**User Acceptance Testing (UAT) Plan**

**Project:** Telco Cloud Migration  
**Date:** May 2025

**1. Introduction**

User Acceptance Testing (UAT) is the final validation step where end-users verify that the cloud migration meets their business requirements and functions as expected in a real-world scenario before full production deployment.

**2. Objectives**

* Validate that migrated applications and services meet user requirements
* Confirm that workflows and processes function correctly post-migration
* Identify any defects or gaps before go-live
* Obtain formal user sign-off on system readiness

**3. Scope**

* Testing all critical business applications migrated to the cloud
* Verifying integrations with existing systems and interfaces
* Testing user workflows and access controls
* Validating performance, security, and data integrity from the user perspective

**4. UAT Entry Criteria**

* Completion of system, integration, and performance testing
* Migration to test environment completed successfully
* Test environment stabilized and accessible to users
* Test data prepared and validated
* UAT test plan and cases approved

**5. UAT Exit Criteria**

* All critical and high-severity defects resolved or mitigated
* All planned test cases executed with acceptable pass rate (typically > 95%)
* Formal sign-off obtained from business users and stakeholders

**6. Roles and Responsibilities**

| **Role** | **Responsibility** |
| --- | --- |
| Project Manager | Oversee UAT planning and execution |
| Business Analysts | Define acceptance criteria and develop test cases |
| UAT Coordinator | Manage test scheduling, communication, and defect tracking |
| End Users/Testers | Execute test cases and report issues |
| QA/Test Team | Support UAT logistics and assist with issue resolution |
| IT Support | Provide technical support for test environment |

**7. UAT Test Planning**

* Develop detailed test scenarios and cases based on real user workflows
* Map test cases to business requirements
* Prioritize test cases focusing on critical functionalities
* Prepare test data sets and ensure environment readiness

**8. Test Execution Process**

* Schedule UAT sessions with user groups
* Provide training/orientation on testing process and tools
* Execute test cases and log results in defect tracking system
* Conduct daily status reviews and triage defects with project team
* Retest fixes and verify resolution

**9. Defect Management**

* Use a centralized defect tracking tool (e.g., Jira)
* Classify defects by severity and impact
* Communicate defect status regularly to stakeholders
* Escalate critical defects for immediate resolution

**10. UAT Schedule Overview**

| **Phase** | **Duration** | **Key Activities** |
| --- | --- | --- |
| Preparation | 1 week | Develop test cases, prepare environment and data |
| Execution | 2 weeks | Test case execution, defect logging and retesting |
| Sign-off | 1 week | Final defect closure and formal approval |

**11. Deliverables**

* UAT Test Plan Document
* Test Case Scripts
* Test Execution Reports
* Defect Logs and Resolution Reports
* Formal UAT Sign-off Document

**12. Risks and Mitigation**

| **Risk** | **Mitigation Strategy** |
| --- | --- |
| Delayed test environment setup | Early environment provisioning and validation |
| Limited user availability | Schedule multiple sessions, flexible timings |
| Insufficient test data | Prepare and validate data in advance |
| Critical defects found late | Prioritize early testing of critical workflows |