Grainger

UAT Feedback Guide

There’s always a better way

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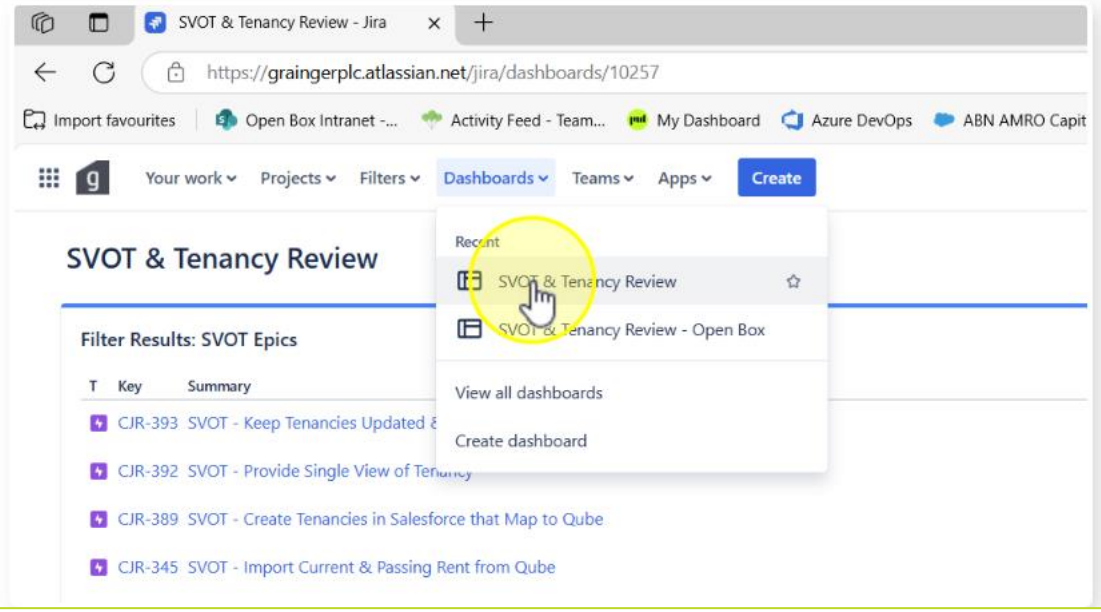
UAT Overview

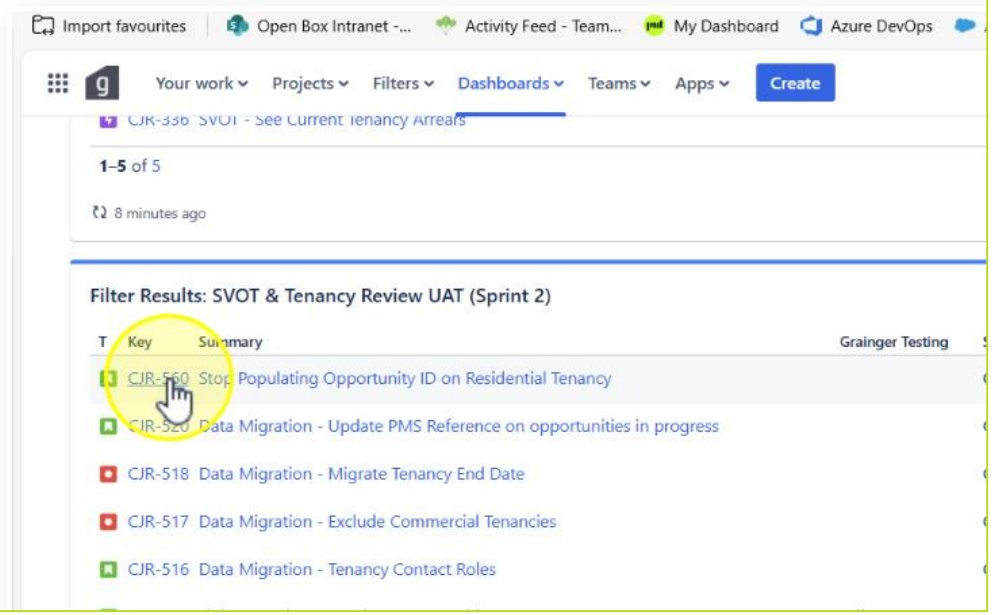
- To Approve / Sign-Off a Work Item:
  - Update the “Grainger Testing” field to “Pass”
- All UAT feedback should be discussed internally
  - Grainger should triage, consolidate and vet all feedback before logging work items or comments in Jira
- Work items should be logged as follows:
  - Bug: Where agreed functionality is not working as per the AC’s on the User Story
  - User Story: For new features and functionality
  - All work items need to be assigned to Khonani Davhana (kdavhana@openboxsoftware.com)
  - All work items to be added to sprint: **CJR Grainger UAT Feedback**
    - Open Box will review the UAT items and collaborate with Grainger as needed
- Work items need to include:
  - Detailed description
  - Screenshots
  - Steps to reproduce (for Bugs)
- For questions or queries relating to User Stories:
  - Add question / comments to the “Comments” section of that User Story
  - Tag Khonani Davhana (kdavhana@openboxsoftware.com) to ensure Open Box is notified of the question

