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1. INTRODUCTION

The Rhode Island Unified Health Infrastructure Project (RI UHIP) was implemented in two phases.

Phase 1 consisted of providing an online marketplace named HealthSource RI (HSRI) for individuals, families, and small businesses to compare and enroll in health insurance coverage and gain access to tax credits, reduced cost sharing, and public programs.

Phase 2 consisted of sun-setting InRhodes, the legacy eligibility determination system, and developing an eligibility system known as RIBridges to integrate with HSRI. The integrated eligibility system (HIX/IES) provides one-stop shopping for its consumers by allowing them to streamline their eligibility processes for Medicaid and other human service programs.

Integration of the HSRI and RIBridges required testing and collaboration by multiple agencies, including the Department of Human Services (DHS), Executive Office of Health and Human Services (EOHHS), and HSRI.

1.1 Purpose of the Report

The purpose of this document is to provide the project and executive management team with a summary of the User Acceptance Test (UAT) results for Cycle 3 and Cycle 4. This report provides information related to the progress, issues, and risks encountered during the UAT cycles.

1.2 Scope of the Report

This report includes information on the results of UAT testing activities for Cycle 3 and Cycle 4 for the functionality to be executed in each cycle.

Cycle 3 consisted of functionality to test benefits management, mass benefit replacement for Supplemental Nutrition Assistance Program (SNAP), Disaster SNAP, Able-bodied Adults Without Dependents (ABAWD), Child Care Assistance Program (CCAP) Portal, Split Issuance, Interfaces, Front Office, Rhode Island Works (RIW), and Quality Control with emphasis having been placed on the functionality needed to enter Pilot.

Cycle 4 consisted of functionality to test Auto Renewal, Application Changes, Worker Portal, Customer Portal, Income Redesign, MAGI OPA, Medicaid Hierarchy, Special Enrollment for first time applicants, Small Business Health Options Program (SHOP), PNIA, and TNIA batches.

1.3 Testing Tools

JAMA Contour is the requirements management tool used to execute, record, and store test cases. It also serves as the requirements traceability management (RTM) software tool to document requirements and associated elements such as defects and bi-directional traceability.

JIRA is the defect management tool where all defects are triaged and managed to closure.

2. INTERNET BROWSERS

Testing throughout Phase 1 was conducted in multiple browsers to ensure functionality worked across the various internet browsers. Testing was conducted in the following browsers:

- Internet Explorer 8
- Internet Explorer 9
- Internet Explorer 10
- Internet Explorer 11
- Google Chrome
- Mozilla Firefox

Testing was not conducted on any mobile devices, nor was testing executed used the Safari browser due to tester inexperience.

Throughout Phase 2, testing was executed primarily in Internet Explorer 11; in some instances when errors were encountered, Google Chrome was used.

3. EXECUTIVE SUMMARY

Cycle 3 – DHS/EOHHS

Cycle 3 consisted solely of DHS performing UAT on human services programs and interfaces required for the entry into Pilot (i.e., Department of Labor and Training, (DLT), Financial Information System (FIS)). Initially, DHS was executing identified scripts on behalf of EOHHS, but due to script quality and lack of experience with the EOHHS programs, script execution could not be performed. Functionality that were program specific, related to MMIS transactions, and Medicaid Hierarchy were moved to Cycle 4, in addition to interfaces that were not identified as priority 1 (P1).

A number of defects that were associated with Cycle 3 test scripts were deferred to Cycle 4 at the request of the State due to the need for the UAT TT (time travel) environment to be available for other higher prioritized testing. These included test scripts and defects associated with functionality related to ABAWD and Split Issuance. Defects that could not be addressed within the timeframe allotted for Cycle 3 were also placed in an interim 'queue' to be addressed and reported separately from Cycle 4. This resulted in 74 defects being removed from Cycle 3, of which 63 have been resolved. However, as of the date of this report, six (6) are pending a possible change request, three (3) remains in a rejected status, (one) 1 remains in development, and one (1) is ready for test.

Cycle 4 – DHS, EOHHS, and HSRI

Cycle 4 was a combined effort on behalf of all three (3) agencies. This cycle of UAT included interacting with various trading partners to send and receive data (e.g. 834 EDI transaction) and to continue testing those interfaces identified as P1. Testing of Notices was performed to verify that the triggers would generate the correct Notice. The State also identified a number of Notices that would be generated in both English and Spanish, these Notices were generated to verify that the correct verbiage as well as translation was captured. In addition, testing also included correct alignment and stuffing within the envelopes. However, due to issues with verbiage and clarifications needed by the State, testing of Notices were moved out of Cycle 4 and addressed separately.

Although limited, testing of converted data was performed by DHS employees only, under the guidance of protecting personally identifiable information (PII). Protocols were put in place to ensure that only designated employees were able to access and test. Numerous issues were encountered that limited the depth of testing that could be performed (e.g. name mismatch).

Cycle 4 exited with a number of defects remaining in some form of 'open' status. Please refer to Section 6 of this report for further details.

4. OVERVIEW

4.1 Description of UAT

Testing for UAT for Cycle 3 and Cycle 4 covered the following:

- Functional Testing – Ensured that all business functions performed as defined within the business requirements and design documentation. It comprised the majority of the UAT effort using two levels of business definition: test scenarios and test scripts.
- End-to-End Testing – Included testing the end-to-end business flow with real world scenarios that test interactions with various interfaces (i.e. DOH, DLT, SWICA, NFP, FDSH, etc.).
- Regression Testing – Included the re-execution of a select set of functional test cases to ensure that additional changes made to the application, after initial functional testing was executed, did not introduce any new issues.
- Ad hoc Testing – Helped ensure the thoroughness of all the testing efforts. It was useful in determining the effectiveness of the test cases and required knowledge, skills, and familiarity with the system.
- Interface Testing – Performed to evaluate whether systems or components pass data and control correctly to one another, also to verify if all the interactions between the modules are working properly and errors are handled correctly.

