p><u>Pre-condition:</u> ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Park' to begin searching for the parking options. 2. Click 'Enter Zone Number'. 3. Click on 'Favorites' or 'Recent' which show zones that are used frequently. 4. Select a zone to start parking transaction. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to select favorite zone or recent zone to filter parking options. <p><u>Post-condition:</u> Frequently and recently traveled locations are displayed on the account.</p>	Traveler can select parking options using favorites and recent for zone parking on the PARKAPP.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN036-V01	Search options	Verify that PARKAPP allows travelers to store favorite searches on their account for easy retrieval.	<p><u>Pre-condition:</u> ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Activity' and then click 'History' on top of the screen. 2. Click on a previously used parking zone. 3. Click 'Favorite'. 4. Enter nickname for this zone and click 'Save'. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to search for favorites under 'Park' within the app. <p><u>Post-condition:</u> Traveler will search and access favorite zones easily.</p>	Traveler can favorite zone parking for easy retrieval.	Travelers	4-16-2020	Passed	
EPM-MAN037-V01	Search options	Verify that PARKAPP allows travelers to select amenities at parking spaces to filter search option.	<p><u>Pre-condition:</u> ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <p><u>Zone Parking:</u></p> <ol style="list-style-type: none"> 1. Click 'Park' to look for available parking zones. 2. Click on the three lines on the top right-hand corner of the screen to access filter options. 3. Select desired amenities and click 'Show Results' to filter parking options by amenities. <p><u>Reservations:</u></p> <ol style="list-style-type: none"> 1. Click 'Reserve' to look for available parking reservations. 2. Click on the three lines on the top right-hand corner of the screen to access filter options. 3. Select desired amenities and click 'Show Results' to filter parking options by amenities. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Traveler will be able to select amenities to filter parking options for both, zone and reservation parking. <p><u>Post-condition:</u> Traveler selected amenities will be displayed on the map as possible parking options.</p>	Traveler is able to select amenities to filter for parking options.	Travelers	1-19-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN038-V01	Search options	Verify that PARKAPP allows travelers to filter parking options by parking garages, lots, and streets.	<p><u>Pre-condition:</u> ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <p><u>Reservations:</u></p> <ol style="list-style-type: none"> 1. Click 'Reserve' to look for available parking reservations. 2. Click the three lines on the top right-hand corner of the screen. 3. Select amenities such as 'Covered Parking' or 'Paved' and click 'Show Results' to filter parking options by amenities available at parking spaces. <p><u>Zone Parking:</u></p> <ol style="list-style-type: none"> 1. Click 'Park' to look for available parking zones. 2. Zoom in to Downtown Columbus until parking zones appear. 3. Click the three lines on the top right-hand corner of the screen. 4. Under 'Location Type' chose 'Lot/ Garage' and click 'Show Results'. 5. Only parking zones with the selected filters should show up and can be analyzed as potential parking options. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to filter parking zone options based on options selected. 2. Parking options displayed on the map have the selected amenities. <p><u>Post-condition:</u> Traveler can purchase a parking zone based on the filters chosen.</p>	Traveler is able to filter zone parking or reservations by parking garages, lots and streets.	Travelers	1-19-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN039-V01	Search options	Verify that PARKAPP allows travelers to search for parking options by selecting a parking meter zone or parking loading zone.	<p><u>Pre-condition:</u> ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Park' to look for available parking zones. 2. Zoom in to Downtown Columbus until parking zones appear. 3. Click the three lines on the top right-hand corner of the screen. 4. Click 'Show Loading Zone' or 'Street Parking' and click 'Show Results.' 5. Only parking zones and loading zones are displayed on the map. 6. Map now shows parking meter zones (4 or 5 digit number) and loading zones (striped pin). <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to filter parking zone options by loading zone or parking meter zone. 2. Parking options displayed on the map have the selected amenities. <p><u>Post-condition:</u> Traveler can purchase a parking zone based on the filters chosen.</p>	Traveler is able to filter parking options by parking meter or loading zone.	Travelers	2-4-2021	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN040-V01	Loading zone	Verify that PARKAPP provides travelers loading zone locations, hours, and restrictions.	<p><u>Pre-condition:</u> ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Park' located on the bottom menu bar of the screen. 2. Click the three lines on the top right-hand corner of the screen. 3. Under 'More Options' turn on the 'Show Loading Zones' bar to show loading zones nearby. 4. Zoom in to Downtown Columbus to find a loading zone. 5. Click on one of the identified loading zones to open loading zone information. 6. Depending on the loading zone, information such as location, hours, and restrictions, if any, will be displayed on the screen. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to see loading zone details for the selected zone on the bottom of the screen. <p><u>Post-condition:</u> N/A</p>	Loading zone details are presented to the traveler.	Travelers	2-4-2021	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN041-V01	Search options	Verify the PARKAPP allows travelers to search for metered parking spaces (including on-street EV and ADA metered spaces).	<p><u>Pre-condition:</u> ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Park' to look for available parking zones 2. Zoom in to Downtown Columbus until parking zones appear. 3. Click the three lines on the top right-hand corner of the screen. 4. Under 'Features' chose 'EV Charging' and/or 'Accessible Parking' and click 'Show Results'. 5. Only parking zones with the selected filters are displayed on the map. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to filter parking zone options based on options selected. 2. Parking options displayed on the map have the selected amenities. <p><u>Post-condition:</u> Traveler can purchase a parking zone displayed on the map with selected amenities.</p>	Zone parking options can be filtered for EV charging and ADA accessible spaces.	Travelers	2-4-2021	Passed	
EPM-MAN042-V01	Search options	Verify that PARKAPP allows travelers to filter parking spaces that are ADA accessible.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <p><u>Reservations:</u></p> <ol style="list-style-type: none"> 1. Click 'Reserve' to start parking reservation. 2. Click the three lines on the top right-hand corner of the screen. 3. Toggles to select 'Accessible Parking' under filter options and clicks 'Show Results'. 4. Parking options displayed on the map should be handicap accessible. 5. From the results shown on the map, click on a parking facility, and scroll down to the amenities to confirm ADA parking is listed under amenities. <p><u>Zone Parking:</u></p> <ol style="list-style-type: none"> 1. Click 'Park' to look for available parking zones. 2. Zoom in to Downtown Columbus until parking zones appear. 	PARKAPP on the Android device allows to filter parking options that are ADA accessible.	Travelers	1-19-2021	Passed	<p>Have same description for ADA filter option between reservations and zone parking and between web portal and mobile apps.</p> <p>Enhancement ENH003 is logged and is pending review.</p>