Accessing UAT Work Items

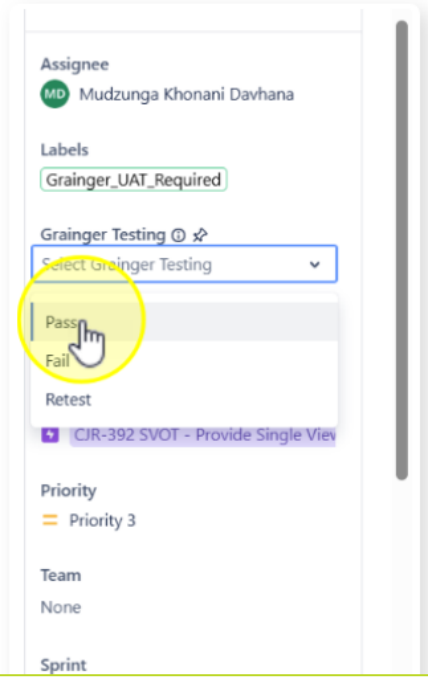
1 Access relevant dashboard e.g "SVOT & Tenancy Review" dashboard



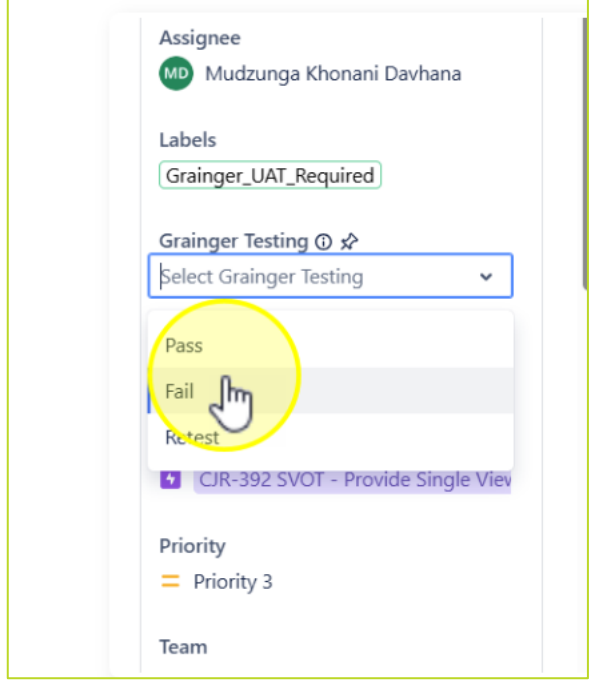
2 Select item to test



3 Select "Pass" if item passes

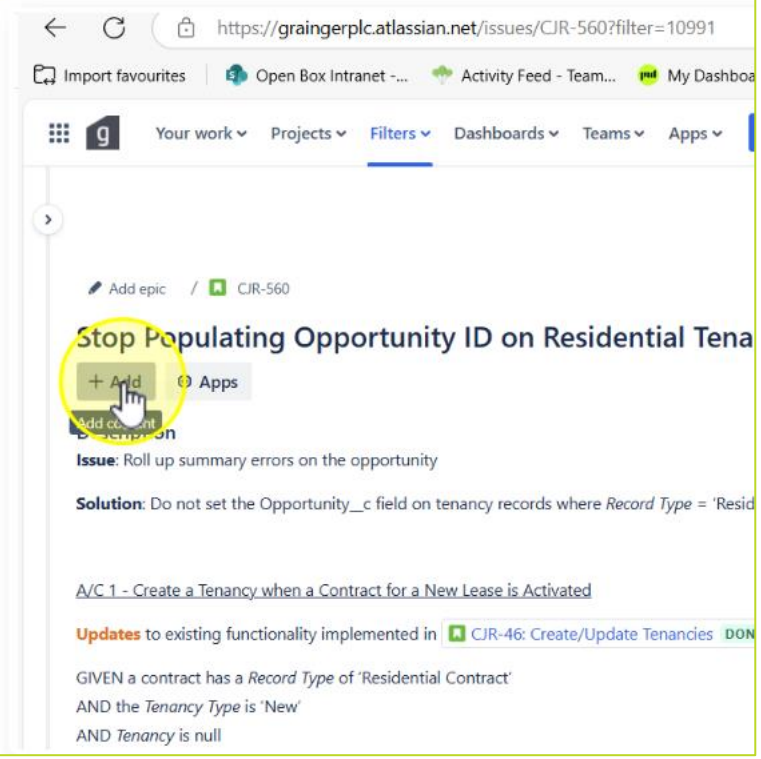


