

INTERNSHIP ON SOFTWARE QUALITY ASSURANCE (SQA)

BY

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This Report Presented in Partial Fulfillment of the Requirements for the
Degree of Bachelor of Science in Computer Science and Engineering.

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APPROVAL

This Internship titled “**Internship On Software Quality Assurance (SQA)**”, submitted by **Roni Ray** ID:213-15-4242 to the Department of Computer Science and Engineering, Daffodil International University, has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of B.Sc. in Computer Science and Engineering and approved as to its style and contents. The presentation has been held on July 16,2024.

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DECLARATION

I hereby declare that, this internship has been done by **Roni Ray (213-15-4242)** under the supervision of **Mr. Abdus Sattar**, Assistant Professor & Coordinator M.Sc Department of Computer Science and Engineering. We also declare that neither this internship nor any part of this internship has been submitted elsewhere for award of any degree.

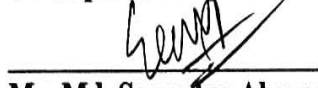
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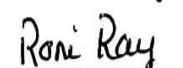
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For his support and motivation, I would like to thank **Mr. Abdus Sattar**, Assistant Professor & Coordinator M.Sc, Department of Computer Science and Engineering.

This internship would not have been possible without the help of my company supervisor.

In conclusion, I would like to express my deep gratitude to my parents for always motivating and inspiring me to become who I am today.

ABSTRACT

During my internship at Creative Soft Technology I went deeper into the Software Quality Assurance (SQA) and gained practical experience and an understanding of the processes that are necessary for the assurance of software products' quality and usability. During the period of my internship I engaged myself in different quality assurance activities such as test planning, testing, and tracing of defects. In solving software issues, I had close cooperation with the development team hence enhancing the quality of the product. In the meantime, awareness on methods and instruments of testing regarding the use of technology was honed; hence good tools of communication as well as effective group work in software manufacturing were also developed due various possible contingencies. All in all, this internship at Creative Soft Technology has been undoubtedly important to start the further way towards the necessary skills of the SQA specialist.

Table of Content

CONTENTS	PAGE
Board of examiners	ii
Declaration	iii
Acknowledgment	iv
Abstract	v
Chapter 1: Introduction	1-3
1.1 Introduction	1
1.2 Background	1-2
1.3 The Main Objective of this Report	2-3
1.4 Summary of Report	3
Chapter 2: Organization Overview	4-7
2.1 Company Profile	4
2.2 Service Areas	4-5
2.3 Vision, Mission And Values	5
2.4 Declaration	5-6
2.5 Major Clients	6
Chapter 3: Activity	7
3.1 Work Load	7
Chapter 4: Road to SQA & Tester	8-21
4.1 Test Case Development	8
4.2 Functional Testing	8
4.3 Non Functional testing	8-9
4.4 UI Testing	9
4.5 Tools of Testing	9-10
4.6 Collaboration between SDLC and STLC	10-11
4.7 Project Based Work	11-21

Chapter 5: Challenges	22
5.0 Challenges	22
5.1 Academic Preparation	22
5.2 Identified	22
5.3 Personal Skills	22
 Chapter 6: Acquired Knowledge	 23-24
6.1 Implications to University's Internship Program	23
6.2 Impact on Personal Skills	23
6.3 Ability to learn	23
6.4 Proactivity	24
6.5 Opinion	24
 Chapter 7: Concluding Statements	 25-26
7.1 Summary	25
7.2 Recommendations for Future Strategic Actions	25
7.3 Organization	25
7.4 University	25
7.5 Professional	26
8. Reference	27

LIST OF FIGURES

FIGURES	PAGE
Figure 4.6: STLC and SDLC	12
Figure 4.7.1: Manual Testing	14
Figure 4.7.2: Testing & Debugging	20
Figure 4.7.3: Tester's & Developer's Mindset	21
Figure 4.7.4: White-Box Testing & Black-Box Testing	22
Figure 4.7.5: Static and Dynamic Testing	23

Chapter 1

Introduction

1.1 Introduction

During my internship period in Bachelor of Science in Computer Science and Engineering program at Daffodil International University, I completed my internship at Creative Soft Technology Ltd. (CST) where they have offered junior SQA & Tester position to him. In this respect, I can confidently state that this was quite enlightening and quite gratifying actually for me at least.

I stood for my self interest with SQA field and I then got privileged to join my duty in Creative Soft Technology Ltd. The following is a discussion of my observations made during my practicum at the company.

1.2 Background

This document aims at describing my internship at Creative Soft Technology Ltd. , an information technology firm provider, reputed for a rapid turnover in project development and work accomplished to highly efficient industry standard technologies. Within the capacity of work as a junior SQA & Tester, I was entrusted with two projects. Within the company. The first essential checklist that was given to me upon the beginning of my internship is called a test plan. In this regard, I followed this plan, and I was able to fulfill all assignments bestowed unto me by my team leader. These tasks were mostly centered on the following areas; test case design, functional testing, non-functional testing and UI testing, all stages of the software testing life cycle (STLC).

Due to the close association of the report with the STLC process, the first step that is usually accomplished is the background study of the the chosen sources and the reasons why exactly these sources were chosen. Feasibility study was then conducted to analyze the feasibility of the selected strategy, and then proceed to learning outcomes assessment associated with the internship.

Following this, the report reviews the execution phase that describes the accomplishment of tasks required for the toil. Rather I want to give some information on how these were achieved. Last of all, there is a summary of the primary findings in the form of a report containing the final recommendation control of various activities, the process that implies checking the undertaken work and its efficiency according to the established criteria.

1.3 The Main objective of this Report

Based on the above background, the specific objectives of this report are to semicolon. This report is developed in order to meet the requirement of Bachelor of Science applies to the totality of the program and to prove the competency and the knowledge acquired in an internship in the atmospheric, acquisition and commercial.

Organization.