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
			<p>3. Click the three lines on the top right-hand corner of the screen.</p> <p>4. Under 'Features' choose 'Accessible Parking' and click 'Show Results'.</p> <p>5. Only parking zones with the selected filters are displayed on the map.</p> <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <p>1. Parking options displayed on the map should be handicap accessible and should be in accordance with standards for accessible design as determined by the ADA.</p> <p><u>Post-condition:</u> Traveler can login to his/her account, apply filters and reserve for the parking.</p>					

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN043-V01	Search options	Verify the PARKAPP allows travelers to filter parking options based on the availability of EV charging.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device.</p> <p><u>Procedure:</u></p> <p><u>Reservations:</u></p> <ol style="list-style-type: none"> 1. Click 'Reserve' to start parking reservation. 2. Click the three lines on the top right-hand corner of the screen. 3. Toggle to select 'EV Charging' under filter options and click 'Show Results'. 4. Parking options displayed on the map have EV charging infrastructure to charge EVs. <p><u>Zone Parking:</u></p> <ol style="list-style-type: none"> 1. Click 'Park' to look for available parking zones. 2. Zoom in to Downtown Columbus until parking zones appear. 3. Click the three lines on the top right-hand corner of the screen. 4. Under 'Features' choose 'EV Charging' and click 'Show Results'. 5. Only parking zones with the selected filters are displayed on the map. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Parking options displayed on the map have EV charging facility. <p><u>Post-condition:</u> Map shows all the parking options which have EV charging facility.</p>	PARKAPP on an Android device allows travelers to filter parking locations that have EV charging facility.	Travelers	1-19-2021	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN044-V01	User accounts	Verify that PARKAPP provides travelers access to transaction log consisting of a history of paid parking transactions, locations, and time and date.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Activity' located on the bottom left corner of the screen. 2. On the landing page, traveler clicks 'History' to view 12 months of transactions including the history of paid parking transactions, locations, time and date. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to view transaction history for up to 12 months on his/her ParkColumbus app account. 2. Transactions viewed should be only for the past 12 months and not beyond 12 months. <p><u>Post-condition:</u> Transaction made for the past 12 months is displayed on the screen.</p>	PARKAPP provides access to paid parking transactions, locations and date and time of transactions for the past 12 months.	Travelers	4-16-2020 5-14-2020	Failed Passed	<p>Transaction log was only provided for 3 months and not 12 months.</p> <p>Defect DFT005 logged and resolved.</p> <p>CR CR001 logged and closed.</p> <p>Marked as Passed after the CR is approved and closed on 5-14-2020.</p>
EPM-MAN045-V01	User feedback	Verify that PARKAPP provide travelers customer care contact information for any complaints.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Activity' and select any parking reservation from 'Active', 'Upcoming' or 'History'. 2. Select the parking session for which there is a parking complaint. 3. Scroll down to the end and click 'Call ParkMobile Customer Service' to call customer care or click 'Submit Support Request' to submit an online request. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to call customer care or submit an online request. <p><u>Post-condition:</u> Traveler talks to the customer care to resolve parking issues.</p>	PARKAPP provides access to ParkMobile customer care (phone number and online request support) to contact with parking issues.	Travelers	4-16-2020	Passed	

TEST CASE ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-MAN046-V01	User feedback	Verify that PARKAPP allows traveler to submit user feedback.	<p><u>Pre-condition:</u> The ParkColumbus app is open on the target device and the traveler is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Help' under 'Settings' to open ParkMobile Help page. 2. Click on the chat icon to chat with the customer service representative to provide comments or ask questions or scroll down to the bottom of the 'Help' page to find the 'Submit a Request' tab for comments and/or questions. <p><u>Pass Criteria:</u> Verification by four independent Android testers:</p> <ol style="list-style-type: none"> 1. Traveler should be able to submit an online request or chat with the customer service to provide comments or ask questions. <p><u>Post-condition:</u> Traveler submits an online request for comments and questions.</p>	Travelers are able to submit comments and questions through PARKAPP.	Travelers	4-16-2020	Passed	<p>Traveler can submit their comments or ask a question on the 311 Columbus website.</p> <p>Travelers will be able to respond to a five star rating about the app provided within the app periodically or submit feedback about the app via the app store.</p>

Source: City of Columbus

3.3. PARKING OPERATOR TEST CASES

The OPAAP (Parking Operator Application) is a back-end application for the gated parking facility system (GFAC) and ungated parking facility system (UFAC) (parking operators to update the parking facility, reservations and payment information which is reflected in the EPMCS). The test cases shown in **Table 6** were tested for the parking operator application.