4 Select "Fail" if there is a bug

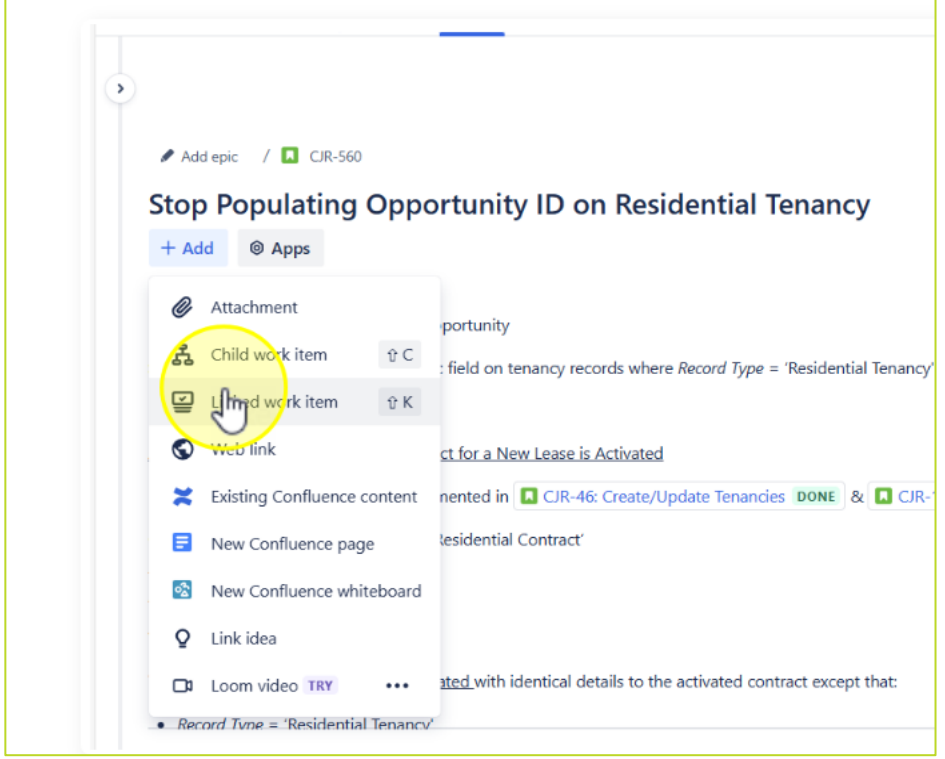


Logging a Bug

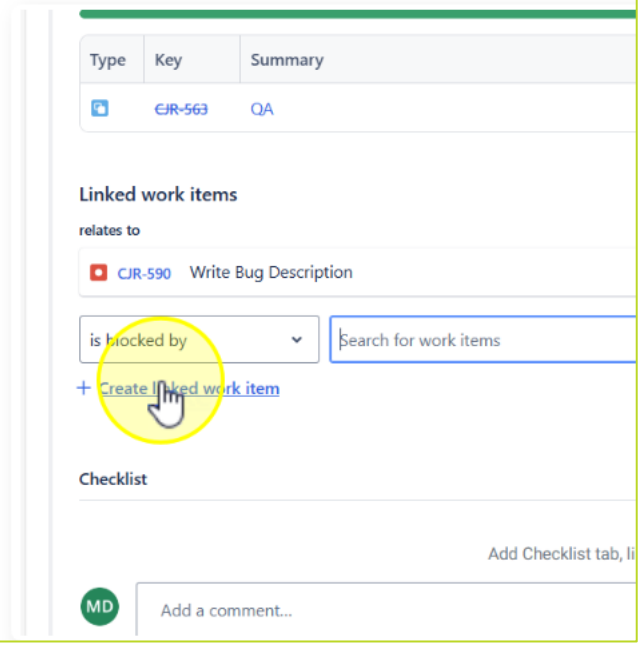
5 Click "+ Add" to add a bug



6 Click "Linked work item"

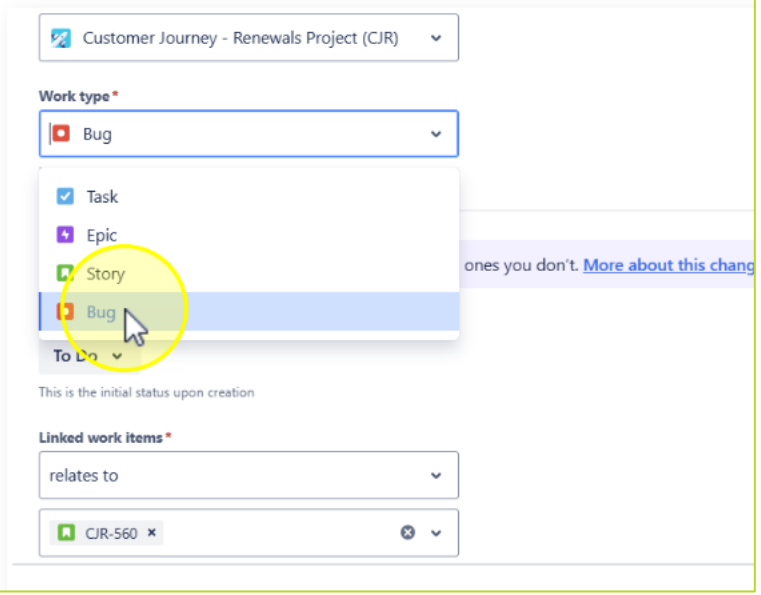


7 Click "+ Create linked work item"