In addition to these overarching goals, several other important objectives were pursued throughout the internship period: Apart from the above mentioned general objectives there were the following other objectives that were sought throughout the internship period:

1. Application of Testing and Development Skills: The idea was therefore established of coming out clearly in the testing and

Referring to development tasks, information should be reported to the mentor in accordance with previous agreements concerning reporting frequency. This involved

Gaining real-world experience of the application of the introduced concepts and techniques in similar projects and ‘jamming’ of practical skills from the specialists of the industry.

2. Idea Generation and Development Focus: Another crucial working goal was to bring ideas and focus on their elaboration, the attempt was made to offer the results relevant to the mentor. This activity involved idea creation, development and to some extent the implementation of many ideas which were suggested with a view of enhancing the performance of projects. Moreover, an emphasis was placed on the factor of getting the projects through rigorous testing for the desire of increasing the opportunity of being adopted by the project manager.

3. Bug Identification and Reporting: The first task among the duties for the internship was to look for bugs in the projects, make suitable lists of them and properly inform the development team. This involved the house to take through several tests and analysis that determined the fitness of the software being developed.

1.4 Summary of Report

In the summary of the report, the mentor selects some of the workflow and provide a short period of time that is needed so as to build confidence of the person and then apply the solution with the said person. There was a performance phase to establish the maximum possible with the essential time and place.

Chapter 2

Organization Overview

Creative Soft Technology Ltd. is an IT provider company and our aim is to offer Quality cost-effective modern state of the art, use full, user friendly ICT Solutions to Clients using Web Based Software Development Technology. SQA services are also very famous which helps to determine the high quality of the software, ease of usage and acceptable for clients. Some of the automation technologies of Creative Soft Technology Ltd include IT ICT Manpower which is a blend of both Information and communication technology and manpower.

2.1 Company Profile

Creative Soft Technology Ltd began its operation from the month of January in the year of 2015. Since then it becomes a leading IT provider what was the mystery behind it, I suppose that's the answer to it. Creative Soft Technology was designed professionally to offer software solutions, website designing, internet marketing and other consultancy services to small & medium business, large business & corporate houses. It also serves Information Technology solutions and services to the National Government, Local Government, and Private Agencies. It has at least 20 customers and partners and over 50 successful projects at its termination before the end of 2022.

2.2 Service Areas

E-Commerce

Consultancy

- Developing Business Plan
- Support the Acquisition of New Tools and Processes
- Enhance Customer Satisfaction
- Performance improvement for Employees
- Increasing Revenue and Sales

Digital Marketing Solutions

- Search Engine Optimization (SEO)
- Franchise SEO
- Local SEO
- AD Marketing
- Content Marketing

SQA & Testing

- Organized Test Plan
- Manual Testing
- Automation Testing
- Experienced Test Team
- 100% Client satisfaction

Social Media Management

- Client Management
- 24/7 Customer Service
- Order & Sales Management

2.3 Vision, Mission and Values

Vision, Mission and Values

Our goal and purpose are a combination of our corporate beliefs and our commitment to offering cutting-edge IT services. We aim to conceptualize, create, and deliver top-notch software and web development services to significantly contribute to the overall success of our clients and deliver the highest return on investment possible.

Values

Trust, quality, and commitment are the core principles upheld by the organization

2.4 Declaration

Creative Soft Technology Ltd. hereby declares that all information delivered in the framework of this report are accurate and free from untruths. We here by declare and

affirm that there is no other order of any judicial court say existent that has restrained either a person and firm or the employees of the company from entering into or working for the other private and public organizations of the country or from signing any agreement with each other.

2.5 Major Clients

Following are the various IT Enable Services that Creative Soft Technology Ltd. has offered to the Government depts. /agencies. Among them some of them are foreign client. It is among the above listed law firms that some of the recent clients are-

- ANSAR-VDP
- Bangladesh Krishi Bank
- Asia Youth Conclave
- United Nations Development (UNDP)
- Sainthood
- The World Bank
- Bangladesh Jauntily Sang sad
- Hotel Sea Co

CHAPTER 3

ACTIVITY

The IT farm provided me with a substantial level of recognition and an excellent working environment throughout my internship tenure. As an intern, I was valued as a significant contributor and was afforded ample opportunities to expand my knowledge.

Working within the Software Quality Assurance Team at Creative Soft Technology Ltd., I was able to explore various aspects of software testing and quality assurance both independently and collaboratively with the team.

3.1 Work Load

There is one which classified the interns as per knowledge and each one is separated individually to perform for being professional and to gain knowledge. That was my initial and apparently most crucial obligation as an intern in the SQA department, to avert eye-balls from myself till I comprehend what SQA stands for; secondarily help the mentor go through this project manually and highlight and enumerate all the defects or flaws in the given project and present it to the mentor. .

My task was to learn test case development, functional testing, non-functional testing and UI design at the start. I learned and got the basic idea from the training session and then I started applying it in some live demo projects and report it to my mentor.

She checked all my works and showed my mistakes. Finally, I got assigned to some big real- life projects. My parts were to write down the test cases for a specific function, finding bugs on some features and some similar works which directly helped my team leader to complete the projects.

I would talk to the mentor 2-3 times each week where I presented to her what I was working on and its difficulty level. I also indicate the section where I can locate a solution and offer the implementation.

Chapter 4

Road to SQA & Tester

After a couple of days, I began working as an SQA and learned new methods for testing software. I began with designing test cases and later did functional as well as non-functional testing. From there until now, I have been regularly using the new skills I got from becoming an SQA. I left the class working on different exercises that were given by the teacher. By then I was promoted to join the main SQA team where I was involved in working on projects that had real life applications.

4.1 Test Case Development

One of my first challenges was to adapt Test Case Development. I learned the conditions and rules of writing test cases. Firstly, I used random test case templates. After practicing test case writing, when I got used to it, I created my own template on an Excel file. I practiced a lot and it helped me to understand how to analyze the Requirements, Identify Test Scenarios, Define Test Objectives, Determine Test Data, Create Test Steps, Specify Expected Results, Handle Test Preconditions, Include Post-Condition Checks, Review and Validate and Update and Maintain Test Cases.