Table 6: OPAPP Test Cases

TEST ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TESTING COMMENT
EPM-OPE001-V01	Data	Verify that Parking Operators have access to EPMCS through OPAPP.	<p><u>Pre-condition:</u> Parking Operators have access to OPAPP.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Parking Operators log in to the OPAPP account. 2. Parking Operators click 'Manage Profile' to access their parking facility information. 3. Parking Operators receive all the parking reservations data, transaction data and pricing information in their OPAPP account. <p><u>Pass Criteria:</u> Verification by four independent testers:</p> <ol style="list-style-type: none"> 1. Parking Operators log in to their OPAPP account and has access to their parking account information. <p><u>Post-condition:</u> ParkColumbus web and app is updated with parking information made in OPAPP.</p>	Parking Operators can log in to the OPAPP.	Parking Operator, Technical	4-24-2020	Passed	

TEST ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TESTING COMMENT
EPM-OPE002-V01	Parking Information	Verify that Parking Operators can enter the parking rates and schedules in real-time through the OPAPP.	<p><u>Pre-condition:</u> Parking Operators are logged into their OPAPP account.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Parking Operators Click 'Manage Policies' and select parking facility. 2. Select the zone to enter parking rates and schedules. 3. Enter parking rates and schedules for the selected parking facility and click 'Publish'. <p><u>Pass Criteria:</u> Verification by four independent testers:</p> <ol style="list-style-type: none"> 1. Parking Operators have access to OPAPP account. 2. Parking Operators can enter, modify and save parking rates and schedules in OPAPP in real-time. 3. Technical tester to confirm the parking rates are reflected in the ParkColumbus app and web. 4. Parking rates should be updated in EPMCS within two minutes of updating in the OPAPP. <p><u>Post-condition:</u> ParkColumbus web and app is updated with parking information made in OPAPP.</p>	Parking Operators enter parking rates information through OPAPP and update EPMCS in real-time.	Parking Operator, Technical	4-24-2020	Passed	
EPM-OPE003-V01	Event Information	Verify that Parking Operators can create "to be determined" events for events with no information yet available.	<p><u>Pre-condition:</u> Parking Operators are logged into their OPAPP account.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Parking Operators create a new event and enter 'To be determined' for event information. 2. Click 'Publish' to publish this information to ParkColumbus app and web. <p><u>Pass Criteria:</u> Verification by four independent testers:</p> <ol style="list-style-type: none"> 1. Parking Operator has access to update event information when available to ParkColumbus app and web through EPMCS. <p><u>Post-condition:</u> ParkColumbus web and app is updated with event parking information made in OPAPP.</p>	Parking Operators logs in to OPAPP and create events and name 'to be determined' when information not available.	Parking Operator, Technical	4-24-2020	Passed	

TEST ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TESTING COMMENT
EPM-OPE004-V01	Event Information	Verify that Parking Operators can modify "to be determined" events to enter known information of the events.	<p><u>Pre-condition:</u> Parking Operators are logged into their OPAPP account.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Parking Operators edit event information. 2. Click 'Publish' to publish this information to ParkColumbus app and web. <p><u>Pass Criteria:</u> Verification by four independent testers:</p> <ol style="list-style-type: none"> 1. Parking Operator has access to update event information when available to ParkColumbus app and web through EPMCS. <p><u>Post-condition:</u> ParkColumbus web and app is updated with event parking information made in OPAPP.</p>	Parking Operators logs in to OPAPP and modifies event information.	Parking Operator, Technical	4-24-2020	Passed	
EPM-OPE005-V01	Data updates	Verify that there is no system downtime updating PARKAPP and PARKWEB when EPMCS is modified via the OPAPP.	<p><u>Pre-condition:</u> Parking operators have access to OPAPP. The ParkColumbus app is open on the target device.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Parking operators make changes to the parking reservations for a parking facility through OPAPP. 2. Parking operators save changes to the modifications to the OPAPP. 3. Traveler opens the ParkColumbus app. 4. Click 'Reserve' and locate the parking facility for which changes were made in the OPAPP. 5. Make sure changes are reflected in the ParkColumbus app and web to the parking facility match the changes in the OPAPP within two minutes of the update. <p><u>Pass Criteria:</u> Verification by four independent testers:</p> <ol style="list-style-type: none"> 1. Confirm the changes made in the OPAPP are reflected in the ParkColumbus app and web within two minutes. <p><u>Post-condition:</u> ParkColumbus app and web is updated with parking reservations information made through OPAPP.</p>	Parking information is updated in OPAPP and PARKAPP and PARKWEB are updated within two minutes of updating the data.	Parking Operator, Traveler	4-24-2020	Passed	

TEST ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TESTING COMMENT
EPM-OPE006-V01	Pricing	Verify that EPMCS allows City of Columbus admin to modify parking meter pricing based on demand.	<p><u>Pre-condition:</u> City of Columbus administrator has access to EPMCS administrative account.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Manage Policies'. 2. The landing page shows the all the parking zones. 3. Under search bar, enter the policy or location name, address or zone number. 4. Selected the Zone, click 'Create Rate'. 5. Enter name of the new rate and click 'continue'. 6. On the next step, select rate type: Charge by the 'day', 'hour' or 'minute'. 7. Select the price increment by each day, hour or by minute. 8. Enter days and hours and click 'Publish' to publish information to the ParkColumbus app and web. <p><u>Pass Criteria:</u> Verification by four independent testers:</p> <ol style="list-style-type: none"> 1. City of Columbus has access to set parking meter prices in the EPMCS based on the demand for parking at that location. <p><u>Post-condition:</u> New rates for the selected parking facility are published on the ParkColumbus app and web set the by the City of Columbus administrator.</p>	Authorized individuals update parking meter pricing based on demand within EPMCS.	Technical Testers	4-24-2020	Passed	