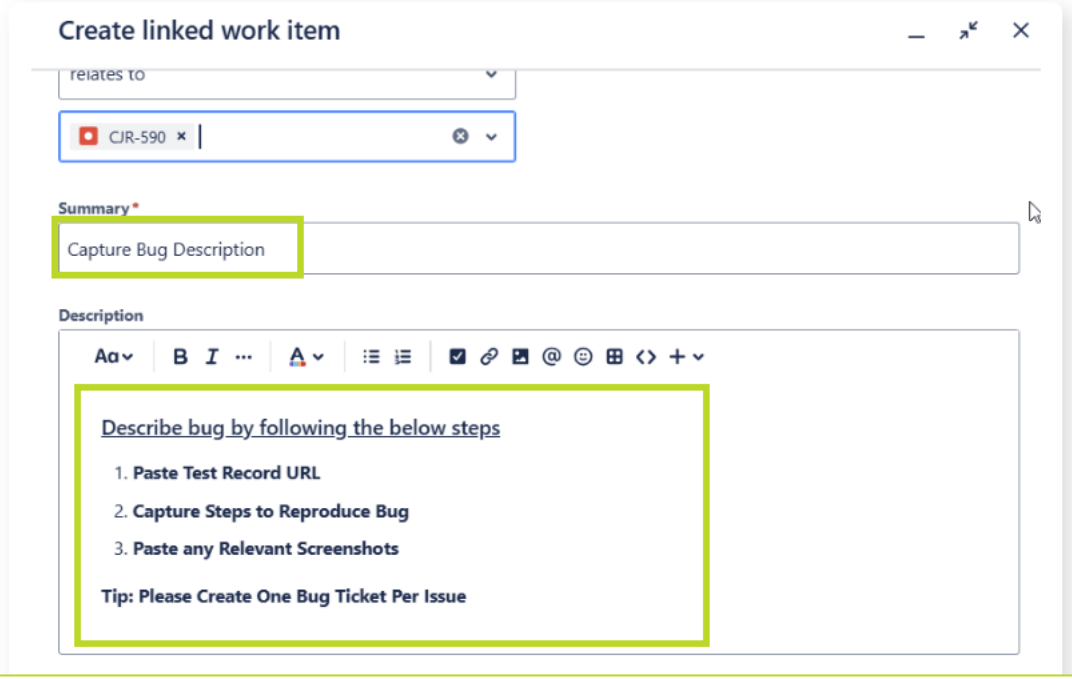
8 Select "Bug" work type

Tip: Please create one bug ticket per issue

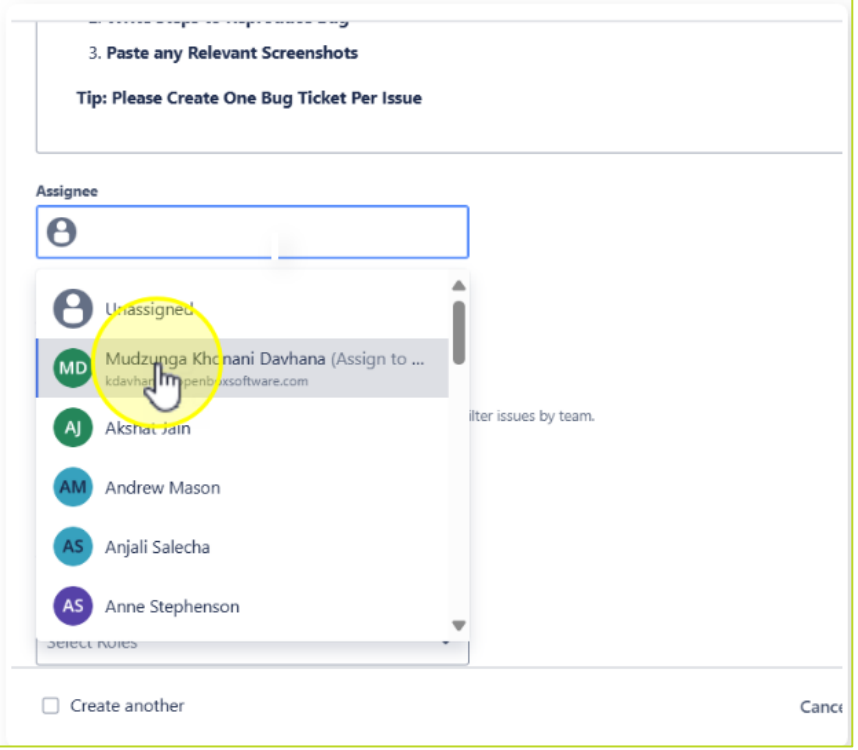


9 Capture bug title and bug description

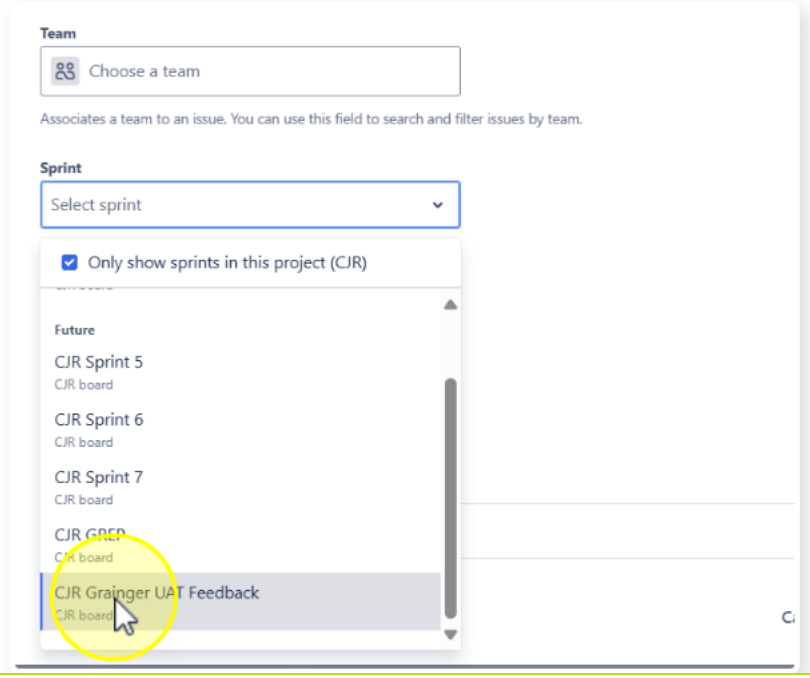
