

**Table of Contents**

<b>1 General Information</b>	<b>3</b>
<b>1.1 Version History</b>	<b>3</b>
1.1.1 Further Revisions	3
<b>1.2 Document Sign-Off and Approvals</b>	<b>3</b>
<b>2 Introduction</b>	<b>4</b>
<b>2.1 Document Description</b>	<b>4</b>
2.1.1 Project Summary	4
2.1.2 List of New Features	4
<b>2.2 Related Documentation</b>	<b>4</b>
2.2.1 Business/Functional Requirements	4
2.2.2 Technical Solution Design	4
2.2.3 QA Test Script(s)	4
2.2.4 QA Test Plan	4
<b>3 Scope of User Acceptance Testing</b>	<b>6</b>
<b>3.1 Applications and Modules Affected</b>	<b>6</b>
<b>3.2 Features to be Tested</b>	<b>6</b>
<b>3.3 Features Not to be Tested</b>	<b>6</b>
<b>4 Responsibilities</b>	<b>7</b>
<b>5 Configuration and Setup</b>	<b>9</b>
<b>5.1 Hardware</b>	<b>9</b>
<b>5.2 Software</b>	<b>9</b>
<b>5.3 Test Environments</b>	<b>9</b>
<b>5.4 Test Tools</b>	<b>9</b>
<b>5.5 Training</b>	<b>9</b>
<b>5.6 Office Requirements</b>	<b>9</b>
<b>5.7 Security</b>	<b>9</b>
<b>5.8 Documentation</b>	<b>9</b>

<b>6</b>	<b>Schedule and Milestones .....</b>	<b>11</b>
<b>10 7</b>	<b>Test Approach .....</b>	<b>11</b>
<b>7.1</b>	<b>Develop Tests.....</b>	<b>11</b>
7.1.1	Analyze Requirements.....	11
7.1.2	Develop Scenarios .....	11
7.1.3	Review Documents .....	11
7.1.4	Derive Acceptance Criteria .....	11
7.1.5	Construct Test Cases .....	11
7.1.6	Requirements Traceability Matrix .....	11
7.1.7	Write Test Scripts .....	11
<b>7.2</b>	<b>Prepare to Test .....</b>	<b>11</b>
7.2.1	Prepare Testing Environment .....	12
7.2.2	Create Test Data .....	12
7.2.3	Agree Entry Criteria .....	12
7.2.4	Complete the Test Procedures .....	12
<b>7.3</b>	<b>Running the Tests .....</b>	<b>12</b>
7.3.1	Item Pass/Fail Criteria .....	12
7.3.2	Reporting Incidents .....	12
7.3.3	Classifying Incidents .....	12
<b>7.4</b>	<b>Review Test Results .....</b>	<b>12</b>
7.4.1	Exit Criteria .....	12
<b>7.5</b>	<b>Change Management .....</b>	<b>12</b>
<b>12 7.6</b>	<b>Suspension Criteria and Resumption Requirements .....</b>	<b>13</b>
<b>8</b>	<b>Test Deliverables .....</b>	<b>13</b>

## Table of Figures

No table of figures entries found.

## 1 General Information





### 1.1 Version History

Version	Date	Description of Revision	Reason for Revision	Prepared By
v 0.1	15/03/2024	User Acceptance Test, first version	Finished Project iteration	Iturrioz Jon Ander

#### 1.1.1 Further Revisions

*As this project is iterative in nature, this document is a work in progress and will be modified as business rules are discussed and agreed upon. Additional requirement and business-rule definition and/or revisions to this document will generate further document versions. In all cases, agreed changes will be clearly defined in the body of the text or as an addendum to this document, as appropriate.*

### 1.2 Document Sign-Off and Approvals

Approved by	
<b>User entity QA Lead:</b> Carrera Amets. Signature:  Comments: None	Date: 15/03/2024
<b>User entity UAT Lead:</b> Carrera Amets. Signature:  Comments: None	Date: 15/03/2024
<b>User entity Development Lead:</b> Carrera Amets. Signature:  Comments: None	Date: 15/03/2024
<b>User entity Project Manager:</b> Carrera Amets. Signature:  Comments: None	Date: 15/03/2024

## 2 Introduction

### 2.1 Document Description

*This document is the User Acceptance Testing (UAT) plan for the **FranqWare** project. The UAT step will follow successful completion of the QA testing step. UAT will be completed with the goal of ensuring that the system meets business needs. The objectives of this document are to outline the testing strategy and approach for UAT, provide guidance to users performing testing, and to define pass/fail criteria for each test.*

#### 2.1.1 Project Summary

*The lack of efficiency and optimization in the management of franchise businesses in the home furnishings sector, as well as the current absence of a comprehensive digital platform that hinders centralized coordination and control, affect both franchisors and franchisees.*

