



**Dillon Enterprises**

**Fitting the Pieces Together**

# **User Acceptance Test (UAT) Strategy**

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**[Project #: Project Name]**

Date:  
Version:

# **TABLE OF CONTENTS**

<b>Introduction .....</b>	<b>4</b>
User Acceptance Testing: <Enter Project Name> .....	4
Duration of User Acceptance Testing .....	4
<b>Project Scope .....</b>	<b>5</b>
<b>UAT Prerequisites .....</b>	<b>5</b>
<b>UAT Kick-Off Meeting .....</b>	<b>6</b>
<b>UAT Status Meetings .....</b>	<b>6</b>
Required Attendees .....	6
Overview of Specific Items to Be Discussed.....	7
Test Environment .....	7
<b>UAT Personnel Responsibilities .....</b>	<b>8</b>
Project Management Group Responsibilities.....	8
QA Analyst Responsibilities .....	8
ASC Coordination .....	8
UAT Participant Responsibilities .....	9
<b>UAT Participants and Assigned Systems .....</b>	<b>9</b>
<b>Test Problem Report (TPR) Management Process.....</b>	<b>10</b>
Required Fields .....	10
Required Documentation .....	11
<b>Change Management Process .....</b>	<b>11</b>
<b>Early Installations.....</b>	<b>11</b>
<b>Test Cases .....</b>	<b>12</b>
<b>UAT Calendar .....</b>	<b>12</b>
<b>UAT Sign-Off.....</b>	<b>13</b>
<b>Implementation Schedule.....</b>	<b>13</b>

**Implementation Verification ..... 14**

**APPENDIX A: XPTR Printing ..... 15**

**APPENDIX B: Test Problem Report (TPR) Form..... 16**

**APPENDIX C: UAT Calendar ..... 17**

## Introduction

**User Acceptance Testing (UAT)** is one of the most important phases of any project. This is the point in the project life cycle where people using the system in everyday business operations verify that it functions as designed and represents a productive tool that helps them accomplish specific business objectives. The particular users assigned to test the system are the critical element in this effort. They must be diligent in executing the test regimen and meet stipulated testing deadlines. Failing to comply with the schedule or “missing” a test script could result in costly impacts to the project and, potentially, the company as a whole. Such mistakes could affect remaining project milestones and, ultimately, the business unit could implement a system containing undetected defects that produce failures and / or inefficiencies.

This document outlines the UAT process, including responsibilities, schedules, issues, change management and contact information. This document is used to inform UAT participants of the procedures and expectations of this phase and can be referred to throughout the UAT effort.

### User Acceptance Testing: <Enter Project Name>

UAT commences when program coding is “complete” and all program modifications have passed thorough functional testing. A successful UAT process demonstrates that the system satisfies the defined business and technical requirements, proves that the software works in a simulated production environment and validates that all components of the system and interfaces function properly.

UAT is a critical component of the Testing Phase of the project life cycle. It is the final test prior to implementation and the final opportunity to prevent production issues from occurring after implementation. This document is a guide to be used throughout this process.

### Duration of User Acceptance Testing

UAT is scheduled to commence on <Enter Date> and conclude on <Enter Date>. The required testing may be completed earlier than the scheduled completion date.

## Project Scope

<Enter the Project Scope as defined in the Statement of Work or similar document.>

## UAT Prerequisites

The following prerequisites help to ensure that User Acceptance Testing is successful:

- The test team is defined and specifically assigned to the UAT test period.
- User IDs are established and validated for all testers in the test regions.
- Reports are set up to run to Test XPTR.

**NOTE:** If possible, it might be helpful to load the printer with colored paper when printing Test XPTR reports to assist in identifying test reports. Furthermore, it is imperative that testers collect test reports from the printer immediately after printing to prevent confusion with production reports.

(See [APPENDIX A: XPTR Printing](#).)

- UAT Strategy is complete.
- UAT Test Cases are complete.
- Functional Testing is complete.

## UAT Kick-Off Meeting

The following items are typical points of discussion at the UAT Kick-Off Meeting:

- Project Scope
- UAT Prerequisites
- UAT Status Meetings
- UAT Environments
- UAT Participant Responsibilities
- Test Problem Report (TPR) Management
- Change Management
- Test Cases
- Performance Testing (If Applicable)
- UAT Calendar
- Post Implementation Verification
- Questions and Answers (Q&A)
- <Add Additional Items, If Necessary>

## UAT Status Meetings

The Project Manager conducts the daily UAT Status meetings at <Enter Time>. The purpose of the meeting is to discuss overall issues and project status. It is important that every assigned representative attend each of these meetings. A conference call dial-in telephone number and participant pass code will be provided.