4.2 Functional Testing

Functional testing let me really understand what is needed for each feature in terms of demands and requirements of the software under test. With this knowledge, I am in a position to create enhanced test cases that group diversified scenes including positive as well as negative ones and some definite limit cases or circumstances of exception handling.. By executing these identical written test cases, I am able to confirm that the software is working fine by identifying any deviations from anticipated output; I have significant expertise in functional testing.

4.3 Non-Functional Testing

Driven by my passion for software testing, I eagerly embraced the realm of Non-functional testing, equipping myself with its indispensable skills. Recognizing the pivotal role it plays in

ensuring software quality and performance, I dedicated my efforts to mastering this vital aspect of testing. As I delved deeper, I discovered that Non-functional testing encompasses various critical areas, becoming an integral part of my testing repertoire. From performance testing to security testing, usability testing to scalability testing, I immersed myself in evaluating software's non-functional attributes. Through continuous learning and practical application, I have cultivated a comprehensive understanding of Non-functional testing's significance in delivering high-quality software.

4.4 UI Testing

Expanding my focus beyond Non-functional testing, I ventured into the domain of UI testing.

Utilizing the "Snag git" software at our company, I embarked on assessing the user interface of our software in meticulous detail. Immersed in a demo project, I scrutinized the interface, evaluating its visual appeal, responsiveness, and overall user experience with fervent dedication.

Under the mentor-ship of my guide, I refined my UI testing skills, recognizing the pivotal role of a seamless and intuitive user interface in software quality. The positive feedback and encouragement received from my mentor served as a catalyst, fueling my passion and bolstering my confidence in UI testing. Eager to further enhance my expertise, I remained committed to mastering this essential aspect of software testing.

4.5 Tools of Testing

Tools that can be employed at Creative Soft Technology might be employed in different or all the phases of software testing. Here are some commonly utilized ones: Here are some commonly utilized ones:

Manual Testing Tools: The very procedure of testing can become a tricky task to check pages and functions manually and even though it may look tough, it is one of the essential stages for an application or a website to have no bugs.

Test Management Tools: Application such as Jira can be utilized in test case management, defects, and general test management.

Performance Testing Tools: It may be used in performance testing to check how the

software behaves when utilized under anticipated loads and conditions.

API Testing Tools: He might use postman for calling APIs, checking if the APIs are working properly, are efficient to deliver the response on time and to check for the safety of the APIs.

These tools support efficient testing, enhance its effectiveness and contribute to the positive results, the production of qualitatively good software at Creative Soft Technology.

4.6 Collaboration between STLC and SDLC

In general, the Software Testing Life Cycle or (STLC) and Software Development Life Cycle or (SDLC) at Creative Soft Technology (CST) will entail a methodical approach that is essential for reasons of creating good software. In this way, the two cycles may cooperate: In this way, the two cycles may cooperate:

- **Requirements Analysis:** From the onset, both STLC and SDLC teams participate in the analysis of requirements in a bid to establish clear, realistic and testable requirements.
- **Design Phase:** During the design phase there is a tight collaboration with the two groups in which software architecture and design have to be designed to be solid to pass the tests. Designers give details to testers as to things which the latter should consider in testing.
- **Development Phase:** When coders, developers start writing the code, then testers may start developing the test case and test situations as per the design and requirement if any provided by them. Early testing helps in identifying bugs that can be easily corrected which will eventually reduce the loop of having to correct the same thing in the future on.
- **Integration and Testing:** After the integration of modules the complete testing of the team is done. Marketed testing types may be classified as functional and integration testing and others as performance and any other. Discrepancies observed at this phase

are noted down and returned to the development team to get fixes.

- **Feedback Loop:** At the same time, the STLC and SDLC teams report current information and work in feedback mode. While testers give information on the code quality, developers give information on case or scenario efficiency.

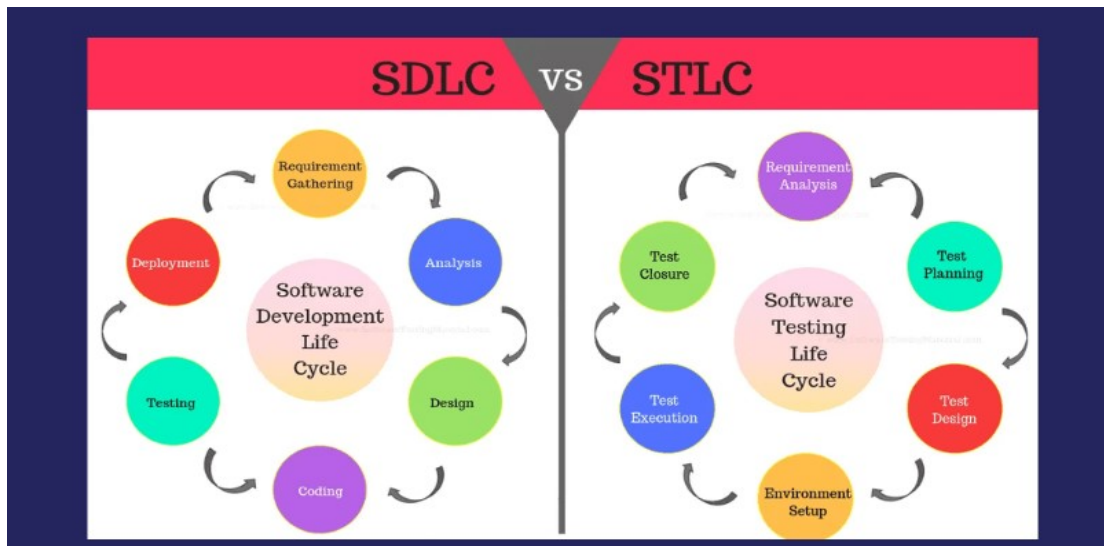


Figure 4.6: STLC and SDLC

4.7 Project-Based Works

4.7.1 Manual Testing:

This is because Software Quality Assurance (SQA) cannot fully do without use of manual testing as various advances are continually being developed in automated testing. This kind of testing is done manually that is; human beings hired as testers must do so without using the tools of automation, but base their assessment on their eyesight and experiences to point out mistakes observed on the system and at the same time, be certain that what has been developed is ideal as envisaged in the specifications. During exploratory tests, the test cases are run without previous knowledge of the specificities of the software, therefore it is essential to do a manual testing. They try to detect previously unnoticed mistakes and evaluate the scale of the customer's satisfaction. This is because, in an agile environment, flexibility in testers is required as and when requirements kept fluctuating for early feedback. Manual testing is able to imitate the real user scenarios and interactions with the software, as well as, the testing methodology has value of the insights which can be omitted by the automated tests.