TEST ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TESTING COMMENT
EPM-OPE007-V01	Data storage	Verify that EPMCS is capable of storing and retrieving of data from PARKAPP and PARKWEB.	<p><u>Pre-condition:</u> EPMCS system administrator has access to EPMCS administrative account.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Financial Reporting' or 'Operational Reporting'. 2. Administrator will be able to retrieve data for approved transactions for all accounts either by filtering payment methods used or by filtering approved transactions through financial reporting. 3. Administrator will be able to retrieve data for recent performance, transactions stats, and historical performance for the last 12 months. 4. A report will be generated based on the filter selection. 5. The displayed data can be exported to a spreadsheet for storing and performance measure purposes. <p><u>Pass Criteria:</u> Verification by three independent testers (iOS, Android, and Web):</p> <ol style="list-style-type: none"> 1. EPMCS administrator has access to financial and operational reports and the reports can be retrieved and stored through EPMCS. <p><u>Post-condition:</u> Financial and Operational reports are displayed on the screen.</p>	Authorized individual logs into the EPMCS account and accesses stored data and is also able to retrieve stored data.	Technical Testers	4-24-2020	Passed	

TEST ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TESTING COMMENT
EPM-OPE008-V01	Policy and Compliance	Verify that PARKAPP and PARKWEB provide the ability to reserve parking in accordance with the policies of individual facilities.	<p><u>Pre-condition:</u> EPMCS administrator has access to administrative account.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Manage Policies'. 2. The tab provides overview of all accounts included in the portfolio. 3. Click on an account, to edit policy information, event rates and recurring prices. 4. Click 'Publish' to update the information to the ParkColumbus app and web. <p><u>Pass Criteria:</u> Verification by four independent testers:</p> <ol style="list-style-type: none"> 1. EPMCS administrator confirms that Terms and Conditions and Privacy Policies are presented to the user. 2. Confirm that those policies are in accordance with the policies of individual facilities. <p><u>Post-condition:</u> EPMCS provides policies for different parking facilities to the ParkColumbus app and web for travelers to follow when reserving and parking at the parking facilities.</p>	Authorized individuals have access to parking facility policies to edit in accordance with the policies of individual parking facilities.	Technical Testers	4-24-2020	Passed	

TEST ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TESTING COMMENT
EPM-OPE009-V01	Policy and Compliance	Verify that ParkColumbus app and ParkColumbus web provides parking in accordance with the policies of individual facilities, parking rates, and payment methods.	<p><u>Pre-condition:</u> EPMCS system administrator has access to administrative account.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Manage Policies'. 2. The tab provides overview of all accounts included in the portfolio. 3. Click on an account, to edit policy information, event rates and recurring prices. 4. Click 'Publish' to update the information to the ParkColumbus app and web. <p><u>Pass Criteria:</u> Verification by four independent testers:</p> <ol style="list-style-type: none"> 1. EPMCS administrator has access to edit and update policies of individual facilities, parking rates, and payment methods and upload it to the ParkColumbus app and web. <p><u>Post-condition:</u> Policy information is update as per the individual parking facilities in the EPMCS.</p>	Authorized individuals have access to EPMCS admin account to update policies in accordance with the policies of individual facilities, parking rates, and payment methods.	Technical Testers	4-24-2020	Passed	
EPM-OPE010-V01	Parking Confirmation	Verify that parking operators at GFAC can confirm parking reservations from the EPMCS.	<p><u>Pre-condition:</u> GFAC parking operators are logged into their EPMCS account.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. GFAC parking operators analyze reservation data from travelers. <p><u>Pass Criteria:</u> Verification by four independent testers:</p> <ol style="list-style-type: none"> 1. Parking Operator at GFAC have access to all reservation confirmations. <p><u>Post-condition:</u> GFAC is able to confirm traveler's reservation when parking at the facility.</p>	Parking reservations made through PARKAPP and PARKWEB can be verified by the GFAC.	Parking Operator, Technical	2-12-2021	Passed	

TEST ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TESTING COMMENT
EPM-OPE011-V01	Parking Confirmation	Verify that parking operators at UFAC can confirm parking reservations from the EPMCS.	<p><u>Pre-condition:</u> UFAC parking operators have access to OPAPP.</p> <p><u>Procedure:</u> 1. UFAC parking operators analyze reservation data from travelers.</p> <p><u>Pass Criteria:</u> Verification by four independent testers: 1. Parking Operator at UFAC have access to all reservation confirmations.</p> <p><u>Post-condition:</u> UFAC is able to confirm traveler's reservation when parking at the facility.</p>	Parking reservations made through PARKAPP and PARKWEB can be verified by the UFAC.	Parking Operator, Technical	2-12-2021	Passed	

Source: City of Columbus

3.4. POLICY, COMPLIANCE AND ADMINISTRATION

In addition to the web portal and mobile apps, the EPM central system was also tested from the view of the system administrator and other administrator-related functions common during service operations. The EPMCS was also tested for policies and compliance followed for the parking reservations and payment. Testing the following test cases, which involve security access to application central system, was coordinated with the vendor. The vendor was live and part of on-call screensharing with the testing team through each test case and each step of the test procedure to test the administration-related requirements. The following test cases were tested for administrative access.