4.2 Functionality Not Fully Tested

The below functionality was either not tested or only partially tested.

- MPP
- ABAWD
- Split Issuance
- Medicaid Hierarchy
- Combo Cases/End to End
- GPA
 - ✓ Refugee Program and Burial
 - ✓ Hardship and Bridge
- LTSS
- Disaster SNAP
- RiteShare
- Interfaces
- Roles and Security
- Conversion

4.3 Archived Test Cases

A total of 1252 test cases were archived out of the Cycle 4 testing plan; the case breakdown by status is as follows:

- Not Run – 705
- Failed – 329
- Blocked – 216
- Passed – 2

4.4 Test Case and Defect Reconciliation

Reconciling defects and test cases is imperative in providing an accurate picture of what issues have been resolved. However, the pass/failure rate for Cycle 3 and Cycle 4 are skewed due to the below issues.

- Test cases were failed with no defect logged. This raises the question if the issue was ever brought to the attention of the DDI vendor and if a fix was provided.
- Failed test cases that have defects that have been retested, fixed, and closed; however, test cases remain in a failed status.
- Blocked test cases with fixed defects remain blocked; however, defects have been retested and closed.
- Defects were cancelled when they should have been closed and vice versa.

5. TEST CASE EXECUTION RESULTS

This section contains summaries of UAT execution results for Cycle 3 and Cycle 4. For reasons stated in Section 4, these results are only approximations.

- UAT Execution Results by Test Group
- UAT Execution Results by Functionality

Table 1 – All Cycle 3 Execution Results by Test Group

Test Group	Total	Passed	Failed	Blocked	In Progress	Not Run	
Interfaces Test Group	270	63	6	5	10	0	23%
Cycle 3 Test Group	160	144	8	1	1	0	90%
Regression Test Group	93	91	1	1	0	0	98%
EOHHS Test Group	82	19	9	0	8	0	23%
Total	523	298	15	7	11	0	57%

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Table 2 – DHS Cycle 3 Execution Results by Functionality

DHS Functionality	Total Cases	Passed	Failed	Blocked	In Progress	Not Run	Total Executed
Mass Benefit Replacement	25	24	1	0	0	0	25
Split Issuance	18	14	1	0	3	0	18
Disaster SNAP	12	12	0	0	0	0	12
ABAWD	46	38	6	1	1	0	45
FIS	5	3	1	1	0	0	4
DLT	54	46	3	0	1	0	50
Cycle 3 Total	160	137	12	2	5	0	154
SNAP	27	27	0	0	0	0	27
CCAP	10	10	0	0	0	0	10
RIW	47	47	0	0	0	0	47
QC - SNAP	9	7	1	1	0	0	8

Table 5 – DHS Cycle 4 Execution Results by Functionality

DHS Functionality	Total Cases	Passed	Failed	Blocked	In Progress	Not Run	Total Executed
Alien	1	1	0	0	0	0	1
CCAP	98	84	1	12	1	0	86
CCRU	47	47	0	0	0	0	47
Client Portal	14	13	1	0	0	0	14
Combo	36	26	2	8	0	0	28
DCYF CCAP	8	0	0	8	0	0	8
DCYF MA	28	20	5	1	2	0	27
EARR	1	1	0	0	0	0	1
GPA	6	3	0	3	0	0	3
Income Redesign	12	12	0	0	0	0	12
Interim Reporting	41	34	3	2	2	0	41
LIHEAP	13	13	0	0	0	0	13
Notices	54	25	7	15	7	0	39
Office Maintenance	23	11	2	9	1	0	14
QC	15	10	1	2	2	0	13
RCA	9	8	1	0	0	0	9
RIW	85	52	11	22	0	0	63
Roles	71	23	44	2	2	0	69
Redetermination	34	9	6	14	5	0	20
Self Service	20	16	3	1	0	0	19
SNAP	19	19	0	0	0	0	19
Transitional CCAP	21	10	3	7	1	0	14
DHS Total	656	437	90	106	23	0	560

Table 6 – EOHHS Cycle 4 Execution Results by Functionality

EOHHS Programs	Total Cases	Passed	Failed	Blocked	In Progress	Not Run	Total Executed
Breast & Cervical Cancer	13	12	1	0	0	5	13
Cat Needy	34	34	0	0	0	0	34
Chaffee	3	3	0	0	0	0	3
E2E	25	23	1	1	0	0	24
EMER	6	3	1	2	0	0	4
HCBS	17	17	0	0	0	0	17
Katie Beckett	12	12	0	0	0	0	12
LTSS	42	42	0	0	0	0	42
MA Hierarchy	33	19	14	0	0	0	33
Med Needy	13	13	0	0	0	0	13
MPP	11	11	0	0	0	0	11
Q1	3	2	0	1	0	0	2
QMB	6	6	0	0	0	0	6
Renewal	4	0	0	4	0	0	0
RiteShare	15	1	9	5	0	0	10
Sherlock	5	2	2	1	0	0	4
SLMB	6	6	0	0	0	0	6
EOHHS Total	248	206	28	14	0	5	234

Table 7 – HSRI Cycle 4 Execution Results by Functionality

HSRI Functionality	Total Cases	Passed	Failed	Blocked	In Progress	Not Run	Total Executed
Acct Maint/Dashboard	27	25	2	0	0	0	27
Age Out	53	44	9	0	0	0	53
Aid Cat Codes	27	20	5	2	0	0	25
APTC	80	67	7	6	0	0	74