FLOOD-serv

D3.3 Social Media Component

Subtitle of deliverable

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Responsible:	**Peter Sonntagbauer**
Contributors:	**Martin Augeneder, Tomas Koren, Peter Sonntagbauer, Susanne Sonntagbauer**
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List of abbreviations

<Abbreviation>	<Explanation>
ANO	A.N.O. Sistemas de Informatica e Servicios LDA
BSK	Bratislavsky Samospravny Kraj
CDF	Citizen Direct Feedback
CEMR	Council of European Municipalities and Regions
DDNI	Danube Delta National Institute for Research and Development Tulcea
DSS	Decision Support System
EIPA	Emergency Management Console
EXDWARF	Exdwarf consulting, s.r.o.
FLOOD-serv	Public FLOOD Emergency and Awareness SERvice
GOV2U	Government To You
IP TULCEA	Institutia Prefectului Judetul Tulcea
ISTQB	International Software Testing Qualifications Board
IREB	International Requirements Engineering Board
ITPS	EU Institute for Prospective Technological Studies
MCE	Major Cities of Europe
MINV	Ministry of Interior, Ministerstvo vnutra Slovenskej Republiy
POI	Point of interest
RCEM	Risk and Crisis Events Monitoring & Situational Awareness Module
RDF	Resource Description Framework
RSS	Really Simple Syndication
SAM	Situation Awareness Management
SCRUM	Software Capability Rational Unified Mode
SHMU	Slovak Hydrometeorological Institute
SVARH	Alert and surveillance system
SW	Semantic Wiki
SPS	System Requirements Specification
TMS	Territory Monitoring System
UAT	User Acceptance Testing
WP	Work package

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Naming Conventions and Terminology

Naming Domain	*Standard*	*Examples*	*Link*
Agile Development	SCRUM	Epic, theme, user story	http://www.scrumguides.org/
Requirements	IREB	Use case, non-functional requirements	https://www.ireb.org/content/downloads/1-cpre-glossary/ireb_cpre_glossary_16_en.pdf
QA	ISTQB	System test, unit test, integration test, defect	http://www.istqb.org/downloads/glossary.html

Table 1 Naming Conventions Industry Standards

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Definition of All Terms, including Acronyms

Term	*Acronym*	*Meaning in this Project*
Atom	-	A pair of related standards. The Atom Syndication Format is an XML language used for web feeds, while the Atom Publishing Protocol (AtomPub or APP) is a simple HTTP-based protocol for creating and updating web resources.
Web Log	Blog	A discussion or information site published on the world wide web consisting of discrete entries ("posts") typically displayed in reverse chronological order so the most recent post appears first.
Campaign	-	A campaign is an important container domain object in FLOOD-serv that is used to group all activities and their associated data that are related to task in the emergency management task.
Crawling Job	-	A crawling job is an automated task in FLOOD-erv that is performed by a social media crawler in order to collect content from social media sites.
Crowd Sourcing	-	The act of sourcing tasks traditionally performed by specific individuals to a group of people or community (crowd) through an open call. FLOOD-serv uses crowd sourcing to gather feedback on specific topics from various stakeholders.
Data		Data are values of qualitative or quantitative variables, belonging to a set of items/themes ("facts of the world"). As an abstract concept data can be viewed as the lowest level of abstraction from which information and then knowledge are derived.
eurostat	-	A directorate-general of the European Commission located in Luxembourg. Its main responsibilities are to provide statistical information to the institutions of the European Union (EU) and to promote the harmonization of statistical methods across its member states and candidates for accession as well as EFTA countries.

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Graphical Information System	GIS	A system designed to capture, store, manipulate, analyze, manage, and present all types of geo-graphical data. Note that the acronym GI S is sometimes used for geographical information science or geospatial information studies to refer to the academic discipline or career of working with geographic information systems, too, but within WP3 GIS means the system.
Information	-	Information, in its most restricted technical sense, is an ordered sequence of symbols that can be interpreted by the receiver as a message and finally be used to gain knowledge.
Knowledge	-	Knowledge is a familiarity with someone or some-thing, which can include information, facts, descriptions, or skills acquired through experience or education. Briefly said knowledge is what we know.
Multichannel Message Agent	-	A computer program that distributes the same information over various electronic media (i.e. classical websites, web 2.0/3.0 sites, social networks.
Social Media Content	-	Social media content is content (text) and associated meta-info (that describes the content's origin and details about the crawling task) that has been collected from a Social Media Target during a Crawling Job.
Social Media Target	-	A social media target is an access coordinate that refers to a social media site and the way that FLOOD-serv shall collect the data from there.
Spatial Data	-	Entities with topological, geometric, or geographic properties.
Web Crawler	-	A computer program that browses the WWW in a methodical, automated manner or in an orderly fashion.

Table 2 Terms and Acronyms used in WP3

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Executive summary

The present document – D3.3 Social Media Component – is a deliverable of work package 3 and addresses the development of the social media tool according to the predefined user requirements and user stories.

Therefor it is based on D3.1 (User requirements analysis), dealing with the user requirements and D3.2 (System specifications analysis and architecture). D3.2 contains functional and technical specifications and the architecture of the FLOOD-serv system including the framework, tools and interfaces.

It has to be stated that in addition to D3.3 other deliverables outlining the components of the FLOOD-serv platform are expected to be elaborated. D3.4 (Emergency Management Console), D3.5 (Semantic Wki tool), D3.6 (Territory Monitoring System) and D3.7 (Citizen Direct Feedback) deal with the development of the remaining tools of the FLOOD-serv framework.

17-November 2019

This document has been revised version following the review comments

The document describing the development of the social media tool, part of the FLOOD-serv platform, is very extensive and includes the test cases of the implementations in 5 pilots.

However, the document lacks conclusions in regard of the readiness of the component for the integration and a wrong dissemination level is assigned as in the conformity with the Annex 1 the deliverable is Public. In addition, as this is a software deliverable, information should be provided on accessing and installation of the software.

Consequently the following modifications and amendments have been made:

a) A conclusion addressing the achievements and the readiness *for the integration (chapter 6)*
b) The dissemination level has been changed to public (PU)
c) The access link to the software and a sample with real live data *(chapter 6)*

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1 Introduction

1.1 Purpose of the document

The major objective of this document D3.3 is to elaborate the release for the Social Media Component and is based in D3.1 and D3.2.

1.2 Structure of the Document

The document provides the following structure:

- Chapter one: Introduction
- Chapter two: Overall approach and methodology
- Chapter three: Overview of user stories implemented
- Chapter four: System test case repository
- Chapter five: Test cases overview
- Chapter six: Test cases and results

Overall approach and methodology

The tests described in this document demonstrate that the social media component (D3.3) has been successfully implemented in all languages and the new features identified in D3.1 have been implemented.

As the next steps integration tests will be implemented as part of WP4

WP5 is about user acceptance tests, which is the last phase of a software testing process. During UAT User Acceptance Testing), actual software users test the software to make sure that it works in real-world scenarios, according to specifications.

The overall approach applied is SCRUM, consequently the results and documentation the software delivered in D3.3 was following the sprints and user stories implemented.

In SCRUM the tasks are divided into time boxes (small time frames) to deliver specific features in the release so that the working software build can be delivered after each iteration. Builds are incremental in terms of features; the final build of D3.3 has all the features.

Test types and coverage

The tests cover the functionality of the social media component only.

The only integration test performed was the SMC REST API (user story FLOOD-41 to link the social media component with the EMC).

Role of the tester

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- **E**nsure End-user satisfaction through delivery of high-quality software.
- Engagement is early during the project from sprint planning.
- Discuss and understand each user story and then decide on acceptance criteria for the same.
- Define activities for themselves to estimate time, updating test cases as and when changes appear, complete testing within the sprint time etc.
- Develop test cases as per the story acceptance criteria and change whenever there is a change in story.
- Deliver high quality software iteratively from a couple of weeks to a couple of months.
- Ensure user stories get clarified where there is insufficient information.
- Break user stories into different testing tasks.
- Decide each story test coverage

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2 Overview of user stories implemented

The overall architecture aims at a web-based access for users. Consequently, the main components are

- Browser
- TOMCAT Webserver
- Server Application and Postgres DB

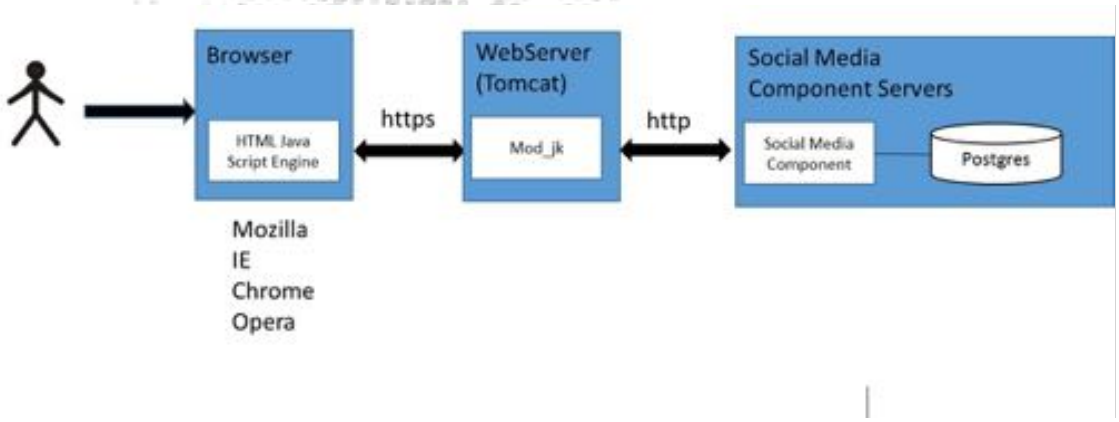

Figure 1. Web based Architecture

This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 693599

3.1.1. Architecture description

The browser is the front-end of the user through which all transactions are done. Several browsers (Firefox, Internet Explorer, Chrome and Opera) are supported to enable a broad range of end-users to work with the system.

The requests are routed through TOMCAT as the standard webserver through a https connection for security purpose.

The backend is running the core social media component and a Postgres database to store the data.

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Key	Summary	Description
FLOOD-92	Localisation of Social Media Component (Italian)	As an Italian speaking end user I want to see the SMC GUI in Italian
FLOOD-91	Localisation of Social Media Component (Spanish)	As an Italian speaking end user I want to see the SMC GUI in Spanish
FLOOD-90	Localisation of Social Media Component (Romanian)	As a Romanian speaking end user I want to see the SMC GUI in Romanian
FLOOD-89	Localisation of Social Media Component (Slovak)	As a Slovak speaking end user I want to see the SMC GUI in Slovak.
FLOOD-88	Localisation of Social Media Component (Portuguese)	As a Portuguese speaking end user I want to see the SMC GUI in Portuguese
FLOOD-51	Tag postings for follow up	As end-user I want to tag postings for follow-up and get reports on them overall or by category. This functionality is needed to tag postings, which require a follow-up. After tagging a report on tagged posts can be produced to ensure that the issues are resolved by the staff responsible Preferred is an output format like excel. Acceptance criteria and other additional information : 1. Posts in the search function can be tagged by clicking on a - * - 2. The tag is an additional criteria in the search function
FLOOD-50	Additional Visualizations	As an end user, I'd like to have additional importance visualizations in the new dashboard

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FLOOD-49	Self configurable reporting capabilities	As an end user I want to add self configurable reporting capabilities Acceptance criteria and other additional information : 1. The chosen Self service BI is implemented 2. The BI can be accessed through an additional tab in the campaign 3. The BI offers at least the current dashboard graphics as standard
FLOOD-48	Resolving point of Interests	As an end-user I want to detect and resolve Point of Interests in a posting into Coordinates. This refers to the detection of point of interests in a posting and its conversion into coordinates. This is useful, because many postings do not contain coordinates since users switch of this functionality on their Smartphones. Acceptance criteria and other additional information: 1. The functionality is implemented based on Lucene. 2. There is a database of POIs and their coordinates 3. The algorithm checks the POPI database and adds the coordinates if the POI appears in the text 4. Exceptions - if there is already a location from the post itself, then do not override the posting's location. - If there is more than one geolocation detected then use the first one.
FLOOD-47	Export of raw social media data	As an end-user I want to enhance the excel export of raw social media data. Include social interactions such as Likes, shares, retweets in the Excel export mechanism. Acceptance criteria and other additional information: 1. The Excel file contains the additional data for importance

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FLOOD-41	REST Get Call	As a user of other components I want to connect and retrieve postings in a harmonized format from the social media component Acceptance criteria: 1) GET-Filter Parameters as follows are available • date published from <yyyymmdd> (empty = all) • date published to <yyyymmdd> (empty = all) • campaign <string> (empty = all) • client <string> • language <string> following ISO-639-1 (empty = all) • source (RSS, Facebook, Twitter, Opinion-Map) (empty = all) • latitude from (empty = all) • longitude from (empty = all) • latitude to (empty = all) • longitude to (empty = all) 2) Content of the response are made available in JSON - link to original content<string> - published <yyyymmdd, hh:mm:ss> - user-name of publisher <string> - source (RSS, Facebook, Twitter, Opinion-Map) - latitude (99.999999) - longitude (99.999999) - content text <string> - language <string> following ISO-639-1 Sourcing from table opinionmap_pin and sm_post taking into account crosstables

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3 System Test Case Repository

This chapter provides an overview of the current system tests.

Note that we do not define unit/unit integration tests formally. Instead of that they're just coded by the developer who implemented the functionality.

Regarding the integration tests we currently have automated technical integration tests using JUnit, but still lack business integration tests.

3.1 9.1 System Tests

The core focus of the system tests is to test the FLOOD-SERV social media component - without integration with the other modules - as a black box as seen by the user. This test level is being performed by dedicated experts (testers, test manager) and much of it is automated and used in regression testing.

3.2 9.2 Baseline for System Tests - Preconditions

In order to extract reproduceable and consistent results from executing the system tests they must be performed in a defined environment. Besides system level requirements (database is up and running-) there are many internal settings (application state) that must be set accordingly. These settings are called preconditions and this chapter lists the most important ones.

We grouped the preconditions into logical clusters. These clusters are referenced in the individual test cases, so that it is clear to the tester how the test environment has to be set up.

Id	Title	Setup
PRE 1	Activated System Administrator	• client exists • user with system administrator role has been added by the system operator • password for system administrator has been set
PRE 2	Activated Facilitator	• client exists • user with system administrator role has been added by the system operator • password for system administrator has been set • user with facilitator role has been added by the system administrator of the created client • password for facilitator has been set
PRE 3	Activated User	• client exists • user with system administrator role has been added by the system operator

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		• password for system administrator has been set • user with any role has been added by the system administrator of the created client • password for user has been set
PRE 4	Inactive User	• client exists • user with system administrator role has been added by the system operator • password for system administrator has been set • user with any role has been added by the system administrator of the created client • user is inactive
PRE 5	Locked User	• client exists • user with system administrator role has been added by the system operator • password for system administrator has been set • user with any role has been added by the system administrator of the created client • user has locked status
PRE 6	Inactive System Administrator	• client exists • user with system administrator role has been added by the system operator • password for system administrator has been set
PRE 7	Valid Facebook Account	• client exists • user with system administrator role has been added by the system operator • password for system administrator has been set • valid social media account for Facebook created
PRE 8	Invalid Facebook account	• client exists • user with system administrator role has been added by the system operator • password for system administrator has been set • social media account with invalid user credentials for Facebook created
PRE 9	Valid Twitter Account	• client exists • user with system administrator role has been added by the system operator • password for system administrator has been set • valid social media account for Facebook created
PRE 10	Invalid Twitter Account	• client exists • user with system administrator role has been added by the system operator • password for system administrator has been set

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		• social media account with invalid user credentials for Facebook created
PRE 11	Activated Communicator	• client exists • user with system administrator role has been added by the system operator • password for system administrator has been set • user with facilitator role has been added by the system administrator of the created client • password for facilitator has been set
PRE 12	Created Campaign	• client exists • user with system administrator role has been added by the system operator • password for system administrator has been set • user with system administrator role has been added by the system operator • password for system administrator has been set • user with any role has been added by the system administrator of the created client • password for user has been set • campaign has been created
PRE 13	Created Opinion Map	• client exists • user with system administrator role has been added by the system operator • password for system administrator has been set • user with system administrator role has been added by the system operator • password for system administrator has been set • user with any role has been added by the system administrator of the created client • password for user has been set • campaign has been created • Opinion Map has been added to created campaign

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4 Test cases - overview

	Italian Version	Portuguese Version	Romanian Version	Slovakian Version	Spanish Version
Account Management					
Test Case - Add communicator	X	X	X	X	X
Test Case – Check email notification link	X	X	X	X	X
Test Case - Add facilitator	X	X	X	X	X
Test Case - Add decision maker	X	X	X	X	X
Test Case - Add Domain expert	X	X	X	X	X
Test Case - Add user with more than one role	X	X	X	X	X
Test Case - Delete user	X	X	X	X	X
Test Case - Error notifications “User credentials”	x	X	X	X	X

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Test Case – Error notification “Missing role”	X	X	X	X	X
Test Case – Username too short	X	X	X	X	X
Test Case - Locking user	X	X	X	X	X
Test Case – Cancel locking user	X	X	X	X	X
Test Case - User list verification	X	X	X	X	X
Test Case - Reset password of user	X	X	X	X	X
Test Case - Activate user with valid password	X	X	X	X	X
Test Case - Edit user by clicking username	X	X	X	X	X
Test Case – Edit user by clicking edit link	X	X	X	X	X
Test Case – Edit user and change roles	X	X	X	X	X
Campaign Management					
Test Case – Create a campaign	X	X	X	X	X
Test Case – Create a category	X	X	X	X	X
Test Case – Copy an existing category	X	X	X	X	X
Test Case – Add an opinion on an opinion map	X	X	X	X	X
Test Case – Close a campaign	X	X	X	X	X
Test Case – Campaign “summary” detail page	X	X	X	X	X

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Test Case – Closed campaign “summary” detail page	X	X	X	X	X
Social Media Management					
Test Case - Assign social media window to a campaign	X	X	X	X	X
Test Case - Assign social media window to a closed campaign	X	X	X	X	X
Test Case – Change campaign in a social media window	X	X	X	X	X
Test Case – Add one facebook wall (page)	X	X	X	X	X
Test Case - Add one twitter target	X	X	X	X	X
Test Case – Storing search results	X	X	X	X	X
Test Case- Searching through results	X	X	X	X	X
Delete social media window	X	X	X	X	X

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5 Test Cases and Results

5.1 Account Management

5.1.1 Overview and definitions

Account management handles the creation/editing/deleting of user accounts including other functions like password setting. It is naturally connected to the field of security and data protection. FLOOD-serv considers only internal user accounts, managed by the FLOOD-serv account management. The person responsible is the so-called “System administrator”.

Internal user accounts can have one of the following states:

- Inactive
  - Inactive accounts have been created, but there's no password attached to them. This is the initial state after creation and after the password has been reset by the system administrator.
- Active
  - Active accounts are ready-to-use by the user. Accounts get active by setting the user's password.
- Locked
  - The system administrator can lock accounts.

5.1.1.1 User Roles

Following roles are foreseen in FLOOD-serv:

Decision makers, who are high ranking officials like the mayor or some head of a department/branch. They have a personal interest in the results that the system generates (i.e. to be re-elected) and assign analytical tasks to facilitators and domain experts.

Facilitators are the power users of the FLOOD-serv system. They have a deep understanding of the FLOOD-serv tools and are able to generate results from combining them in the appropriate way for a specific problem.

Facilitators are responsible for the results that FLOOD-serv generates and report them to the domain expert / analyst, who provide a full-fledged analysis to the decision maker.

Communicators are experts in social media usage and public relations. They support the decision maker in interacting with the public and have a deep understanding of the mechanisms of social and traditional media.

Domain experts can be internal or external. They have profound knowledge and experience in their domain, e.g. flooding.

System administrators have an important role in maintaining the FLOOD-serv service for their local municipality. While not using the system to produce results they maintain the user base (creating user accounts, resetting passwords, ...) and support the other roles in using the system.

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5.1.2 Test Case - Add Communicator

Add Communicator	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE1 – Activated System Administrator

Steps to complete:	1. Sign in as system administrator.
	2. Click “ADMINISTRATION”.
	3. Click "Add user".
	4. Enter
	  ○ Username
	  ○ First name
	  ○ Last name
	  ○ eMail
	5. Select communicator role.
	6. Click “save”.

Expected outcome:	1. Successful sign in
	2. User list is shown
	3. User creation page opens
	  ○ client name is displayed
	4. -
	5. Selected role switches to the right side (selected).
	6. Creation page closes and the user list is shown; furthermore check whether the communicator is
	  ○ shown in the user list
	  ○ the activation sign is a red cross (means the user inactive)
	  ○ user is not locked
	  ○ username is shown
	  ○ first name is shown
	  ○ last name is shown
	  ○ email address is shown.

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5.1.3 Results – Add Communicator

5.1.3.1 Results Italian

Step 1

Step 2

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Step 3

Step 4 and Step 5

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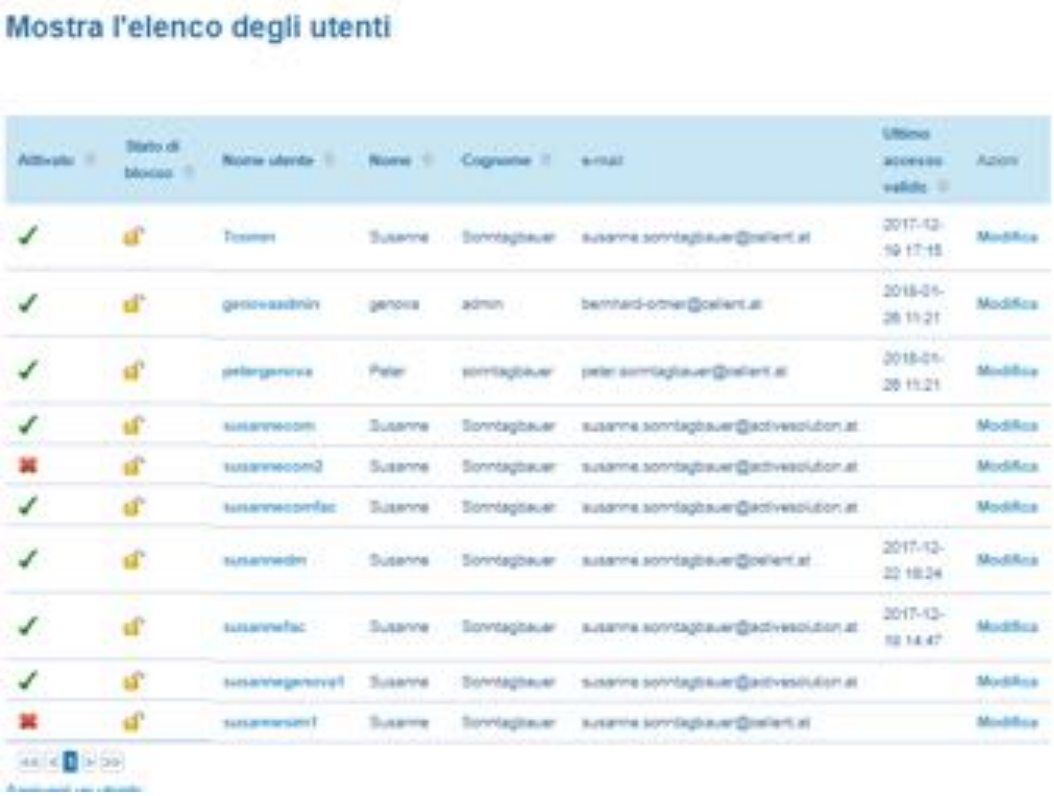
Step 6



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5.1.3.2 Results Portuguese

Step 1

Step 2

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Step 3

Step 4 and 5

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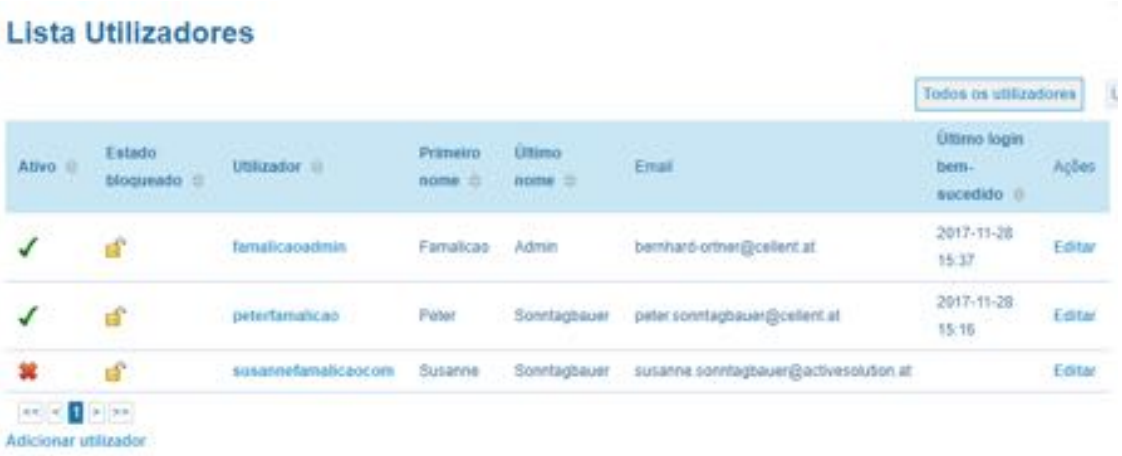
Step 6



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5.1.3.3 Results Romanian

Step 1

Step 2

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Step 3

Step 4 and 5

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Step 6

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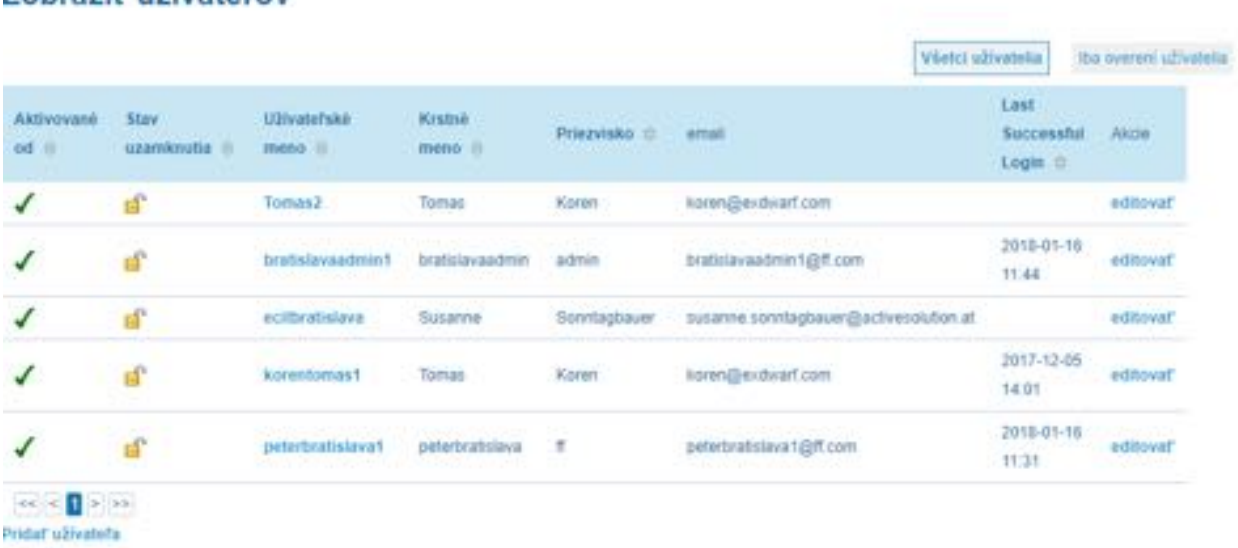
5.1.3.4 Results Slovakian

Step 1

Step 2



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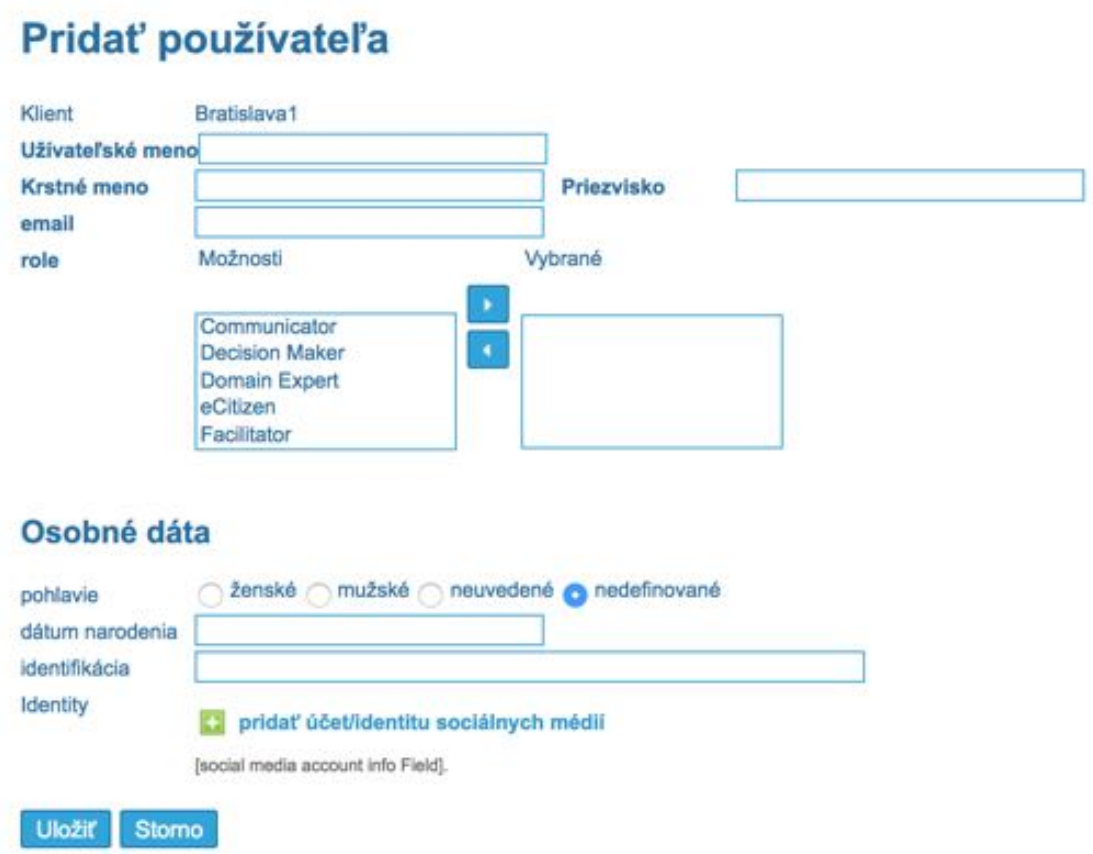
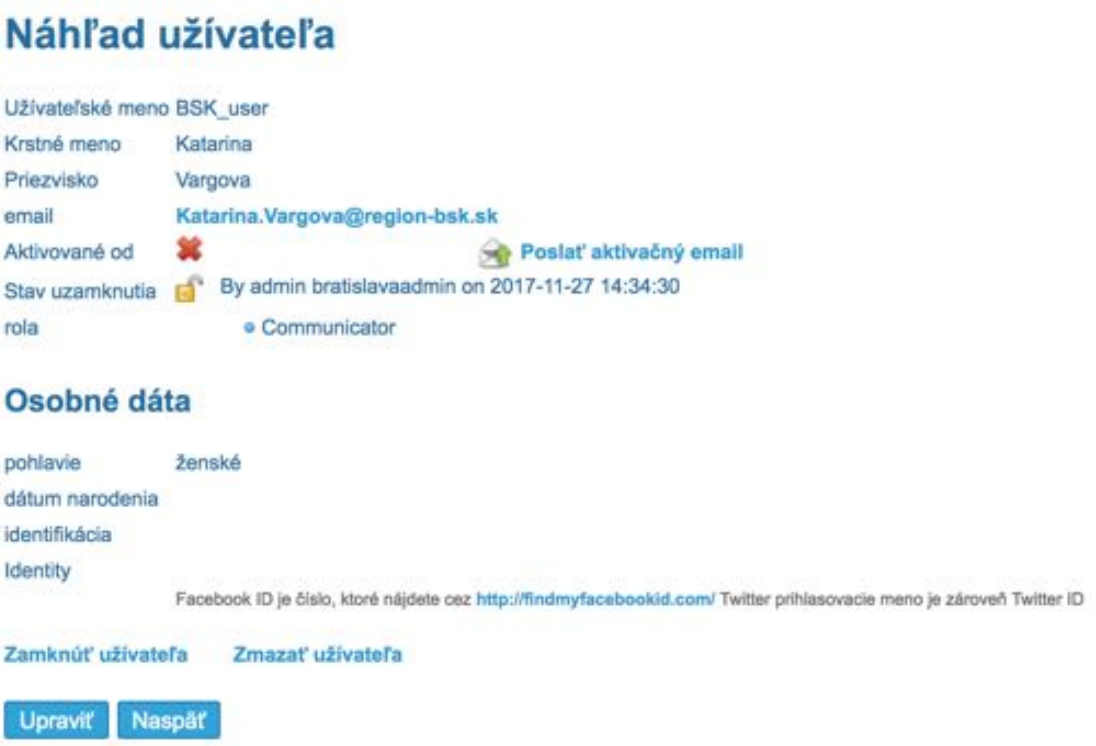
Step 3



Step 4 and 5



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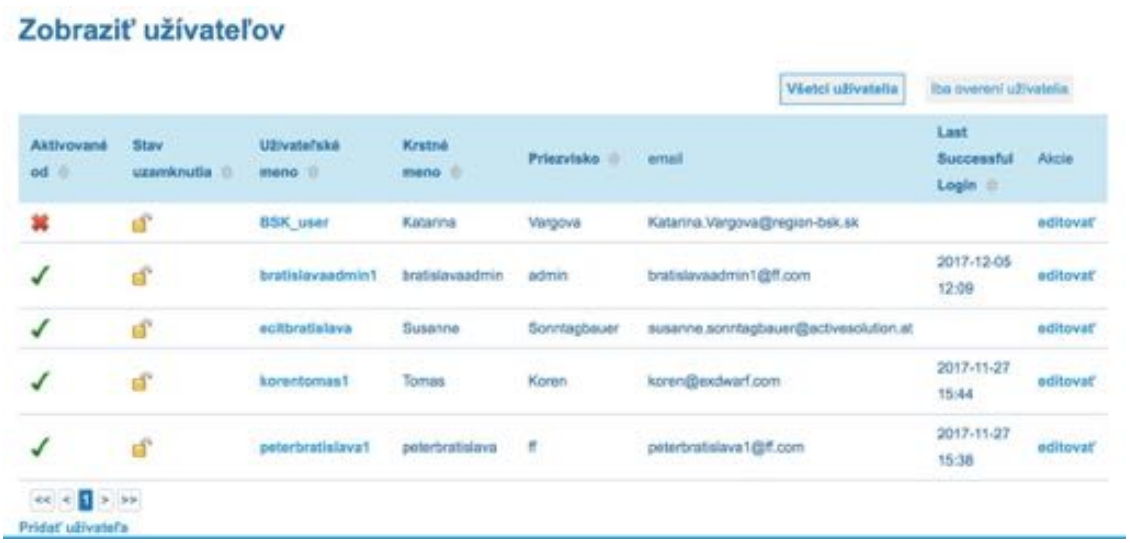
Step 6



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5.1.3.5 Results Spanish

Step 1

Step 2

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Step 3

Step 4 and 5

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Step 6

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5.1.4 Test Case – Check email activation link

Check email notification link	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 1 – activated System Administrator • PRE 2 – Activated Facilitator • System Operator already signed in • ADMINISTRATION section already opened • Username of the user to be activated is clicked
Steps to complete:	1. open user details page 2. click the link „Send activation email“
Expected Outcome:	1. user details are shown – including the "Send activation email" 2. email application opens a new email with ○ subject: account activation ○ and body: Dear first name, We created an account here: activation url Once you did that you can log into the system here: login url Yours sincerely [name of the admin]

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4.2.2 Results – Check email activation link

4.2.2.1 Results Italian

Step 1

Step 2

- Email application opens a new mail with
  - Subject: Social Media account activation and
  - Text including activation link is created

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5.1.4.1 Results Portuguese

Step 1

Step 2

- Email application opens a new mail with
  - Subject: Social Media account activation and
  - Text including activation link is created

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5.1.4.2 Results Romanian

Step 1

Step 2

- Email application opens and a new mail with
  - Subject: social Media account activation and
  - Text including activation link is created

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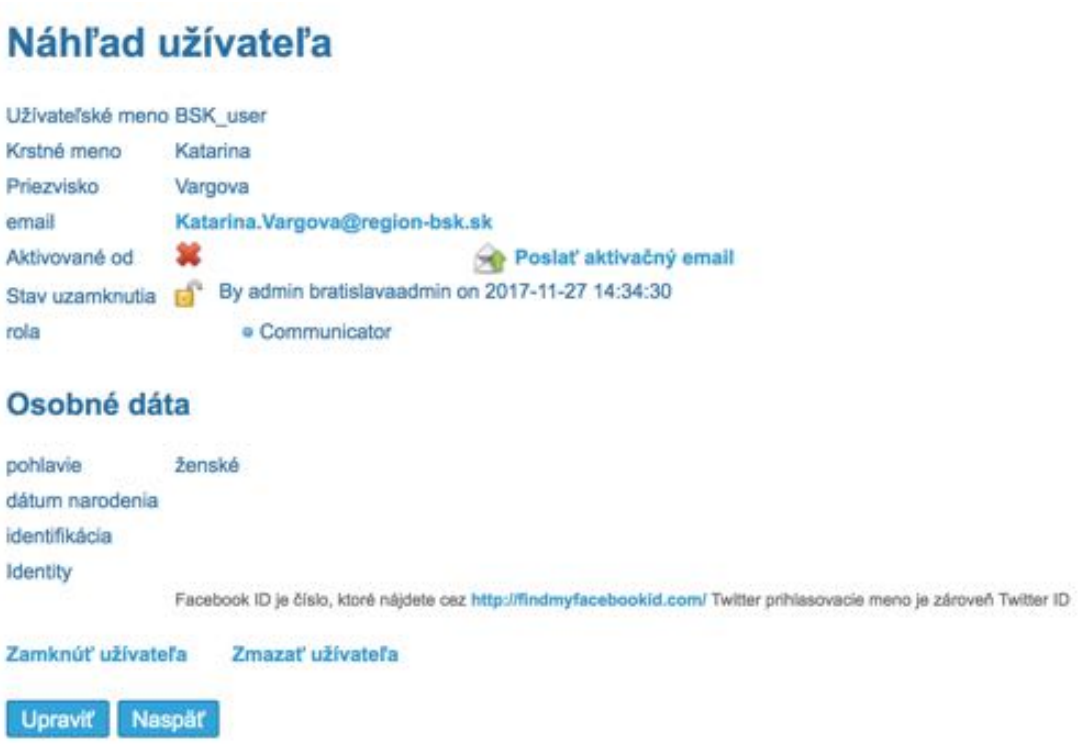
5.1.4.3 Results Slovakian

Step 1



Step 2:

- Email application opens a new mail with
  - Subject: Social Media account activation and
  - Text including activation link is created

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5.1.4.4 Results Spanish

Step 1

Step 2

- Email application opens a new mail with
  - Subject: Social Media account activation and
  - Text including activation link is created

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5.1.6 Test Case - Add Facilitator

Add facilitator	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 1 – Activated System Administrator

Steps to complete:	1. Sign in as system administrator.
	2. Click “ADMINISTRATION”.
	3. Click "Add user".
	4. Enter
	  ○ Username
	  ○ First name
	  ○ Last name
	  ○ eMail.
	5. Select facilitator role.
	6. Click “save”.
	7. Open the users detail page by clicking the given username.