Table 7: Test Cases for Policy, Compliance and Administration

TEST ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-ADM001-V01	Administrative Access	Verify authorized individuals have permit to close any traveler profile from EPMCS due to inactivity or abuse of policies.	<p><u>Pre-condition:</u> EPMCS administrator has access to secured EPMCS administrative account and is logged in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> To close any travelers account, City administration call the ParkMobile administrator. ParkMobile administrator will look into the traveler's profile and make sure there is inactivity or abuse of policies listed to the account. Only ParkMobile administrator has access to close any traveler's profile. <p><u>Pass Criteria:</u> Verification by four independent testers:</p> <ol style="list-style-type: none"> ParkMobile administrator can close or block any traveler's account due to prolonged inactivity or abuse of policies. <p><u>Post-condition:</u> Traveler will be notified about closing or blocking of the account.</p>	Authorized individuals from City of Columbus have access to close traveler's profile from EPMCS.	Technical Testers	4-24-2020	Passed	

TEST ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-ADM002-V01	Administrative Access	Verify that authorized individuals at City have a secure administrative account to the EPMCS.	<p><u>Pre-condition:</u> ParkMobile sends link to EPMCS portal to the City of Columbus authorized user along with useame and temporary password to log in.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Authorized user at the City opens the link to the EPMCS portal. 2. Logs in with provided username and temporary password. 3. Landing page requests the authorized user to create a new password. 4. When creating a password, password must contain a minimum of few characters making it a secure access. 5. Agree to terms and conditions. <p><u>Pass Criteria:</u> Verification by four independent testers:</p> <ol style="list-style-type: none"> 1. City of Columbus authorized individual should create a new password once authorization is provided. <p><u>Post-condition:</u> City of Columbus has a secure administrative account to the EPMCS.</p>	Authorized individuals at City of Columbus will access EPMCS and log in to their account with their secure login information.	Technical Testers	4-24-2020	Passed	

TEST ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-ADM003-V01	Administrative Access	Verify authorized individuals have permit to block any parking providers from EPMCS due to abuse of policies.	<p><u>Pre-condition:</u> EPMCS administrator has access to the EPMCS administrative account.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> To close any parking provider's account, City administration call the ParkMobile administrator. ParkMobile administrator will look into the parking operators' profile and make sure abuse of policies listed to the account. Only ParkMobile administrator has access to close or block any parking provider's profile. <p><u>Pass Criteria:</u> Verification by four independent testers:</p> <ol style="list-style-type: none"> ParkMobile administrator can close or block any parking provider from using the EPM system due to abuse of policies. <p><u>Post-condition:</u> Parking provider will be notified of closing or blocking of the account.</p>	Authorized individuals from City of Columbus have access to block parking providers from EPMCS.	Technical Testers	4-24-2020	Passed	
EPM-ADM004-V01	Parking facility information	Verify that EPMCS provides parking facility location information to the PARKAPP and PARKWEB.	<p><u>Pre-condition:</u> EPMCS administrator is logged into EPMCS administrative account.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> Parking facility location information is available through an API and is integrated into the EPMCS. Backend EPMCS system is updated with new API with any changes to location information. <p><u>Pass Criteria:</u> Verification by four independent testers:</p> <ol style="list-style-type: none"> Parking facility location information is available through an API and is integrated into the EPMCS. EPMCS is integrated into the ParkColumbus web and ParkColumbus app to update off-street parking facility location information with no system downtime. <p><u>Post-Condition:</u> ParkColumbus app and web is updated with the parking location restriction information.</p>	Authorized individuals update parking facility information within EPMCS to update parking information in PARKAPP and PARKWEB.	Technical Testers	4-24-2020	Passed	

TEST ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-ADM005-V01	Parking facility information	Verify that EPMCS provides parking facility hours of operation to the PARKAPP and PARKWEB.	<p><u>Pre-condition:</u> EPMCS administrator is logged into EPMCS administrative account.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Click 'Manage Policies'. 2. Under search tab, enter the zone number or parking address and hit 'Enter'. 3. Click on the parking location to open the settings and price zone information. 4. Edit pricing and parking restriction information and timings. 5. Click 'Publish' to update parking information to the ParkColumbus app and web. <p><u>Pass Criteria:</u> Verification by four independent testers:</p> <ol style="list-style-type: none"> 1. EPMCS is integrated into the ParkColumbus web and ParkColumbus app to update off-street parking facility hours of operation information with no system downtime. <p><u>Post-Condition:</u> ParkColumbus app and web is updated with the new parking hours for the selected facility.</p>	Authorized individuals update parking facility hours of operation within EPMCS to update parking information in PARKAPP and PARKWEB.	Technical Testers	4-24-2020	Passed	
EPM-ADM006-V01	Policy and Compliance	Verify that applicable elements of the PARKWEB and PARKAPP comply with relevant accessibility requirements of Section 508 of the Rehabilitation Act of 1973.	Verified through vendor documentation	Authorized individuals verified that the applicable elements of the PARKWEB and PARKAPP comply with relevant accessibility requirements of Section 508 of the Rehabilitation Act of 1973.	Technical Testers	1-21-2021	Passed	
EPM-ADM007-V01	Policy and Compliance	Verify that PARKWEB's user interface is AA compliant with the relevant sections of the WCAG 2.0 guidelines.	Verified through vendor documentation	Authorized individuals verified that PARKWEB's user interface is AA compliant with the relevant sections of the WCAG 2.0 guidelines.	Technical Testers	1-21-2021	Passed	