Despite the fact that automated testing is evolving constantly, manual testing plays a still important role in SQA. It offers superior observations with human intervention, which is vital in ensuring that software quality is as high as possible to meet the customers' and business's requirements.

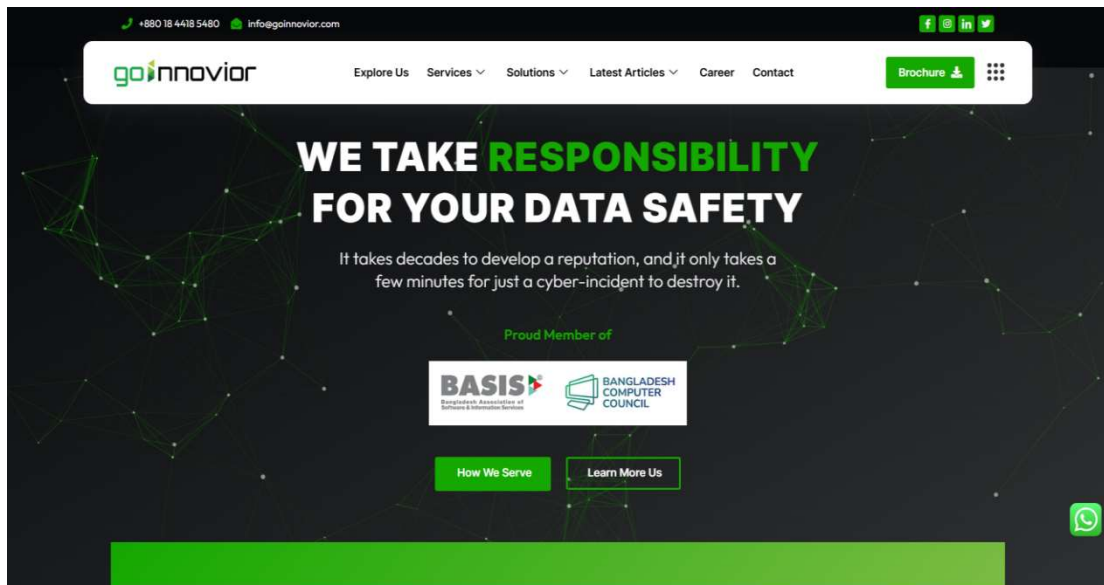
Here's how to perform manual testing step by step: The following is the procedure on how to perform manual testing, and it include the following steps:

1. In this stage, one will have to analyze requirements that are stated in the software requirement specification document.
2. In the EPG Clear test plans put together the following.
3. Get test cases past through the QA leader



Figure 4.7.1: Manual Testing

Test Case:



Test Case										
Project Name	www.goinnovior.com		Project Description	Corporate Website						
Project Manager	Roni Ray		Technology Used	Html, CSS, JS, React, Bootstrap, MongoDB						
Expected Starting Date	24 May 2024		Actual Starting Date	24 May 2024						
Expected Completion Date	24 June 2024		Actual Completion Date	24 June 2024						
SL	Test Case ID	Page Name	Test Case Title	Test Data/Information	Test Steps	Expected Result	Actual Result	Data	Data/Input Data	Comment
1	TC0001	Verify Home Page Loading	Loading Page	N/A	1. Ensure The Internet Connectivity 2. Write the following url in Browser Search www.goinnovior.com	Landing Page should be Loaded Successfully	As Expected	Pass	N/A	
2	TC0002		Top Header's Element For Desktop View(Mobile Number)	N/A	1. click on mobile number Icon	If Should be take to the calling interface available in your local System	As Expected	Pass	N/A	
3	TC0003		Top Header's Element For Desktop View (Email ID)	N/A	1.click on Email ID Icon	If should take to the default email interface	As Expected	Pass	N/A	If you are not login the interface, then login the account
4	TC0004		Top Header's Element Desktop View (Facebook link)	N/A	1.click on Facebook Icon	If should take to the default Facebook interface	As Expected	Pass	N/A	If you are not login the interface, then login the account
5	TC0005		Top Header's Element Desktop View (Instagram Link)	N/A	1.click on Instagram Icon	If should take to the default Instagram interface	As Expected	Pass	N/A	
6	TC0006		Top Header's Element Desktop View (Linkedin Link)	N/A	1.click on Linkedin Icon	If should take to the default Linkedin interface	As Expected	Pass	N/A	If you are not login the interface, then login the account
7	TC0007		Top Header's Element Desktop View (Twitter link)	N/A	1.click on Twitter Icon	If should take to the default X interface	As Expected	Pass	N/A	If you are not login the interface, then login the account