Expected outcome:	1. Successful sign in.
	2. Navigation tree on the left side is shown.
	3. User creation page opens
	  ○ client name is displayed
	4. -
	5. Selected role switches to the right side (selected).
	6. Creation page closes and the user list is shown; furthermore check whether the facilitator is
	  ○ shown in the user list
	  ○ the activation sign is a red cross (means the user inactive)
	  ○ user is not locked
	  ○ username is shown
	  ○ first name is shown
	  ○ last name is shown
	  ○ email address is shown.
	7. Check whether the selected role is displayed.

5.1.1 Results – Add Facilitator

See results add communicator as the procedure is the same for all roles.

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5.1.2 Test Case - Add Decision maker

Add decision maker	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 1 – Activated System Administrator
Steps to complete:	8. Sign in as system administrator. 9. Click “ADMINISTRATION”. 10. Click "Add user". 11. Enter o Username o First name o Last name o eMail. 12. Select decision maker role. 13. Click “save”. 14. Open the users detail page by clicking the given username.
Expected outcome:	8. Successful sign in. 9. Navigation tree on the left side is shown. 10. User creation page opens o client name is displayed 11. - 12. Selected role switches to the right side (selected). 13. Creation page closes and the user list is shown; furthermore check whether the facilitator is o shown in the user list o the activation sign is a red cross (means the user inactive) o user is not locked o username is shown o first name is shown o last name is shown o email address is shown. 14. Check whether the selected role is displayed.

5.1.3 Results – Add Decision maker

See results add communicator as the procedure is the same for all roles.

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5.1.4 Test Case - Add domain expert

Add domain expert	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 1 – Activated System Administrator
Steps to complete:	15. Sign in as system administrator. 16. Click “ADMINISTRATION”. 17. Click "Add user". 18. Enter o Username o First name o Last name o eMail. 19. Select domain expert role. 20. Click “save”. 21. Open the users detail page by clicking the given username.
Expected outcome:	15. Successful sign in. 16. Navigation tree on the left side is shown. 17. User creation page opens o client name is displayed 18. - 19. Selected role switches to the right side (selected). 20. Creation page closes and the user list is shown; furthermore check whether the facilitator is o shown in the user list o the activation sign is a red cross (means the user inactive) o user is not locked o username is shown o first name is shown o last name is shown o email address is shown. 21. Check whether the selected role is displayed.

5.1.5 Results – Add Domain expert

See results add communicator as the procedure is the same for all roles.

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5.1.6 Test Case - Add user with more than one role

Add user with more than one role	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 1 – Activated System Administrator

Steps to complete:	1. Sign in as system administrator.
	2. Click “ADMINISTRATION”.
	3. Click "Add user".
	4. Enter
	  ○ Username
	  ○ First name
	  ○ Last name
	  ○ eMail
	5. Assign more than one role.
	6. Click “save”
	7. Open the users detail page by clicking the given username.

Expected outcome:	1. Successful sign in.
	2. Navigation tree on the left side is shown.
	3. User creation page opens
	  ○ client name is displayed
	4. -
	5. Selected roles are switching to the right side (selected).
	6. Creation page closes and the user list is shown; furthermore check whether the user is
	  ○ shown in the user list
	  ○ the activation sign is a red cross (means the user inactive)
	  ○ user is not locked
	  ○ username is shown
	  ○ first name is shown
	  ○ last name is shown
	  ○ email address is shown.
	7. Check whether the selected roles are displayed or not.

5.1.7 Results - Add user with more than one role

See Results – Add communicator as the procedure is the same for all roles. In this specific case more roles can be added.

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5.1.8 Test case – Delete User

Delete user	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 1 – activated System Administrator • PRE 2 – Activated Facilitator • System Operator already signed in • ADMINISTRATION section already opened • User list is shown
Steps to complete:	1. Click username of the user to be deleted on the user list 2. click “Delete user” 3. click “yes” to be deleted
Expected Outcome:	1. Selected user is deleted from the user list 2. The system asks if the user should be deleted 3. The deleted user does no longer appear on the user list

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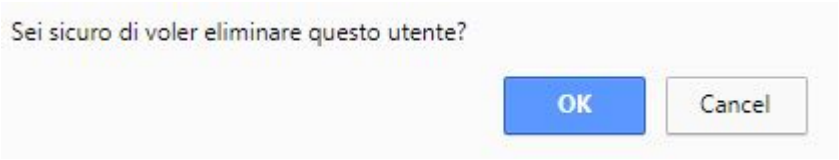
5.1.9 Results – Delete User

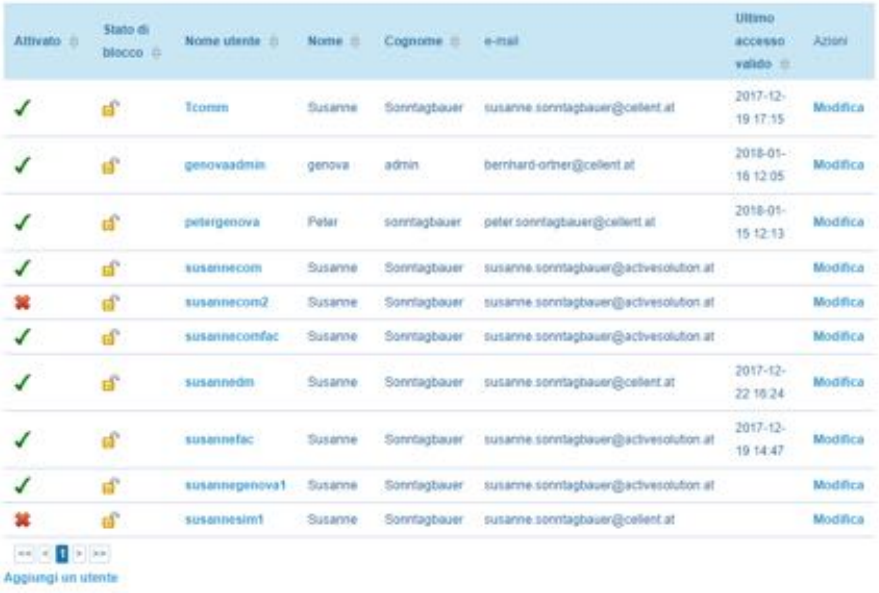
5.1.9.1 Results Italian

Step 1

Step 2



Step 3



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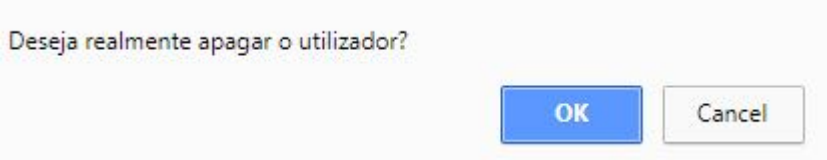
5.1.9.2 Results Portuguese

Step 1

Step 2



Step 3

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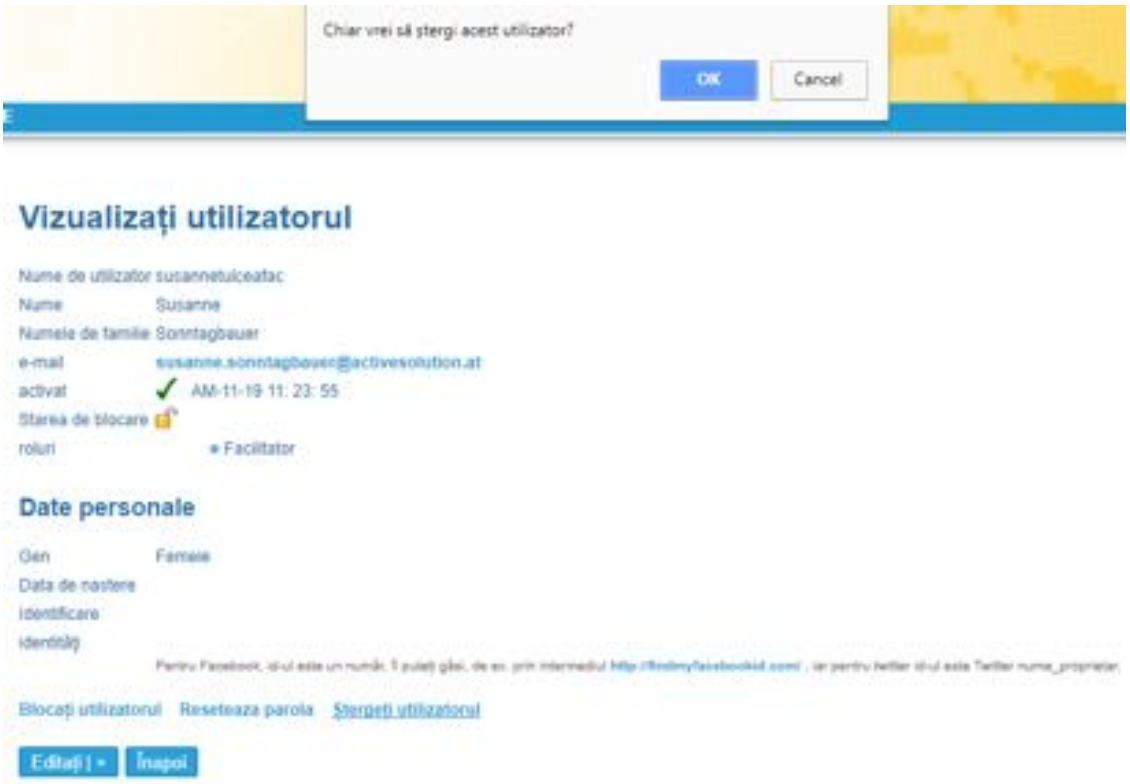
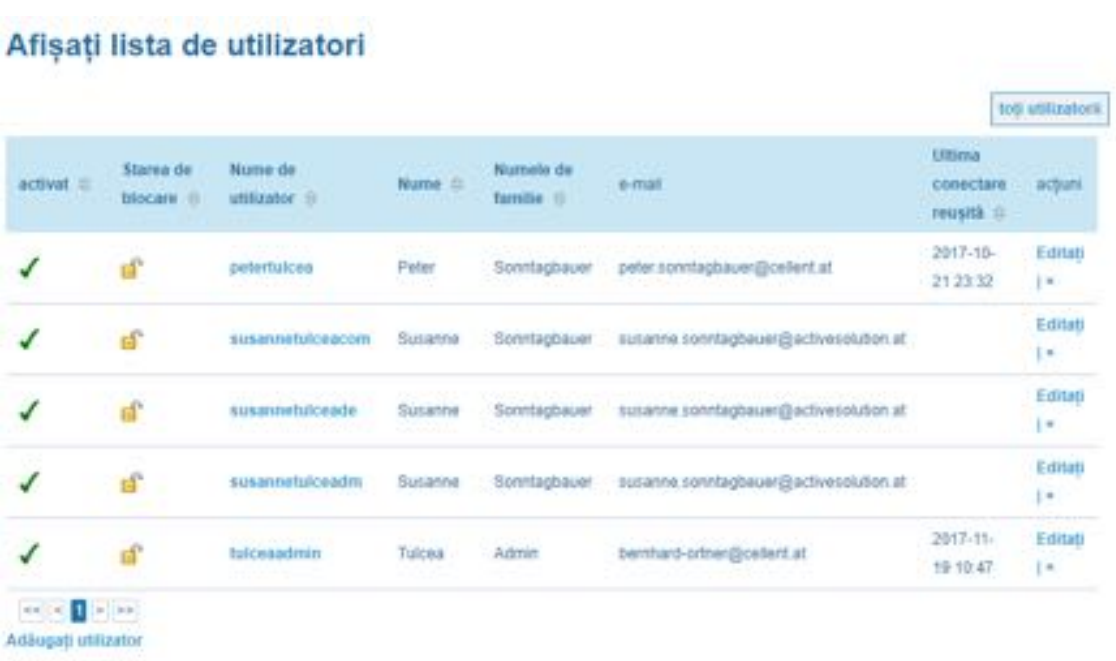
5.1.9.3 Results Romanian

Step 1 and 2



Step 3



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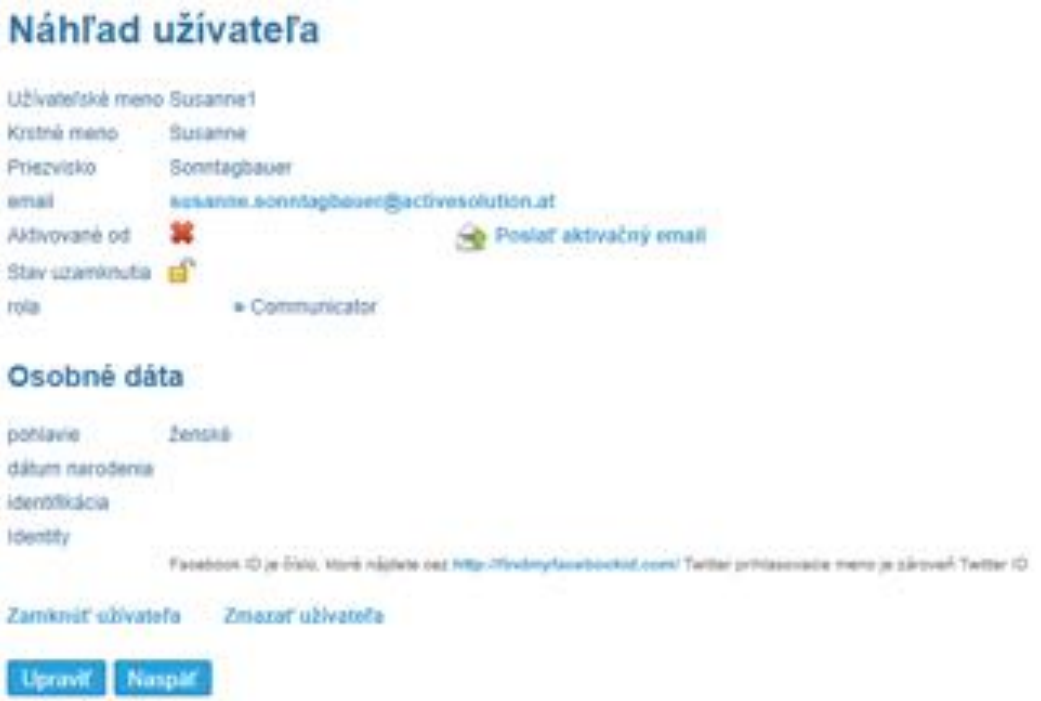
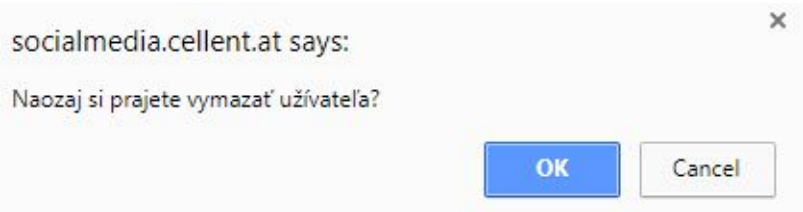
5.1.9.4 Results Slovakian

Step 1



Step 2:



Step 3

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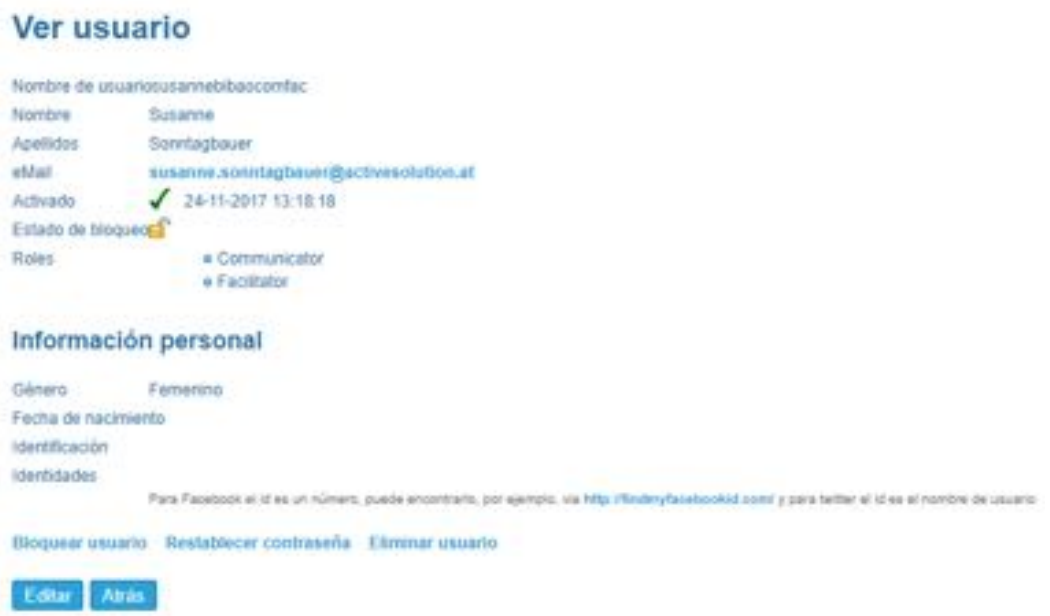
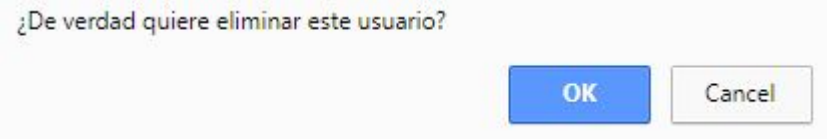
5.1.9.5 Results Spanish

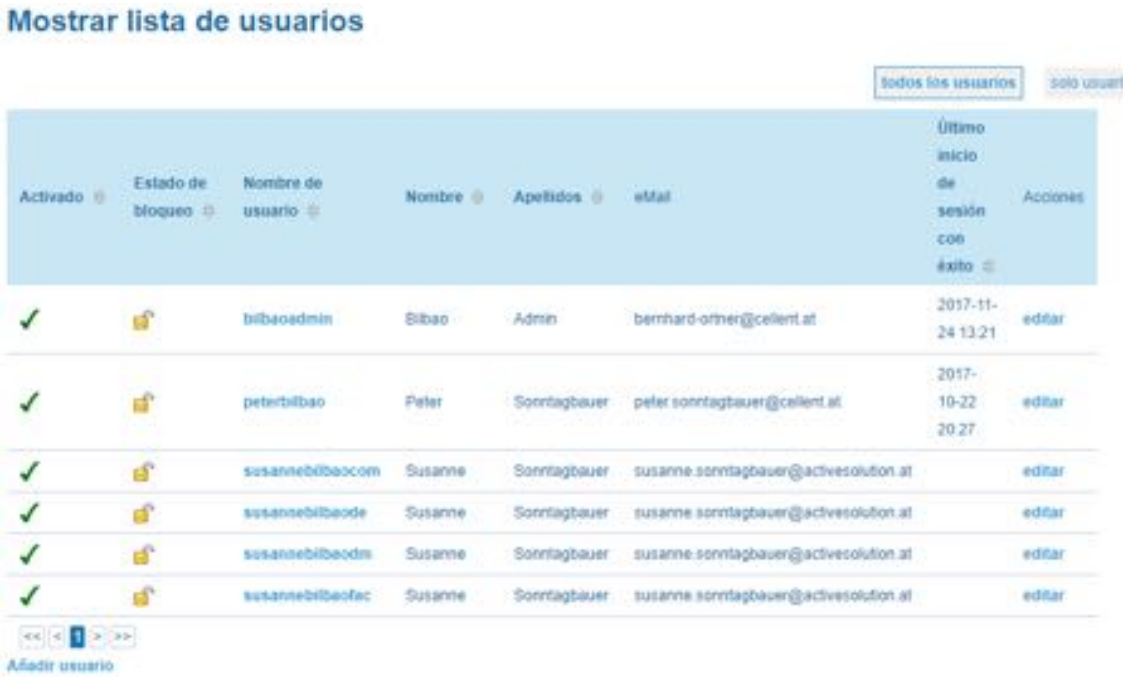
Step 1



Step 2



Step 3



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5.1.10 Test Case – Error notifications “User credentials”

Error notifications (User credentials)	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 1 - Activated System Administrator • system administrator already signed in • User list is shown
Steps to Complete:	1. click “Add user” 2. click “save”
Expected Outcome:	1. Add user template is shown 2. following notification errors are shown a. Username required b. First name required c. Last name required d. eMail required

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5.1.11 Results – Error notification “User credentials”

5.1.11.1 Results Italian

Step 1

Step 2

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5.1.11.2 Results Portuguese

Step 1

Step 2

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5.1.11.3 Results Romanian

Step 1

Step 2

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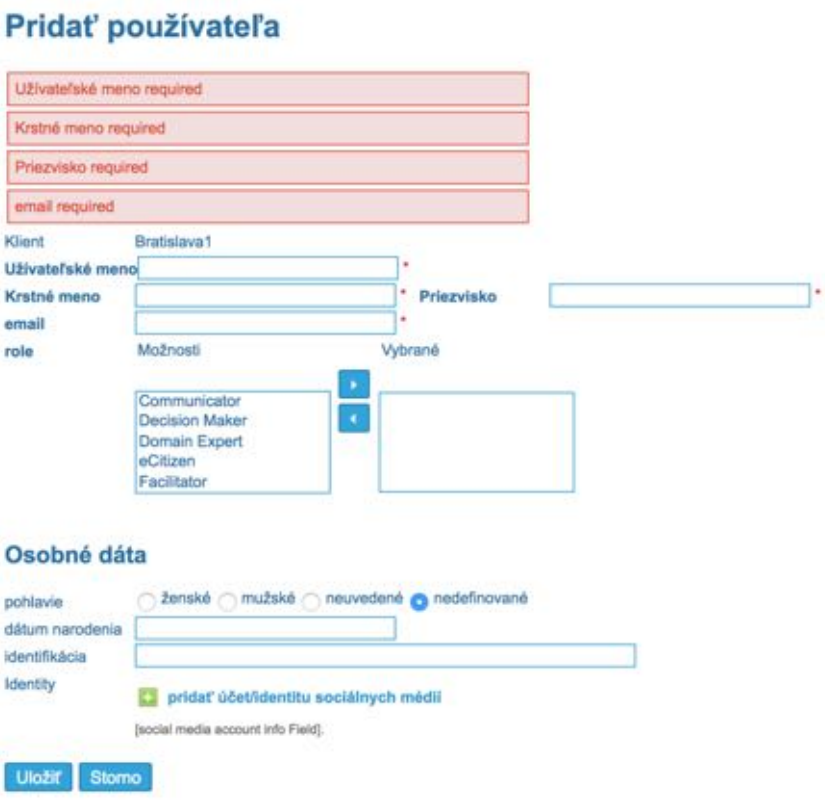
5.1.11.4 Results Slovakian

Step 1

Step 2:



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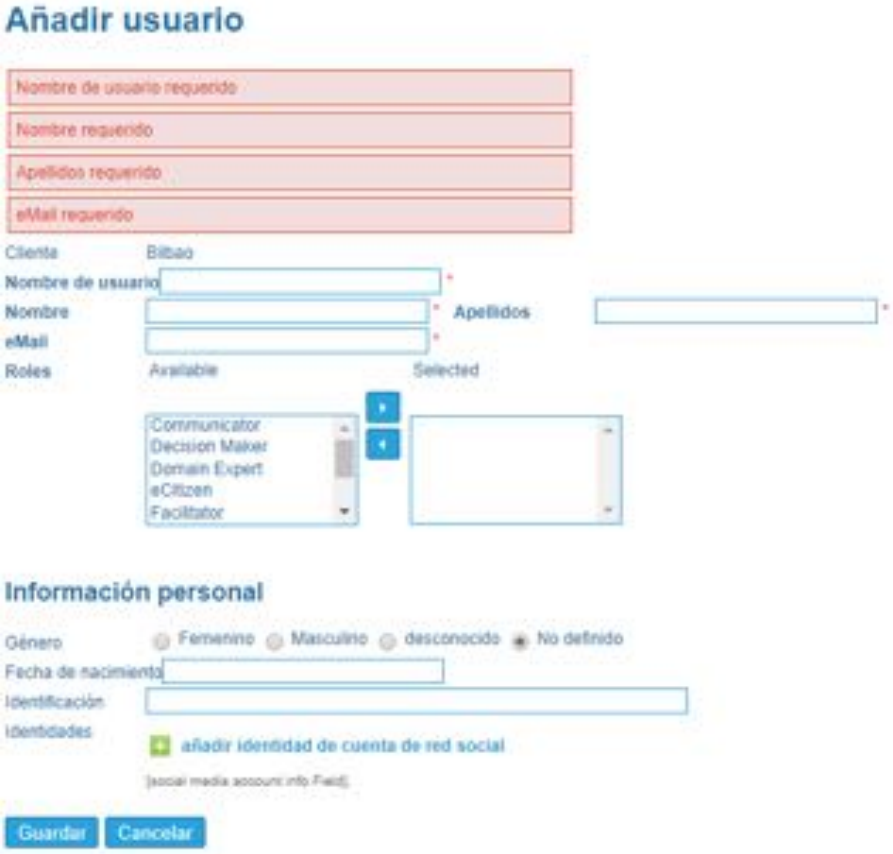
5.1.11.5 Results Spanish

Step 1

Step 2



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5.1.12 Test Case – Error notification “Missing role”

Error notification “missing role”	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 1 - Activated System Administrator • system administrator already signed in • Add user dialog already opened

Steps to complete:	1. fill out following input fields
	  ○ Username
	  ○ First name
	  ○ Last name
	  ○ eMail
	2. click save

Expected outcome:	1. - 2. following notification error is shown ○ Missing role

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5.1.12.1 Results Italian

Step 1

Step 2

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5.1.12.2 Results Portuguese

Step 1

Step 2

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5.1.12.3 Results Romanian

Step 1

Step 2

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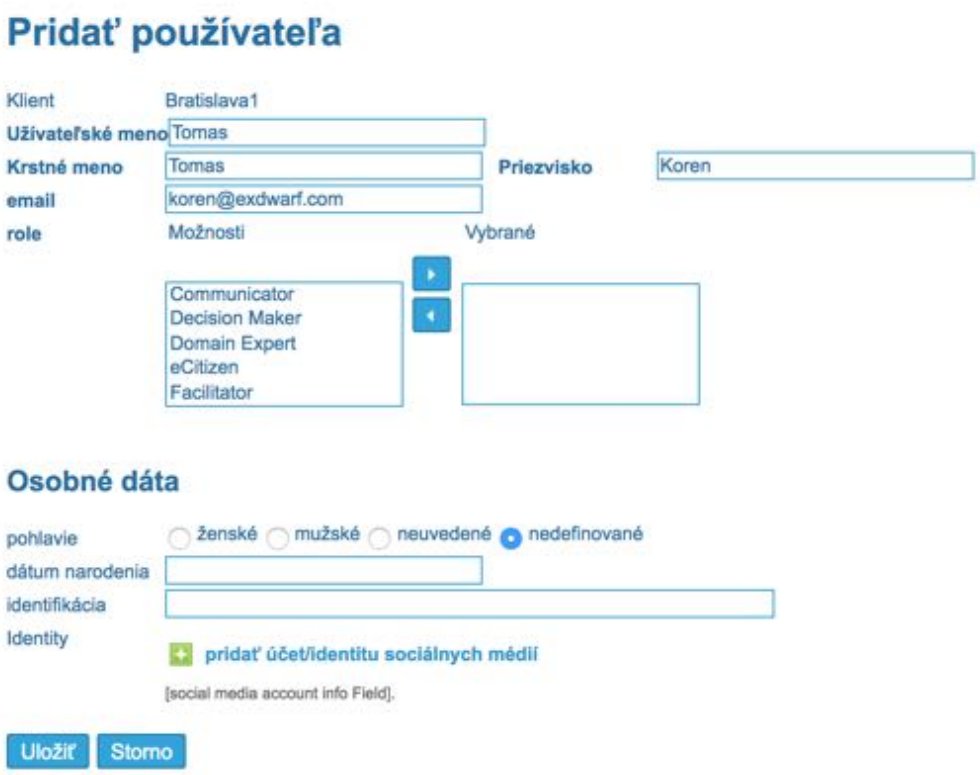
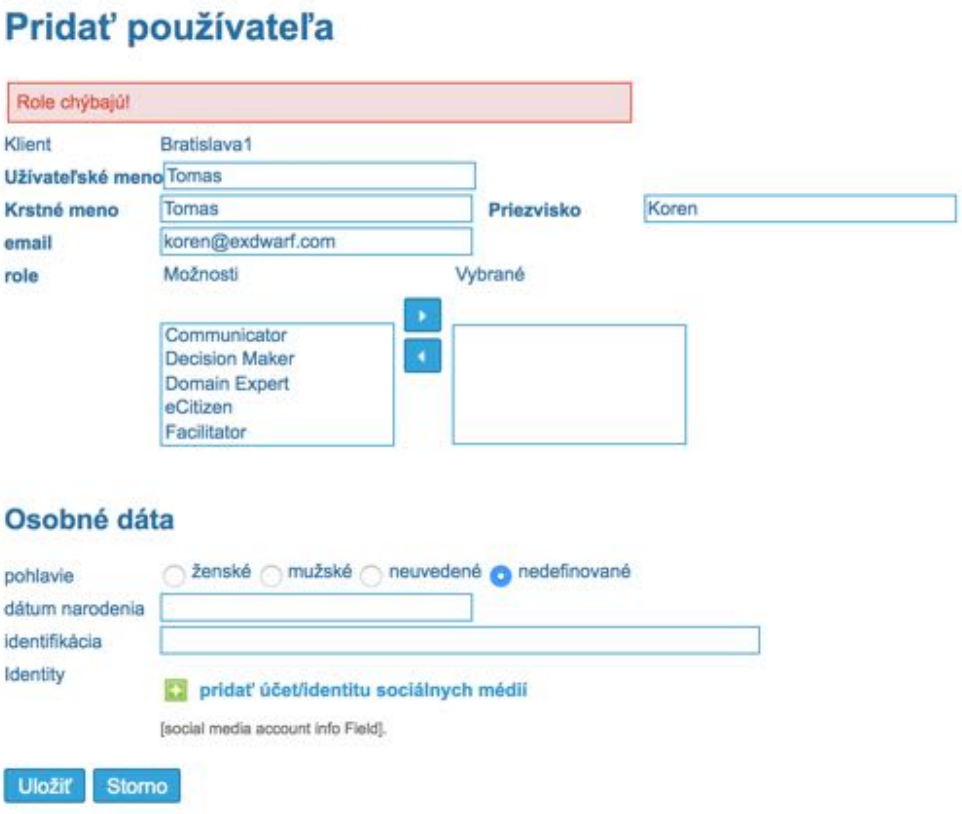
5.1.12.4 Results Slovakian

Step 1



Step 2



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5.1.12.5 Results Spanish

Step 1

Step 2

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5.1.13 Test Case – Username too short

Username too short	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• Activated System Administrator • system administrator already signed in • Add user dialog already opened

Steps to complete:	1. fill out following input fields
	  ○ Username with length < 5
	  ○ First name
	  ○ Last name
	  ○ eMail
	2. click save

Expected outcome:	1. - 2. following notification error is shown ○ 'Username' is shorter than the minimum of 5 characters.

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5.1.14 Results – Username too short

5.1.14.1 Results Italian

Step 1 and 2

The error notification “Please lengthen this text to 5 characters or more (you are currently using ….. characters appears on the screen.

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5.1.14.2 Results Portuguese

Step 1 and 2

The error notification “Please lengthen this text to 5 characters or more (you are currently using ….. characters appears on the screen.

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5.1.14.3 Results Romanian

Step 1 and 2

The error notification “Please lengthen this text to 5 characters or more (you are currently using “x” characters appears on the screen.

