

Testing checklist: government services portal

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☐ 1. release smoke tests

Done when: On the release build, a citizen signs in, starts an application, saves it and sees its case status, and sees only their own cases.

Risks: data-breach. Tool class: browser automation. Usually run by: QA engineer.

☐ 2. penetration testing

Done when: A tester signed in as one citizen cannot view another person's case or documents by changing an ID, and cannot bypass identity proofing to file a claim.

Risks: data-breach, fraud-abuse. Tool class: proxy. Usually run by: security specialist.

☐ 3. end-to-end functional tests

Done when: A claim filed with a test identity that fails proofing is held for review, and a claim under an identity already in use is flagged before payment.

Risks: fraud-abuse. Tool class: browser automation. Usually run by: QA engineer.

☐ 4. compliance checks

Done when: A reviewer holds a current accessibility conformance report and a current security authorisation for the release.

Risks: accessibility-liability, data-breach. Tool class: test management. Usually run by: product manager.

☐ 5. accessibility testing

Done when: A screen reader user and a keyboard-only user each complete an application, upload a document and read case status without help.

Risks: accessibility-liability. Tool class: accessibility checker. Usually run by: accessibility specialist.

☐ 6. security scanning

Done when: The scan report for the portal and its admin tools lists no open high-severity finding, and every staff account requires phishing-resistant sign-in.

Risks: data-breach. Tool class: DAST scanner. Usually run by: security specialist.

☐ 7. performance and load testing

Done when: Sign-in and form submission keep working while a load test simulates the opening hours of an enrolment window.

Risks: outage-under-load. Tool class: load generator. Usually run by: QA engineer.

☐ 8. resilience and failure testing

Done when: When the identity or case backend is slowed in a test, applicants see a queue or retry message and no submitted form is lost.

Risks: outage-under-load. Tool class: chaos tool. Usually run by: developer.