Tip: Read description from below screenshot on how to describe a bug



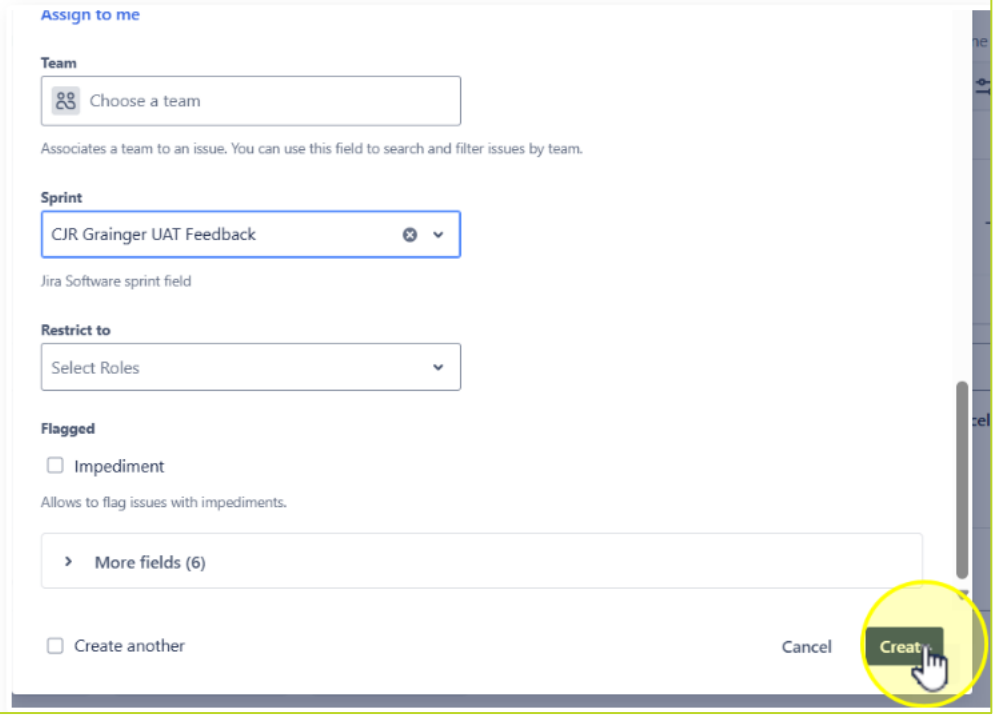
10 Select Open Box UAT stakeholder as "Assignee"



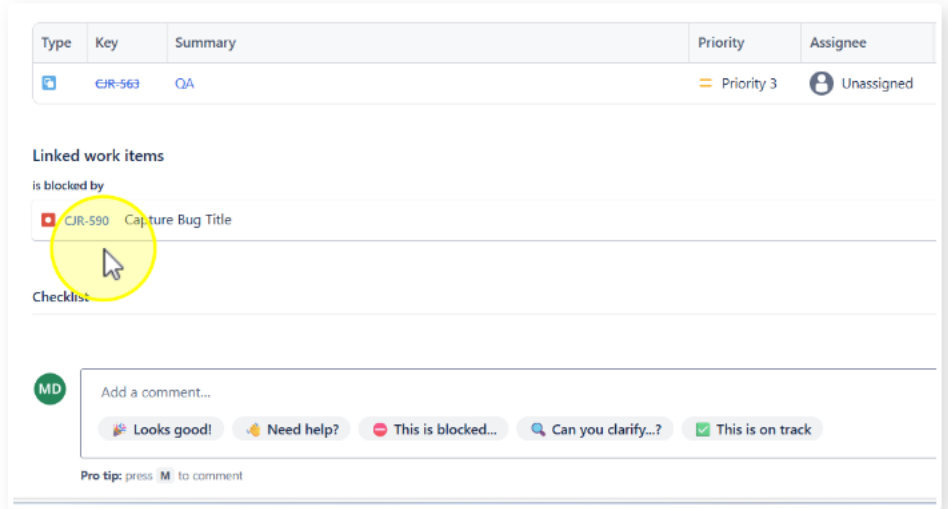
11 Select Sprint provided for UAT feedback items e.g "CJR Grainger UAT Feedback"