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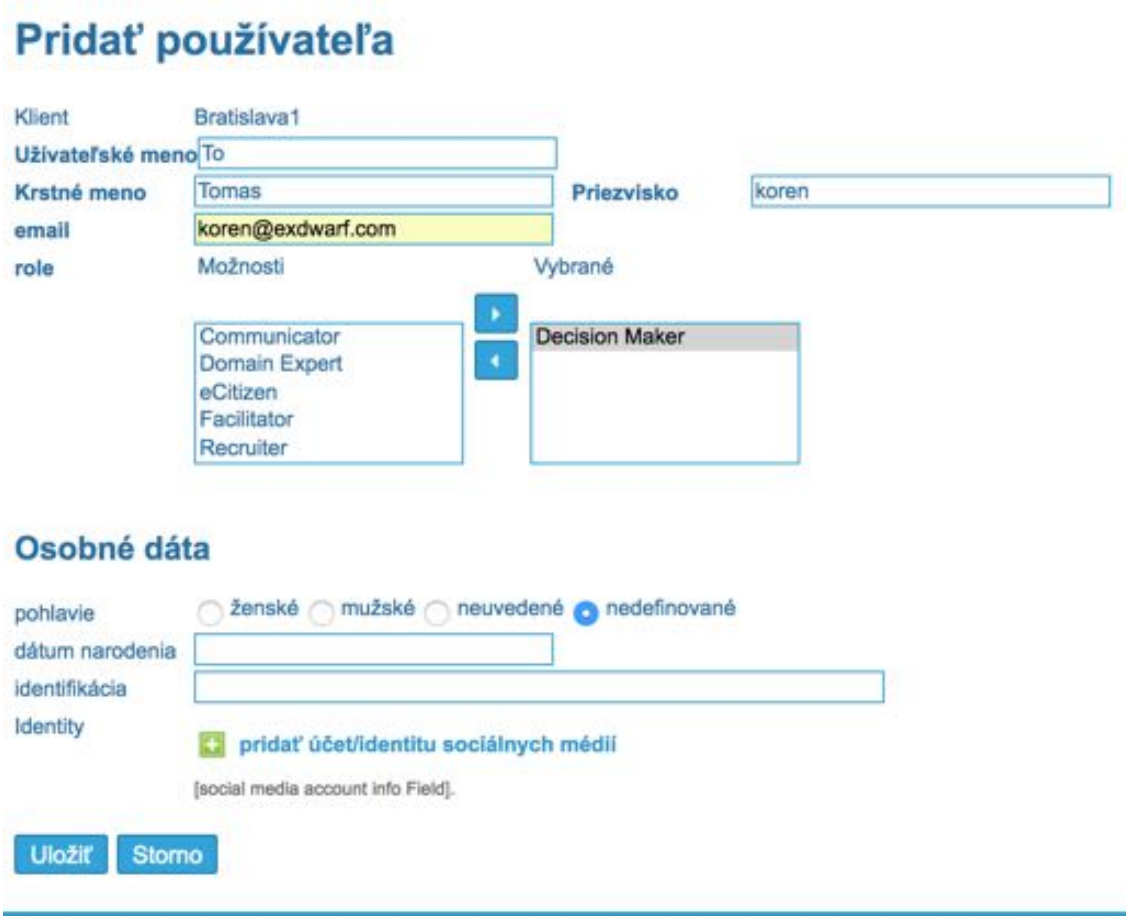
5.1.14.4 Results Slovakian

Step 1 and 2



The error notification “Please lengthen this text to 5 characters or more (you are currently using “x” characters appears on the screen.

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5.1.14.5 Results Spanish

Step 1 and 2

The error notification “Please lengthen this text to 5 characters or more (you are currently using “x” characters appears on the screen.

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5.1.15 Test Case – Locking User

Locking User	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 1 – Activated System Administrator • system administrator already signed in • User list is shown
Steps to complete:	1. Click username of the user to be locked 2. click “Lock user” 3. click “ok”
Expected outcome:	1. View user template of the user who should be locked is shown 2. The system asks if the user should be locked 3. View user template shows “locked” sign (locker)

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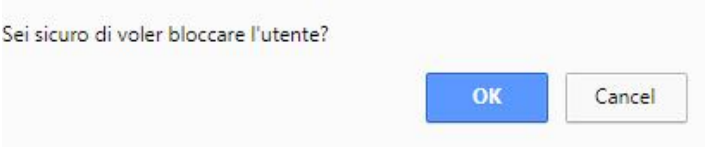
5.1.16 Results – Locking User

5.1.16.1 Results Italian

Step 1

Step 2



Step 3

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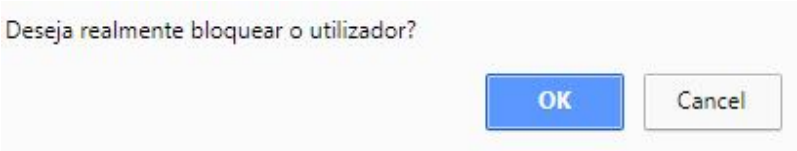
5.1.16.2 Results Portuguese

Step 1

Step 2



Step 3

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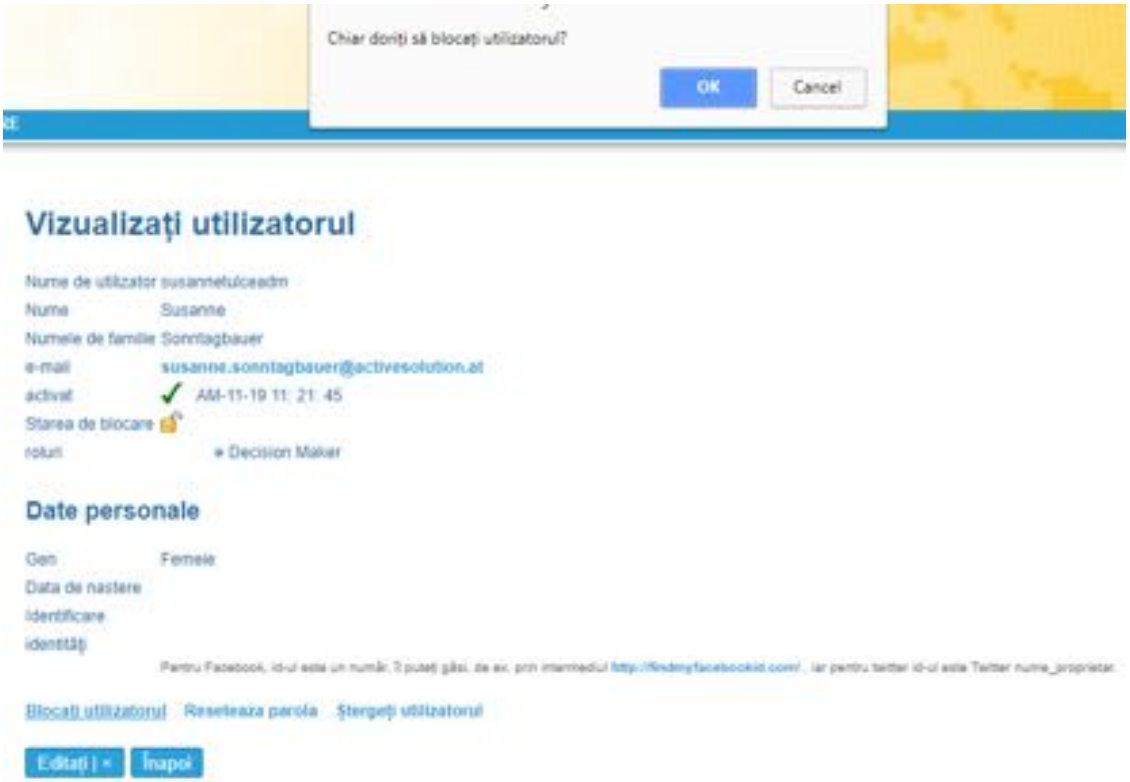
5.1.16.3 Results Romanian

Step 1

Step 2



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Step 3

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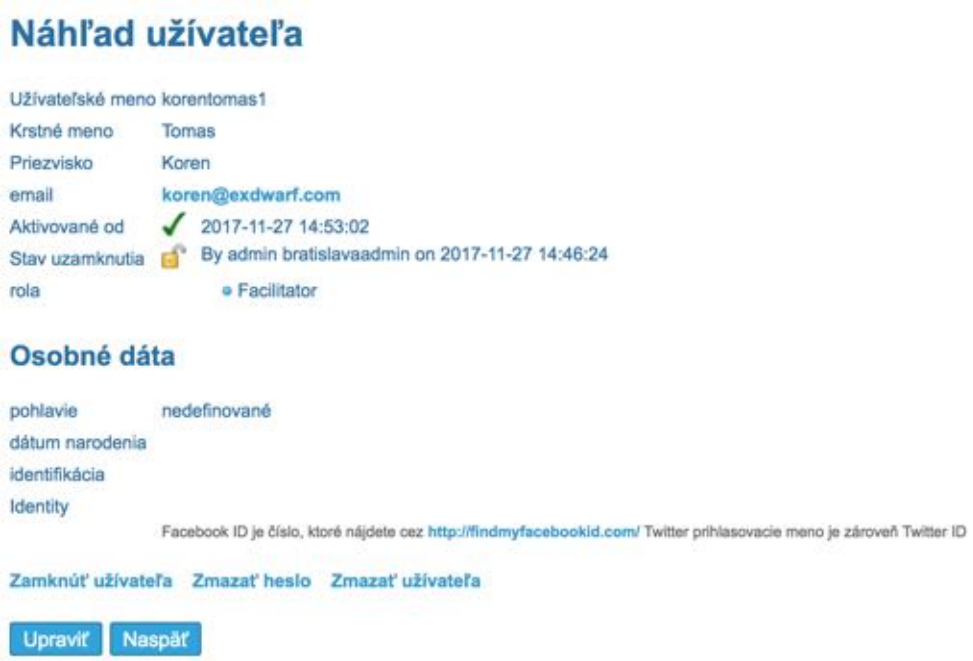
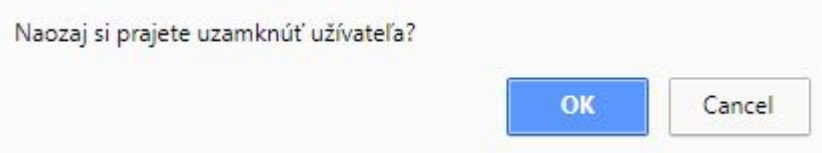
5.1.16.4 Results Slovakian

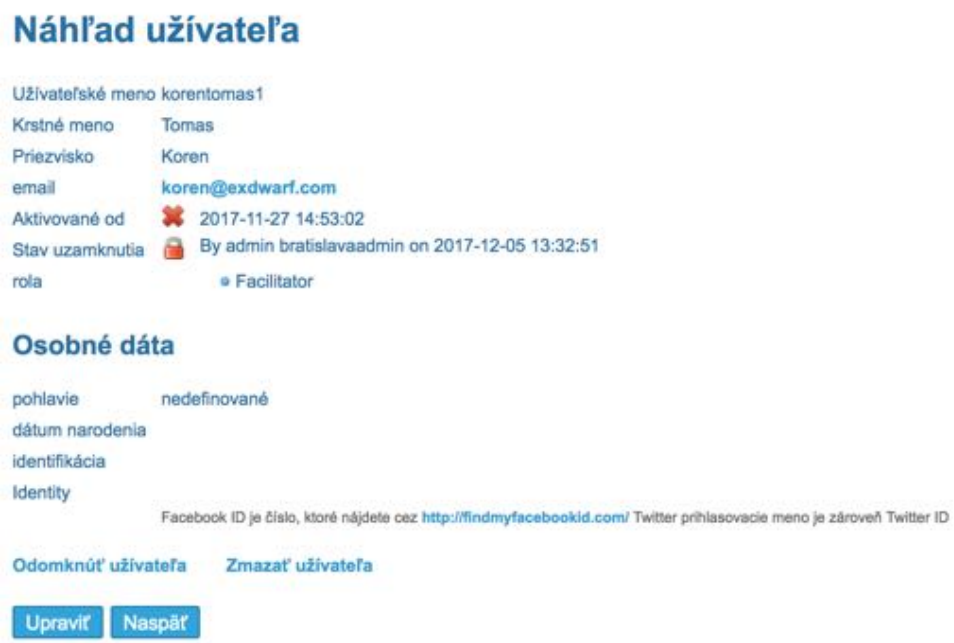
Step 1



Step 2:



Step 3



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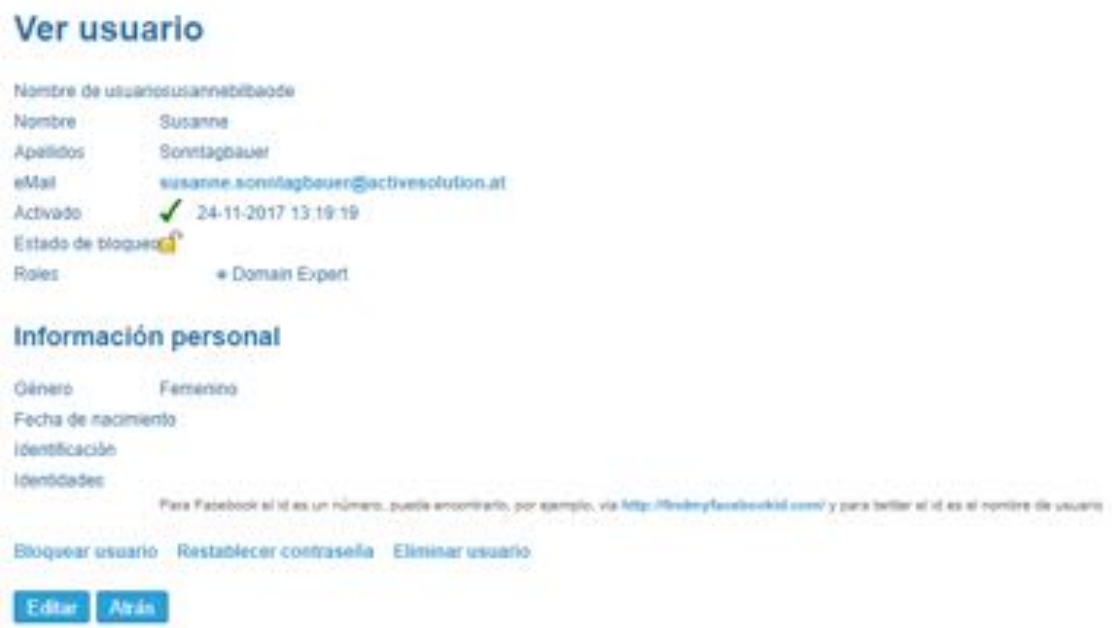
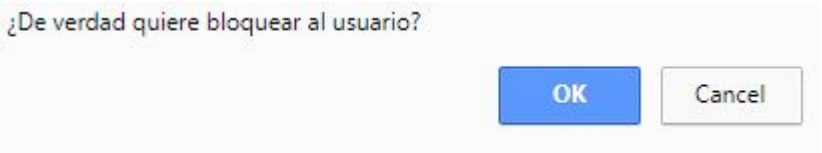
5.1.16.5 Results Spanish

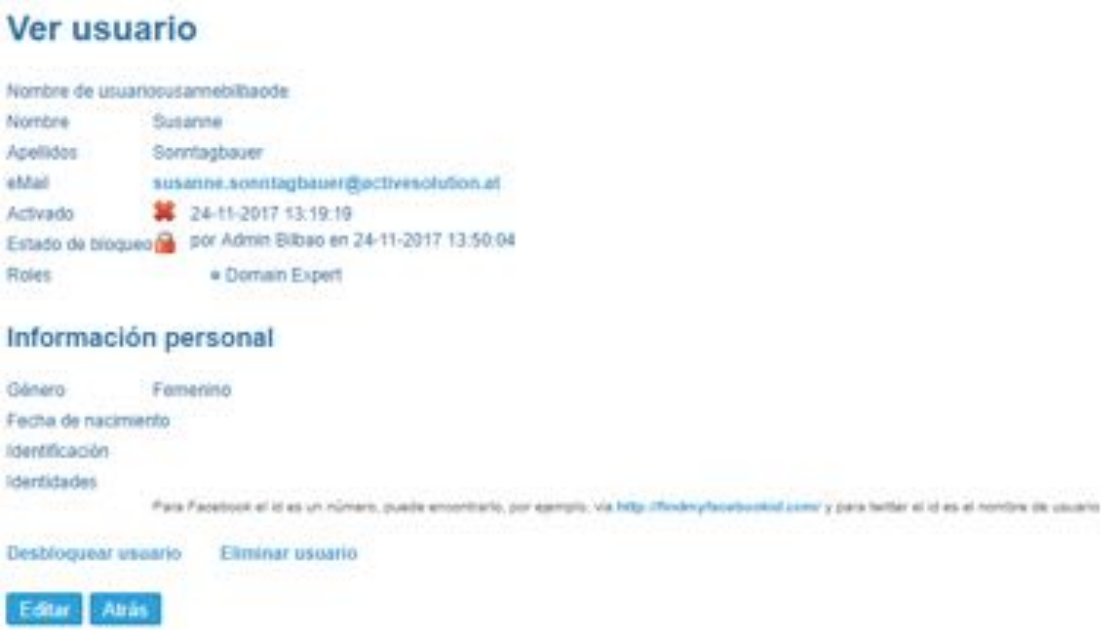
Step 1



Step 2



Step 3



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5.1.17 Test Case – Cancel locking user

Cancel locking User	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 1 – Activated System Administrator • system administrator already signed in • User list is shown
Steps to complete:	1. Click username of the user to be unlocked 2. click “unlock user”
Expected outcome:	1. View user template of the user who should be locked is shown 2. View user template shows “unlocked locker” and “activated user”

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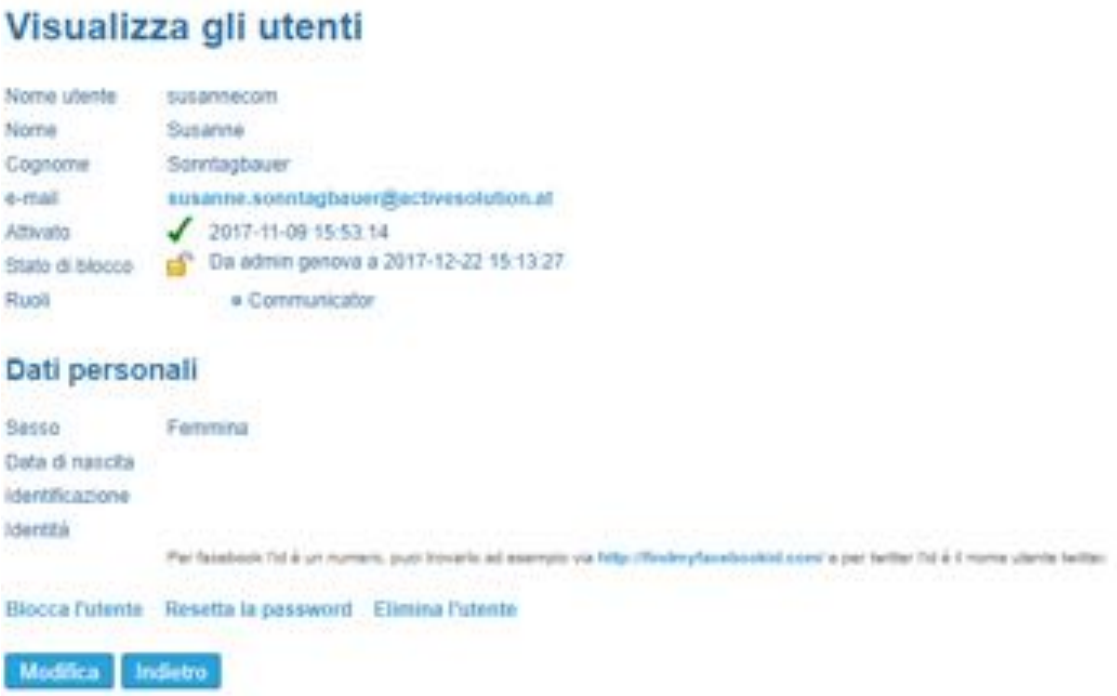
5.1.18 Results – Cancel Locking User

5.1.18.1 Results Italian

Step 1

Step 2



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5.1.18.2 Results Portuguese

Step 1

Step 2

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5.1.18.3 Results Romanian

Step 1

Step 2

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5.1.18.4 Results Slovakian

Step 1:

Step 2:

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5.1.18.5 Results Spanish

Step 1

Step 2

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5.1.19 Test Case - User list verification

User list verification	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 3 - Activated user • PRE 4 - Inactive user • PRE 5 - locked user • system administrator already signed in • User list already shown
Steps to complete:	1. click username of an active user 2. click username of an inactive user 3. click username of a locked user
Expected outcome:	1. active user is shown; furthermore check whether the o the activation sign is a green check mark (means the user active) o user is not locked o username is shown o first name is shown o last name is shown o email address is shown o userrole is shown o personal data are shown 2. inactive user is shown; furthermore check whether o the activation sign is a red cross (means the user inactive) o status of the user is shown (locked or unlocked) which is demonstrated by a locker (a red locked locker for a locked user or an open locker for an unlocked user) o username is shown o first name is shown o last name is shown o email address is shown o userrole is shown o personal data are shown 3. locked user is shown; furthermore check whether o the activation sign is a green check mark (means the user is not activated) o the locked sign is a red locker o username is shown o first name is shown o last name is shown o email address is shown o userrole is shown o personal data are shown

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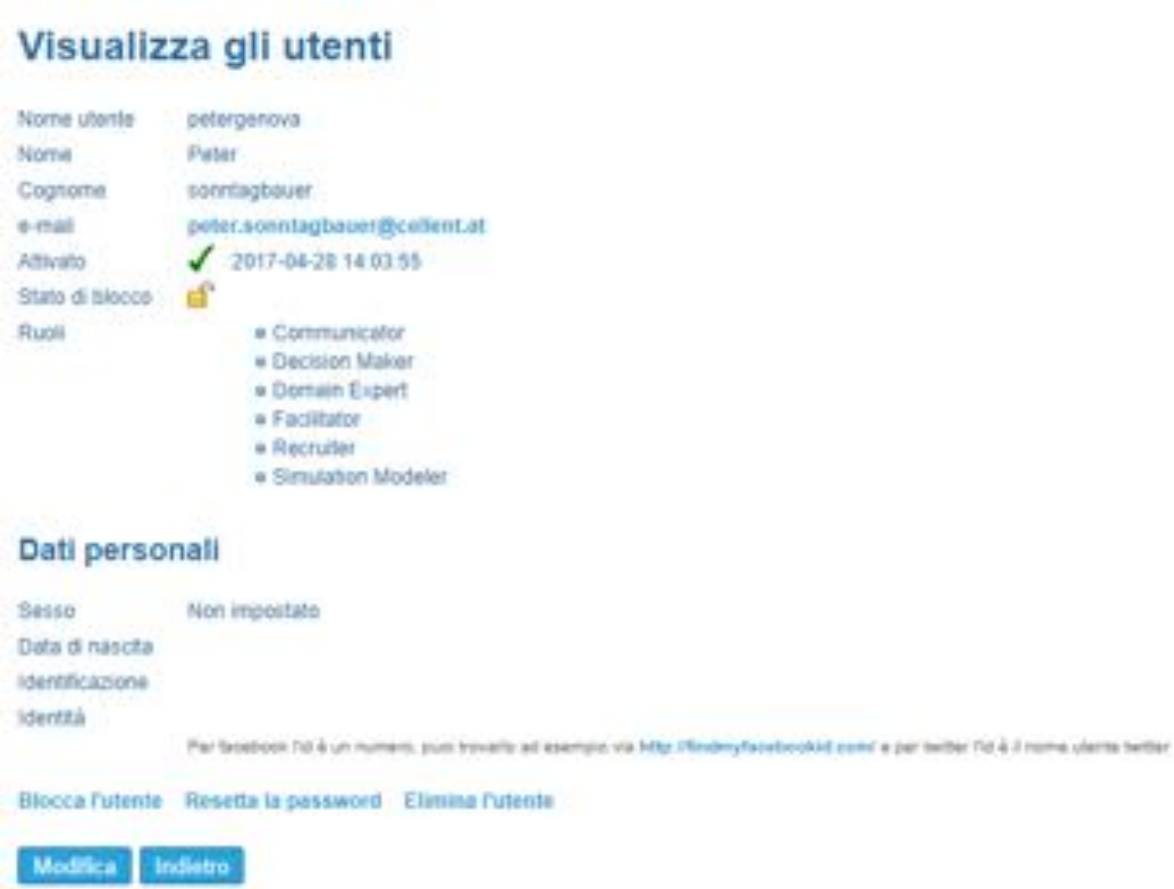
5.1.20 Results - User list verification

5.1.20.1 Results Italian

Step 1



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Step 2

Step 3

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5.1.20.2 Results Portuguese

Step 1

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Step 2

Step 3

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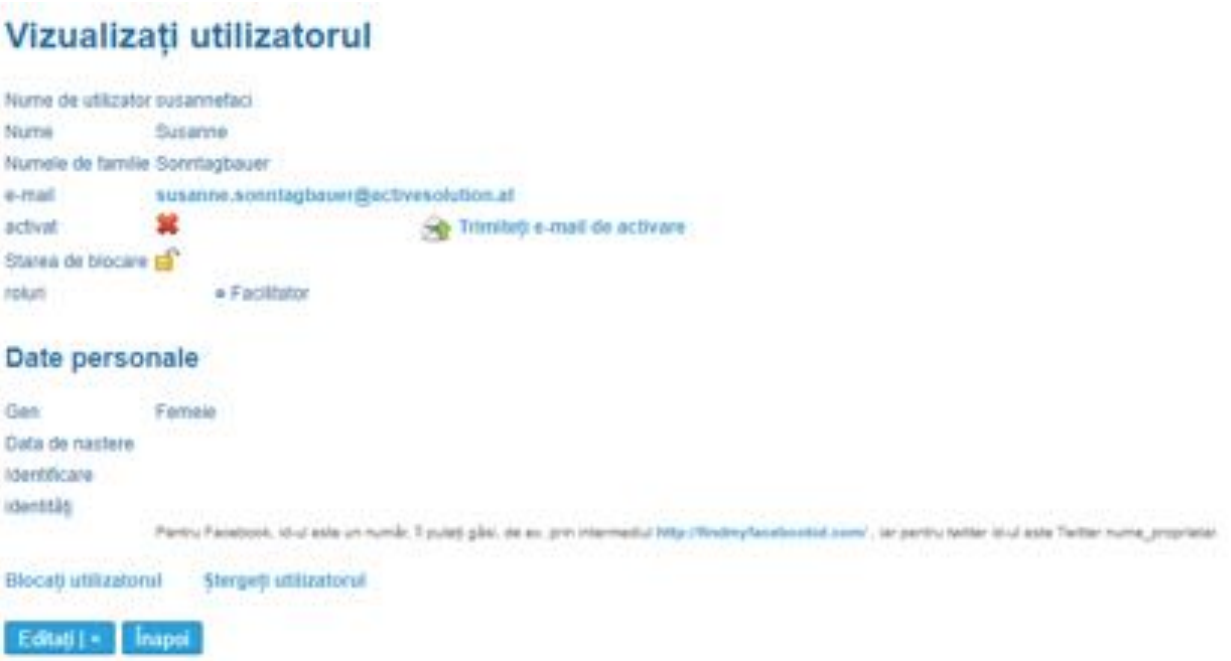
5.1.20.3 Results Romanian

Step 1

Step 2



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Step 3

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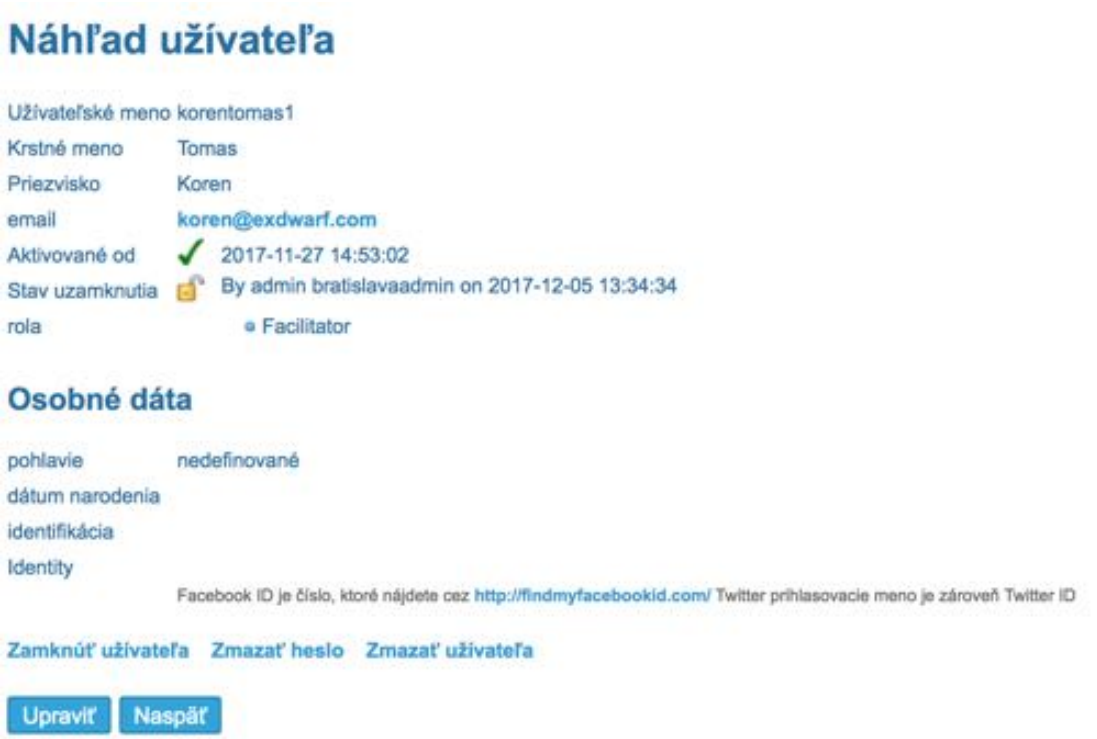
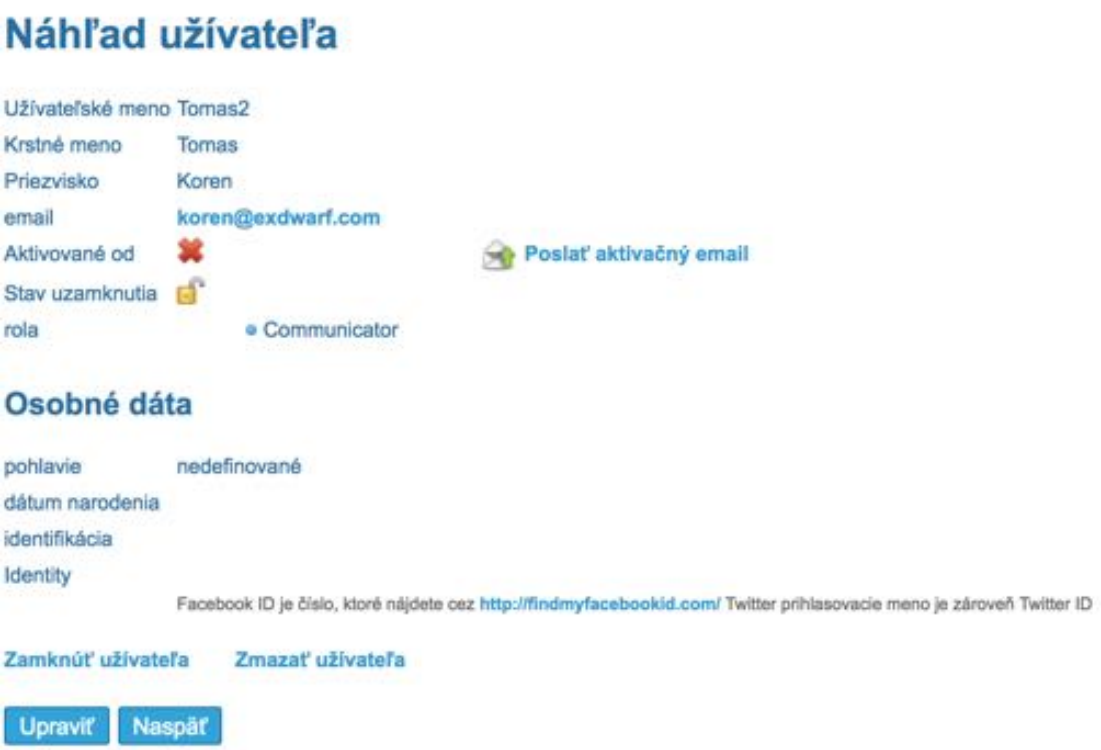
5.1.20.4 Results Slovakian

Step 1:



Step 2:



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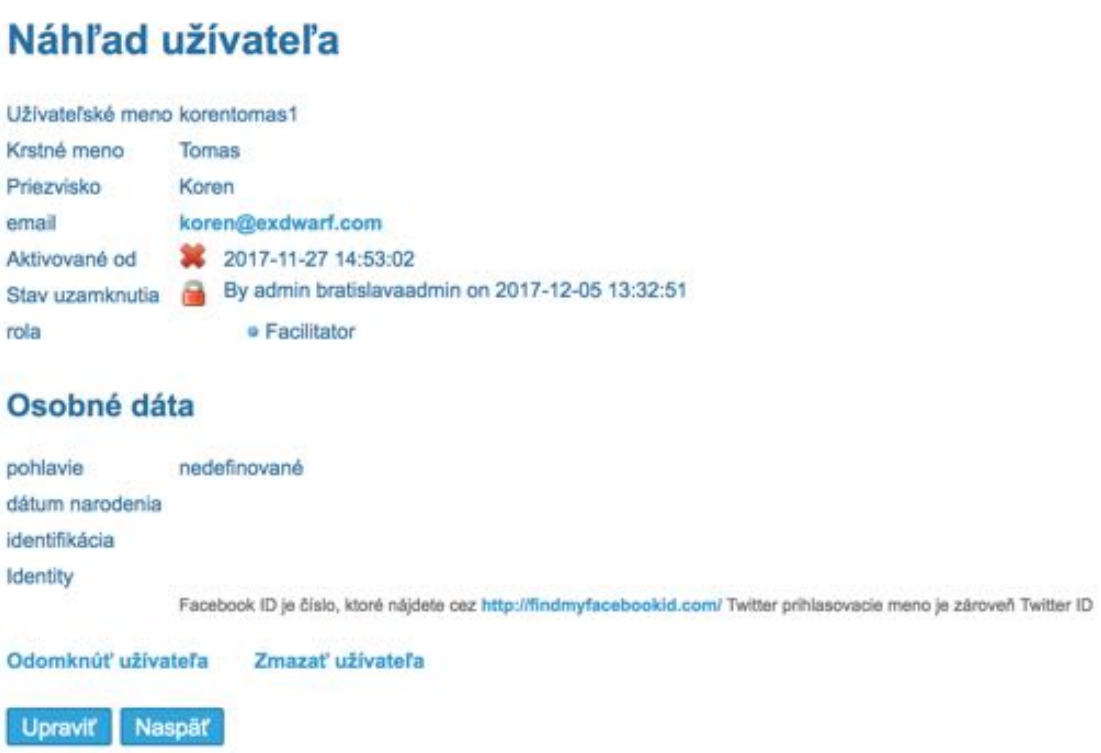
Step 3:



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5.1.20.5 Results Spanish

Step 1

Step 2

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Step 3

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5.1.21 Test Case - Reset password of user

Reset password of user	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 1 - Activated System Administrator • PRE 3 - Activated User • system administrator already signed in • administration section already opened • user list already opened
Steps to complete:	1. open user detail page (for the user whose password should be reset) by clicking on the username in the user list 2. click "Reset password" 3. confirm dialog with OK 4. click “send password reset email”
Expected outcome:	1. user detail page is shown 2. dialog with notification "Do you really want to reset the password" is shown 3. detail page is shown and activation state switches to inactive (red cross is shown) 4. email application opens a new mail with: ○ Subject: reset password ○ And body: ○ Dear first name, Yours sincerely (name of admin)

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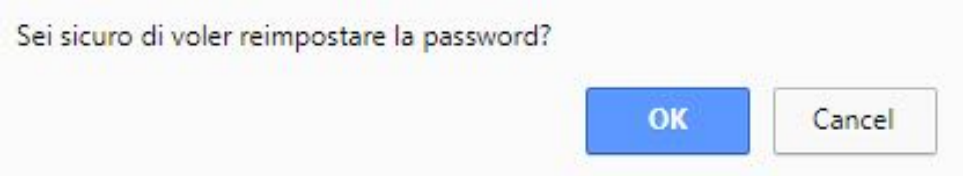
5.1.22 Results - Reset password of user

5.1.22.1 Results Italian

Step 1

Step 2



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Step 3

Step 4

- email application opens a new mail with:
    - Subject: reset password
    - And body:
    - Dear first name,

    Yours sincerely

    (name of admin)

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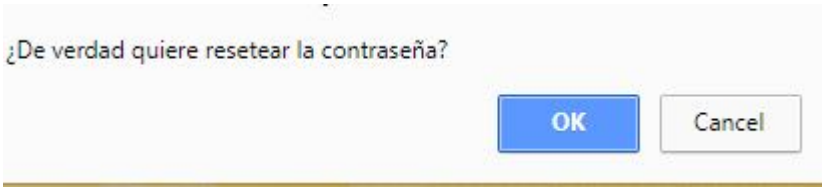
5.1.22.2 Results Portuguese