*Finding a satisfactory solution to this problem would bring several advantages. To begin with, it would establish standard processes and practices to ensure a consistent quality, service and user experience. This would improve customer satisfaction and loyalty, leading to increased revenue and profitability for all stakeholders.*

#### 2.1.2 List of Features

*Add in any/all high level features being tested*

- *General Functionality*
- *System Audit*
- *Authentication and Authorization*
- *Printing and Exporting Documents*
- *Report generation*
- *Integration with External Systems*

## 2.2 Related Documentation

### 2.2.1 Business/Functional Requirements

[System-wide requirements](#)

### 2.2.2 Technical Solution Design

<http://franq.ware.com/Projects/franchising%20software/Documents/System%20Documentation/franchising%20software-DataMap-cs-v3-20240315.xlsx>

### 2.2.3 QA Test Script(s)

<http://franq.ware.com/Documents/Testing/Test%20Cases.xlsx>

#### **2.2.4 QA Test Plan**

[http://franq.ware.com/Documents/Testing/FranqWare\\_Test\\_Plan\\_draft.docx](http://franq.ware.com/Documents/Testing/FranqWare_Test_Plan_draft.docx)

### 3 Scope of User Acceptance Testing

#### 3.1 Applications and Modules Affected

Application	Module
FranqWare	All

#### 3.2 Features to be Tested

Feature	Short Description (if needed)
General functionality	Interface responsiveness and functionality, application speed, communication between all components of the software.
System Audit	The system can track, register and save all activities performed by users.
Authentication and Authorization	The system provides working authentication mechanisms
Printing and Exporting Documents	File exporting and printing functionalities are implemented
Report generation	The system is able to create accurate and appropriate reports analysing data.
Integration with External Systems	The system must comply with standards on integration with external systems, such as API RESTful

#### 3.3 Features not to be tested

Feature	Reason Excluded from Testing Scope

#### 4 Responsibilities

Name	Role	Responsibilities
<b>Zasua Anezi</b>	QA Test Lead	<ul style="list-style-type: none"> <li>■ Responsible for major coordination and preparation of all testing efforts for the project</li> <li>■ Serves as main source of QA contact during test execution</li> <li>■ Responsible for giving sign-off for project to be approved or denied for either further testing or a production release</li> <li>■ Responsible for enforcement of rules laid out for project requirements</li> <li>■ Provide testing status updates to project team, as needed or requested</li> <li>■ Responsible for the logging and tracking of defects</li> </ul>
<b>Olivia Newton</b>	QA Test Manager	<ul style="list-style-type: none"> <li>■ Responsible for approval of all test plans created by the QA resources</li> <li>■ Assists with determining time lines and resourcing of QA staff</li> <li>■ Able to override any QA member with regard to test sign-off</li> </ul>
<b>Ulysses Moore</b>	Development Lead	<ul style="list-style-type: none"> <li>■ Provides main source of contact for QA members when executing test scripts</li> <li>■ Responsible for production-based research and validation of all issues encountered during testing when QA staff is unable or unavailable to do so</li> <li>■ Provide resolution, possibly with the assistance of other staff members, to all issues detected during the testing process</li> </ul>
<b>Vendor</b>	Development Manager	<ul style="list-style-type: none"> <li>■ Responsible for allocation of development resources</li> </ul>

		<ul style="list-style-type: none"> <li>■ Able to override any development decision made with regard to issue resolution or feature development</li> <li>■ Responsible for approval of functional designs and specifications that will be applied during the project</li> </ul>
<b>Marcos Torres</b>	Implementations Lead	<ul style="list-style-type: none"> <li>■ Responsible for setup of environments used during testing</li> <li>■ Main contact during all build or deployment issues</li> <li>■ Responsible for applying fixes received by development to the testing environment during each testing cycle</li> </ul>
<b>Nerea Arana</b>	UAT Testers	<ul style="list-style-type: none"> <li>■ Responsible for following UAT test plan and UAT test scripts</li> <li>■ Will provide final sign-off for business user acceptance</li> </ul>
<b>Amaia Ormaetxea</b>	UATLead	<ul style="list-style-type: none"> <li>■ Serves as contact point between the project requestors (users) and the development, QA and UAT staff</li> <li>■ Assist in providing any documentation necessary to the business users following QA/UAT test cycles</li> <li>■ Assist in interpretation of the business requirements to assure all business rules and needs are met accurately</li> </ul>
<b>Carrera Amets</b>	Project Manager	<ul style="list-style-type: none"> <li>■ Provides guidance on the overall project</li> <li>■ Coordinates and develops project schedule</li> <li>■ Liaison with business to ensure participation and ownership</li> <li>■ Tracks all project activities and resources, ensuring project remains within scope</li> <li>■ Facilitates identifying and bringing closure to open issues</li> <li>■ Communicates project status</li> </ul>



## **5 Configuration and Setup**

### **5.1 Hardware**

None required.