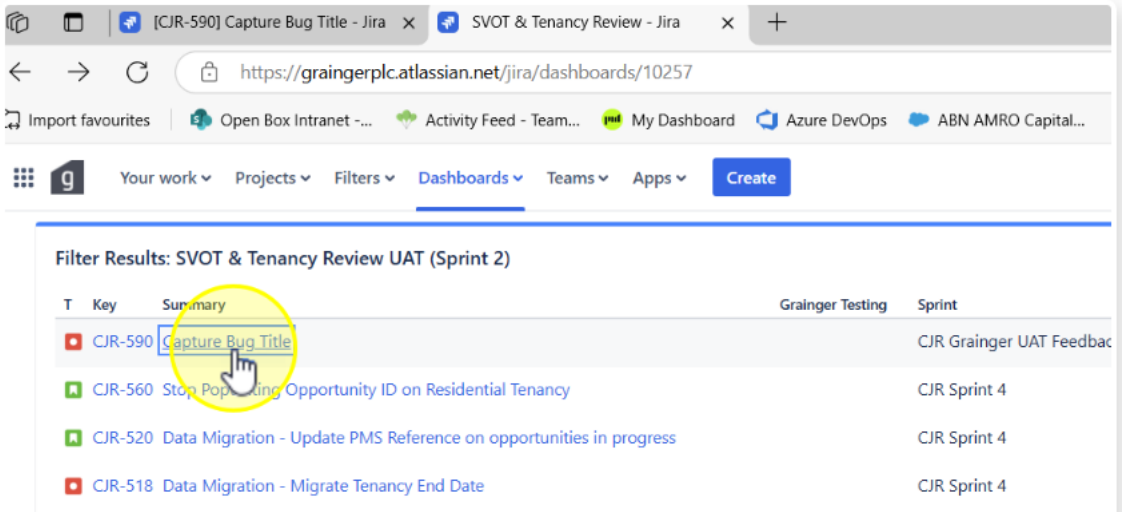
12 Click on "Create"



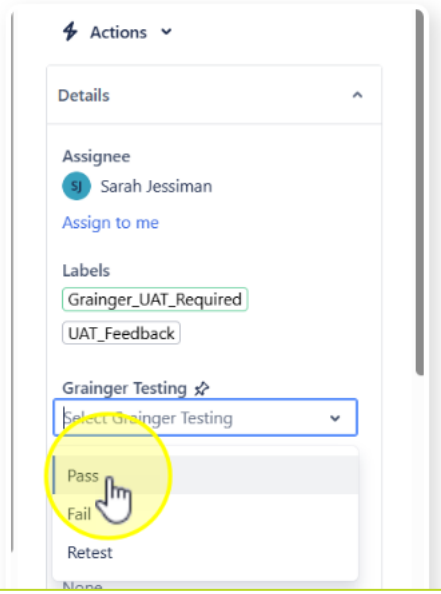
13 Bug is created and assigned to Open Box UAT stakeholder



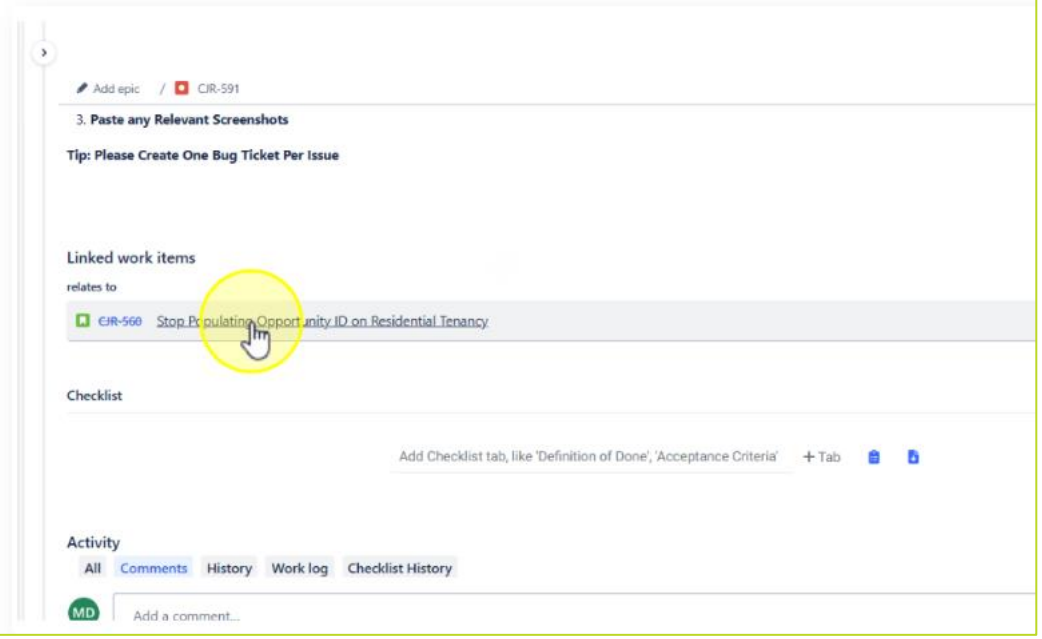
14 After bug is fixed and ready for testing it will appear on the UAT dashboard and reassigned to Grainger tester