Step 1

Step 2



Step 3

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Step 4

- email application opens a new mail with:
    - Subject: reset password
    - And body:
    - Dear first name,

    Yours sincerely

    (name of admin)

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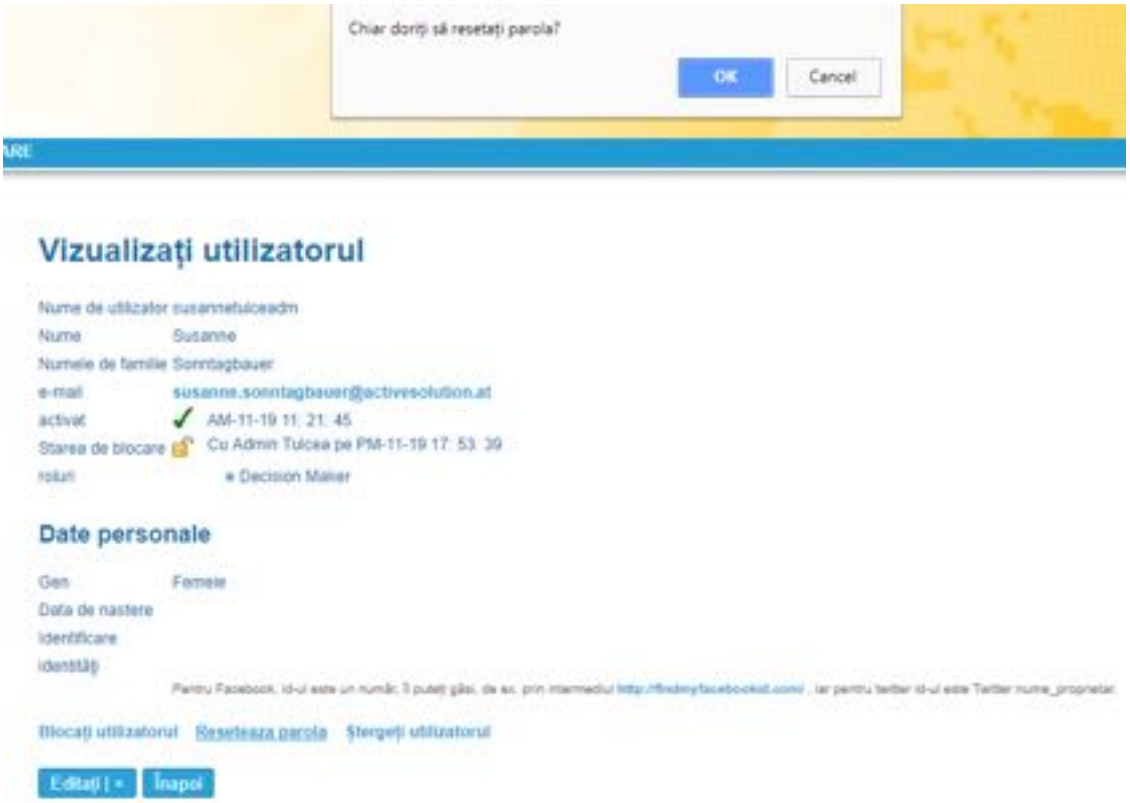
5.1.22.3 Results Romanian

Step 1

Step 2



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Step 3

Step 4

- email application opens a new mail with:
    - Subject: reset password
    - And body:
    - Dear first name,

    Yours sincerely

    (name of admin)

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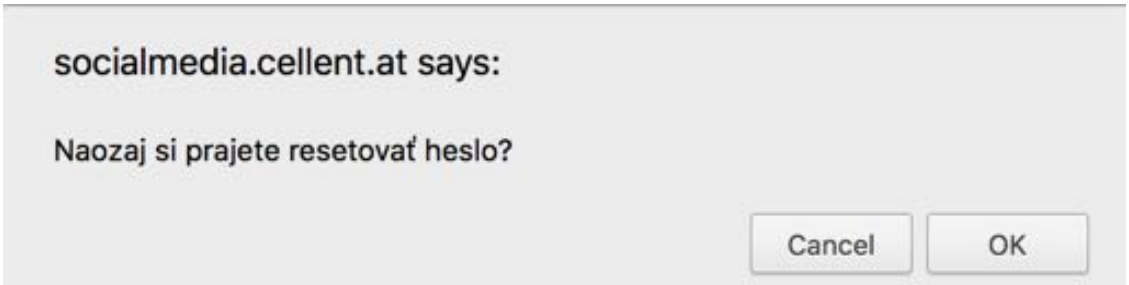
5.1.22.4 Results Slovakian

Step 1

Step 2:



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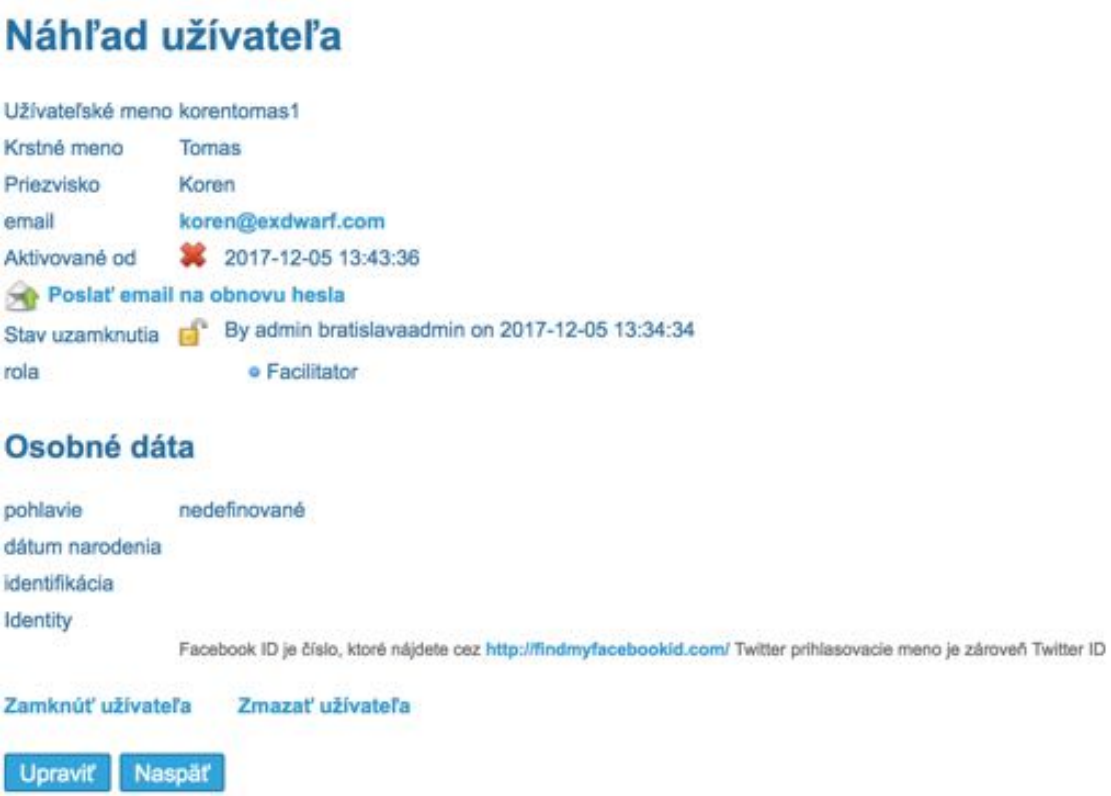
Step 3



Step 4:

- email application opens a new mail with:
    - Subject: reset password
    - And body:
    - Dear first name,

    Yours sincerely

    (name of admin)

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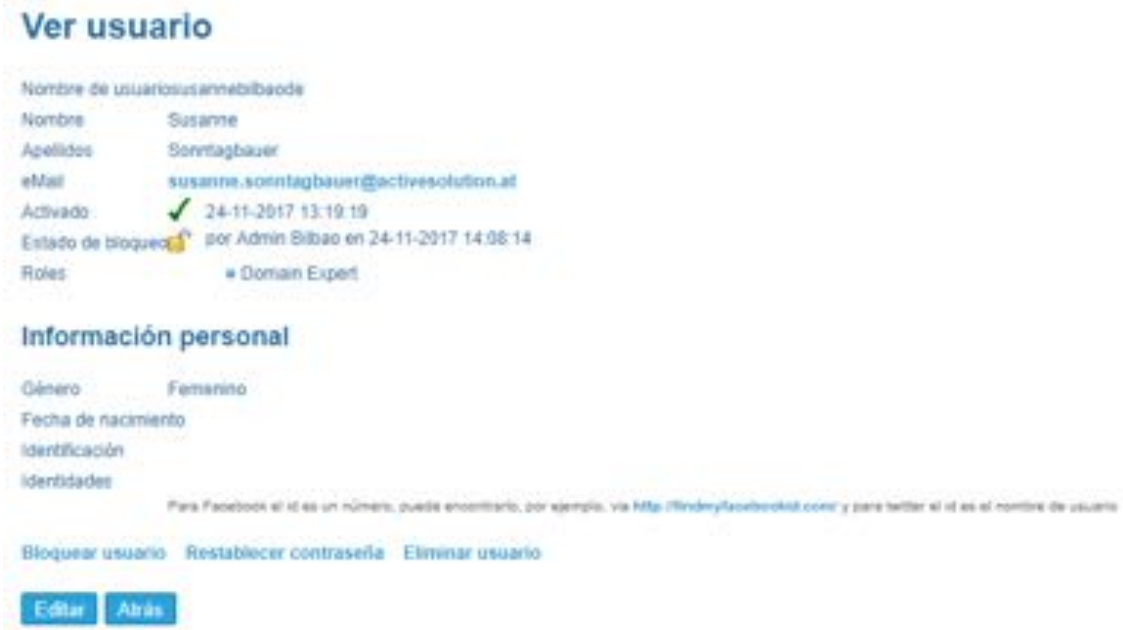
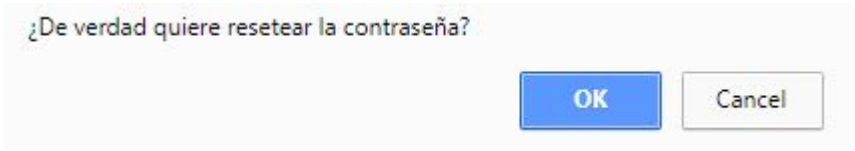
5.1.22.5 Results Spanish

Step 1



Step 2



Step 3

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Step 4

- email application opens a new mail with:
    - Subject: reset password
    - And body:
    - Dear first name,

    Yours sincerely

    (name of admin)

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5.1.23 Test Case - Activate user with valid password

Activate user with valid password	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 1 - Activated System Administrator • Logged in as System Administrator • PRE 4 - Inactive User • View User Page • Reset email has been already set
Steps to Complete:	1. click on the activation link 2. enter a new valid password 3. confirm <a new valid password> 4. click “save”
Expected Outcome:	1. mail client opens with activation link 2. - 3. - 4. user is activated

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5.1.24 Results - Activate user with valid password

5.1.24.1 Results Italian

Step 1

Step 2 –

Step 3-

Step 4

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5.1.24.2 Results Portuguese

Step 1

Step 2 -

Step 3 –

Step 4

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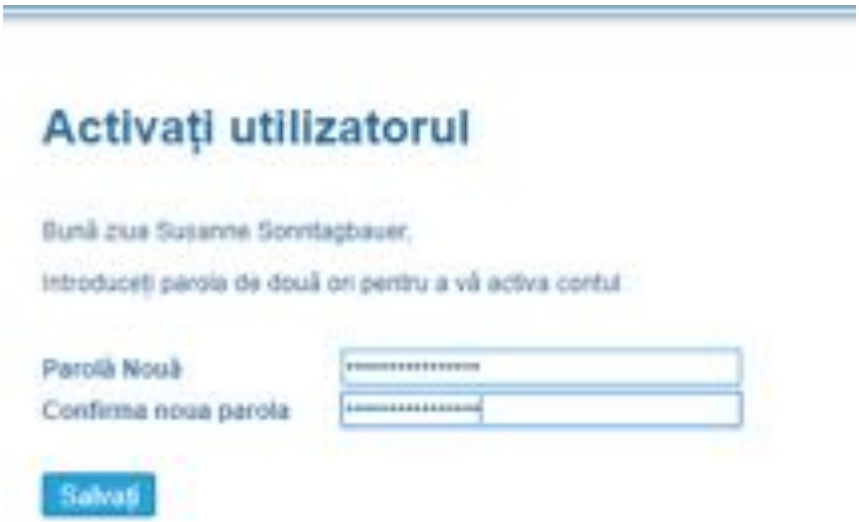
5.1.24.3 Results Romanian

Step 1



Step 2

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5.1.24.4 Results Slovakian

Step 1

Step 2

Step 3 –

Step 4

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5.1.24.5 Results Spanish

Step 1

Step 2 -

Step 3 –

Step 4

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5.1.25 Test Case - Edit user by clicking username

Edit user by clicking username	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 1 - Activated System Administrator • PRE 3 - Activated User • system administrator already signed in • ADMINISTRATION section already opened • user list is shown
Steps to complete:	1. click on username
Expected outcome:	1. View user detail page opens including user credentials. In addition this page offers the possibilities either to lock/unlock the user, to reset the password or to delete the user.

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5.1.26 Results - Edit user by clicking username

5.1.26.1 Results Italian

Step 1

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5.1.26.2 Results Portuguese

Step 1

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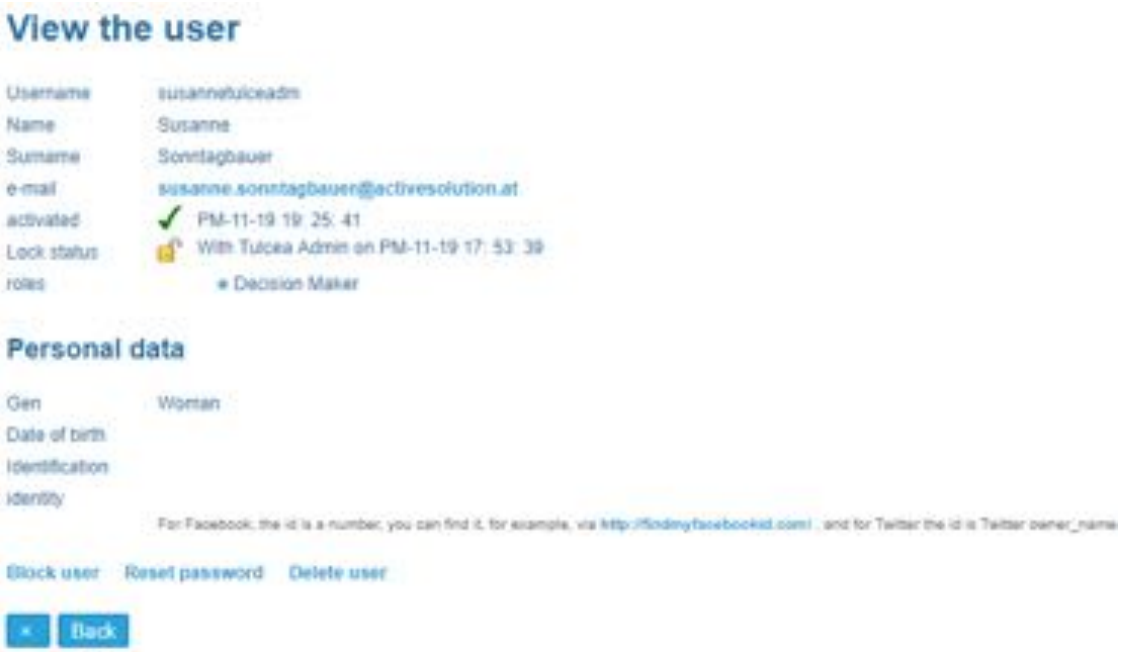
5.1.26.3 Results Romanian

Step 1



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5.1.26.4 Results Slovakian

Step 1

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5.1.26.5 Results Spanish

Step 1

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5.1.27 Test Case – Edit user by clicking edit link

Edit user by clicking edit link	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 1 - Activated System Administrator • PRE 3 - Activated User • system administrator already signed in • ADMINISTRATION section already opened • user list is shown
Steps to complete:	1. click edit link in the users row
Expected outcome:	1. Edit user page is shown, which enables the amendments of the user credentials and personal data.

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5.1.28 Results – Edit user by clicking edit link

5.1.28.1 Results Italian

Step 1

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5.1.28.2 Results Portuguese

Step 1

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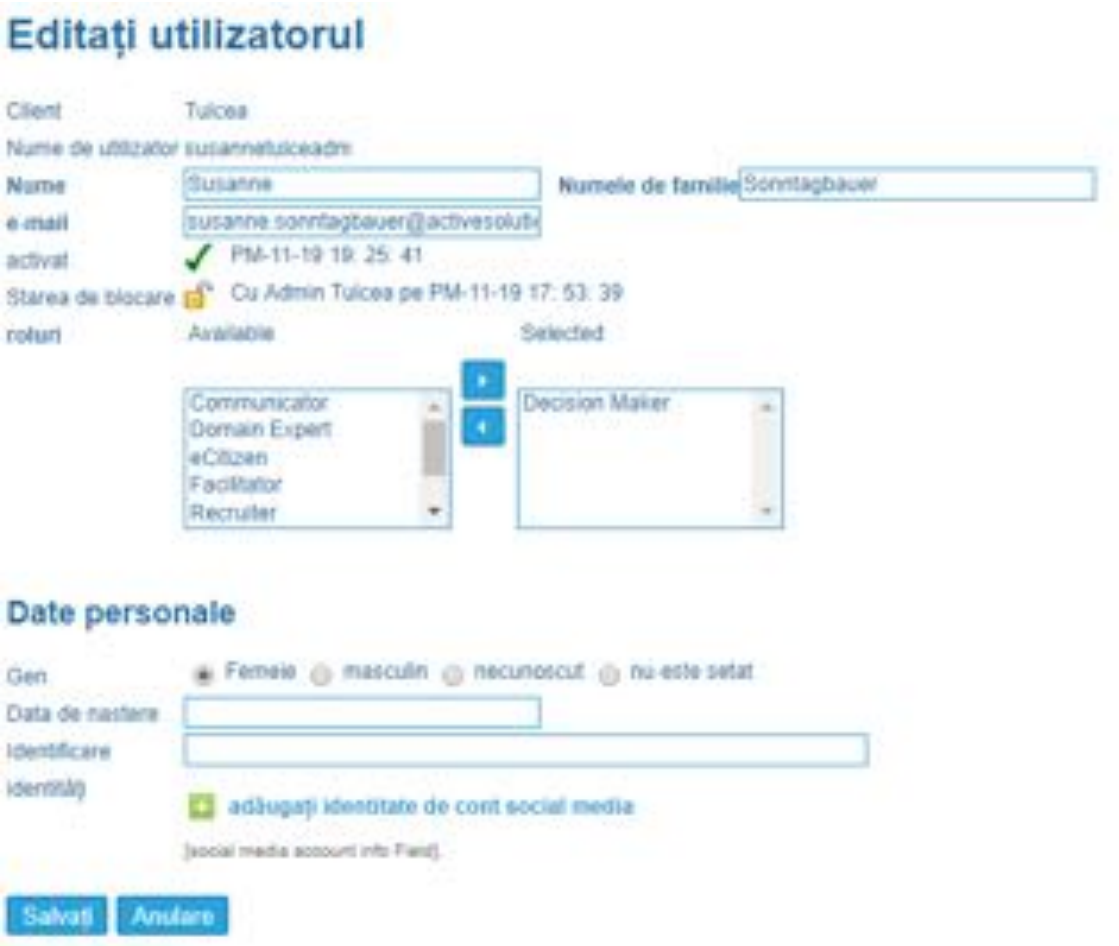
5.1.28.3 Results Romanian

Step 1



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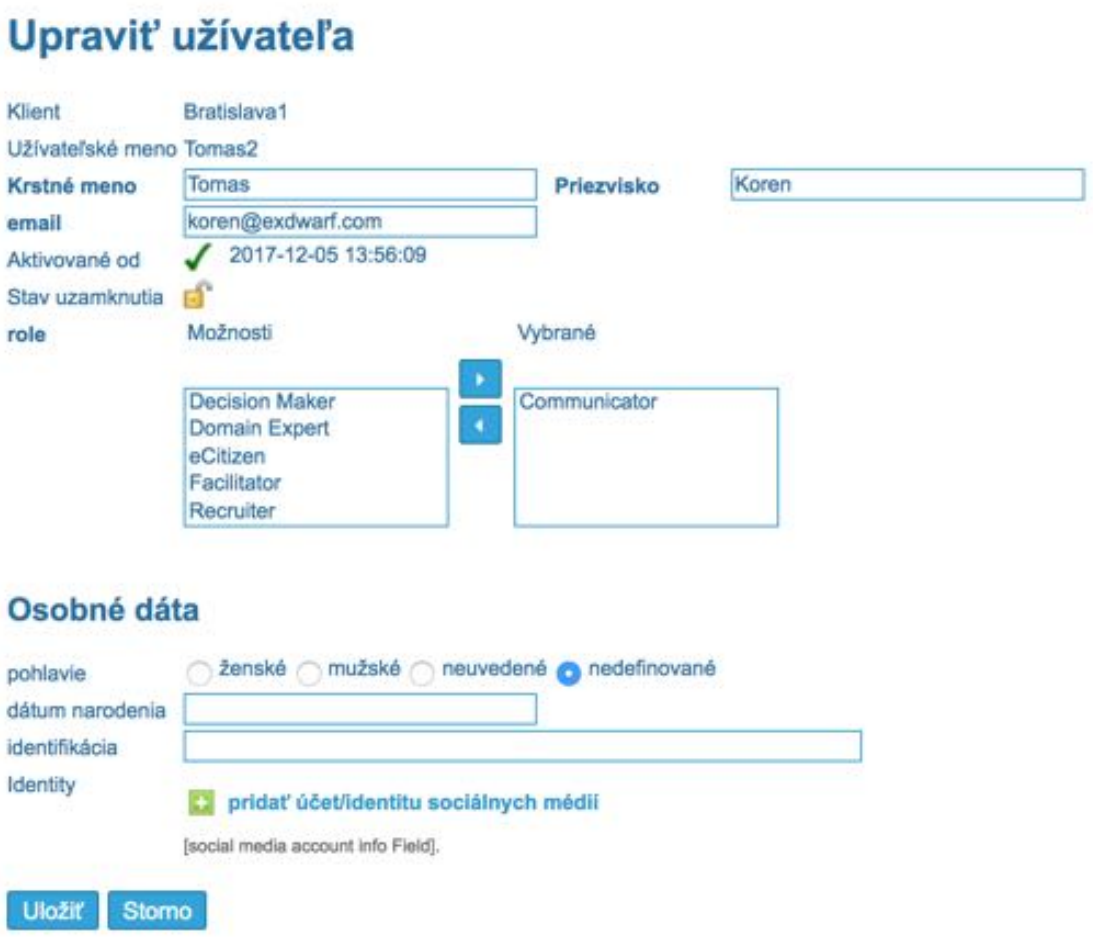
5.1.28.4 Results Slovakian

Step 1



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5.1.28.5 Results Spanish

Step 1

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5.1.29 Test Case – Edit user and change roles

Edit user and change roles	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 1 - Activated System Administrator • PRE 2 - Activated facilitator • system administrator already signed in • ADMINISTRATION section already opened • user list is shown
Steps to complete:	1. click edit link in the user row 2. change the decision maker to the communicator role 3. click save

Expected outcome:	1. users detail page opens and following labels are switching input fields are shown
	  ○ Last name
	  ○ First name
	  ○ emails
	  ○ role assignment
	  ○ personal data
	2. -
	3. role has changed to communicator

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5.1.30 Results – Edit user and change roles

5.1.30.1 Results Italian

Step 1

Step 2 and 3

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5.1.30.2 Results Portuguese

Step 1

Step 2 and 3

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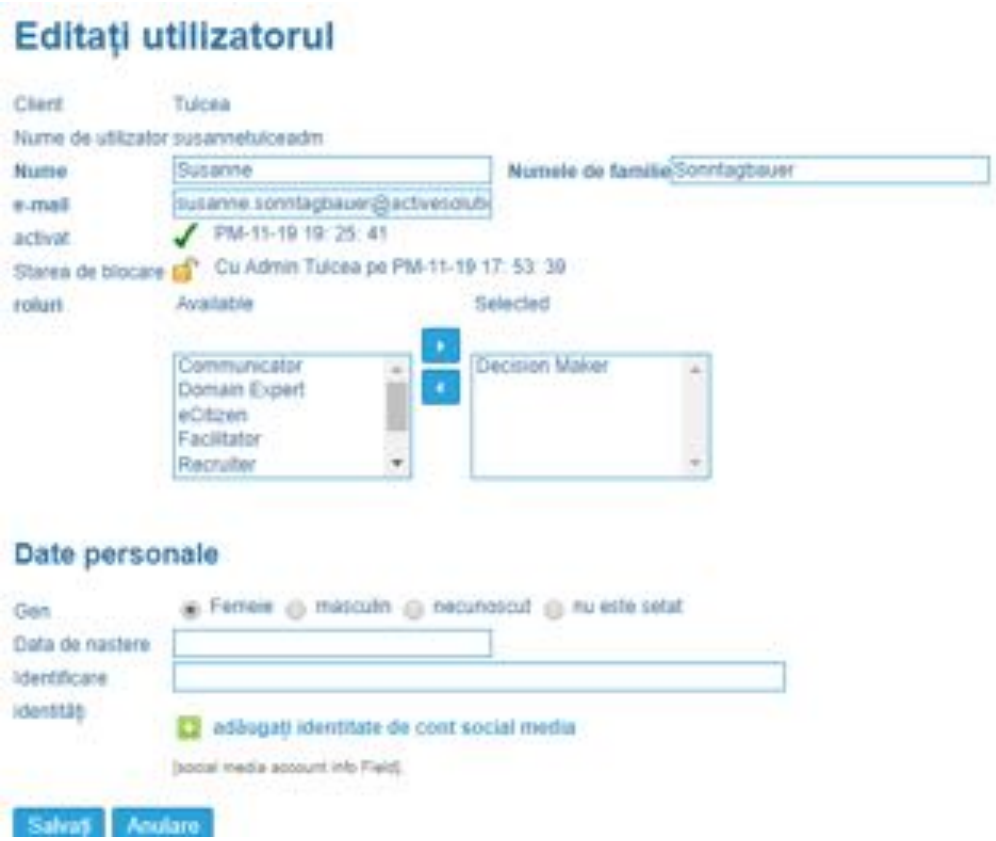
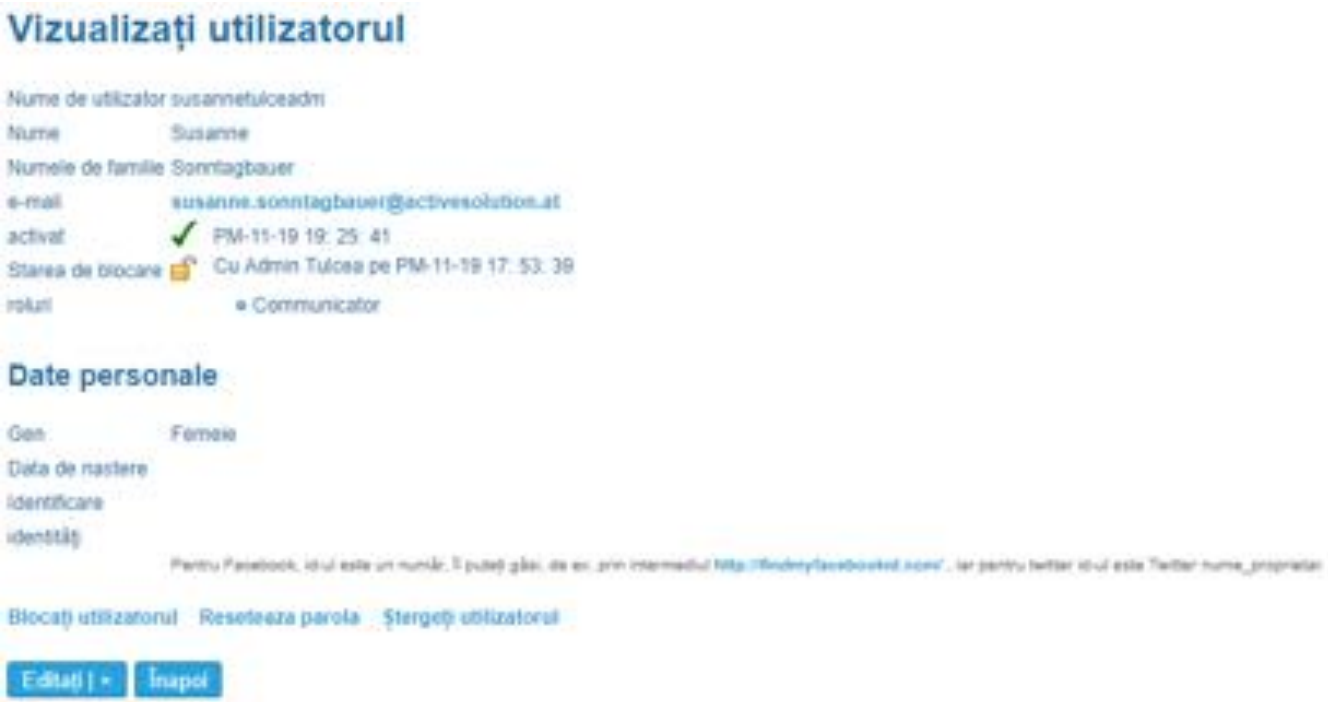
5.1.30.3 Results Romanian

Step 1



Step 3 and 3



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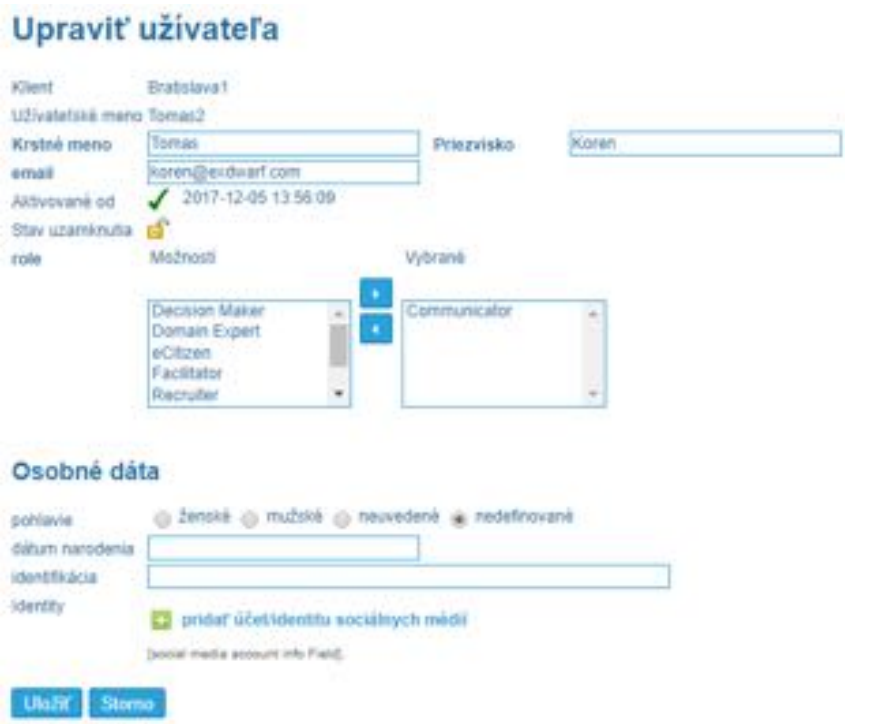
5.1.30.4 Results Slovakian

Step 1



Step 2 and 3

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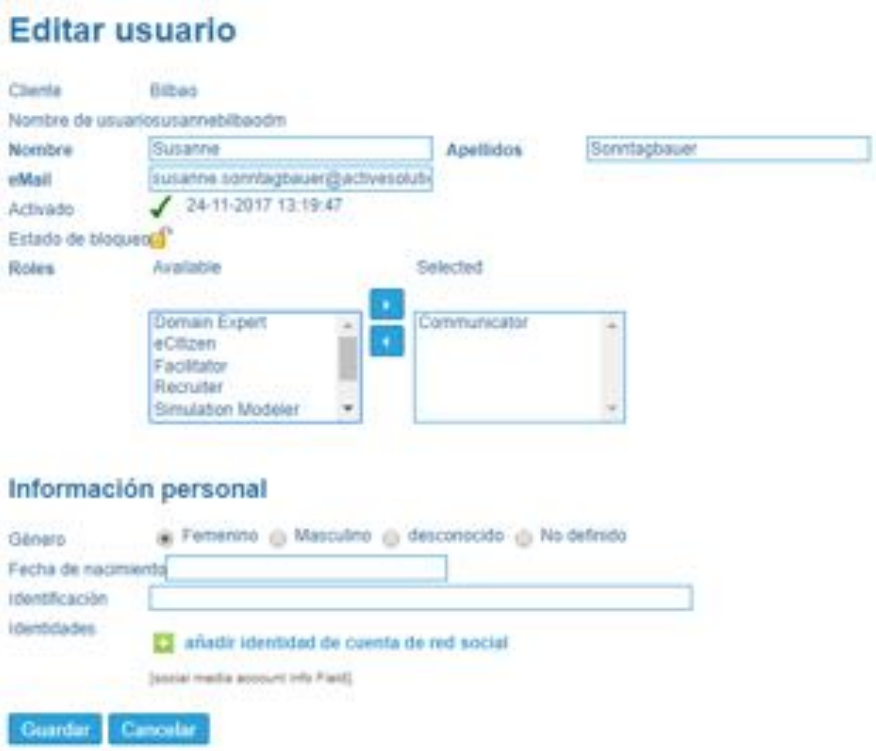
5.1.30.5 Results Spanish

Step 1

Step 2 and 3



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5.2 Campaign Management

5.2.1 Overview

Campaign management handles the creation/editing/deleting of campaigns. Tools refer to opinion maps and questionnaires.

Campaign management is about creating and working with campaigns. A campaign is a container domain object in FLOOD-serv that is used to group all activities and their associated data related to an e-governance task. It is created upon request from a decision maker by the facilitator who defines the campaign's basic data, such as:

1. the initiator (decision maker);
2. the campaign's team the expected end date;
3. the goals (output targets).

Additionally the facilitator with the help of the domain expert selects the data and knowledge that will be used within the campaign. As the facilitator works with the campaign additional data can be added or generated by the FLOOD-serv tools.

For example the following data could be generated:

- Social media content as collected by the social media window;
- Topic cluster data generated by analyzing the social media content.

The campaign is a very important part of the "tool box approach", meaning that working with the FLOOD-serv modules doesn't necessarily follow a predefined workflow but instead allow the user to select the right set of tools that best matches the requirements in any order that he likes.

From a data centric perspective the campaign can thus be seen as a local data storage that bundles all data necessary for a specific research problem and all FLOOD-serv tools that are used throughout the campaign's lifecycle will read, use and write this data.