### **5.2 Software**

Testers will use a version of the project in development. No additional software required.

### **5.3 Test Environments**

Testing environment will be a version of the software being tested, on hardware approved by the buyer of the software. Full QAT will be performed beforehand.

### **5.4 Test Tools**

Defect Tracking and Recording spreadsheet with user scenarios.

### **5.5 Training**

Brief overview of site functionality will be given by QA Lead (name)

### **5.6 Office Requirements**

N/A

### **5.7 Security**

UAT Testers will create their own user IDs and passwords which will be recorded by testing team for their records.

### **5.8 Documentation**

Defect Tracking and Recording Spreadsheet

## 6 Schedule and Milestones

This section defines the TIME constraints on UAT testing.

- Decide from the SCOPE and QUALITY statements what testing tasks need to be done.
- Order the tasks into precedence.
- Estimate the tasks duration and the resources they require.
- 📅 Estimate how long UAT will take.

Milestone	Start Date	Completion Date
UAT Testing	17/03/2024	27/03/2024
FranqWare complete fixes	29/03/2024	29/04/2024
UAT retest	1/05/2024	11/05/2024

## 7 Test Approach

*This section defines the techniques, approach, and completion criteria to enable the testing tasks to be identified and the amount of time they will require.*

### 7.1 Develop Tests

Tests will be written as scenarios that reflect common uses of the software's functionalities.

#### 7.1.1 Analyze Requirements

<http://franq.ware.com/Documents/Testing/Test%20Cases.xlsx>

#### 7.1.2 Develop Scenarios

Based on QA Test Cases and common user scenarios.

#### 7.1.3 Review Documents

<http://franq.ware.com/Documents/Testing/Test%20Cases.xlsx>

#### 7.1.4 Derive Acceptance Criteria

95% Pass Rate with no Showstoppers

#### 7.1.5 Construct Test Cases

<http://franq.ware.com/Documents/Testing/Test%20Cases.xlsx>

### **7.1.6 Requirements Traceability Matrix**

Specify the techniques that will be used to record and track back Incidents

- UAT Requirements Document
- Defect Tracking Spreadsheet  
(<http://franq.ware.com/Documents/Testing/Test%20Cases.xlsx> )

### **7.1.7 Write Test Scripts**

<http://franq.ware.com/Documents/Testing/Test%20Cases.xlsx>

## **7.2 Prepare to Test**

In addition to developing the tests a number of other activities need to take place in order to allow UAT to take place.

### **7.2.1 Prepare Testing Environment**

Testing environment will be a version of the software being tested, on hardware approved by the client. Full QAT will be performed beforehand.

### **7.2.2 Create Test Data**

Testers will be given different test-profiles with varying levels of access.

### **7.2.3 Agree Entry Criteria**

QA Testing Completed, Development has corrected all defects, testing environment signed off on.

### **7.2.4 Complete the Test Procedures**

Test Procedures include the Test Scripts required to run the tests and the additional procedures to cover the processes of actually running the tests.

## **7.3 Running the Tests**

UAT Testers will be given a spreadsheet of scenarios with steps to test and a timeframe for testing.

### **7.3.1 Item Pass/Fail Criteria**

Pass= user is able to perform assigned task and receives expected results

Fail = user is not able to perform assigned task or does not receive expected results

### **7.3.2 Reporting Incidents**

Incidents will be reported on UAT Test Cases spreadsheet (Defect Tracking sheet) and will have drop downs for pass/fail and severity [1-Minor(Able to work around/Aesthetic), 2-Medium(Should be fixed), 3-Major(Showstopper)]

### **7.3.3 Classifying Incidents**

Status: Pass/Fail

Severity: 1-Minor(Able to work around/Aesthetic), 2-Medium(Should be fixed), 3Major(Showstopper)]

## **7.4 Review Test Results**

After the testing has been completed and faults fixed and retested the test results need to be reviewed to make a decision about whether to accept or reject the system.

### **7.4.1 Exit Criteria**

95% Pass Rate

## **7.5 Change Management**

Please reference requirements document. [System-wide requirements](#)

## **7.6 Suspension Criteria and Resumption Requirements**

N/A

## **8 Test Deliverables**

The following test documentation will be produced:

- UAT Test Plan – This document deals with what needs to be done in UAT.
- UAT Test Cases – The values input and results expected from tests.
- UAT Test Logs – The results of running the tests.
- UAT Incident Reports – Observations of unexpected results. 📄 UAT Test Summary Report – Summary of testing.