TEST ID	FEATURE	TEST OBJECTIVE	TEST PROCEDURE	METRIC	TESTER ROLE	DATE RUN	TEST STATUS	TEST COMMENTS
EPM-ADM008-V01	Operating System	The calculation of predicted availability for metered parking shall be based on data related to occupancy, availability, and historic transaction data.	<p><u>Pre-condition:</u> EPMCS administrator is logged into EPMCS administrative account.</p> <p><u>Procedure:</u></p> <ol style="list-style-type: none"> 1. Operating System team collects data sets related occupancy, availability and historic transaction data. 2. Operating System team created an algorithm to have the predictive availability for each parking zone using the data sets collected. 3. City of Columbus Division of Parking Services team used the output from the algorithm to verify with the field data in real-time. 4. The field data check is performed for multiple weekdays and weekends different times of the days and the results were also used to update the algorithm. 5. API of the predictive availability information from the Operating System for each parking zone is sent to EPMCS. 6. Information is injected into EPMCS which is then displayed then on PARKAPP. <p><u>Pass Criteria:</u> Verification by four independent testers:</p> <ol style="list-style-type: none"> 1. Related data sets are used to calculate the parking availability information. <p><u>Post-Condition:</u> Parking availability information is available on PARKAPP.</p>	Predictive availability information is 85% accurate to the real-time data.	Technical Testers	8-15-2020	Passed	

Source: City of Columbus

3.5. DEFECT MANAGEMENT TOOL

The defect management tool was used during testing to capture, track, monitor, and address anomalies observed during the testing period. For each entry, the development team worked to understand the defect, reproduce it where possible, identify the root cause, summarize a response, and log the activities taken to resolve the issue. A defect tracker helped prioritize defects according to severity level (critical to low) and maintained traceability to the test ID, as well as status. The status field provides a simplified view of the various states a defect passes through as it moves toward resolution and closure. A defect can have the following status values:

1. Opened – The defect has been logged and reported for correction.
2. Re-Opened – A defect was once closed, and then was re-opened for modification.
3. Closed – A defect was received, reviewed, and determined not a defect (i.e., determined to be a duplicate entry or request for enhancement). In these cases, no corrective action was taken, and the development team provided an explanation while closing out the defect ticket.
4. Canceled – A scenario or test case in which the defect derived was canceled and therefore the defect was canceled by default.
5. Resolved – A defect was reviewed and verified, and a resolution was implemented to solve the problem; the date when the defect was corrected was included.
6. Returned – The defect was returned to the tester for additional information.
7. Deferred – The defect was designated for correction for a later date.

If a conflict arose between a design element that tied to a requirement and the software product, the development manager coordinated with the test manager to determine whether a change to the system design and/or requirement was appropriate. The City of Columbus project manager (who was also the Test Plan test manager) carefully reviewed all CRs if they would impact the system design or requirements. All CRs were captured in the change logger tool.

Table 8 provides an overview of the defects captured and closed or resolved during testing.

Table 8: Defect Management Matrix

DEFECT ID	DEFECT DESCRIPTION	SEVERITY	DEFECT STATUS	TEST ID	RESOLUTION DESCRIPTION
DFT001	No email was received confirming changes made to profile settings.	Low	Resolved	EPM-WEB005-V01 EPM-WEB007-V01	During the regression testing on 5-14-2020, email confirmation is received with changes made to the setting.
DFT002	Notification preferences were not available on the ParkColumbus web portal.	High	Resolved	EPM-WEB009-V01	This test case was moved to the next release and was resolved on 12-2-2020.
DFT003	No email was received for reservation confirmation.	High	Resolved	EPM-WEB013-V01	During the regression testing on 5-12-2020, email confirmation for parking reservation is received.
DFT004	After booking a parking reservation, had to refresh the page multiple times to be able view upcoming parking reservations.	High	Resolved	EPM-WEB017-V01	During the regression testing on 5-12-2020, able to view upcoming reservations without refreshing the webpage.
DFT005	Transaction log was presented for past 3 months and not for 12 months.	Medium	Resolved	EPM-WEB040-V01 EPM-MAP044-V01 EPM-MAN044-V01	Change Request CR001 logged.
DFT006	No email or text is received for parking meter expiration.	High	Resolved	EPM-MAP031-V01 EPM-MAN031-V01	For the regression testing between 5-11-2020 and 5-23-2020, parking notifications were received both as email and text.
DFT007	Travelers not able to enter street address to search for parking options for parking reservations.	Low	Deferred	EPM-MAN013-V01	Vendor team working on having Android users the same functionality as the iOS users and be able to enter street address to search for parking options.
DFT008	Email notifications of parking reservations and cancellations were not received.	Medium	Resolved	EPM-MAN017-V01 EPM-MAN022-V01 EPM-MAN023-V01	During the regression testing on 5-23-2020, email notifications for parking reservations and cancellations were received.

DEFECT ID	DEFECT DESCRIPTION	SEVERITY	DEFECT STATUS	TEST ID	RESOLUTION DESCRIPTION
DFT009	No option to enter event access code	Medium	Deferred	EPM-MAN024-V01	Vendor team working on having Android users the same functionality as the iOS users and have an option to enter event access code.
DFT010	Testing for discounted prices of parking options offered by local merchants not conducted on web portal and on mobile apps.	Low	Deferred	EPM-WEB028-V01 EPM-MAP032-V01 EPM-MAN032-V01	Due to the COVID-19 pandemic, the local merchants are not offering any discounted parking options because of the low turnover. The City's Division of Parking Services, local merchants, parking operators and vendor will work together to offer the discounted parking options in the future.

Source: City of Columbus

3.6. CHANGE REQUEST LOG

Table 9 documents the CRs that were captured, evaluated, and substantiated throughout the testing life cycle.