Campaigns have a state that reflects their current progress in the campaign´s lifecycle:

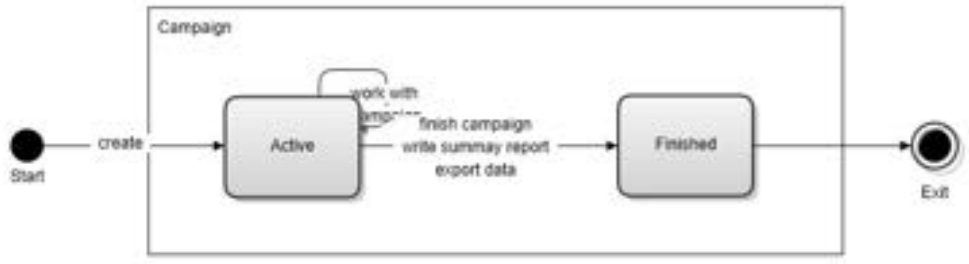

Figure 2 - Working with a Campaign – 1

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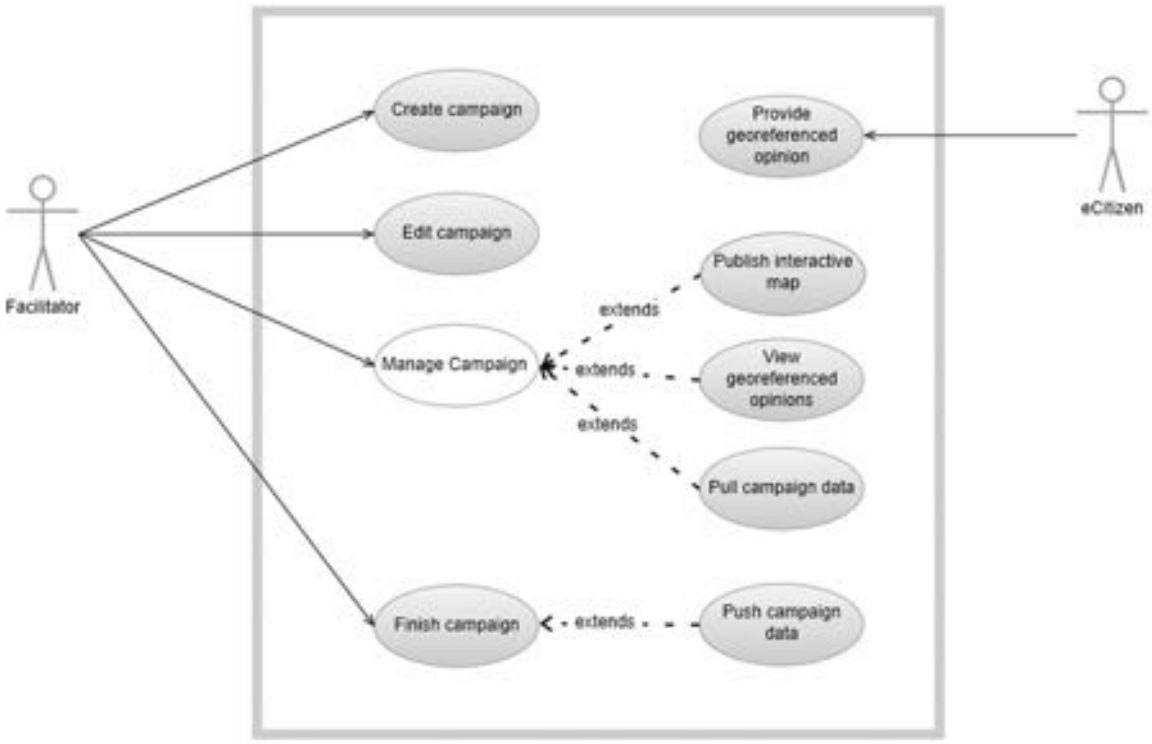

Figure 3 Working with a campaign -2

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5.2.2 Test Case – Create a campaign

Create a campaign	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 2- Activated facilitator • Facilitator already signed in • Campaign SECTION already started
Steps to Complete:	1. Click “campaign” 2. Click “add a campaign” 3. Enter campaign credentials 4. Click “Save” 5. Click “Edit” for viewing the campaign credentials
Expected Outcome:	1. List of campaigns appears 2. “Add campaign” page appears 3. - 4. View campaign page is shown, providing an overview. 5. -

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5.2.3 Results – Create a campaign

5.2.3.1 Results Italian

Step 1

Step 2

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Step 3 and 4

Step 5

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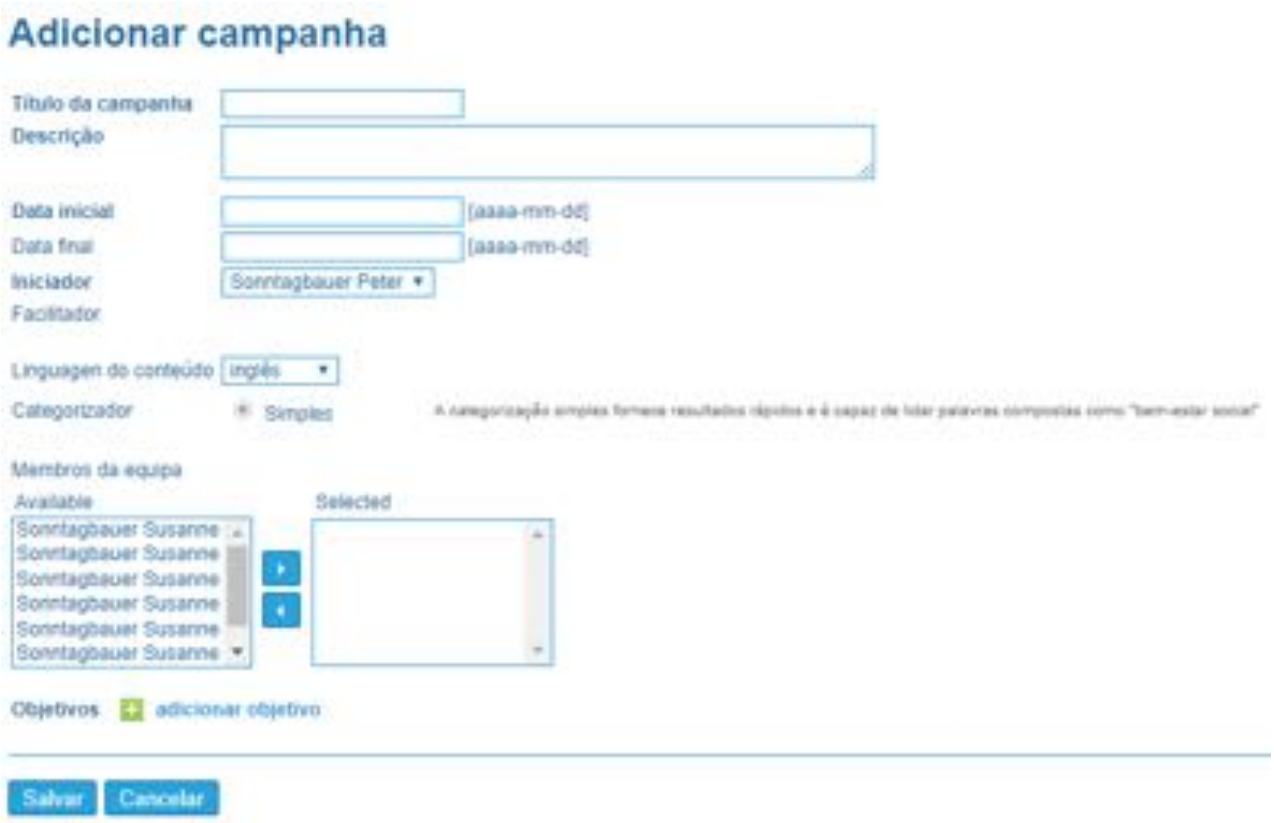
5.2.3.2 Results Portuguese

Step 1

Step 2



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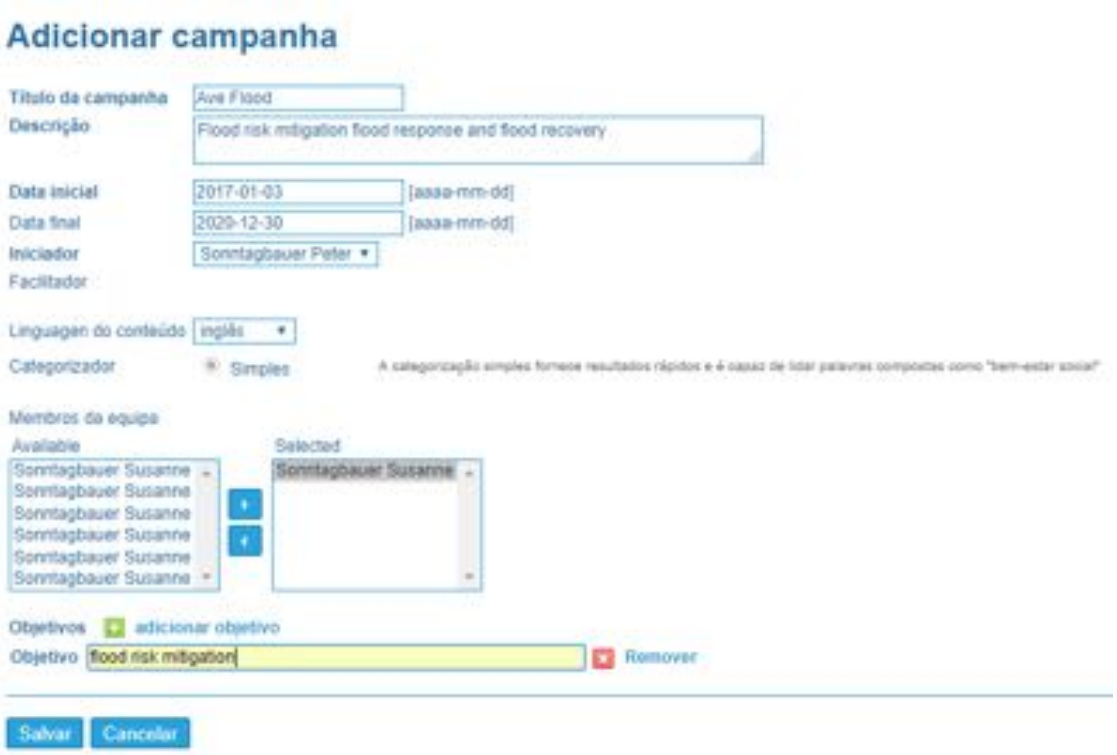
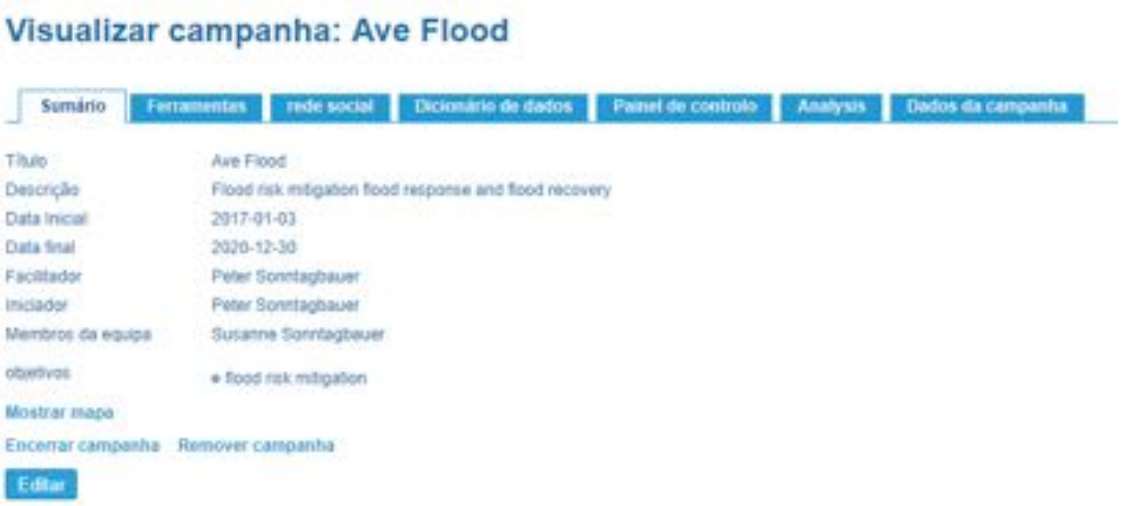
Step 3 and 4



Step 5



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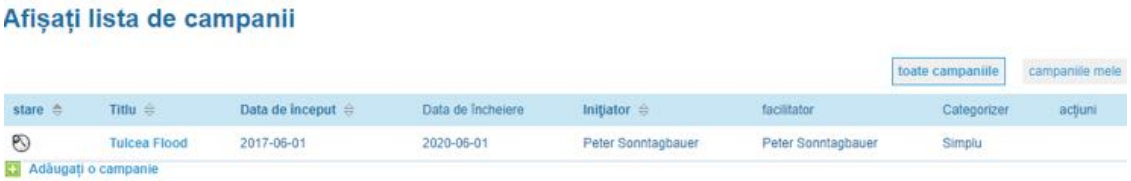
5.2.3.3 Results Romanian

Step 1



Step 2

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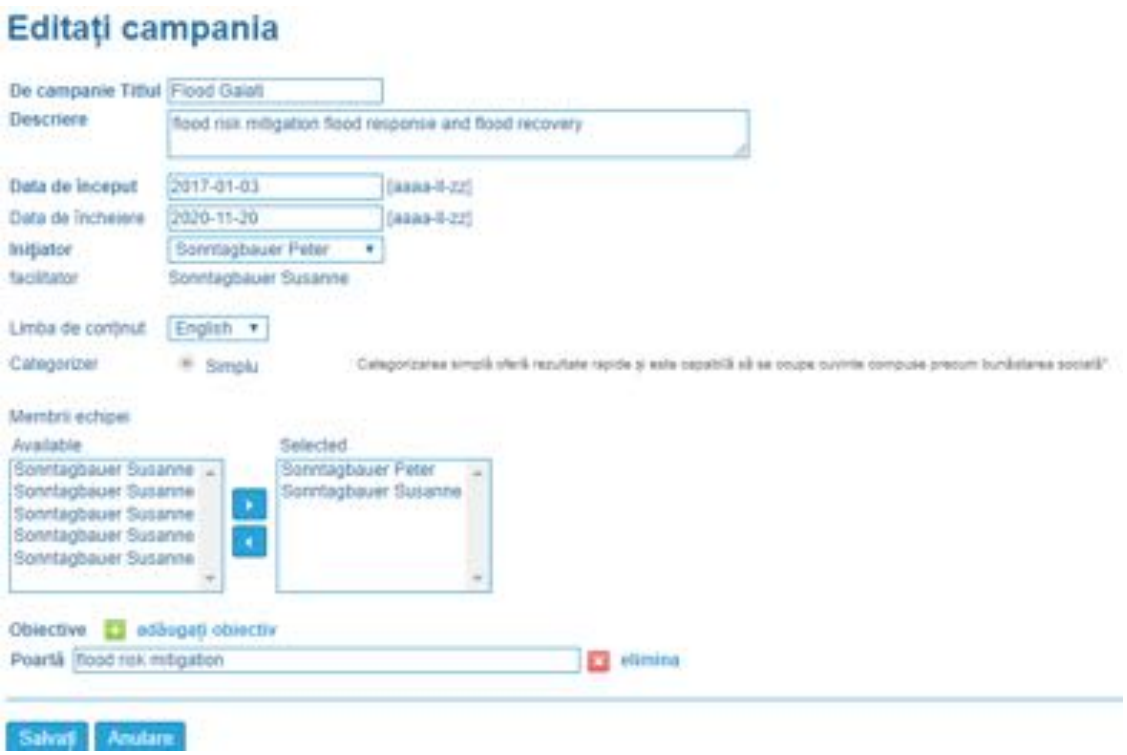
Step 3 and 4



Step 5

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5.2.3.4 Results Slovakian

Step 1

Step 2

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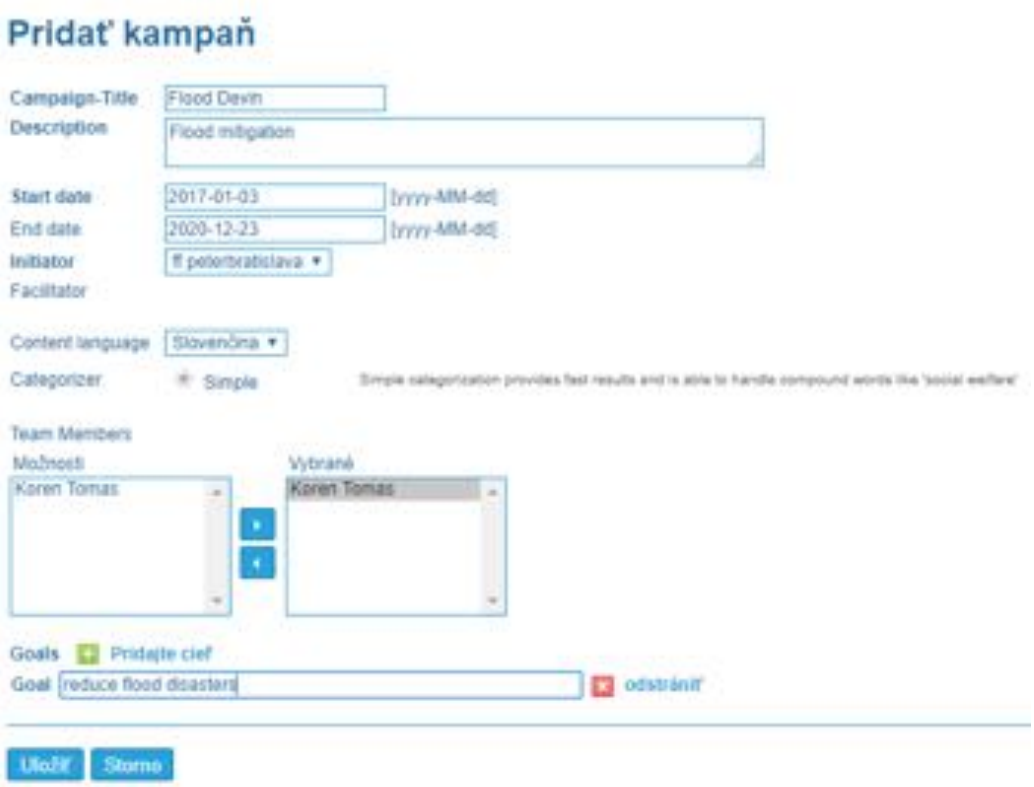
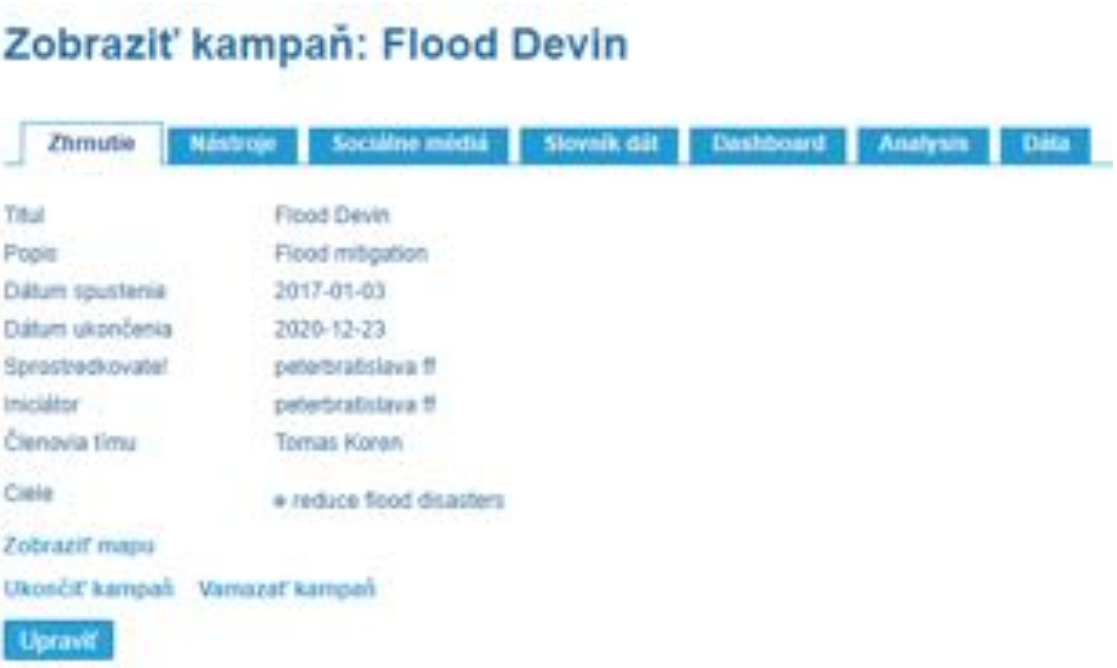
Step 3 and 4



Step 5



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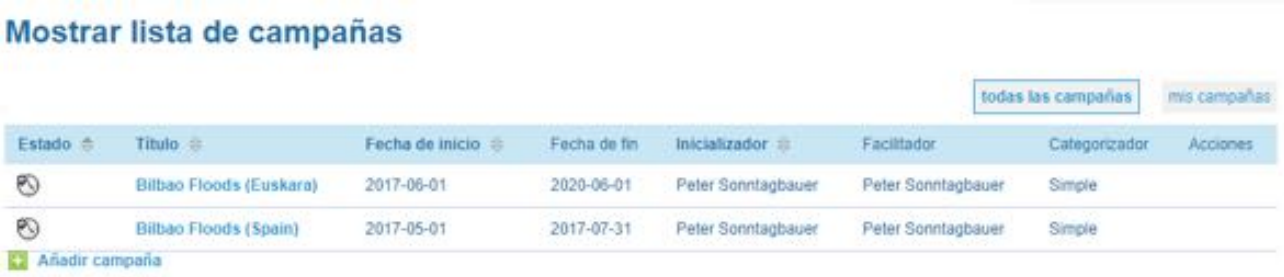
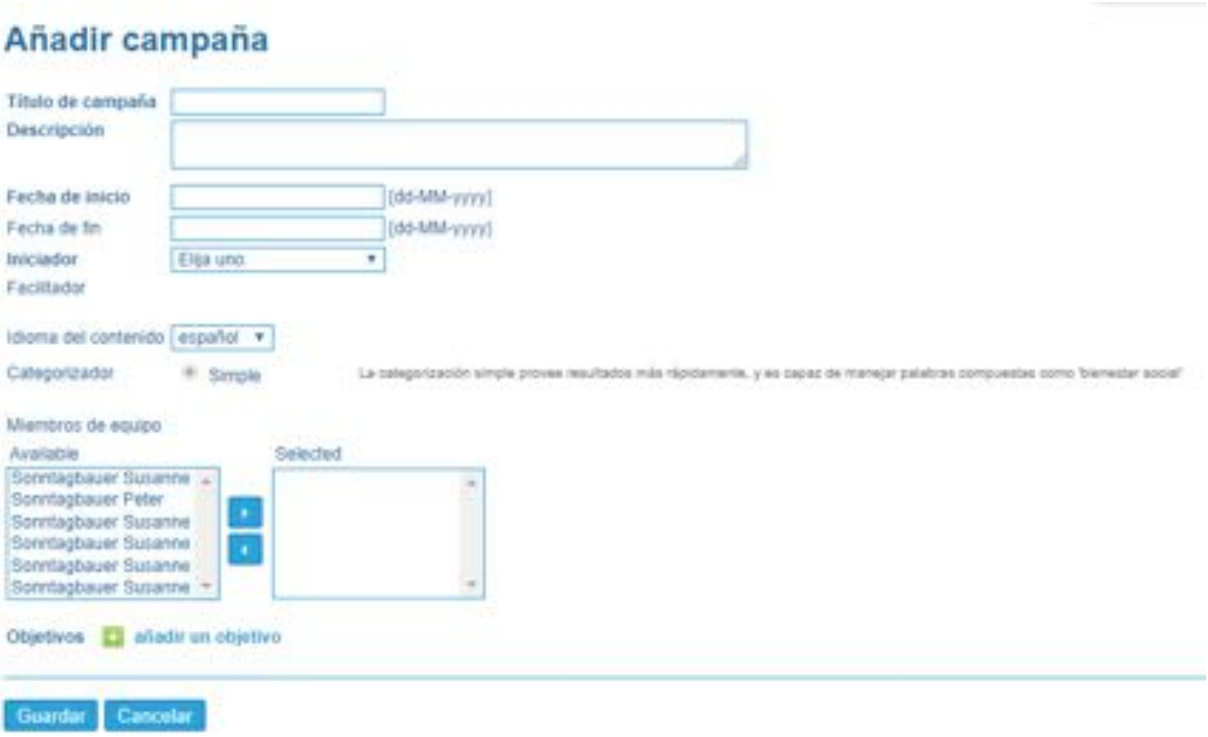
5.2.3.5 Results Spanish

Step 1



Step 2



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Step 3 and 4

Step 5

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5.2.4 Test Case – Create a category

Create a category	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 2- Activated facilitator • PRE 12 – Created campaign • Facilitator already logged in • CAMPAIGN section already opened • Campaign list is shown
Steps to Complete:	1. Click Title of the campaign for which a category should be created 2. Click “Social Media” 3. Click “Create a category” 4. Enter category details 5. Click “Save”
Expected Outcome:	1. View campaign page of the selected campaign appears 2. Existing categories are shown 3. Template for the creation of a category appears 4. – 5. Category is stored under the selected campaign

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5.2.5 Results – Create a category

5.2.5.1 Results Italian

Step 1

Step 2

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Step 3

Step 4

Step 5

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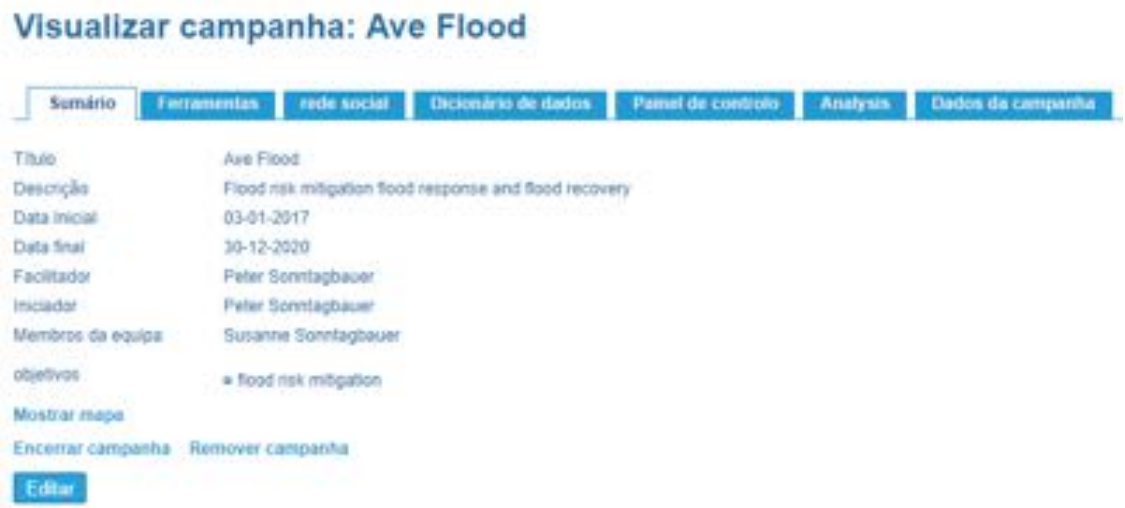
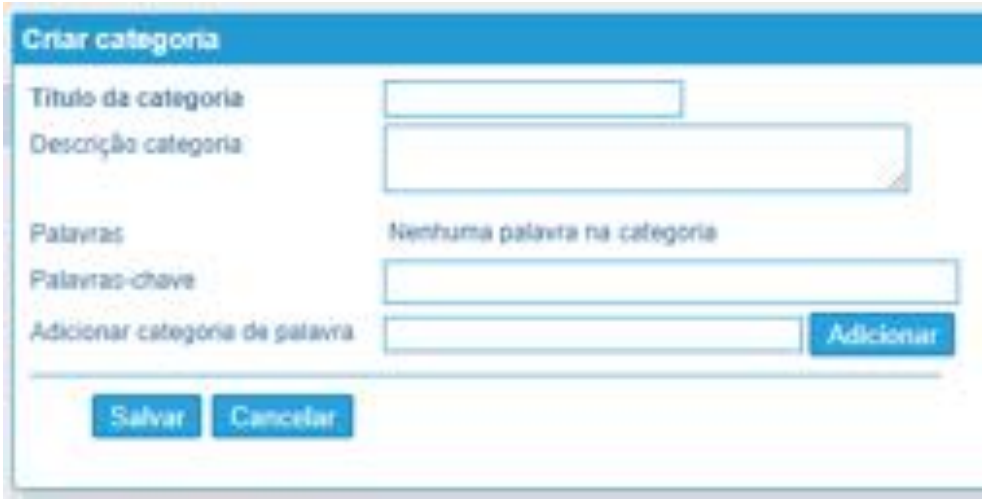
5.2.5.2 Results Portuguese

Step 1



Step 2

Step 3



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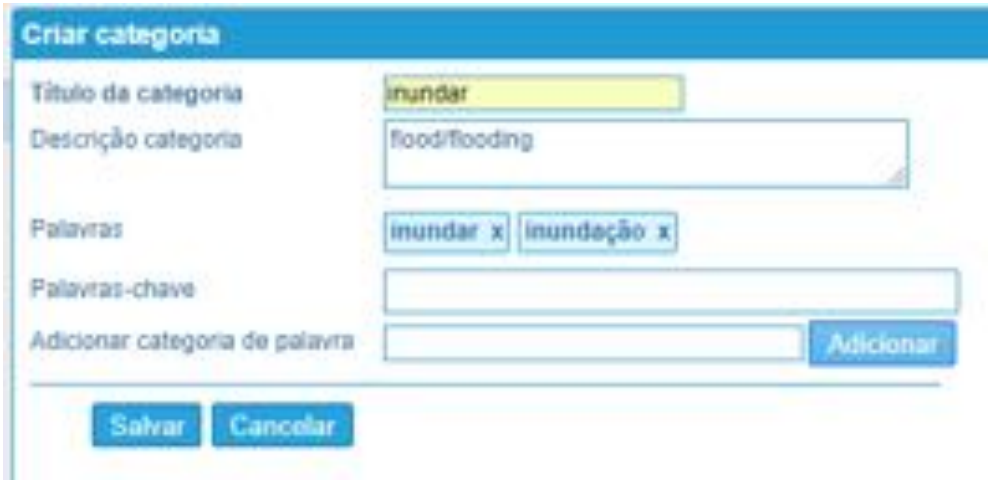
Step 4



Step 5

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5.2.5.3 Results Romanian

Step 1

Step 2

Step 3

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Step 4

Step 5

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5.2.5.4 Results Slovakian

Step 1

Step 2

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Step 3 and 4

Step 5

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5.2.5.5 Results Spanish

Step 1

Step 2 and 3

Step 4

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Step 5

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5.2.6 Test Case – Copy an existing category

Create a category	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 2- Activated facilitator • PRE 12 – Created campaign • Facilitator already logged in • CAMPAIGN section already opened • Campaign list is shown
Steps to Complete:	1. Click Title of the campaign to be selected 2. Click “Social Media” 3. Click “Copy Category” 4. Click category, which should be copied
Expected Outcome:	1. Selected campaign appears 2. Existing categories are shown 3. Template for the creation of a category appears 4. Selected category is added to the campaign

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5.2.7 Results – Copy an existing category

5.2.7.1 Results Italian

Step 1

Step 2

Step 3

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Step 4

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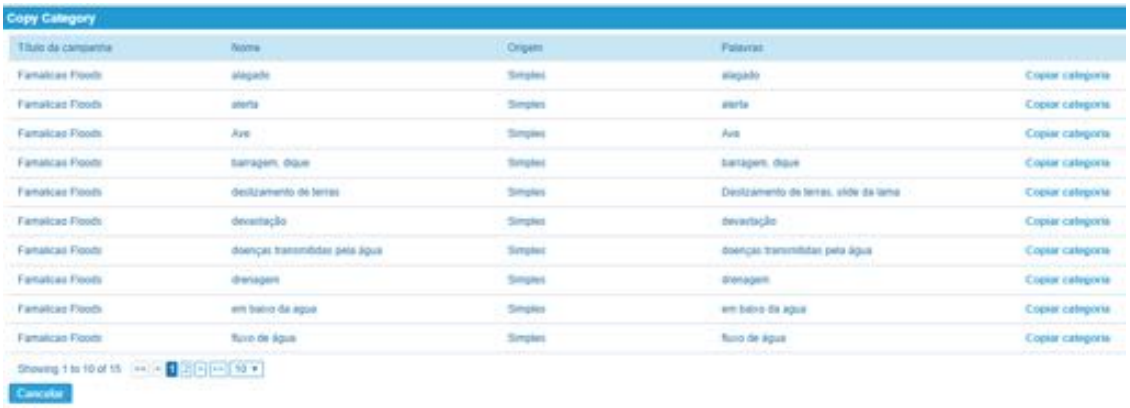
5.2.7.2 Results Portuguese

Step 1

Step 2

Step 3



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Step 4

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5.2.7.3 Results Romanian

Step 1

Step 2

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Step 3

Step 4

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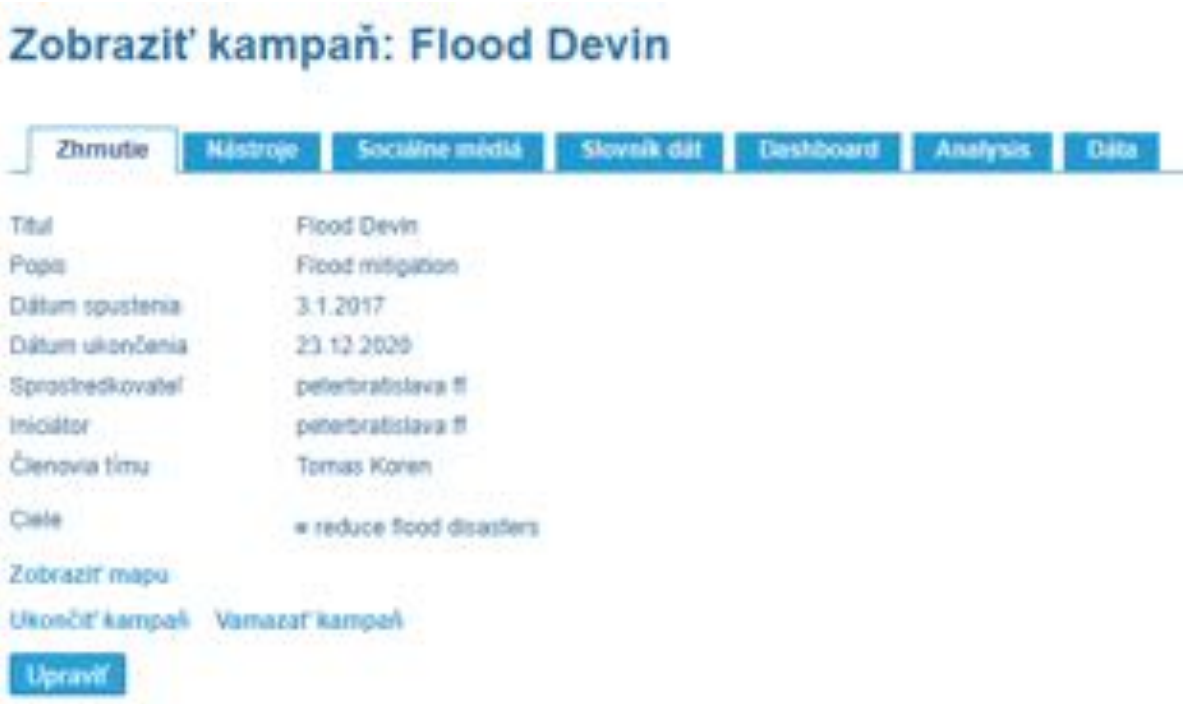
5.2.7.4 Results Slovakian

Step 1



Step 2

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Step 3

Step 4

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5.2.7.5 Results Spanish

Step 1

Step 2

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Step 3

Step 4

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5.2.8 Test Case – Create a map to collect georeferenced opinions

Create a map to collect georeferenced opinions	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 2- Activated facilitator • PRE 12 – Created campaign • Facilitator already logged in • CAMPAIGN section already opened • Campaign list is shown

Steps to Complete:	1. Select a campaign by clicking the title of the campaign
	2. Click “Tools”
	3. Click “Add opinion map”
	4. Add opinion map credentials
	  ○ Name
	  ○ Description
	  ○ Select a region for the opinion which is inside of the predefined bounding box
	  • Input with draw mode or
	  • With entering the coordinates on decimal degrees
	5. Preview the selected map
	6. Click “save”

Expected Outcome:	1. Overview of the campaign appears on the screen 2. Overview of the tools is shown 3. Window “Add opinion map” is shown 4. - 5. - 6. Overview of the opinion map is shown

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5.2.9 Results – Create a map to collect georeferenced opinions