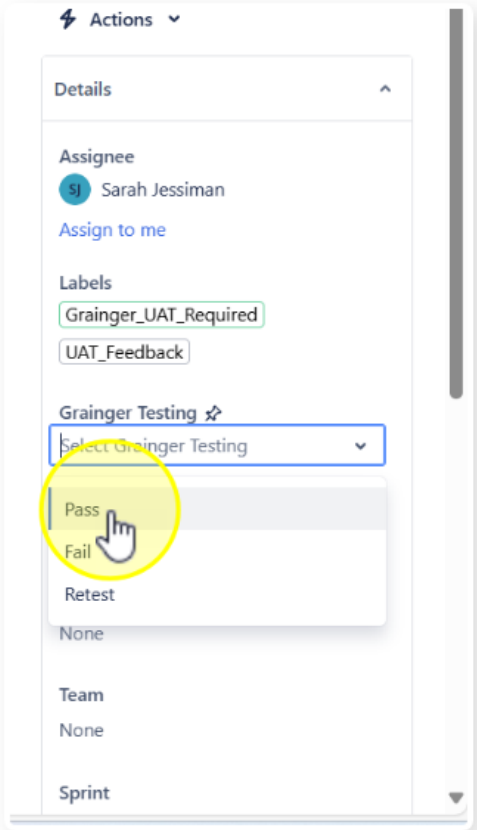
15 Select "Pass" or "Fail" after re-testing the bug