### Required Attendees

- Project Manager (PM)
- Quality Assurance (QA) Analyst
- UAT Participants
- Business Systems Analyst (BSA)
- Technical Lead
- Issues Coordinator (If Applicable)

## Overview of Specific Items to Be Discussed

- Test Problem Report (TPR) Review

This process constitutes a high-level review of testing issues, commencing with pending “Retest” status items (“Retest” items are corrected issues that have been returned to the tester and are awaiting signoff.) and followed by “Open” items. Participants identify all items changed to a “Closed” status since the last session.

- Test Status Review

This session is used to review the status of current testing. The objective is to verify that all scheduled testing is complete and all test documentation is submitted to the software Quality Assurance (QA) group.

- Test Calendar Review

Meeting attendees discuss all items on the Test Calendar scheduled for testing before the next session. They address questions regarding the Test Calendar and any issues raised by participants in connection with meeting the schedule.

- Open Discussion

This is an open-forum opportunity to discuss project testing concerns, scheduling conflicts or problems, resource issues, successes / failures, etc.

## Test Environment

All testing is to be conducted in the test environment known as <Enter Test Region>.

TEST REGION	SYSTEM

Prior to commencement of UAT, to avoid security issues, each tester must verify access to the test environment(s) by logging on to each system to be used during the testing process.

## UAT Personnel Responsibilities

### Project Management Group Responsibilities

- Project Manager: <Enter Project Manager Name>
- Maintain overall tasks, dates and schedule
- Coordinate daily status meetings
- Conduct UAT daily meetings
- Assist and support project team members as necessary

### QA Analyst Responsibilities

- QA Analyst: <Enter QA Analyst Name>
- Assist and support UAT participants and Issue Coordinator as necessary
- Track, review, coordinate and assign all TPRs generated by UAT participants
- Provide TPR status reports to UAT participants and management at UAT status meetings
- Participate in UAT daily meetings
- Manage testing participation

### ASC Coordination

- Issue Coordinator: <Enter Issue Coordinator Name>
- File all issues
- Distribute issues to QA Analyst for verification
- Track statuses of individual issues
- Maintain Issue Log
- Distribute resolved issues to testers for re-test
- Identify issues that are delinquent in resolution or re-test verification



## UAT Participant Responsibilities

- Create UAT Test Cases, including acceptance criteria
- Execute test cases
- Document and forward all TPRs to QA Analyst
- Perform functional tests on all corrected TPRs
- Attend UAT daily status meeting

## UAT Participants and Assigned Systems

Project-related managers selected the following individuals to participate in User Acceptance Testing for <Enter Project Name>. The respective systems assigned for testing are listed with the participant names.

UAT PARTICIPANT	SYSTEM / APPLICATION	TELEPHONE NUMBER

# Test Problem Report (TPR) Management Process

As potential problems arise in UAT, issues are reported to the assigned QA Analyst via a specified process. A TPR e-mail format (See [APPENDIX B: Test Problem Report \(TPR\) Form](#).) is provided and used to define and report issues. A soft copy of this e-mail form is located in the project folder on the network.

The TPR form is forwarded to the responsible QA Analyst via *MS Outlook* to <email address setup for testing purposes> with the subject line:

**"#<nnnn> <Project Name> – <Brief Description of Problem>".**

The QA Analyst logs the issue in <*problem tracking software*> and forwards the TPR Number back to the submitting party for tracking purposes.

## Required Fields

System / Application	System / Application Where Problem Occurred
Severity of TPR	<u>Severity Level of the Issue:</u> "High" = Major Problem Workaround Not Available Urgent "Medium" = Degradation in Execution of App Function Workaround Available "Low" = Minor Problem Cosmetic Issue

Description of Problem Detailed Description of Issue and Steps Taken to Re-Create the Problem

The TPR must be very specific and detail exactly the steps being executed when the problem occurred. The specific ADD contract #, MBL #, order #, function keys, sequence of events, error message received, field name, file name, relevant screen captures, etc. must be included in this free-form description. If a XPTRT Report is involved, the report name, date and version must be included, too.

## Required Documentation

A test issue must include “Before” and “After” screen captures containing the data entered.

**NOTE:** Complete one TPR form for each issue. Do not turn in multiple TPR forms for the same issue, i.e., If the error occurs on five different customers of the same report, turn in one TPR form with screen prints for the five different customers.

When re-testing TPRs after the problem has been corrected, provide:

- TPR Number
- Date Retested
- Description of Results (Successful or Unsuccessful)

**NOTE:** If re-test is “Unsuccessful”, detailed information is required.

## Change Management Process

In order to manage effectively changes to project requirements, deliverables, costs and schedules, a Change Control Request is used during project development. The intent of this practice is to provide an appropriate review and approval process. Potential project changes are of two (2) types:

- **“Project Critical”** = New process **CANNOT OPERATE** without the change
- **“Important”** = New process **WOULD RUN BETTER** with the change

Each change request is documented with the estimated time and impact on project delivery. If the change is “Project Critical” and impacts exist with respect to project delivery dates and / or schedules, senior management must be notified. If it becomes necessary, a meeting may be convened to determine if the change is so critical as to delay the project. If an “Important” change can be made and not affect the project delivery dates / schedules, it may be included as part of the project.