5.2.9.1 Results Italian

Step 1

Step 2

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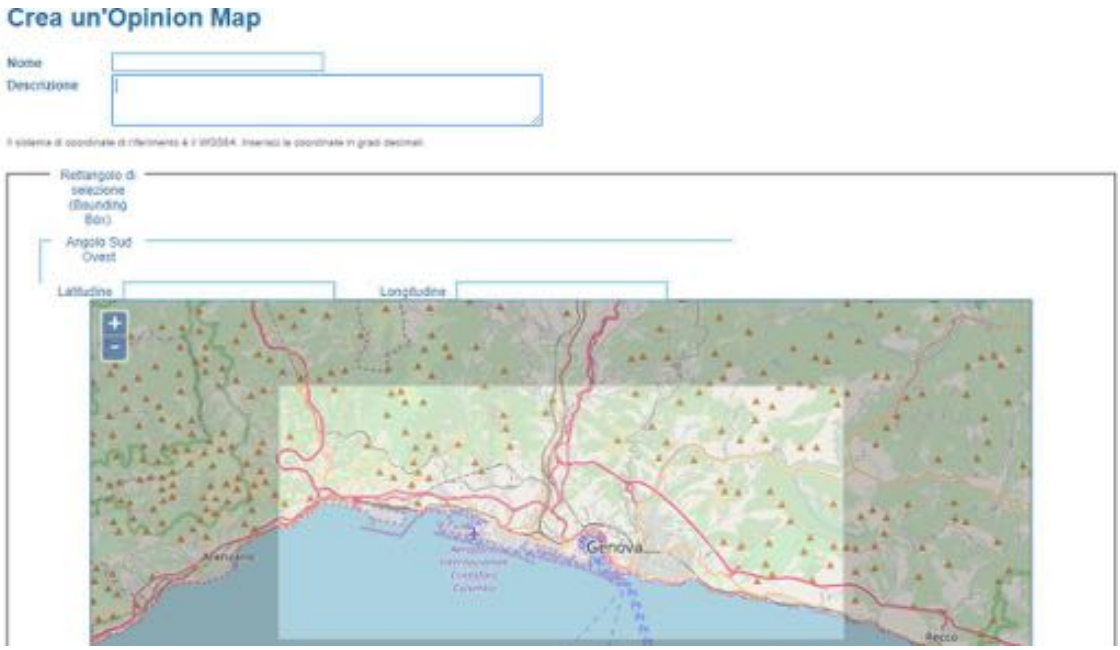
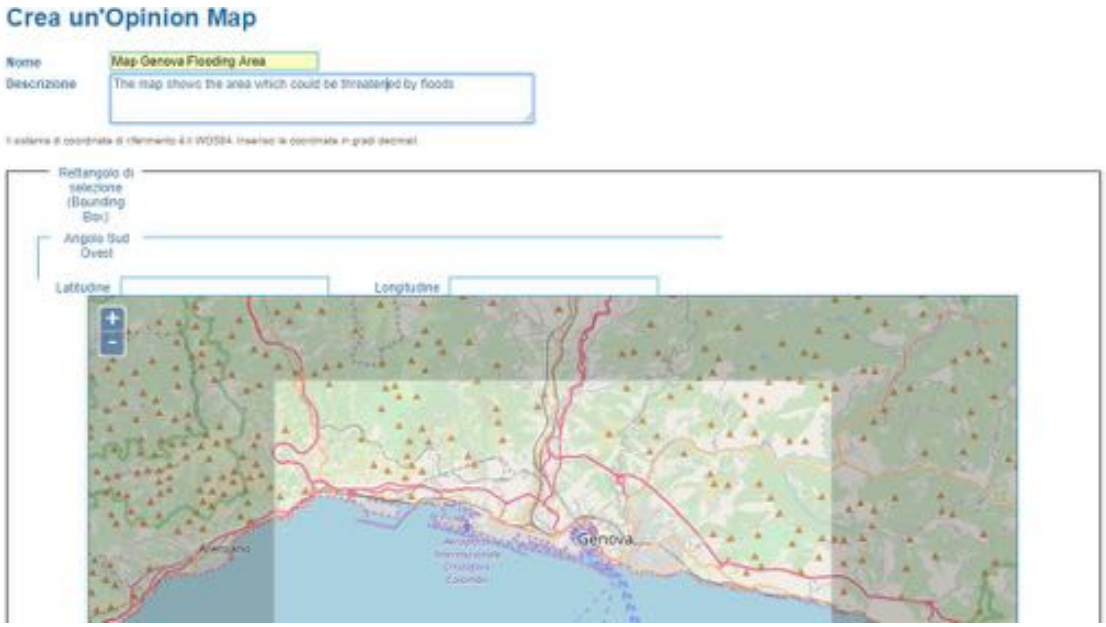
Step 3



Step 4 and 5



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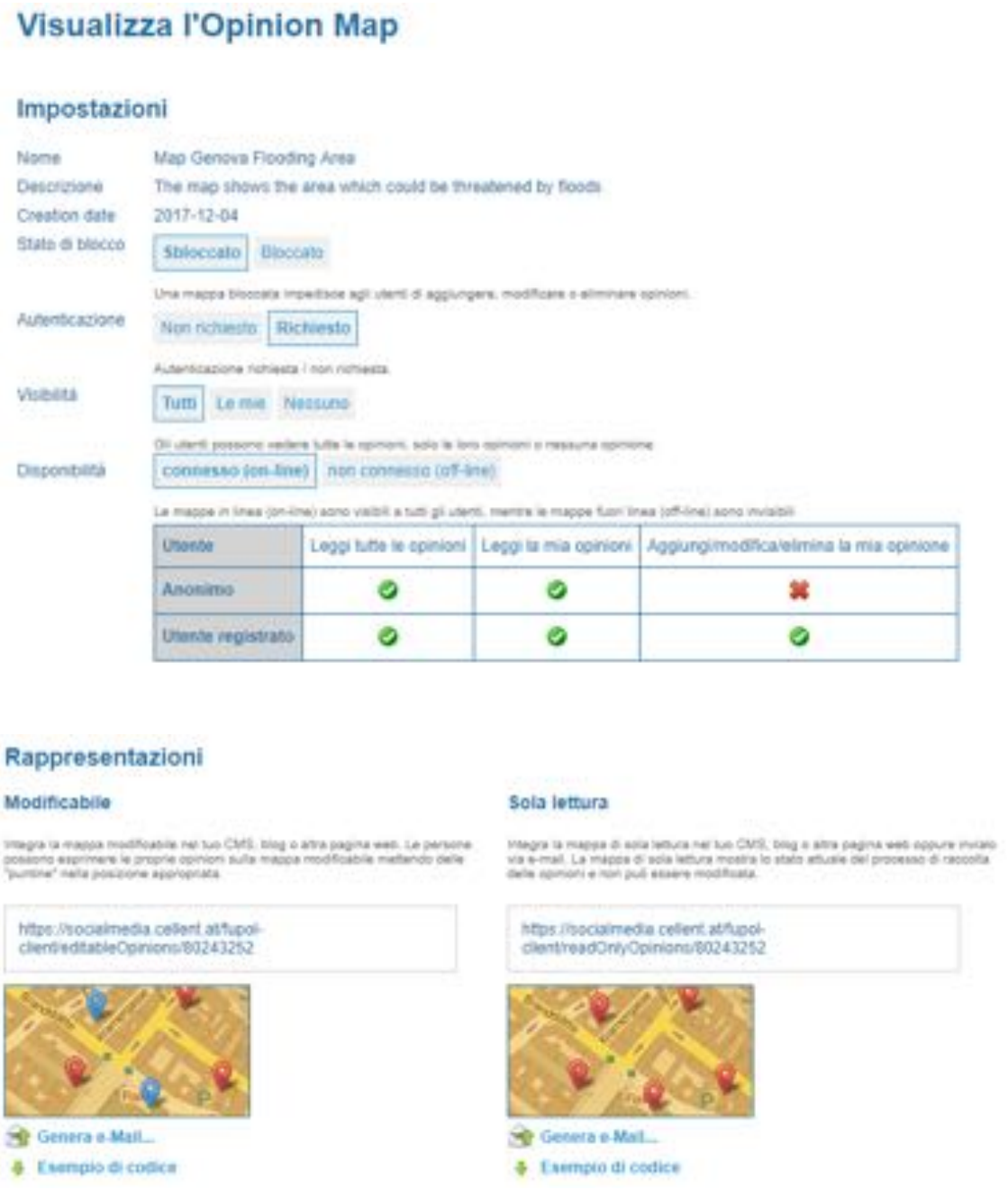
Step 6



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5.2.9.2 Results Portuguese

Step 1

Step 2

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Step 3

Step 4 and 5

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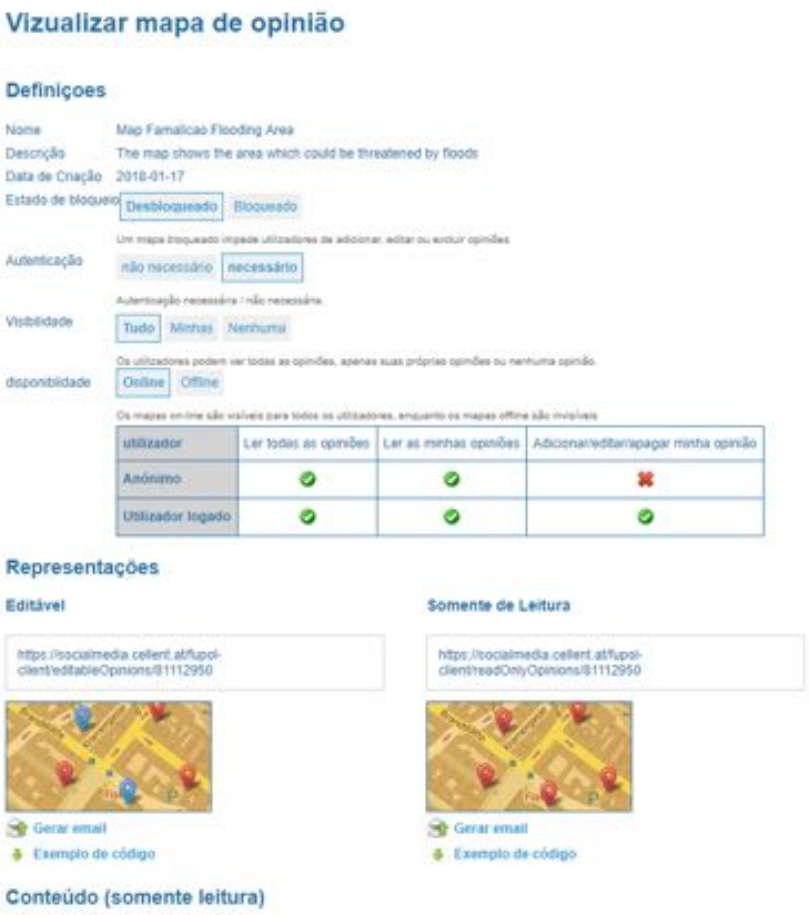
Step 6



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5.2.9.3 Results Romanian

Step 1

Step 2

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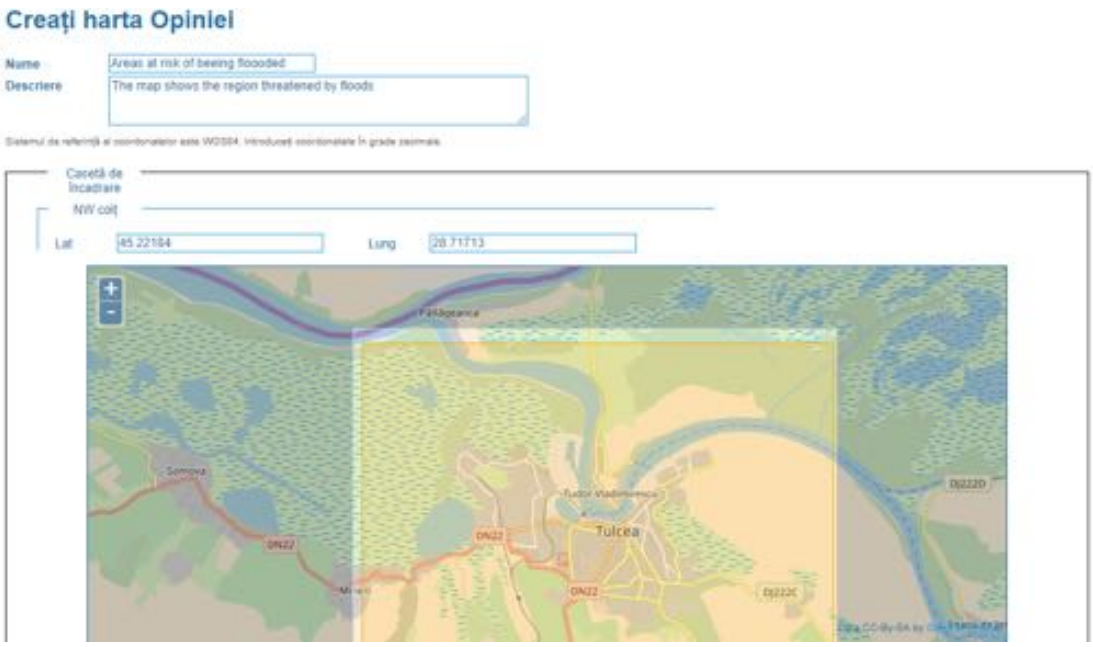
Step 3

Step 4 and 5



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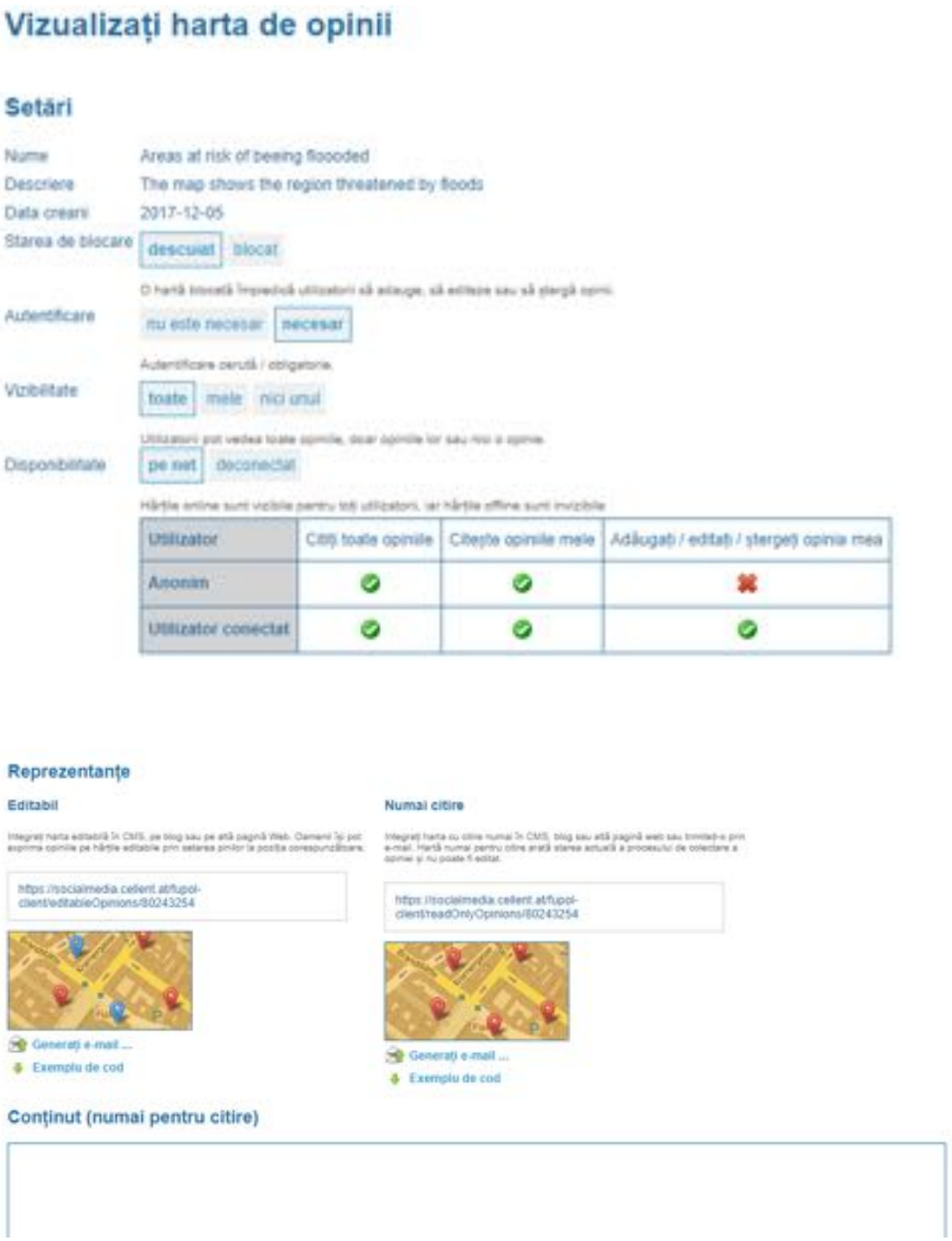
Step 6



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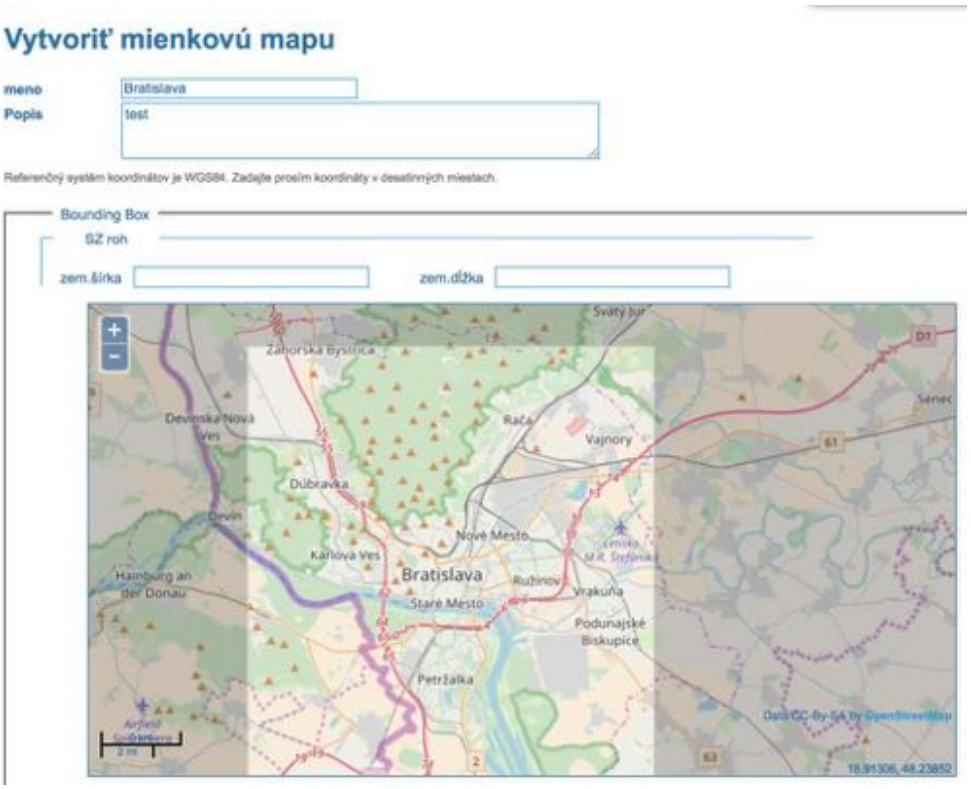
5.2.9.4 Results Slovakian

Step 1

Step 2, 3 and 4



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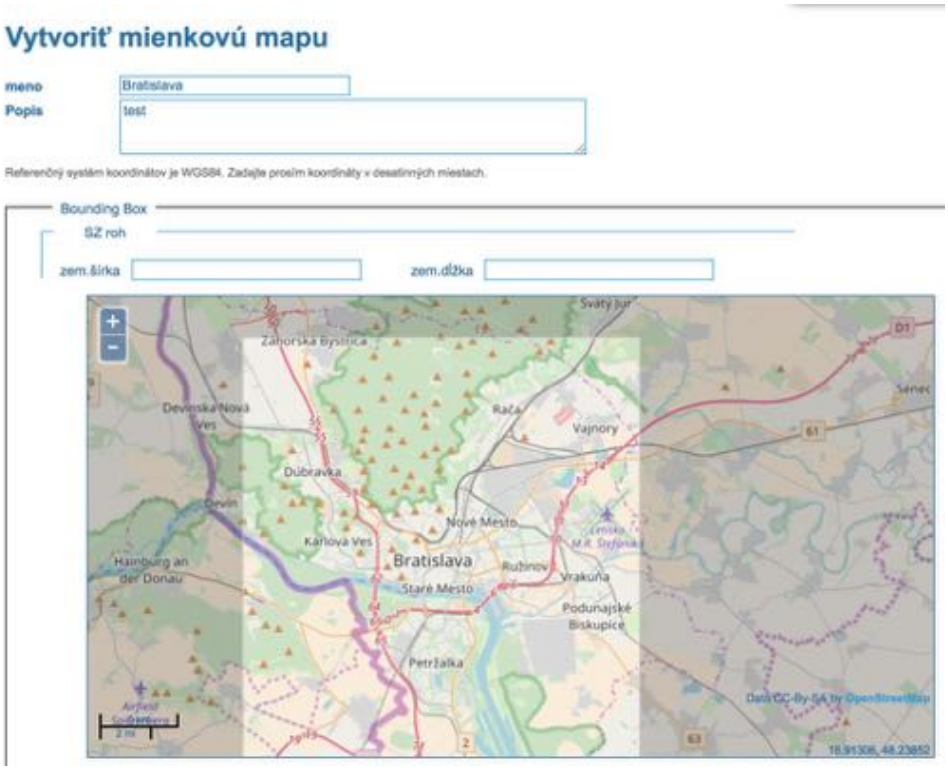
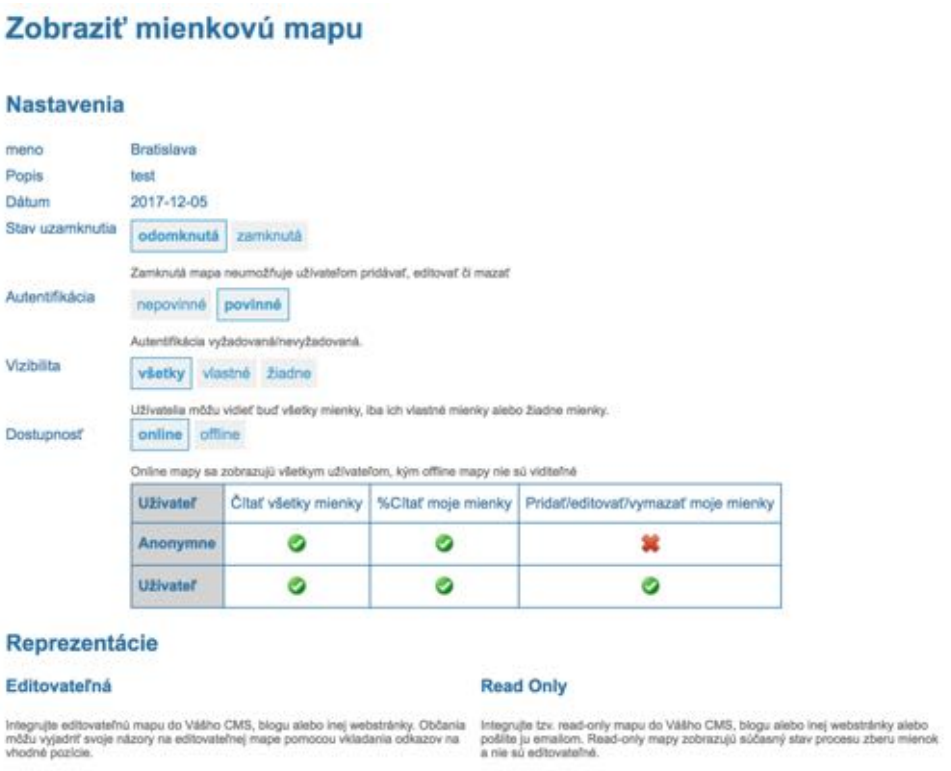
Step 5



Step 6



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Reprezentácie

Editovateľná

Integrujte editovateľnú mapu do Vášho CMS, blogu alebo inej webstránky. Občania môžu vyjadriť svoje názory na editovateľnej mape pomocou vkladania odkazov na vhodné pozície.

https://socialmedia.cellent.at/fupol-client/editableOpinions/80243255

Generovať email...

Príklad kódu

Read Only

Integrujte tzv. read-only mapu do Vášho CMS, blogu alebo inej webstránky alebo pošlite ju emailom. Read-only mapy zobrazujú súčasný stav procesu zberu mienok a nie sú editovateľné.

https://socialmedia.cellent.at/fupol-client/readOnlyOpinions/80243255

Generovať email...

Príklad kódu

Obsah (Read only)

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5.2.9.5 Results Spanish

Step 1

Step 2

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Step 3

Step 4 and 5

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Step 6

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5.2.10 Test Case – Add an opinion on an Opinion Map

Authenticate using Twitter Account	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 13- Created Opinion Map
Steps to Complete:	1. Open published Opinion Map (URL is shown on the Opinion Map page). 2. Click on the Twitter logo to sign using a Twitter Account. 3. Enter Twitter credentials and click sign in. 4. Right click in the area of the Opinion Map. 5. Enter opinion and click “save”.
Expected Outcome:	1. Opinion Map is shown. 2. Page redirects to Twitter. 3. Twitter redirects to the FLOOD-serv-client page. 4. Popup appears with the possibility of entering an opinion. 5. A blue sticker is shown.

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5.2.11 Results – Add an opinion on an Opinion Map

5.2.11.1 Results Italian

Step 1

Step 2

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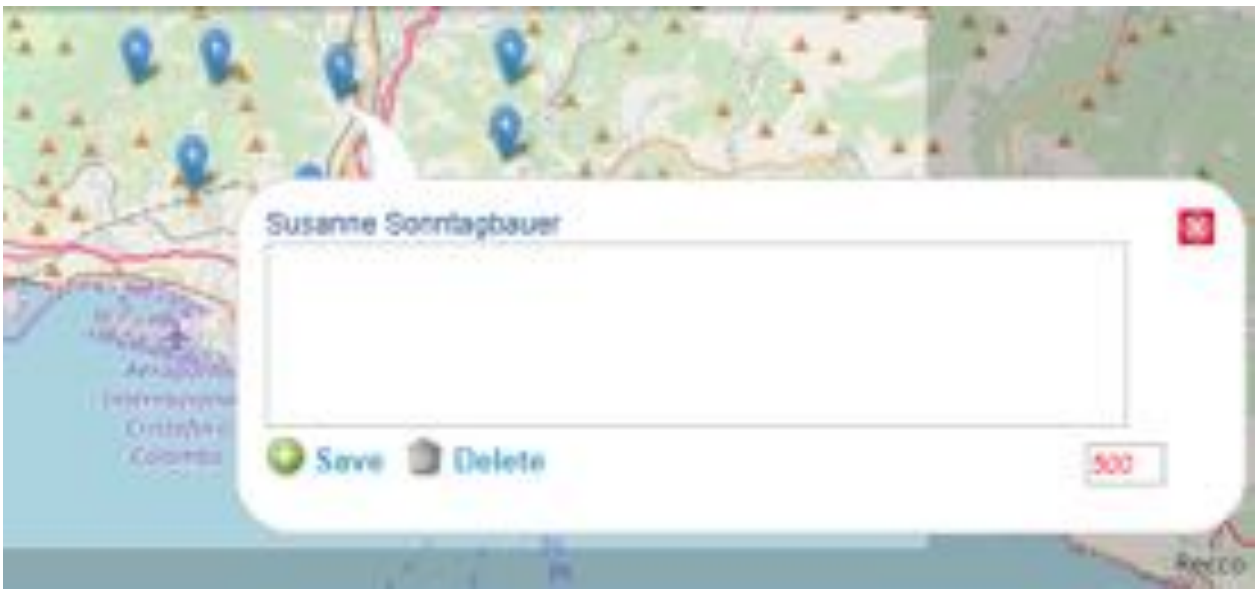
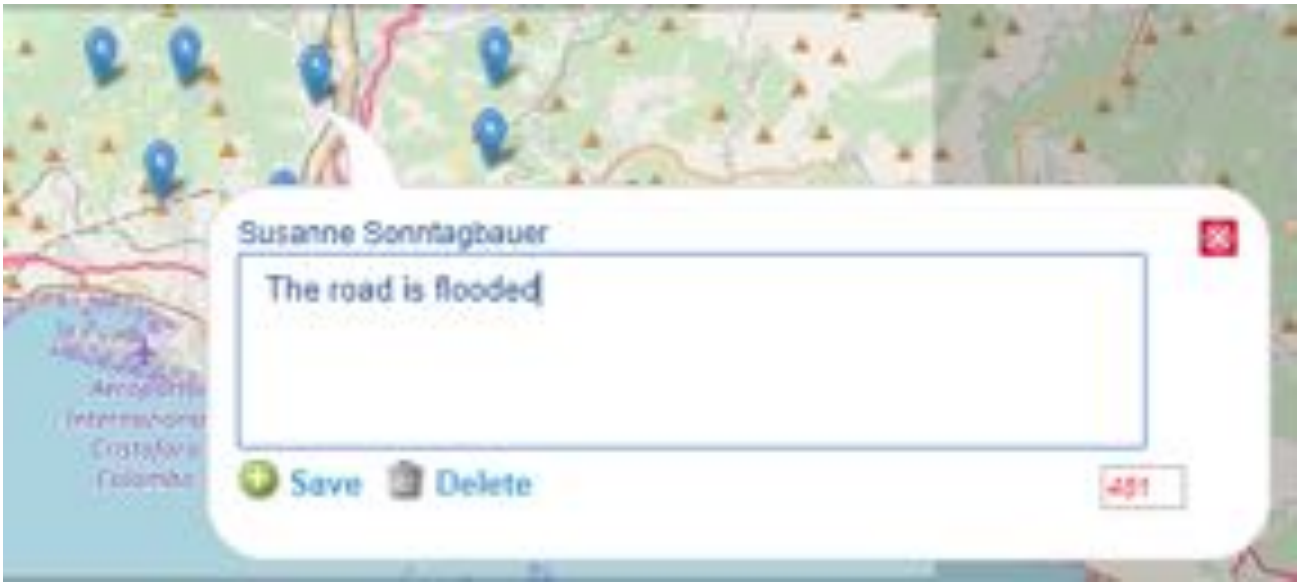
Step 3



Step 4



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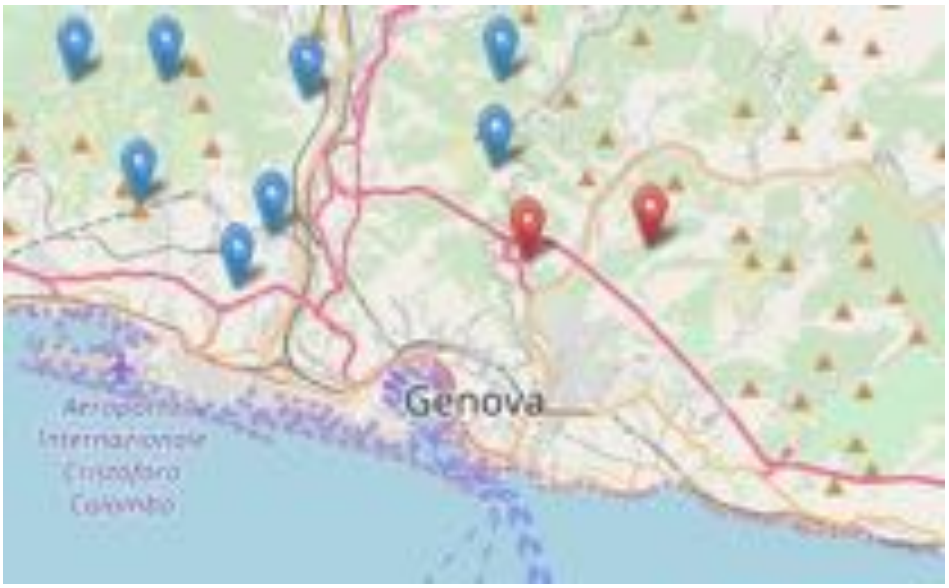
Step 5



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5.2.11.2 Results Portuguese

Step 1

Step 2

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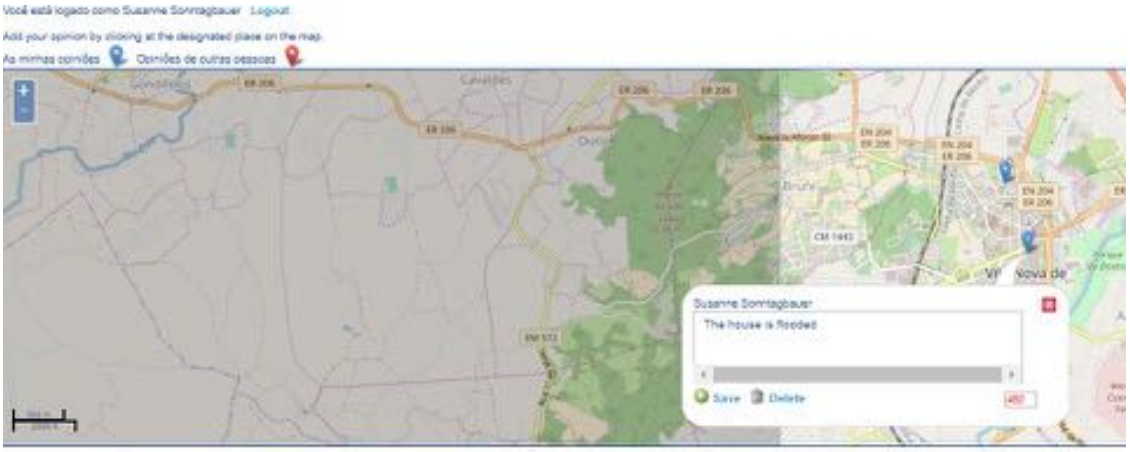
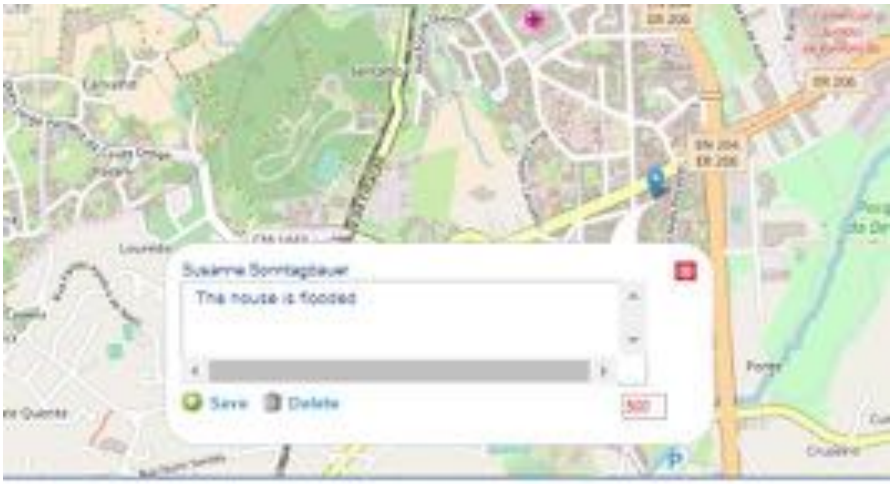
Step 3

Step 4





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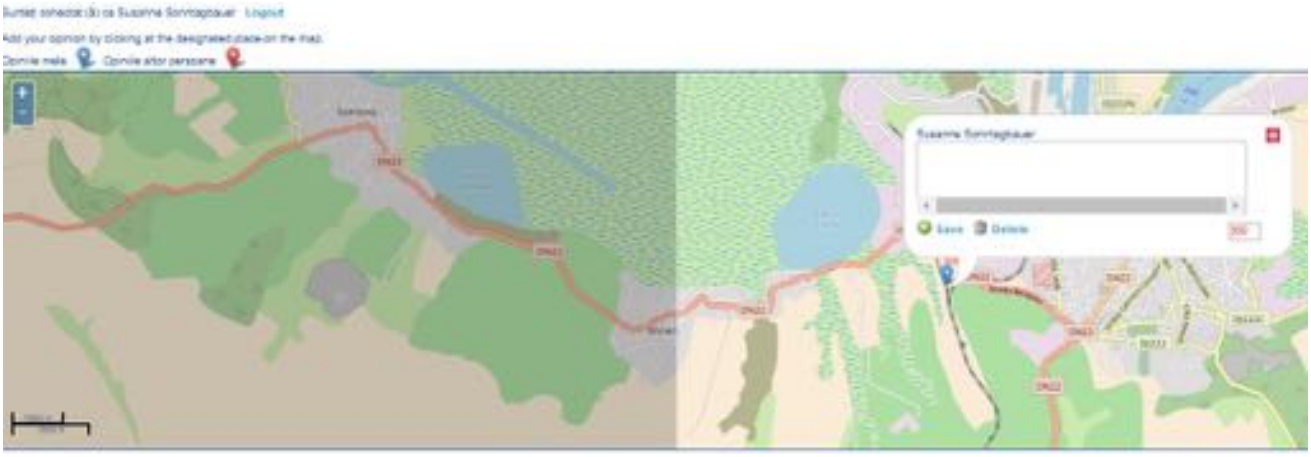
5.2.11.3 Results Romanian