Figure 4.7: Test Case

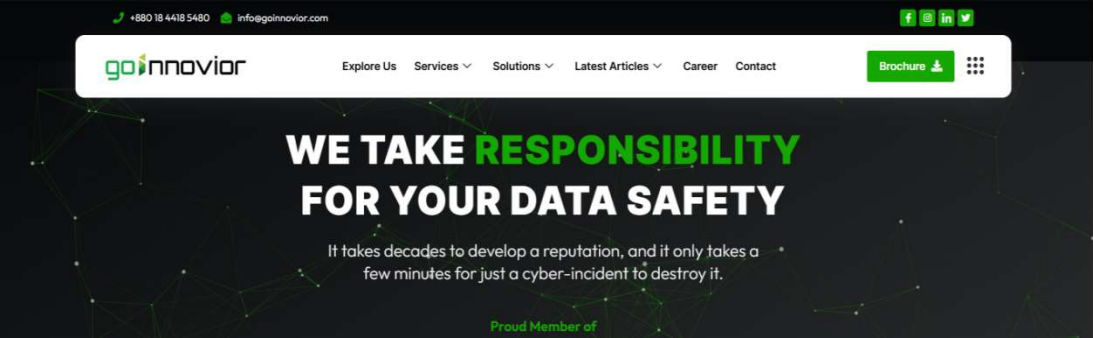
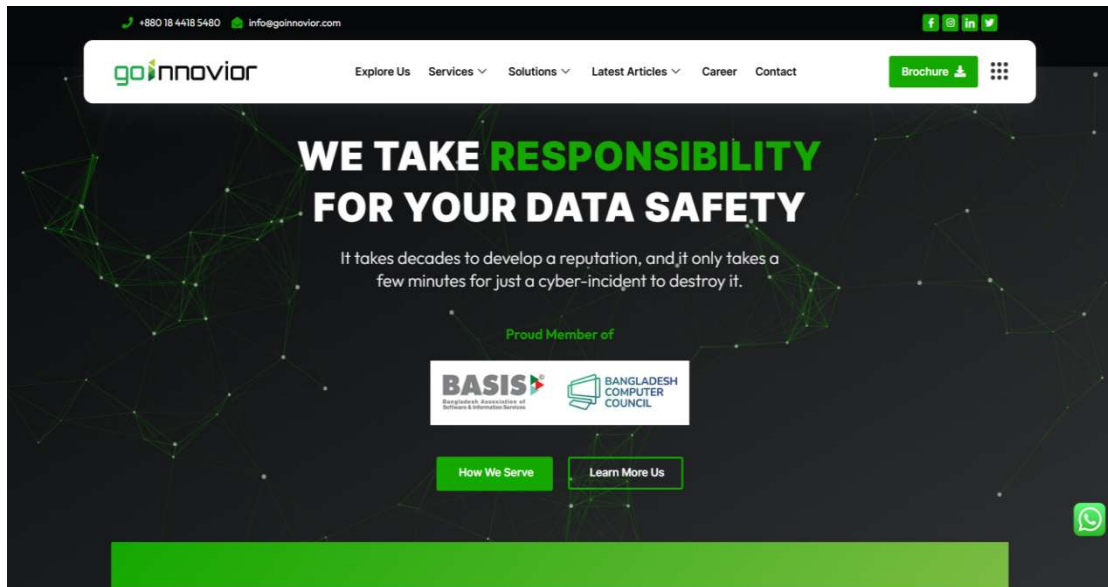
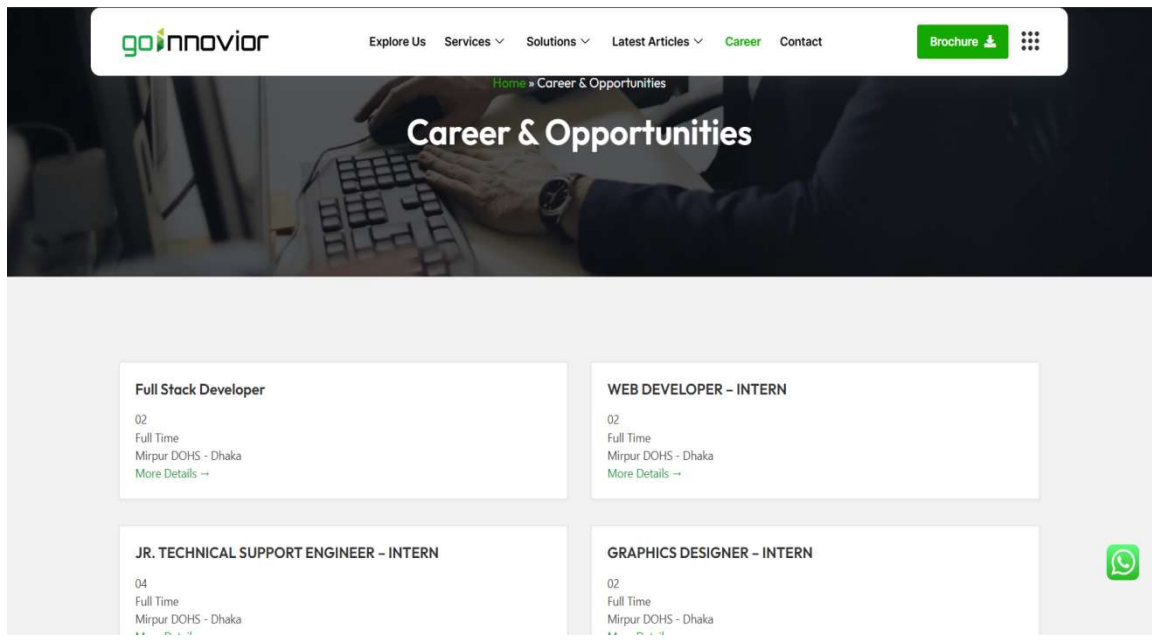
										
8	TC0008	Navigation View	Explore Us for Desktop View	N/A	1.Click on Explore us in this website	it take to the default Explore us webpage	As Expected	Pass	N/A	
9	TC0009		Services for Desktop View	N/A	1.Click on Services us in this website 2.Select category	it take to the default Services webpage	As Expected	Pass	N/A	
10	TC0010		Solutions for Desktop View	N/A	1.Click on Solutions in this website 2.Select category	it take to the default Solutions webpage	As Expected	Pass	N/A	
11	TC0011		Latest Articles for Desktop View	N/A	1.Click on Latest Articles in this website 2.Select category	it take to the default Latest Articleswebpage	As Expected	Pass	N/A	
12	TC0012		Career for Desktop View	N/A	1.Click on Career in this website	it take to the default Career webpage	As Expected	pass	N/A	
13	TC0013		Contract for Desktop View	N/A	1.Click on Contract in this website	it take to the default Contractwebpage	As Expected	Pass	N/A	
14	TC0014		Brochure for Desktop View	N/A	1.Click on the Brochure download button	it take to the default Brochure page	As Expected	Fail	N/A	1.The company brochures are not updated 2.Please Upload the update
15	TC0015		Nine(9) Dots	N/A	1.Click on the Nine download button	it take to the default contant page	Fail	Nine Dots section are empty there are no contents available in this page	N/A	