## Early Installations

(Applicable only if a phased installation approach is used)

## Test Cases

UAT participants are expected to create UAT Test Cases. Copies of System Integration Test (SIT) Test Cases reside at <Specify Network Path (Location)> for reference purposes. (See [APPENDIX C: Sample Test Case.](#)) These test cases are comprehensive to the level of detail for which the system is to be tested.

Test case data fields are defined below:

System	Test Environment
Tester	Tester Name
Phone #	Tester Telephone Number (Including Area Code)
Case #	Number Assigned to Specific Scenario Being Tested
Date Tested	Date of Test Case Execution
Steps	Specific Action Required to Execute Test Case
Expected Results	Pass / Fail A “√” or “X” is recorded by the tester to indicate whether a test case passed or failed when executed. If the test failed, the tester is to complete a TPR form immediately.
Comments	Free-Form Text
Ad Hoc Testing	After all test cases have been successfully executed, testers are encouraged to test all other scenarios known to be performed in production on a daily / regular basis. This additional testing is to include the generation of “Before” and “After” screen captures. In other words, the tester is to try to “break” the system. This practice helps to assure that a solid system is installed into production.

## UAT Calendar

The UAT Calendar (See [APPENDIX D: UAT Calendar.](#)) is followed throughout the UAT cycle. All testing must be completed per the calendar. If any test item slips, it could influence the entire testing regimen and jeopardize the implementation of the project.

## **UAT Sign-Off**

After all test cases are completed with respect to a specific system and the UAT team is confident that the system is sound, all testers are to “sign off” on the testing effort, thereby validating that the system is ready to install into production. Appropriate documentation is provided by the Project Manager for formal sign-off regarding the Testing Phase of the project.

The signature of a tester on the document provided indicates that the tester:

- Personally tested the steps, processes or application outlined in the document for which the signature is rendered
- Personally reviewed and accepted the results of such testing effort
- Is willing for the management group to make decisions regarding this project and the testing process based on team results

## **Implementation Schedule**

The Implementation Schedule is published prior to the implementation of the project. This schedule includes a list of related tasks and due dates that must be followed. Implementation of the project is currently scheduled for <Enter Specific Dates>.

The following represents the implementation tasks for project installation into production. It is imperative that tasks be completed in sequential order and on schedule.

- Verify that production cycle is complete
- Back up databases
- Back up all production libraries
- Execute and verify conversion jobs
- Migrate new source code
- Verify applications
- Back up databases
- Execute and verify user data entry
- Execute daily cycle
- Verify data after batch cycle (User Task)
- Make “GO” / “NO GO” decision
- Back out new source code (If “NO GO” decision is made)

## Implementation Verification

It is expected that all pertinent UAT participants, QA Analysts and development staff be available at their work locations to validate that the migration of code is successful in the implementation on <Enter Expected Date>. A smaller version of UAT is performed for production implementation validation.

## **APPENDIX A: Printing Instructions are provided here**

Immediately retrieve reports from the printer to prevent test reports from being interspersed with production reports.

# APPENDIX B: Test Problem Report (TPR) Form

**<brief description of the problem> - Message (Rich Text)**

File Edit View Insert Format Tools Actions Help

Send [Icons] Options... [?] Type a question for help

To...

Cc...

Bcc...

Subject: **Project # - <brief description of the problem>**

In an effort to assure the development team receives sufficient information to review/research the potential issue(s) discovered during UAT testing for this application, we ask that you provide the following information when filing a TPR or providing follow up information:

Please note: a separate e-mail should be sent for each TPR being documented. Do not turn in multiple TPR for the same issue

**Opening TPR's**

**System/Application Name** System/application where the problem occurred, (e.g., Sales/INGA, TMO, etc.)

**Severity of TPRs** Indicate severity of the issue:

High	Major Problem, No workaround available, Urgent
Medium	Degradation in the execution of the application function, workaround exist
Low	Minor problem, cosmetic issues

**Description of Problem:** Provide a detailed description and the steps taken to create the problem. Be very specific in detailing exactly the steps you were performing when the problem occurred. Give specific ADD Contract #, MBL #, Order #, function keys, sequence of events, error message received, field name, etc. Include screen shots. If XPTRT report, provide report name, report date and report version.

**Retesting TPRs**

Issue Corrected; retested successfully

- provide TPR number
- date retested
- Were results successful? If no, detailed information is needed.



## APPENDIX C: UAT Calendar

SUN	MON	TUE	WED	THU	FRI	SAT