Table 9: Change Request Log

CR ID	DESCRIPTION	JUSTIFICATION	DEFECT ID	REQUIREMENT ID	STATUS
CR001	12 months transaction log was not provided on the traveler's account.	The vendor shared that accessing 12 months of parking history data is always available through customer service but to keep the online and in app customer experience clean, only three months is shown.	DFT005	EPM-FN1943-V01	Approved. Project team decided it's acceptable to have past 3 months transaction log instead of 12 months. Requirement updated accordingly.

Source: City of Columbus

3.7. OUTSTANDING ISSUES

This section discusses any open defects the project is tracking along with the reason it remains open. There are no outstanding issues identified during testing.

Table 10: Outstanding Issues

DEFECT ID	DEFECT DESCRIPTION	SEVERITY	DEFECT STATUS	NOTES
N/A				

Source: City of Columbus

3.8. ENHANCEMENTS

Table 11 discusses any requests for enhancement the project is tracking along with the reason it remains open. Outstanding issues are not the result of failed functionality, but feedback from the test team on how to improve the application.

Table 11: Enhancements

ENHANCEMENT ID	ISSUE DESCRIPTION	JUSTIFICATION	TEST ID	STATUS
ENH001	On the ParkColumbus web portal, when a street address is entered to search for parking options, no pin dropped on the map showing the entered location.	Pin on the map would be useful for travelers who are new to the location.	EPM-WEB010-V01	Pending Review
ENH002	On the ParkColumbus web portal, be able to switch the map from street view to satellite view.	This feature would help the travelers to visually see the parking options as surface lot, garages, or parking meters.	EPM-WEB012-V01	Pending Review
ENH003	On the ParkColumbus web portal, have the same description for ADA under filter option between reservations and zone parking.	For consistency between the web portal (reservations and zone parking) and mobile apps.	EPM-WEB037-V01 EPM-MAP042-V01 EPM-MAN042-V01	Pending Review

ENHANCEMENT ID	ISSUE DESCRIPTION	JUSTIFICATION	TEST ID	STATUS
ENH004	On the ParkColumbus mobile apps (Apple and Android), traveler does not have an option to enter street address to search zone parking around the search address.	When on the app, traveler will be able to enter zone number since zone parking is intended for on-demand parking and in real-time to start parking immediately and not to search for future reservations. Due to that reason, mobile apps have an option to enter zone number instead of entering street address to search for parking options. Travelers will be able to enter street address or enter City and State to search for parking options for reservations.	EPM-MAN013-V01	Pending Review

Source: City of Columbus

Chapter 4. Summary of Results

Test results for each test case in **Chapter 3** are documented in this section of the test report. All functions were tested under leadership of the system owner, test manager, and deputy test manager. Throughout this process, any bugs, inconsistencies, errors, etcetera have been captured in the defect tool and reported to the development team. The development team has followed the Change Control process to address any issues that arose during testing.

After final evaluation of all the deferred and failed test cases, the test report will be updated and required authorization will be taken from the project team for the launch of the project.

4.1. TEST METRICS

This section identifies the test metrics from executing the test plan. The ParkColumbus app received an 98% pass ratio on Apple device and an 93.5% pass ratio on Android device in relation to all test cases. In relation to failures, a 100% pass ratio is received for testing on Apple device and 95% pass ratio on Android device. The ParkColumbus web portal received a 95% pass ratio in relation to all test cases and a 100% pass ratio in relation to failures. The OPAPP received 100% pass ratio in relation to all test cases and a 100% pass ratio in relation to failures. The administrator related testing also achieved 100% pass ratio in relation to all test cases and a 100% pass ratio in relation to failures.

Table 12: Test Results Summary

		Total Planned	In Progress	Total Passed	Total Failed	Total Deferred	Total Canceled
ParkColumbus App on Apple Device	Total Number of Tests	46	0	45	0	1	0
	Percentage		0%	98%	0%	2%	0%
ParkColumbus App on Android Device	Total Number of Tests	46	0	43	2	1	0
	Percentage		0%	93.5%	4.5%	2%	0%
ParkColumbus Web Portal	Total Number of Tests	42	1	40	0	1	0
	Percentage		2.5%	95%	0%	2.5%	0%
OPAPP	Total Number of Tests	11	0	11	0	0	0
	Percentage		0%	100%	0%	0%	0%
Policy, Compliance and Administrator	Total Number of Tests	8	0	8	0	0	0
	Percentage		0%	100%	0%	0%	0%
Total	Total Number of Tests	153	1	147	2	3	0
	Percentage		0.7%	96%	1.3%	2%	0%

Source: City of Columbus

Table 13: Defect Matrix Open vs Closed

Defect Status	Total	High	Medium	Low
Open	0	0	0	0
Closed	0	0	0	0
Canceled	0	0	0	0
Resolved	7	4	2	1
Deferred	3	0	1	2

Source: City of Columbus

Table 14: Change Request Status

CR Status	No. of CRs
Submitted	1
Approved	1
Total	1

Source: City of Columbus

4.2. CONTRACTUAL DOCUMENTS

Table 15 contains the contractual requirements and supported documentation for the EPM to be completed before the demonstration period to satisfy the non-functional requirements listed in the EPM System Requirement Specifications.⁶

Table 15: Contractual Documents

Phase	Contractual Requirement	Status
Development phase	Quality Assurance/Quality Control Plan	Complete
	Interfaces with external systems and other Smart Columbus projects	Complete
	Product demonstrations for Smart Columbus	Complete
	Coordination meetings	Ongoing
Prior to operational testing period	Acceptance test criteria	Complete
	Training Plan	Complete
Prior to deployment	Test results documentation	Ongoing
	Communications Plan	Complete
	Data Backup and Recovery Plan	Complete

⁶ <https://d2rfd3nxvhnf29.cloudfront.net/2.021-05/SCC-B-EPM-SyRS-Update%205.4.21.pdf>

Phase	Contractual Requirement	Status
	Data Protection Policy	Complete
	Information Security Policy	Complete
	Network and Infrastructure Policy	Complete
	Secure Software Development Policy	Complete
	System Security Plan	Complete
	Overall System Schematic and Architecture Plan	Complete
After deployment	Operations and Maintenance Plan	Complete
	Usage data to support performance measurement	Pending

Source: City of Columbus

4.3. EXIT CRITERIA

Table 16 summarizes the conditions that were required to considered testing complete.