Figure 4.7: Test Case



16	TC0016	Functional Links and Button	How to Serve	N/A	1.Click on the How we serve button	it take to the default Button page	Not Expected	Fail	N/A	
17	TC0017		Learn More Us	N/A	1.Click on the Learn More Us button	it take to the default Learn more us page	Not Expected	Fail	N/A	
18	TC0018		See More	N/A	1.Click on the See More button	it take to the default see more page	As Expected	Pass	N/A	
19	TC0019		Request Consultation	N/A	1.Click on the Request Consultation button 2.Fill up the requirement 3.Click the submit button	it take to the default Request Consultation page	As Expected	pass	N/A	
20	TC0020		Top Down Element Desktop View(Whatsapp Icon)		1.Click on the whatsapp contact button 2.Click on Continue to Chat	it take to the default whatsapp contract page	As Expected	Pass	N/A	

Figure 4.7: Test Case



21	TC0021	Home>>Career	Employee Details Button(More Details)		1.Click on the more details button	it take to the default Employee Details page	As Expected	Pass	N/A
22	TC0022		Employee Jobs Apply Form		1.Fill up the apply for the position form 2.Choose File (Select Picture to the device or drive)	Successfully fillup the form	As Expected	Pass	N/A
23	TC0023		Employee Form Submit Button		1.Click on the Submit button	Successfully added the information	As Expected	Pass	N/A

Figure 4.7: Test Case

Test Case Bug Report:

A	B	C	D	E	F	G	H		
Project Name	Goinnovior limited								
Module Name	www.goinnovior.com								
Test By	Roni Ray								
Designation	Management Train-Software Quality Assurance								
Date	June-4, 2024								
Report ID	TS-00000001	Report Description	Verify to all functional testing on web and mobile responsiveness						
Table1									
Tr	Task S/NO	Section/Place	Description	Priority	Status	Tr	Dev Name	Dev-Status	Screensh ot/Videos
2		Check Navigation Menu	this navigation menu nine dots are empty.	Medium	New Bug		Minhaj		https://drive.google.com/file/d/1NQ2QQ9sDet3Q3p7deXW-tSYzN5zpJKd/view?usp=sharing
3		Functional Links and Button	1. The home pages show that "How we serve" button. this button are not redirecting the another pages. 2. Button is not functional	High	New Bug		Minhaj		https://drive.google.com/file/d/1o7FiQ0YQbq3x6KVz0FT07Zea2tMu1rle/view?usp=sharing
5		Functional Links and Button	1. The home pages show that "Learn More Us" button. this button are not redirecting the another pages. 2. Button is not functional.	High	New Bug		Minhaj		https://drive.google.com/file/d/1o7FiQ0YQbq3x6KVz0FT07Zea2tMu1rle/view?usp=sharing
6		Home > Contract > Form	Email feild Input all email are accepted . there are no valid or invalid mail are checking.	High	New Bug		Minhaj		https://drive.google.com/file/d/19oQk1GqJd-CBNWpwtfKYqTGtBsTfD4Z/view?usp=sharing
7		Home > Contract > Form	Official Website Email feild Input all email are accepted . there are no valid or invalid	High	New Bug		Minhaj		https://drive.google.com/file/d/1vas7HNSeQhJzU6ChuANLXFrELrdE/vuQ/

Figure 4.7: Bug Report

4.7.2 Testing & Debugging

It is so important to test and debug at each stage of software development so that apps can work well for users. Testing involves various approaches among them is unit testing which focuses on individual components using tools like JUnit and Testes; integration testing looks at the interaction of integrated compounds by the use of tools which includes JUnit and Testes; system testing is the assessment of a whole software system by using tools such as Selenium or QTP. Other examples can be tests for accepting business requirements when it is established that no modification will have an impact on the old system. Performance tests are carried out in such a manner that the rate or stability is being controlled. Security weaknesses are identified under Security Scan. Usability testing is what it is called when user experience can be tested then. Compatibility testing is carried out on a lot of environment types.