Step 1

Step 2

- **Login via twitter**

Step 3



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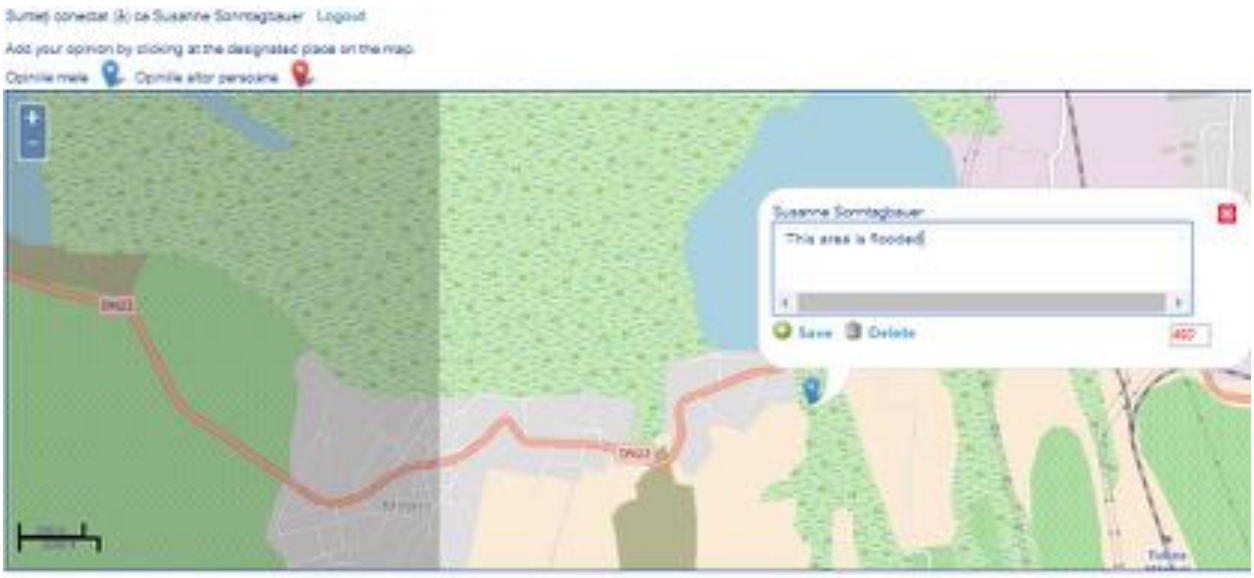
Step 4



Step 5

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5.2.11.4 Results Slovakian

Step 1

Step 2

- **Login via Twitter**

Step 3

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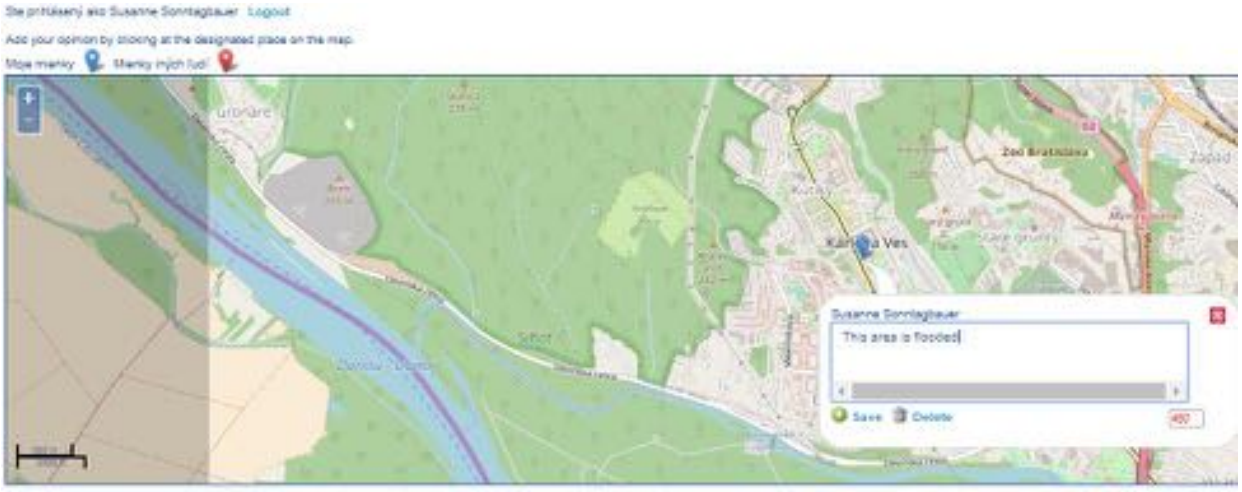
Step 4



Step 5

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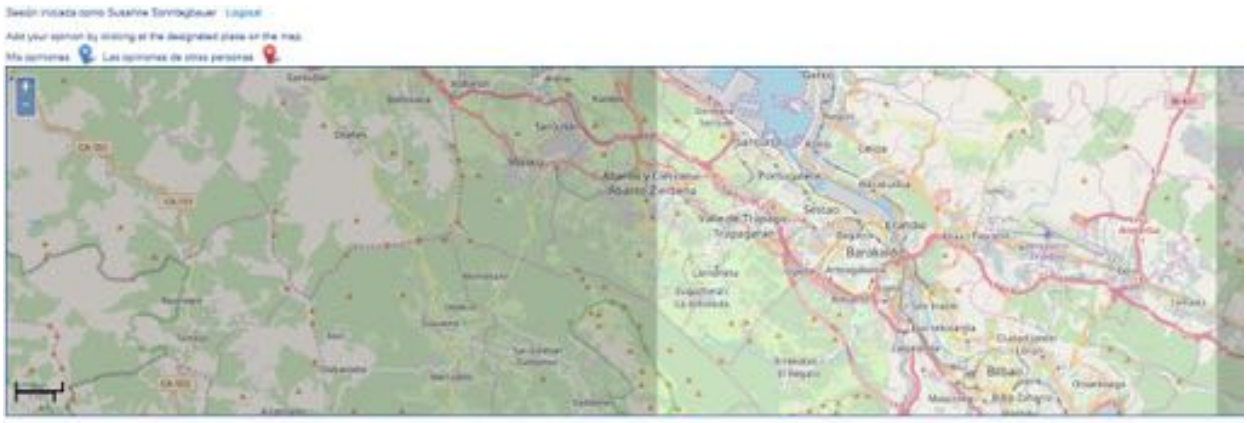
5.2.11.5 Results Spanish

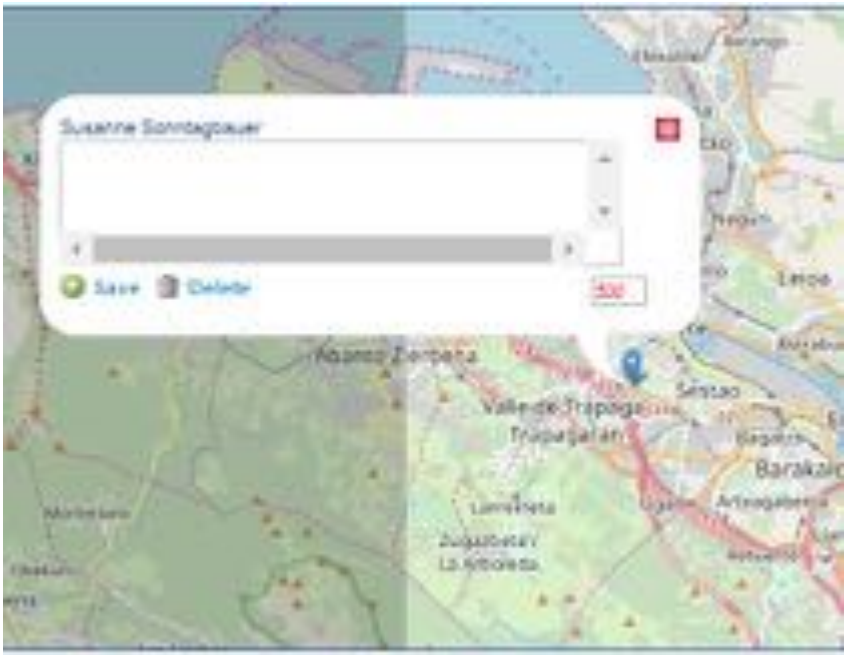
Step 1



Step 2

- **Login via Twitter**

Step 3



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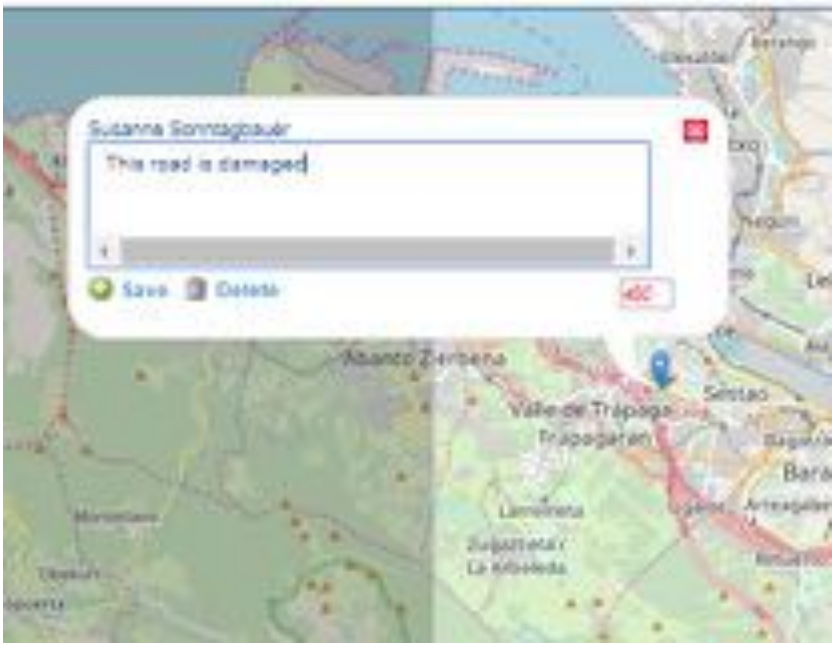
Step 4



Step 5

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5.2.12 Test Case – Campaign list – all campaigns

	Campaign list - all campaigns
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 12 - Created Campaign -> campaign A • PRE 12 - Created Campaign -> campaign B • PRE 2 - Activated Facilitator • PRE 3 - Activated User • PRE 11 - Activated Communicator • facilitator already logged in • facilitator is team member of campaign A • CAMPAIGNS section already opened
Steps to complete:	1. click „show campaign list“
Expected Outcome:	1. list of campaigns is shown

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5.2.13 Results Campaign list - all campaigns

5.2.13.1 Results Italian

Step 1

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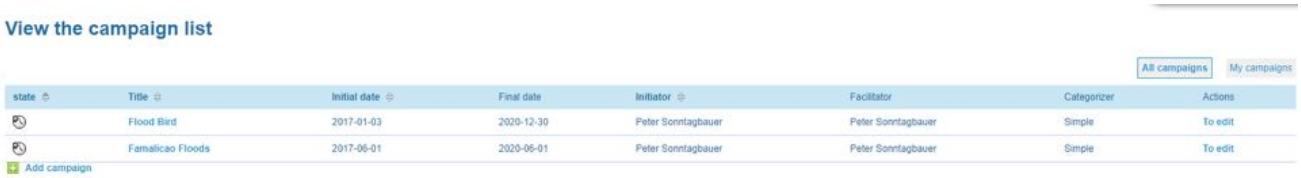
5.2.13.2 Results Portuguese

Step 1



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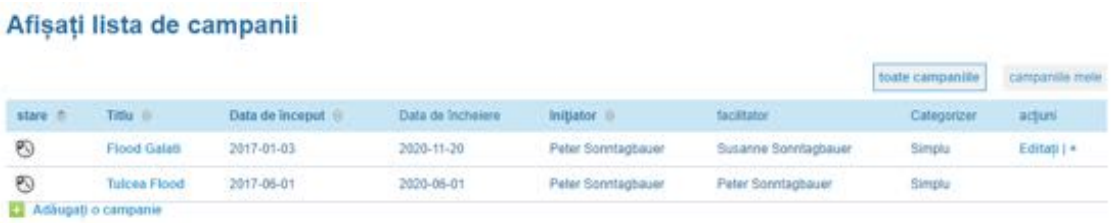
5.2.13.3 Results Romanian

Step 1



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5.2.13.4 Results Slovakian

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5.2.13.5 Results Spanish

Step 1

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5.2.14 Test Case - Close campaign

Close campaign	
Test Type:	Automated
Status:	Template
Preconditions:	• PRE 12 - Created Campaign • Facilitator already logged in • CAMPAIGN section already opened • Campaign list is shown
Steps to complete:	1. click on the campaign´s title to get to the detail page 2. click close campaign 3. fill out result description 4. fill out Achieved % 5. click save 6. confirm with Yes
Expected outcome:	1. detail page is shown 2. following labels with its data are shown o Title o Description o Start date o End date o Initiator o Team members o goals 3. - 4. - 5. confirmation dialog is shown 6. confirmation dialog closes and the campaign list is loaded; furthermore the icon switches to the campaign closed symbol (clock with red cross in the right lower corner). The campaign can no longer be modified.

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5.2.15 Results – Close campaign

5.2.15.1 Results Italian

Step 1

Step 2

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Step 3 and step 4

Step 5

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Step 6

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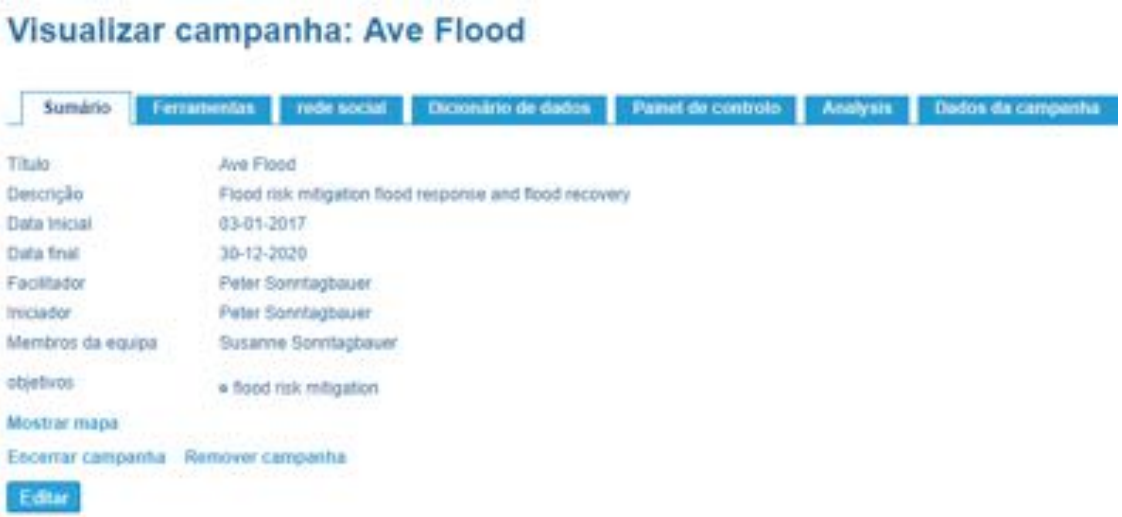
5.2.15.2 Results Portuguese

Step 1



Step 2

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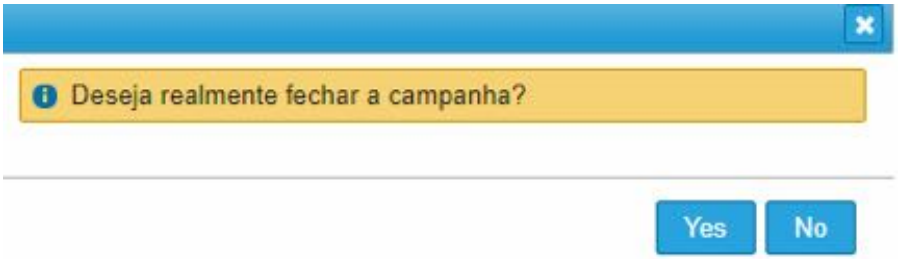
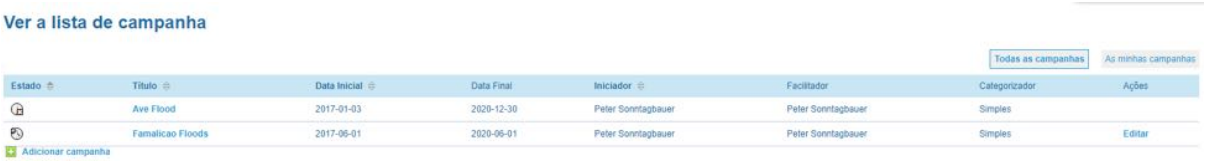
Step 3 and 4

Step 5



Step 6



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5.2.15.3 Results Romanian

Step 1

Step 2

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Step 3 and 4

Step 5

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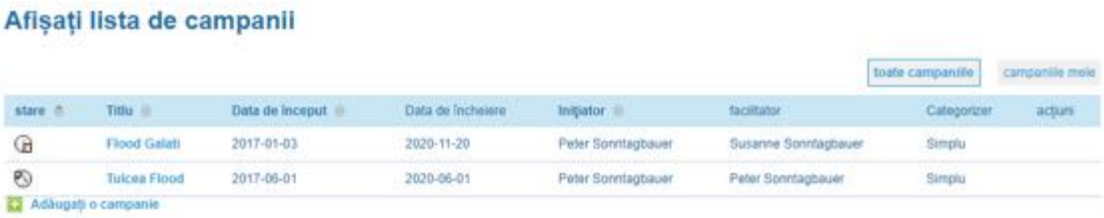
Step 6



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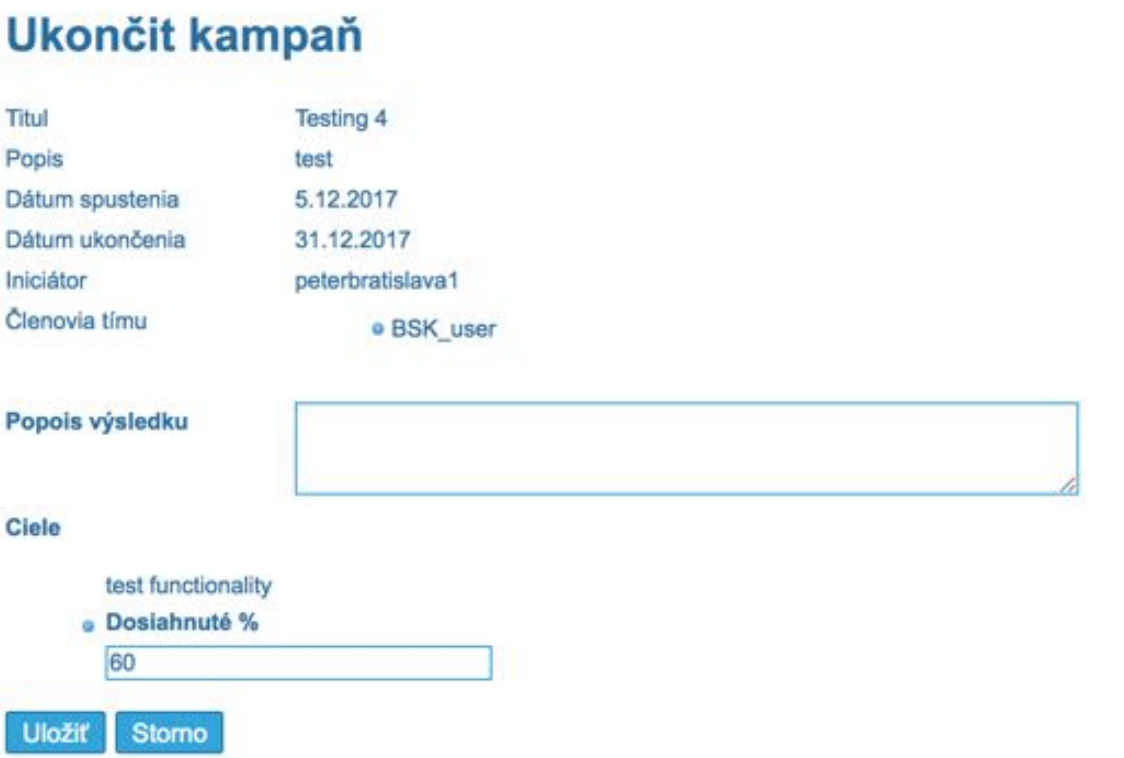
5.2.15.4 Results Slovakian

Step 1

Step 2, 3 and 4



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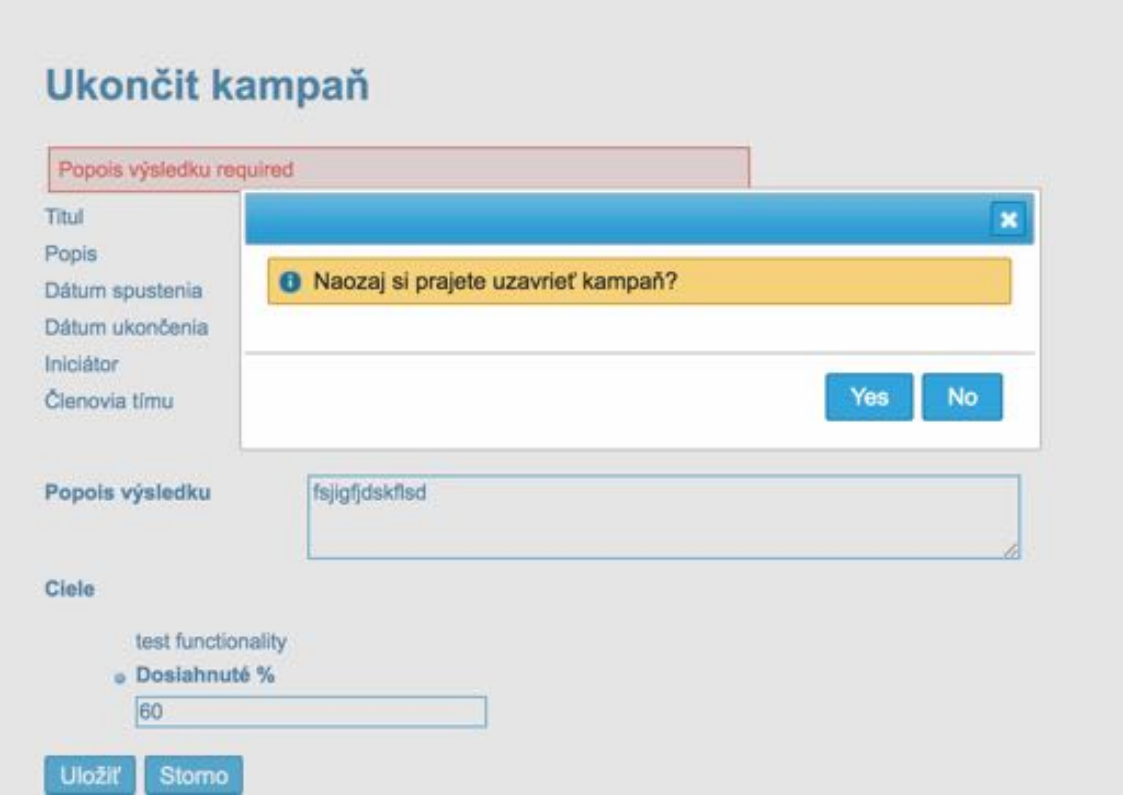
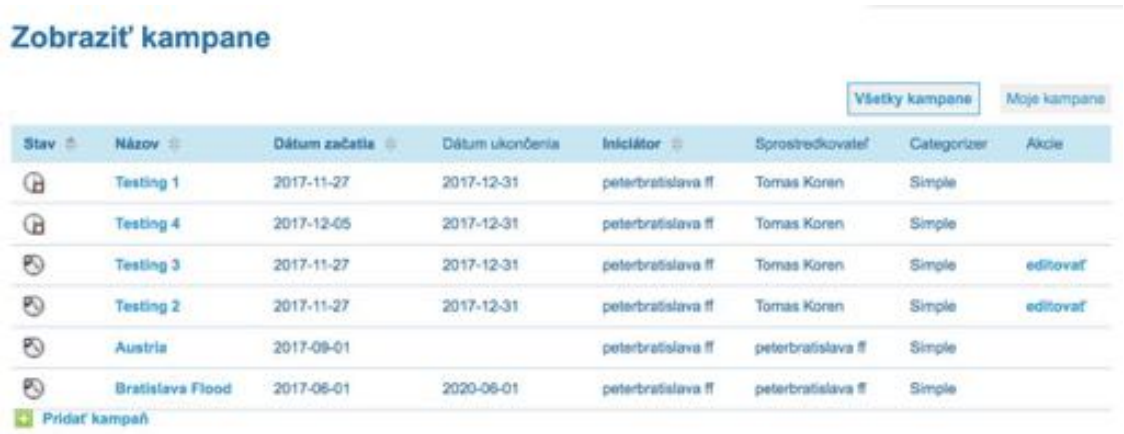
Step 5



Step 6



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5.2.15.5 Results Spanish

Step 1

Step 2

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Step 3 and 4

Step 5

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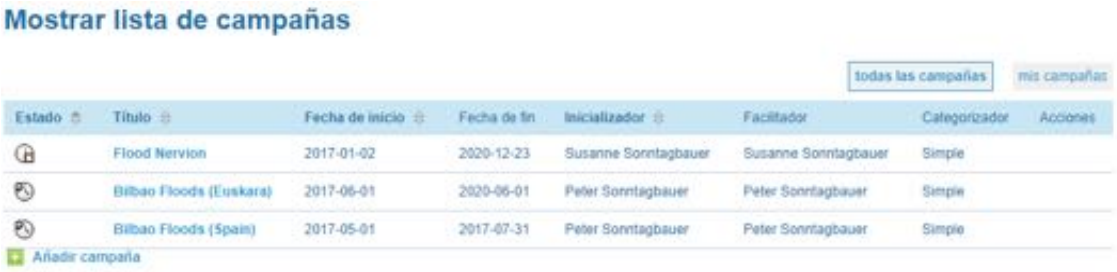
Step 6

- Campaign is closed and can no longer be modified



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5.2.16 Test Case - Campaign “summary” detail page

Campaign „summary“ detail page	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 12 - Created Campaign • facilitator already logged in • facilitator is team member of campaign A • CAMPAIGN section already opened • Campaign list is shown
Steps to complete:	1. click on the title of the campaigns name
Expected outcome:	1. the following “summary” campaign details are shown o Title o Description o Start date o End date o Facilitator o Initiator o Team members o Goals o Show map o Close and delete campaign link

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5.2.17 Results - Campaign “summary” detail page

5.2.17.1 Results Italian

Step 1

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5.2.17.2 Results Portuguese

Step 1

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5.2.17.3 Results Romanian

Step 1

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5.2.17.4 Results Slovakian

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5.2.17.5 Results Spanish

Step 1

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5.2.18 Test Case - Closed campaign detail page

Closed campaign detail page	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 12 - Created Campaign • facilitator already logged in • facilitator is team member of campaign A • CAMPAIGNS section already opened • created campaign is already closed • campaign list is shown
Steps to complete:	1. click on the title of the campaign
Expected outcome:	1. the following campaign details are shown ○ Title ○ Description ○ Start date ○ End date ○ Facilitator ○ Initiator ○ Team members ○ Goals -> (percentage achieved is also shown) ○ Result description ○ Show map link ○ Delete campaign link

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5.2.19 Results – Closed campaign detail page

5.2.19.1 Results Italian

Step 1

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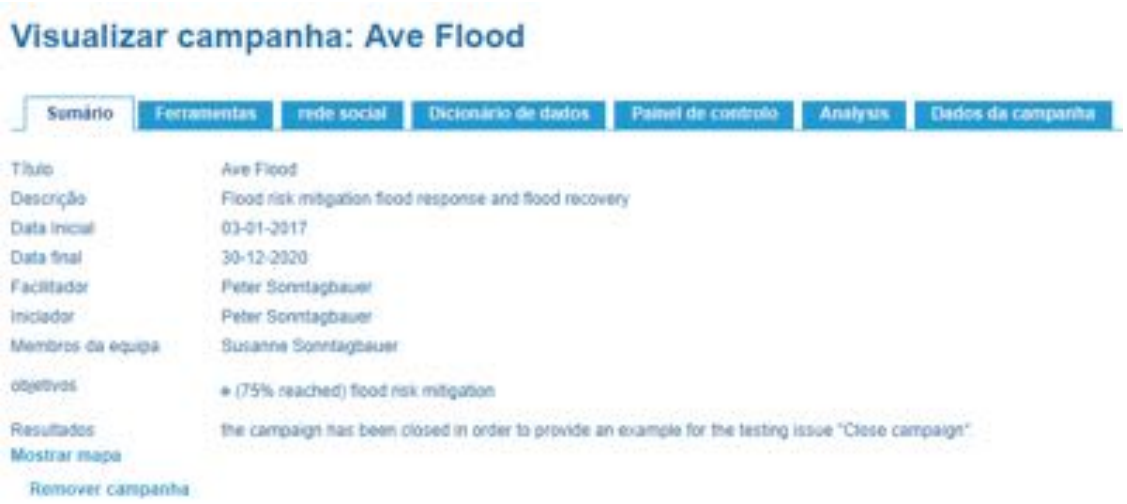
5.2.19.2 Results Portuguese

Step 1



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5.2.19.3 Results Romanian

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5.2.19.4 Results Slovakian

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5.2.19.5 Results Spanish

Step 1

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5.3 Social Media Management

5.3.1 Overview and definitions

The core platform provides a social media access layer that is used to manage the social media accounts that are required for accessing the (proprietary) social media APIs of Facebook, Twitter etc. This includes providing connection pools.

A **social media window** is both a concept and an important domain object in FLOOD-serv. As a concept, the term refers to the idea that a facilitator is interested in accessing several social media sites in a convenient way ("single window to social media"). The domain object is a container for social media access and the associated results (content).

A **social media target** is an access coordinate that refers to a social media site (channel) and the way that FLOOD-serv shall collect the data from there.

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5.3.2 Test Case - Assign social media window to campaign

Assign social media window to campaign	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 2 – activated facilitator • PRE 12 – Created campaign • facilitator already logged in • SOCIAL MEDIA section already opened
Steps to complete:	1. Start creation of social media window 2. click "save social media window" button 3. fill out the mandatory fields 4. select the campaign you are member from 5. check existing social media windows
Expected outcome:	1. Social Media Window overview is shown 2. Social Media Window template is shown 3. - 4. click save 5. the saved social media window is item of the social media window combobox

5.3.3 Results - Assign social media window to campaign

5.3.3.1 Results Italian

Step 1

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Step 2

Step 3 and Step 4

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5.3.3.2 Results Portuguese

Step 1

Step 2

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Step 3 and 4

Step 5

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5.3.3.3 Results Romanian

Step 1

Step 2

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Step 3 and 4

Step 5

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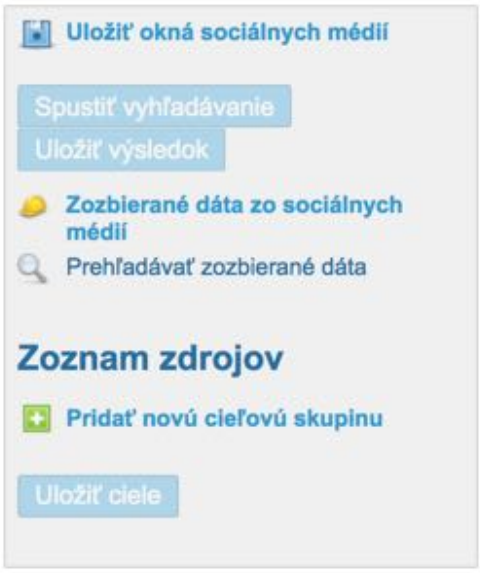
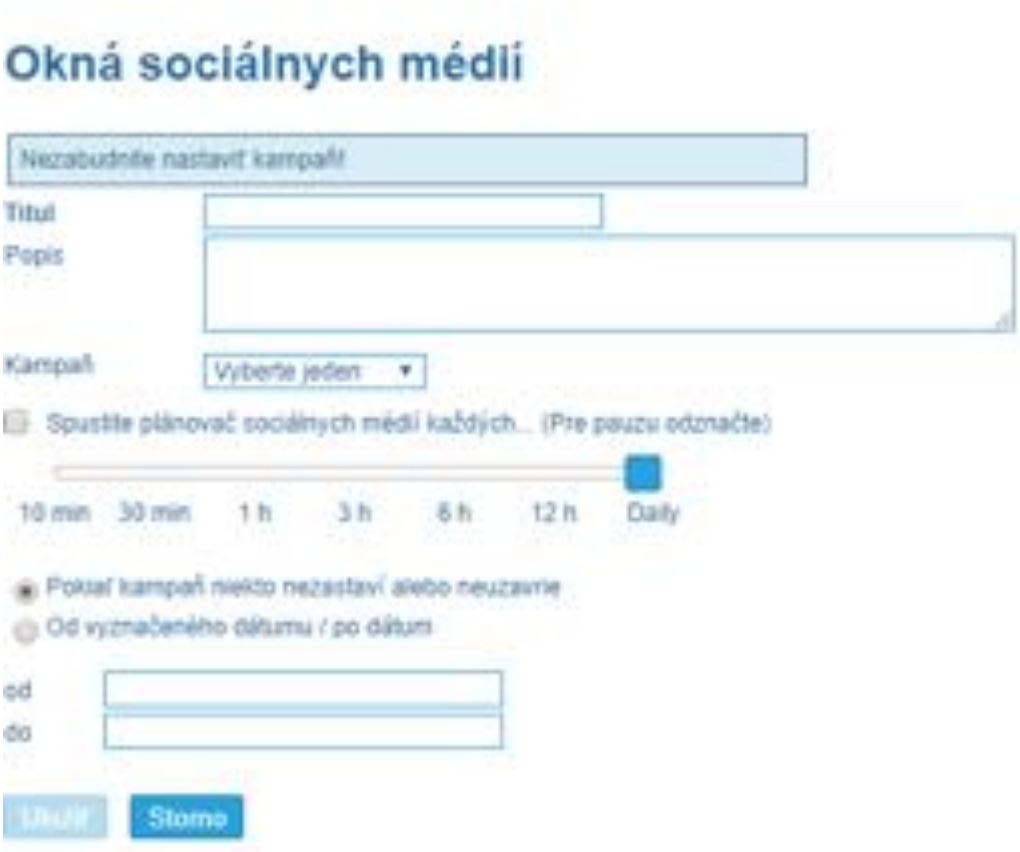
5.3.3.4 Results Slovakian

Step



Step 2



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Step 3 and 4

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5.3.3.5 Results Spanish

Step 1

Step 2

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Step 3 and 4

Step 5

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5.3.4 Test Case - Assign social media window to a closed campaign

Assign social media window to a closed campaign	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 2 – activated facilitator • PRE 12 – Created campaign • facilitator already logged in • SOCIAL MEDIA section already opened • Social media window already exists
Steps to complete:	1. Select a social media window 2. Click “edit” 3. Select the campaign which should be added
Expected outcome:	1. Social Media Window overview is shown 2. Social Media Window template is shown 3. Assignment is not possible because the campaign is not shown in the combo box.