Table 16: Test Exit Criteria

Criteria	Met/Not Met
All planned test cases and scenarios have been executed	Met
All planned test scenarios achieve a 95% pass ratio (in relation to failures)	Met
All defects found have been recorded in the defect management tool	Met
All high-severity defects have been resolved and retested	Met
Outstanding issues have a plan and schedule for resolution	Met

Source: City of Columbus

Chapter 5. Personnel

Table 17 provides the test signoffs from system owner, test manager and technical tester confirming the information being reported on this document is correct.

Table 17: Test Signoffs

Tester	Role	Name	Date	Signature
System Owner	City of Columbus representative overseeing the completion of all projects and testing.	Ryan Bollo	5/10/2021	
Test Manager	Develops testing report summaries and scheduling.	Sai Geetha Koganti	5/10/2021	
Technical Tester	A technically advanced user able to perform advanced system tests, such as validate point-to point data protection.	Jarred Olson	5/10/2021	

Source: City of Columbus

Appendix A. Terminology and Conventions

A.1 NUMBERING CONVENTION

Each testing element contains a unique identifier for traceability and configuration management. Test cases and scenarios for all projects in the Smart Columbus program will follow the same numbering convention, each representing an identifiable attribute of the traced metric. The convention is in **Figure 2** and definitions are listed in **Table 18**.

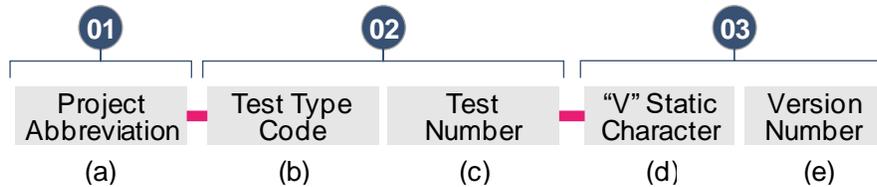


Figure 2: Numbering Convention

Source: City of Columbus

Table 18: Numbering Convention Definitions

Octet	Description	Data Type, Casing	Number of Characters or Digits
Project Abbreviation	The designated Smart Columbus project acronym (i.e., EPM)	String, upper case	Variable
Test Type Code	WEB: Test Case for the web portal MAP: Test Case for the Apple mobile app MAN: Test Case for the Android mobile app OPE: Test Case for parking operator application ADM: Test Case for policy, compliance and administration function	String, upper case	3
Test Number	An integer incrementing by one, indicating the number of requirements established.	Integer	3
"V" Static Character	Static letter "V" represents the version for the particular test objective and procedure.	Character	1
Version Number	An integer incrementing by one, indicating the number of revisions made to the test element being traced.	Integer	2

Source: City of Columbus

An example of a test case for the web portal would be EPM-WEB001-V01.

1. "EPM" is the project abbreviation.
2. "WEB001" is the test type code coupled with the three-digit test number for a web portal test case.
3. "V01" is the static "V" coupled with the two-digit version number.

Appendix B. Acronyms and Definitions

Table 19 contains project specific acronyms used throughout this document.

Table 19: Acronym List

Abbreviation/Acronym	Definition
ADA	Americans with Disabilities Act
API	Application Programming Interface
ConOps	Concept of Operations
CR	Change Request
DFT	Defect
ENH	Enhancement
EPM	Event Parking Management
EPMCS	Event Parking Management Central System
GFAC	Gated Parking Facility System
ID	Test Identifier
IEEE	Institute of Electrical and Electronics Engineers
iOS	Operating System for Apple Devices
OPAPP	Parking Operator Application
Operating System	Smart Columbus Operating System
SyRS	System Requirements
UAT	User Acceptance Testing
UFAC	Ungated Parking Facility System

Source: City of Columbus

Appendix C. Glossary

Table 20: Glossary contains project-specific terms used throughout this document.

Table 20: Glossary

Term	Definition
311 Columbus call center	The City of Columbus Service Center, which is the single point of contact for requesting all non-emergency City services and is available to residents, City businesses, and visitors.
Agile	A method of project management characterized by the division of tasks into short phases of work and frequent reassessment and adaptation of plans.
Parking facility	Land or a structure used for light-duty vehicle parking.
Parking management system	A system intended to aggregate location, availability, payment information, and reservation capabilities across all public and private parking options.
Real-time data	Information delivered immediately after collection.
Test number	An integer in a set of integers that increment by one, indicating the number of tests established.
Travelers	The travelers (residents and visitors) in Columbus who will be interacting with the EPM system to view, plan, reserve, and navigate to desired parking.
Testing version number	An integer in a set of integers that increment by one, indicating the number of revisions made to a test case or scenario.
"V" static character	Static letter "V" represents the testing version number.

Source: City of Columbus



THE CITY OF
COLUMBUS^{*}
ANDREW J. GINTHER, MAYOR