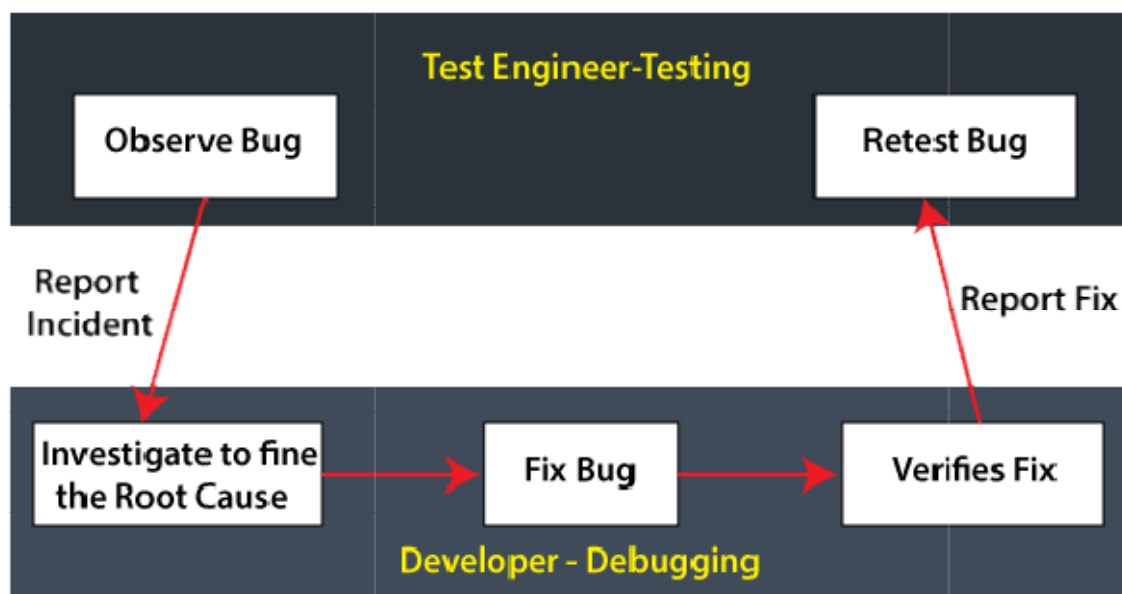


Figure 4.7.2: Testing & Debugging

4.7.3 Tester's & Developer's Mindset

A feeling among developers and testers that both roles exist and are valuable within software development. Where their attitudes are divergent, the functions of the testers and the developers are similar in the process of creating software products. The developers are more involved with making, and building solutions that solve particular needs mostly associated with creating features. Task completion is praised positively, and they expect their code to be workable. They tend to be much more problem solvers that is why such things as scalability, performance and maintenance turns to them. Everything flows smoothly from one level to another: developers keep learning new languages, frameworks, and tools always improving their skills while focusing on the implementation details of the systems, their architectures, and component interfaces. On the other hand, there is a tester who spends most of the time looking for some kind of a problem or a defect and is always skeptical that there is something wrong that wasn't discovered yet because validation and verification make the software to meet requirements set and make the software better. Testers, in general sense, are people who devote themselves towards identifying and uncovering variations, errors, and exceptional conditions within a software. Their primary objectives are to ensure that the program runs without glitches and is not prone to crash; this is done by developing/executing test plans and reporting the bugs which are performed by the quality assurance team

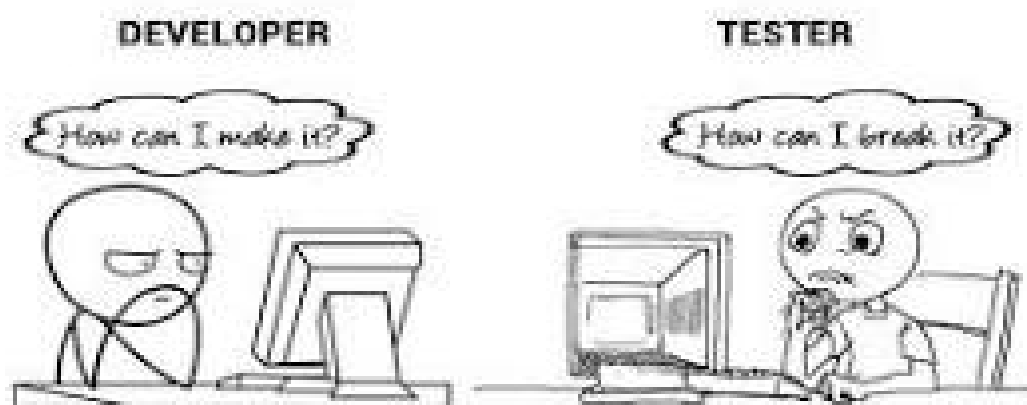


Figure 4.7.3: Tester's & Developer's Mindset

4.7.4 White-Box Testing & Black-Box Testing

In white-box testing, we test the internal implementation and structure of the software, including the logic. Every line of code, branches of conditional statements, paths through the code base are tested because stakeholders can gain access to the code base and design artifacts to constitute test cases. By using C-coverage, one can identify hidden mistakes in an application, enhance the effectiveness of a code and vary the quality Got higher. However, it requires a good understanding of the programming code and might depend on the familiarity of the tester with inside structures of the application.

Black box testing is a level of software testing where the purpose is to check its functionality and does not rely on internal structure. While performing this type of test, the testers are concerned with actions such as in whether it works and that it has features. Some approaches such as partitioning into equivalence classes, partitioning into boundary values and guessing of errors can be used in order to expose the defect in the behavior, performance and interface.