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5.3.5 Results - Assign social media window to a closed campaign

5.3.5.1 Results Italian

Step 1

Step 2

Step 3

- The closed campaign is not visible

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5.3.5.2 Results Portuguese

Step 1

Step 2

Step 3

- **The closed campaign is not visible**

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5.3.5.3 Results Romanian

Step 1

Step 2

Step 3

- The closed campaign is not visible

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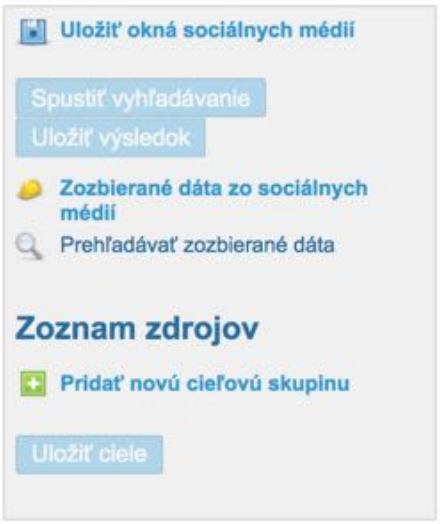
5.3.5.4 Results Slovakian

Step 1



Step 2

Step 3

- Closed campaign is not visible.

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5.3.5.5 Results Spanish

Step 1

Step 2

Step 3

- Closed campaign is not visible

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5.3.6 Test Case – Change Campaign in a social window

Change campaign in social media window to campaign	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 2 – activated facilitator • PRE 12 – Created campaign • facilitator already logged in • SOCIAL MEDIA section already opened • Social media window already exists
Steps to complete:	1. edit social media window, which campaign should be amended 2. choose another campaign to assign to 3. click “save”
Expected outcome:	1. social media window overview appears 2. social media window detail page is shown 3. changed campaign is saved and appears in the social media window overview

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5.3.7 Results – Change campaign in social media window

5.3.7.1 Results Italian

Step 1

Step 2

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Step 3

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5.3.7.2 Results Portuguese

Step 1

Step 2

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Step 3

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5.3.7.3 Results Romanian

Step 1

Step 2

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Step 3

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5.3.7.4 Results Slovakian

Step 1

Step 2

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Step 3

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5.3.7.5 Results Spanish

Step 1

Step 2

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Step 3

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5.3.8 Test Case – Add one facebook wall (page) target

Add one facebook wall (page)	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 2 - Activated facilitator • PRE 12 – Created Campaign • Facilitator already logged in • SOCIAL MEDIA section already opened
Steps to complete:	1. select facebook wall in combobox and click "select new target" 2. enter target name 3. enter URL 4. Press “check” 5. Click “Facebook wall” to target list 6. Click “save targets” in the box on the right side of the screen.
Expected Outcome:	1. facebook panel expands 2. - 3. - 4. Facebook wall is validated and can be added to the target list. 5. The new target is shown on the right side of the screen, target is shown including the edit and delete icon. 6. The new target is stored.

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5.3.9 Results – Add one facebook wall (page) target

5.3.9.1 Results Italian

Step 1

Step 2, 3 and 4

Step 5 and 6

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5.3.9.2 Results Portuguese

Step 1

Step 2, 3 and 4

Step 5 and 6

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5.3.9.3 Results Romanian

Step 1

Step 2, 3 and 4

Step 5 and 6

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5.3.9.4 Results Slovakian

Step 1

Step 2, 3 and 4

Step 5 and 6

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5.3.9.5 Results Spanish

Step 1

Step 2, 3 and 4

Step 5 and 6

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5.3.10 Test Case - Add one twitter target

Add one twitter target	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 2 - Activated facilitator • PRE 12 – Created Campaign • Facilitator already logged in • SOCIAL MEDIA section already opened
Steps to complete:	1. select twitter in combobox and click "select new target" 2. enter twitter queries 3. click "add to target list" 4. Click “save targets”.
Expected outcome:	1. twitter panel expands 2. - 3. the panel closes and is shown on the right side of the screen data shown including the edit and delete icon. 4. The new target is stored.

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5.3.11 Results - Add one twitter target

5.3.11.1 Results Italian

Step 1

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Step 2

Step 3 and 4

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5.3.11.2 Results Portuguese

Step 1

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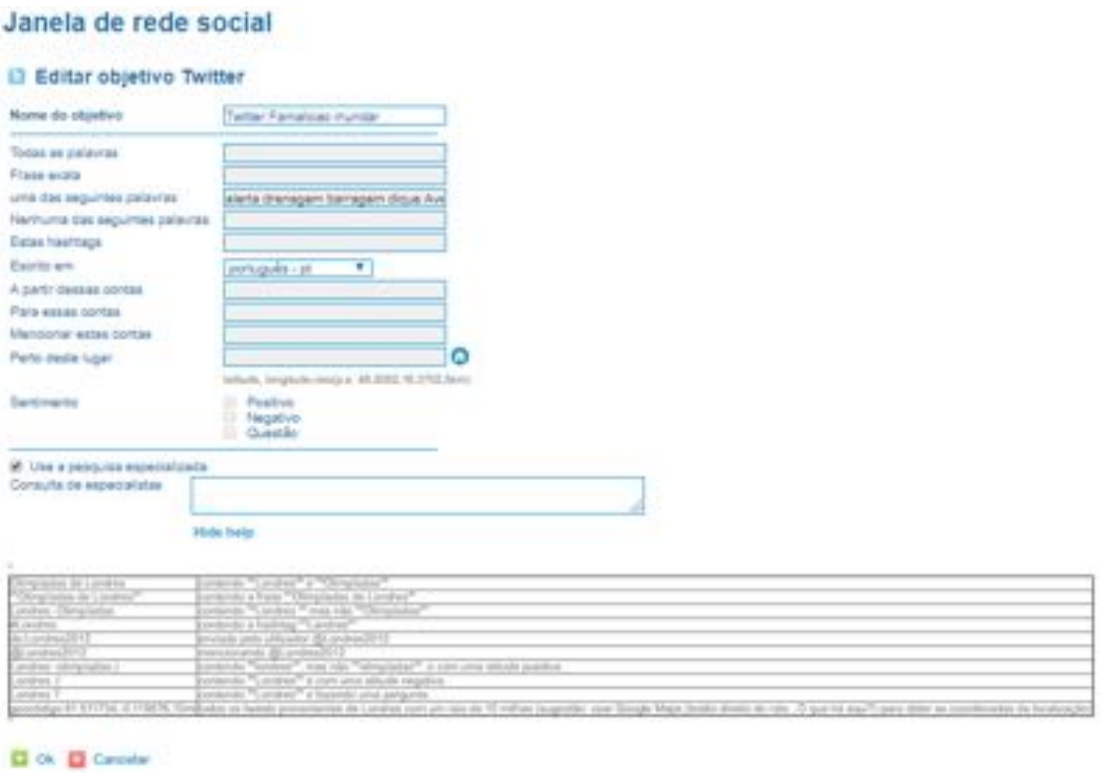
Step 2



Step 3 and 4

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5.3.11.3 Results Romanian

Step 1

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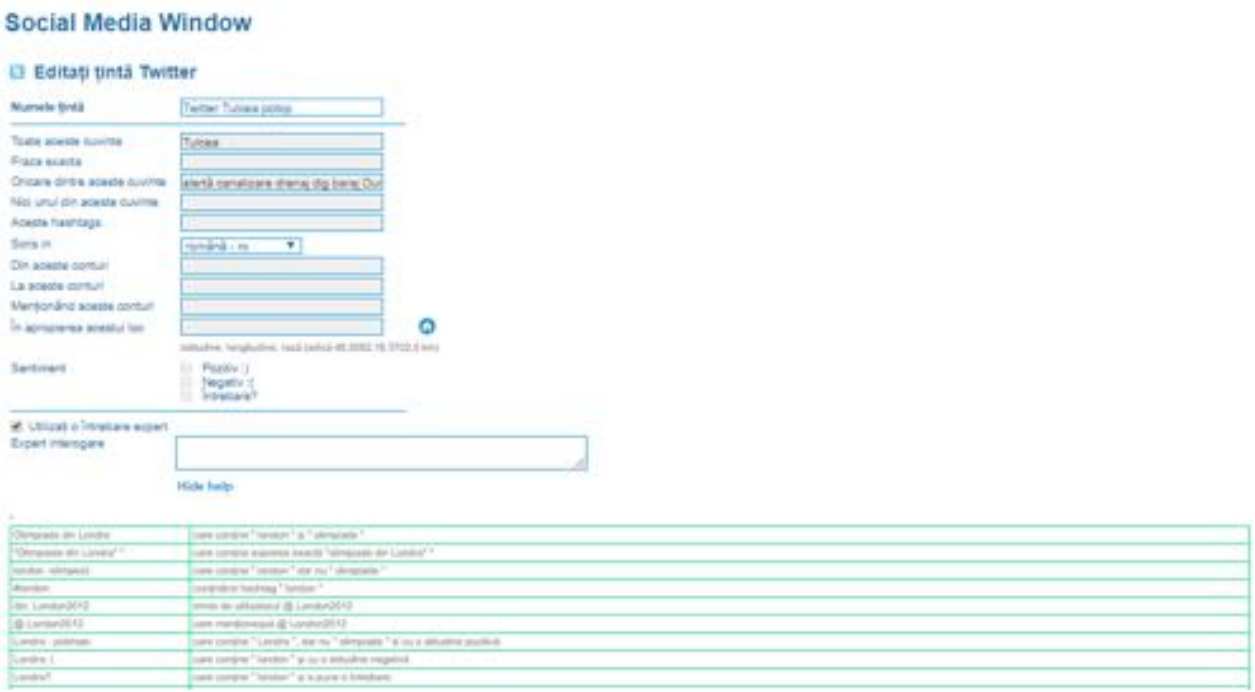
Step 2



Step 3 and 4

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5.3.11.4 Results Slovakian

Step 1

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Step 2

Step 3 and 4

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Results Spanish

Step 1

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Step 2

Step 3 and 4

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5.3.12 Test Case - Storing search results

Storing search results	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 2 - Activated facilitator • PRE 12 – Created Campaign • Facilitator already logged in • Social media window already created • Social media targets already added to Social Media Window
Steps to complete:	1. click "START SEARCH" button 2. click "save results" button
Expected outcome:	1. results page is shown 2. number of postings added to the campaign are specified.

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5.3.13 Results - Storing search results

5.3.13.1 Results Italian

Step 1

Step 2

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5.3.13.2 Results Portuguese

Step 1

Step 2

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5.3.13.3 Results Romanian

Step 1

Step 2

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5.3.13.4 Results Slovakian

Step 1:

Step 2

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5.3.13.5 Results Spanish

Step 1

Step 2

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5.3.14 Test Case – Searching through results, including “Tag” Function

	Searching through results
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 2 - Activated Facilitator • PRE 7 - Valid Facebook account • PRE 9 - Valid Twitter account • facilitator already signed in • social media window already stored • postings for a selected campaign already finished and stored • CAMPAIGN section already opened
Steps to complete:	1. click campaign which data should be searched through 2. click "campaign data" 3. specify the search criteria, e.g. categories, targets 4. Click “Follow up” for those postings which require follow-ups 5. Click “Only Follow-ups” as a search criteria 6. Click “Export” to export the postings into an excel sheet
Expected outcome:	1. View Campaign page appears 2. Overview of the campaign´s categories, the social media targets and the tools appears 3. The postings according to the previous defined criteria appear 4. – 5. Only the postings which are tagged appear 6. The postings are exported.

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5.3.15 Results – Searching through results, including “Tag”-Function

5.3.15.1 Results Italian

Step 1

Step 2

Step 3

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Step 4 and 5

Step 6

Following data are included in an Excel sheet:

- Link to original content
- Date of the creation of the posting
- User
- Medium (social media target)
- Latitude
- Longitude (for opinion map)
- Content (for opinion map)

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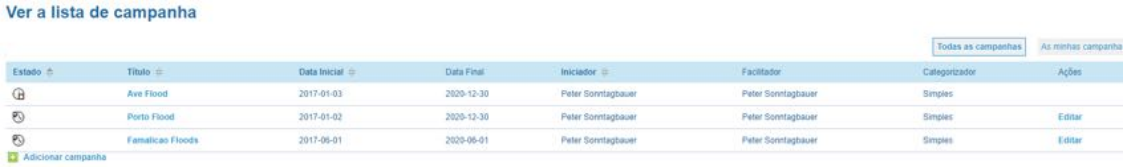
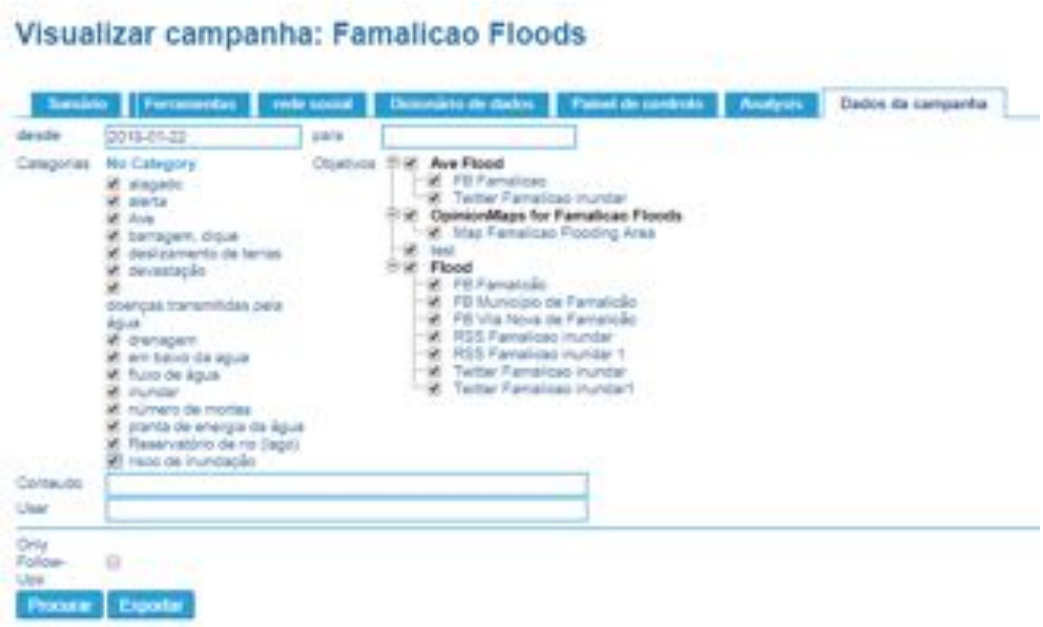
5.3.15.2 Results Portuguese

Step 1



Step 2



Step 3

Step 4 and 5

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Step 6

Following data are included in an Excel sheet:

- Link to original content
- Date of the creation of the posting
- User
- Medium (social media target)
- Latitude
- Longitude (for opinion map)
- Content (for opinion map)

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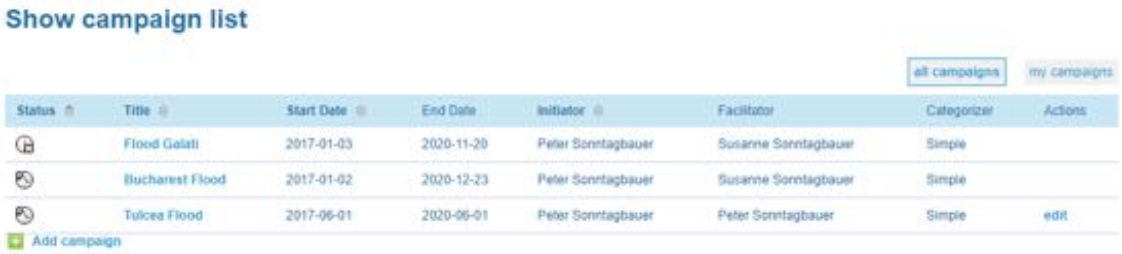
5.3.15.3 Results Romanian

Step 1



Step 2

Step 3 – currently not possible

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Step 4 and 5

Step 6

Following data are included in an Excel sheet:

- Link to original content
- Date of the creation of the posting
- User
- Medium (social media target)
- Latitude
- Longitude (for opinion map)
- Content (for opinion map)

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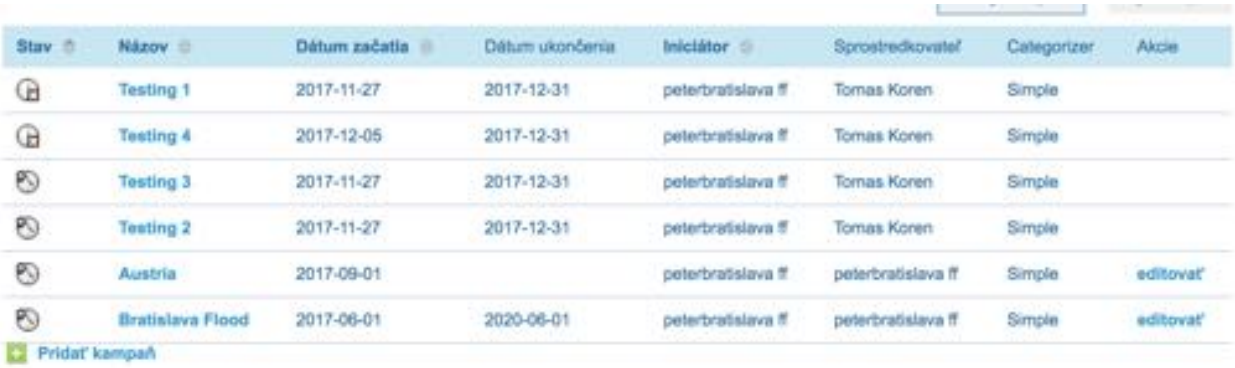
5.3.15.4 Results Slovakian

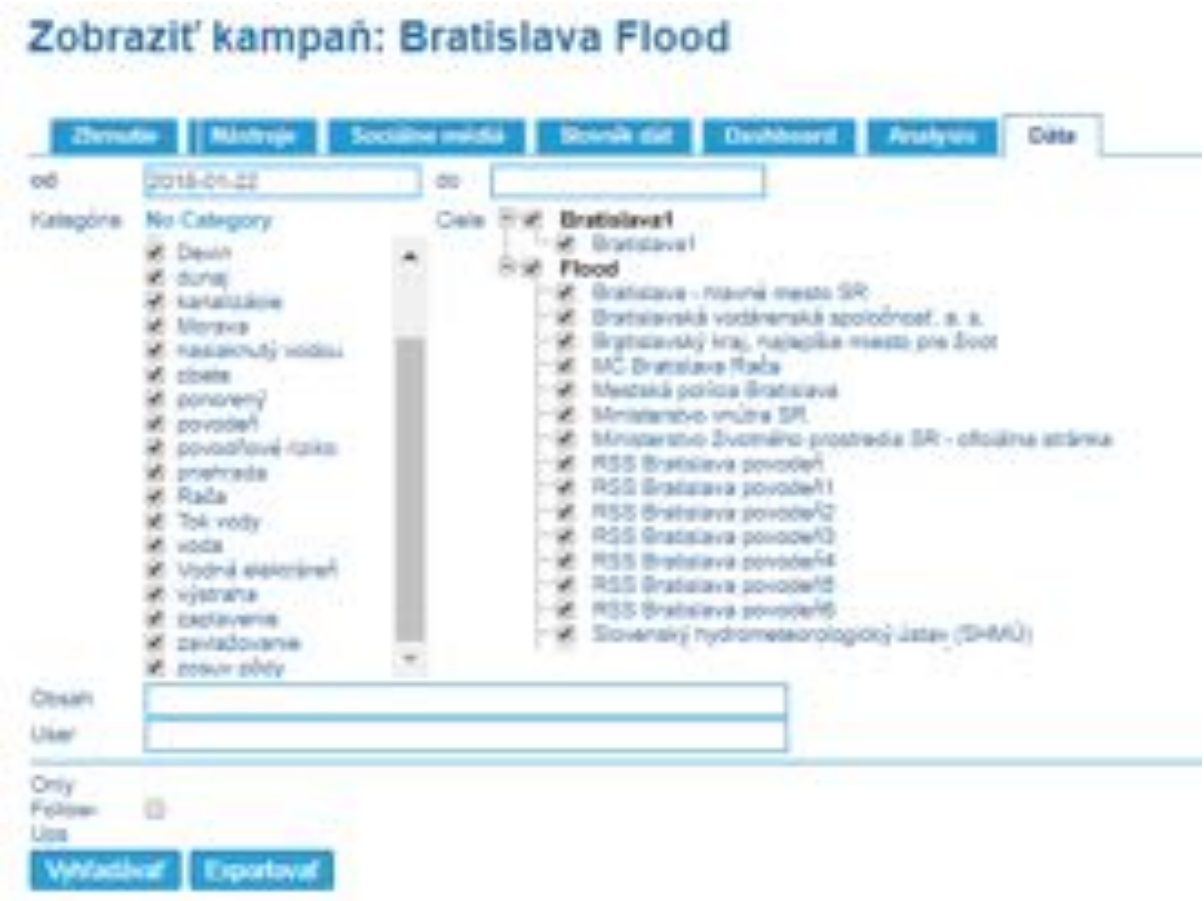
Step 1



Stav	Názov	Dátum začatia	Dátum ukončenia	Iniciátor	Sprostredkovateľ	Categorizer	Akcie
	Testing 1	2017-11-27	2017-12-31	peterbratislava ff	Tomas Koren	Simple	
	Testing 4	2017-12-05	2017-12-31	peterbratislava ff	Tomas Koren	Simple	
	Testing 3	2017-11-27	2017-12-31	peterbratislava ff	Tomas Koren	Simple	
	Testing 2	2017-11-27	2017-12-31	peterbratislava ff	Tomas Koren	Simple	
	Austria	2017-09-01		peterbratislava ff	peterbratislava ff	Simple	editovať
	Bratislava Flood	2017-06-01	2020-06-01	peterbratislava ff	peterbratislava ff	Simple	editovať

Pridať kampaň

Step 2



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Step 3

Step 4 and 5

Step 6

Following data are included in an Excel sheet:

- Link to original content
- Date of the creation of the posting
- User
- Medium (social media target)
- Latitude
- Longitude (for opinion map)
- Content (for opinion map)

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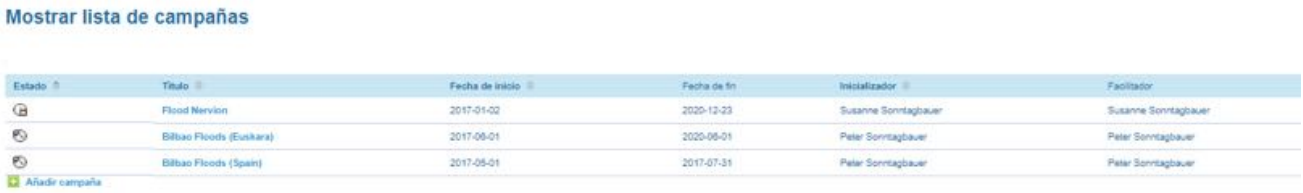
5.3.15.5 Results Spanish

Step 1



Step 2

Step 3

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Step 4 and 5

Step 6

Following data are included in an Excel sheet:

- Link to original content
- Date of the creation of the posting
- User
- Medium (social media target)
- Latitude
- Longitude (for opinion map)
- Content (for opinion map)

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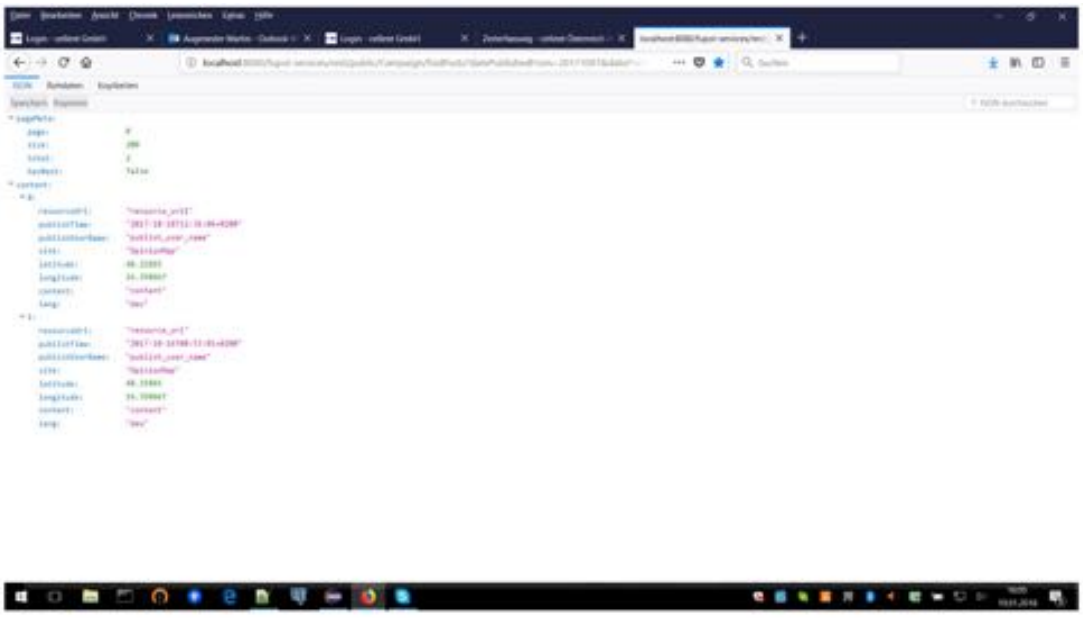
5.4 Test Case – Restcall

Searching through results	
Test Type:	Automated/Manual
Status:	Template
Preconditions:	• PRE 2 - Activated Facilitator • PRE 7 - Valid Facebook account • PRE 9 - Valid Twitter account • facilitator already signed in • social media window already stored • postings for a selected campaign already finished and stored • CAMPAIGN section already opened
Steps to complete:	1. Open Browser 2. Enter http://localhost:8080/fupol-services/rest/public/Campaign/findPosts?datePublishedFrom=20171001&datePublishedTo=20191001&campaign=Human%20Rights%20Watch&client=Wien&language=deu&source=OpinionMap&latitudeFrom=47.3&longitudeFrom=15.3&latitudeTo=48.3&longitudeTo=16.4
Expected outcome:	1. JSON file with data of posting



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6 Conclusion

6.1 Achievements

The social media component (SMC) has been further developed and successfully tested in all languages of the pilot cities. Apart from implementing the user stories described 37 bugs have been identified and eliminated.

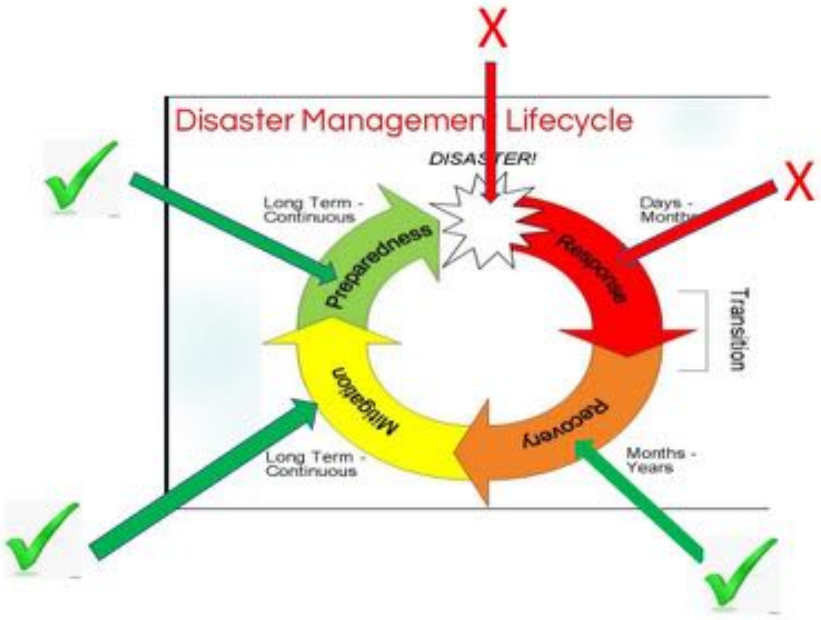
The integration approach achieved is flexible and allows GUI based (https) and server based integration (REST call). The component can be easily integrated with all other FLOODSERV components as well as with IT systems of the cities.

The objective of the project, specified in the proposal, was to develop the four prototypes from "lab to market". The implementation started from TRL 3 and should reach at least TRL 6/7.

The Social Media Sourcing and Communication tool started at TRL 5, an existing prototype from an R&D project. At the end of FLOOD-serv project the Social Media Component has reached TRL 9 (actual system proven in an operational environment)

6.2 Positioning of the SMC within FLOODSERV

It is recommended to use the SMC to support the recovery, mitigation and preparedness phase. It is not recommended for the disaster / disaster response phase, because it has been realized that emergency services typically do not have the time to evaluate incoming social media postings in case of an emergency.



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The SMC integrates a variety of incoming messages for further analysis, namely

a) Social media (Facebook, Twitter)
   Typically social media sites of the cities, first responders or politicians
b) Newspapers (RSS)
c) Opinion Maps
   They allow a geo-located response and can be embedded in any website or social media channel.
d) Questionnaires
   They allow a structured response. As is the case with the opinion maps they can also be embedded in any website or social media channel

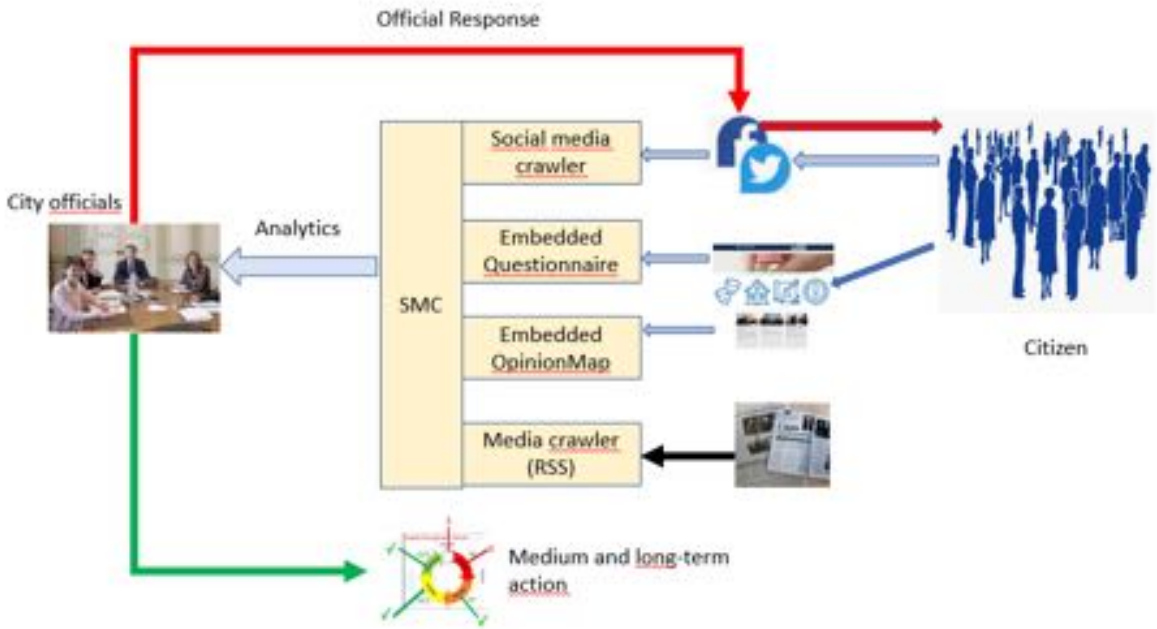
Both c) and d) are complementing the CDF, the EMC and the related mobile applications. In addition data obtained from the SMC can be imported in the other applications using a REST call.

The picture below shows how the SMC is embedded in the overall citizen communication for flood risks.

Reactions and comments are collected from various channels and aggregated for analysis.

The city officials analyze and subsequently respond directly to social media. The response could be for example communication on any medium or long-term action planned and implemented

Actual implementation resulting from the analysis



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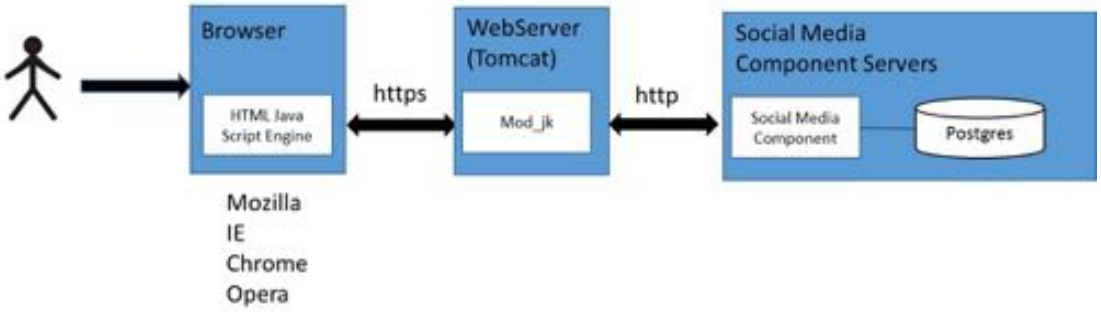
6.3 SMC and integration

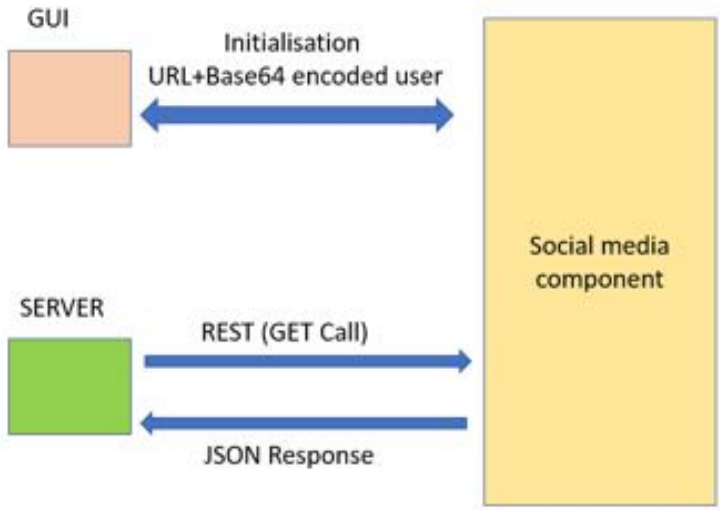
This chapter describes the basic concepts followed for integration, which have been partly implemented in WP3 and finalized in WP4.

The software is web-based and as such does not require any installation on the user apart from a standard browser. The language of the GUI adjusts automatically following the browser language.



The SMC can be called standalone directly through a browser with a URL. In this case username / password will be required.

The SMC is also ready for integration with other components using two integration mechanisms, direct call (URL) and REST-call. This means the SMC can be called from any other component of the FLOODSERV universe, but also from third party applications such as an eGov portal of a city. This approach has been chosen to be as flexible as possible.



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(a) The weblink for direct calling the GUI

The username needs to be added in the HTTP Header of the request. In this case the username / password entry in the SMC is not necessary and the SMC proceeds directly to the first screen of the application. By adding the username in the request the SMC invokes the role assigned to the specific user in the SMC access control database.

The composition of the URL is as follows:

https://socialmedia.cellent.at/socialmedia-client/login?id=[base64 encoded username from the SMC]

Base64 has been chosen, because it is particularly prevalent on the Web (and therefore a standard way to include such information in an URL). It is used to include binary assets inside textual assets such as HTML and CSS files. Base64 is designed to carry data stored in binary formats across channels that only support text content

Base64 is a group of binary-to-text encoding schemes that represent binary data in an ASCII string format by translating it into a radix-64 representation. Each Base64 digit represents exactly 6 bits of data. Three 8-bit bytes (i.e., a total of 24 bits) can therefore be represented by four 6-bit Base64 digits.

Those can be read by the SMC and the checked against the SMC database. The downside is that the login data are not encrypted, but this is considered less important since the service to be accessed does not contain confidential data (the raw data are public anyway)

(b) A REST Get call to retrieve postings

This refers to the retrieval of data stored in the SMC database from other software components.

It is based on REST and the respective output is a JSON string with all relevant parameters of a posting.

REST stands for “Representational State Transfer”. It is a set of rules that developers follow when they create their API. One of these rules states that you should be able to get a piece of data (called a resource) when you link to a specific URL. Each URL is called a request while the data sent back to you is called a response.

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7 Link

The SMC GUI can be reached directly through

https://socialmedia.cellent.at/socialmedia-client/login?1

The different language version can be invoked by changing the browser language settings to the respective language settings:

a) Spanish
b) Slovak
c) Romanian
d) Portuguese
e) Italian

An example can be obtained using the following credentials

Username: petertulcea

Password: petertulcea1

Campaign to be chosen: Tulcea Flood

This example includes real-live data from an event which occurred in 2019.

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