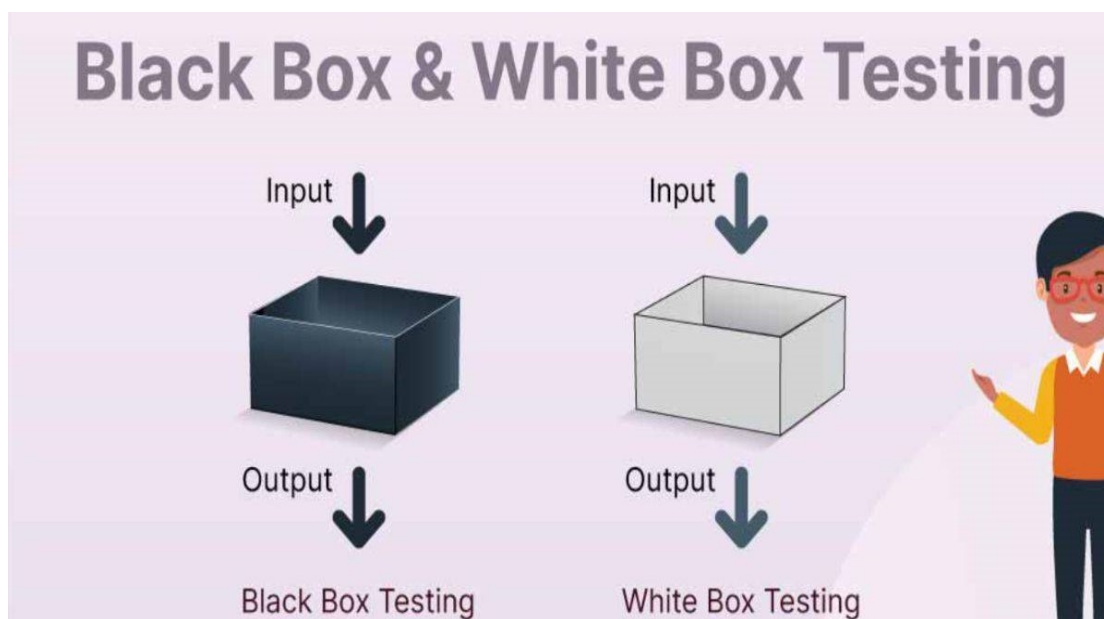


Figure 4.7.4: White-Box Testing & Black-Box Testing

4.7.5 Static & Dynamic Testing

Static testing can simply be defined as checking or examining the software without executing it. Code review can be made either manually or automatically in order to check syntax errors, the violations of the coding standard and logics mistakes. Running it, one can use auto-analyzers for code or documentation for emergence of defects such as bugs, security threats among others and even performance bottlenecks.

Dynamic testing on the other hand, involves the testing of the programs in operation or real life for example when the software is in operation one tests it and observes the results. On the other hand, unit tests are the tests, which are performed to check whether the specific units operate correctly in accord with the requirements. Ensuring that the components of an integration, perform their functions in coordination whereby these functions interface. Determining whether the software system has run as it should and provided good performance. Again, confirming as to its compliance in so far as it meets business requirements and/or user expectations.



Figure 4.7.5: Static and Dynamic Testing

Chapter 5

Challenges

I learn about professional experience and lay a foundation for the formation of the necessary career in Creative Soft Technology Ltd. It not only enhances my confidence but also equips me with refined approaches to tackle challenges effectively.

5.1 Academic Preparation

The academic theoretical knowledge assists me in raising up my confidence in the Opinion SQA field and the ability to provide swift responses.

5.2 Identified

The major focus of my studies has been on adhering to the correct steps in development and devising efficient solutions to immediate problems. This approach has allowed me to acquire and accumulate knowledge in architectural programming, enabling me to cultivate a strong professional skill set.

5.3 Personal Skills

Technical Skills:

The internship program facilitated my transition from a novice to an adept SQA & Tester. Initially unfamiliar with the terminology and intricacies of new technologies, the program provided me with the necessary preparation to comprehend and execute concepts while working on real-world projects in the capacity of an SQA. Through testing substantial software projects, my confidence and proficiency soared. Starting as a manual tester with minimal skills, I concluded the program equipped with a comprehensive skill set.

Analytical Skills:

Solving of problems as well as determining the strategies for the next challenges is enhanced by analysis abilities. The skills of analysis have been developed rather actively during the internship and have grown knowledge.

Chapter 6

Acquired Knowledge

First of all, after beginning my internship in Creative Soft Technology Ltd, I noticed that navigating a new environment. Despite this initial unfamiliarity, I remained steadfast in my focus and forged a working relationship with my mentor. While I encountered some difficulties in the early days, my mentor's guidance proved invaluable in helping me acclimate to the environment and overcome obstacles.

6. 1 Relevance to the Internship Programmed of the University

I would like acknowledge the Faculty of Science and Information Technology for offering internship in the curriculum of the graduation program and granting me the opportunity to experience the taste of Software oriented tasks and my interest. I also want to convey my feeling of thanks to The Faculty of science and information technology and The Office of placement and alumni, DIU for giving me an opportunity to choose an interest and for letting me to do my internment there.

6.2 Implication to Individual Skills

Thanks to my first professional experience that was an internship, I can say that it has been useful for me more than I could expect. When I begin to learn SQA, I found it very difficult I practiced for many hours but couldn't get the right procedure. However, after beginning to work with the mentor, it becomes less difficult for me and I regained my faith in my capability, all of them are corporation and problem-solving employees. The overall flow chart compiled was extremely efficient and therefore so was I, incredibly busy and organized.

6.3 Ability to learn

My journey with computers has been transformation, as it kindled a passion within me and elevated me to become a highly proficient and professional employee. The allure of computers and software technology has been a driving force, inspiring me to constantly improve and excel in this field.

6.4 Proactivity

Whenever I encountered any challenges during my internship, I first attempted to find solutions independently. However, in cases where I couldn't resolve the issue on my own, my supervisor provided invaluable assistance and guidance, offering the correct approach to tackle the problem efficiently within a short period.

6.5 Opinion

Improvement and growth cannot be achieved within a day or a month; it is a continuous journey. It is through unwavering commitment to quality and maintaining focus that we can predict how our skills will develop over time.

Chapter 7

Concluding Statements

7.1 Summary

Creative Soft Technology stands as one of the leading software development companies, renowned for its commitment to customer satisfaction and provision of world-class services. During my tenure at Creative Soft Technology, I had the privilege of being a part of the esteemed Software Quality Assurance & Testing department.

7.2 Recommendations for Future Strategic Actions

I am confident that the practical experience gained as a Software Tester will be a valuable asset in my future career endeavors. I am deeply grateful for the opportunity to work in this role, as it has equipped me with the necessary tools to excel in the dynamic and ever-evolving world of software testing.

7.3 Organization

Before joining Creative Soft Technology Ltd, I lacked professional communication skills and struggled with workflow management. However, the mentor-ship provided by the organization's mentor helped me overcome these hurdles. Working closely with my mentor was a rewarding experience, fostering a culture of support and growth that makes Creative Soft Technology Ltd a great place to work..

7.4 University

An internship is helpful when it comes to introduction a student to professionals. It can jump start a student in coming up with an outline as to how the career of the student may be. I would like to thank the Institute of Information Technology for permitting me to develop the competency required in today's world comprehensively. Well, I now look forward to challenges the world of IT has for me to come across.

7.5 Professional

In today's competitive world, internships act as a vast reservoir of information, equipping students with practical insights and understanding. As a Software Quality Assurance (SQA) engineer, I had the opportunity to grasp best practices and established methodologies within the industry. Working alongside experts in various computing domains, I gained invaluable exposure to diverse perspectives and advanced my collaboration skills.

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