16 Click on the Story related to the bug

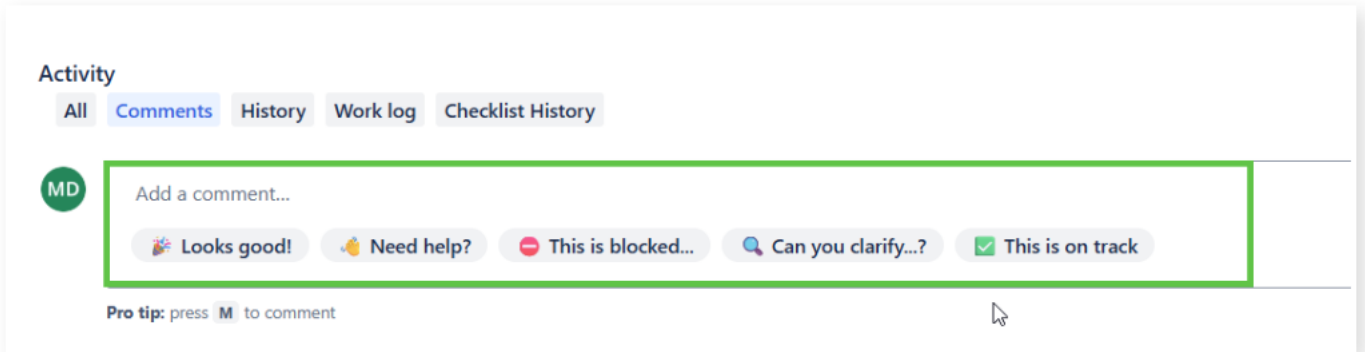


17 Select "Pass" if story passes



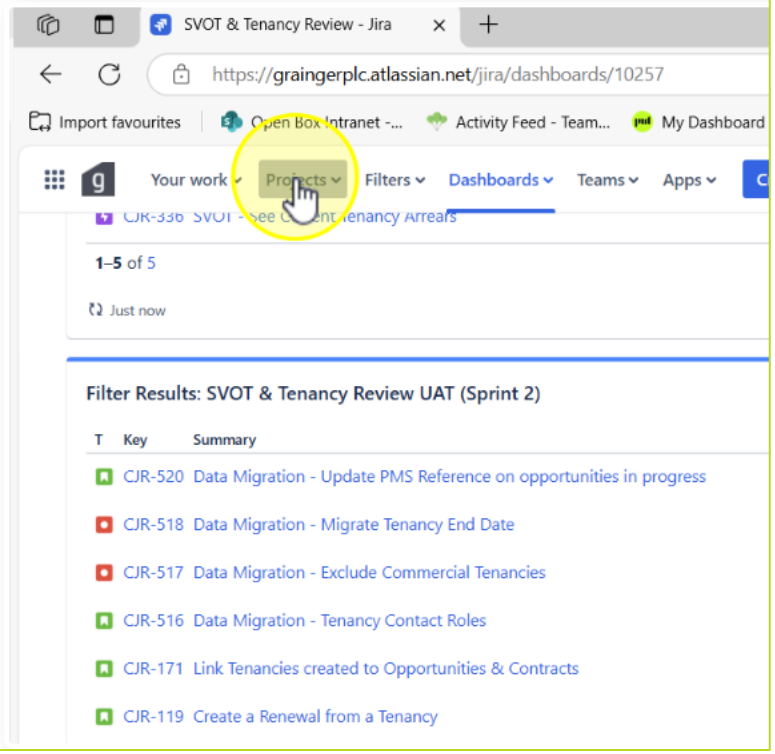
Raising Comments / Questions

18 Add question / comments to the “Comments” section of that User Story or Bug Tag Open Box UAT stakeholder

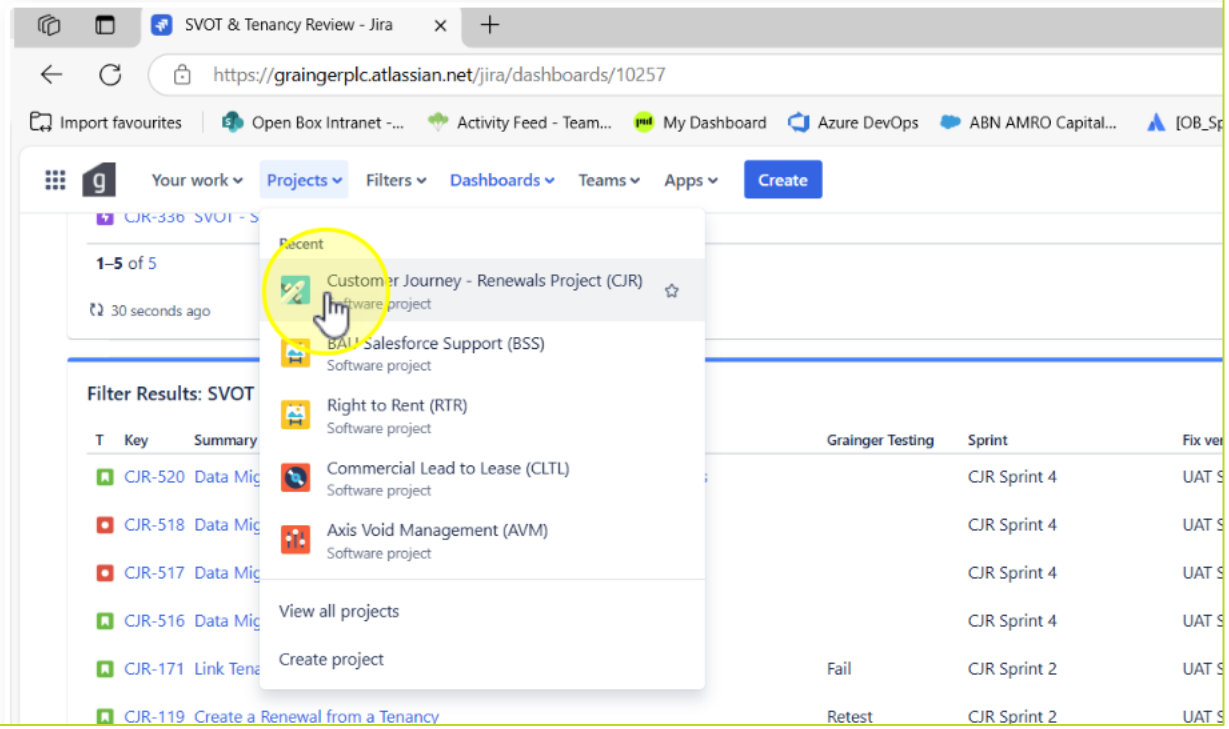


Logging a User Story

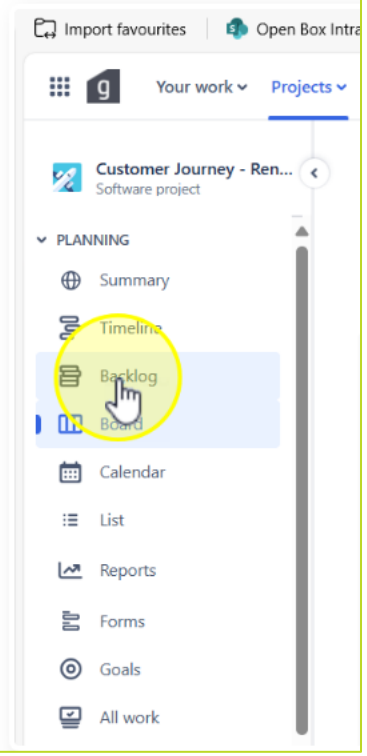
19 Click "Projects" tab



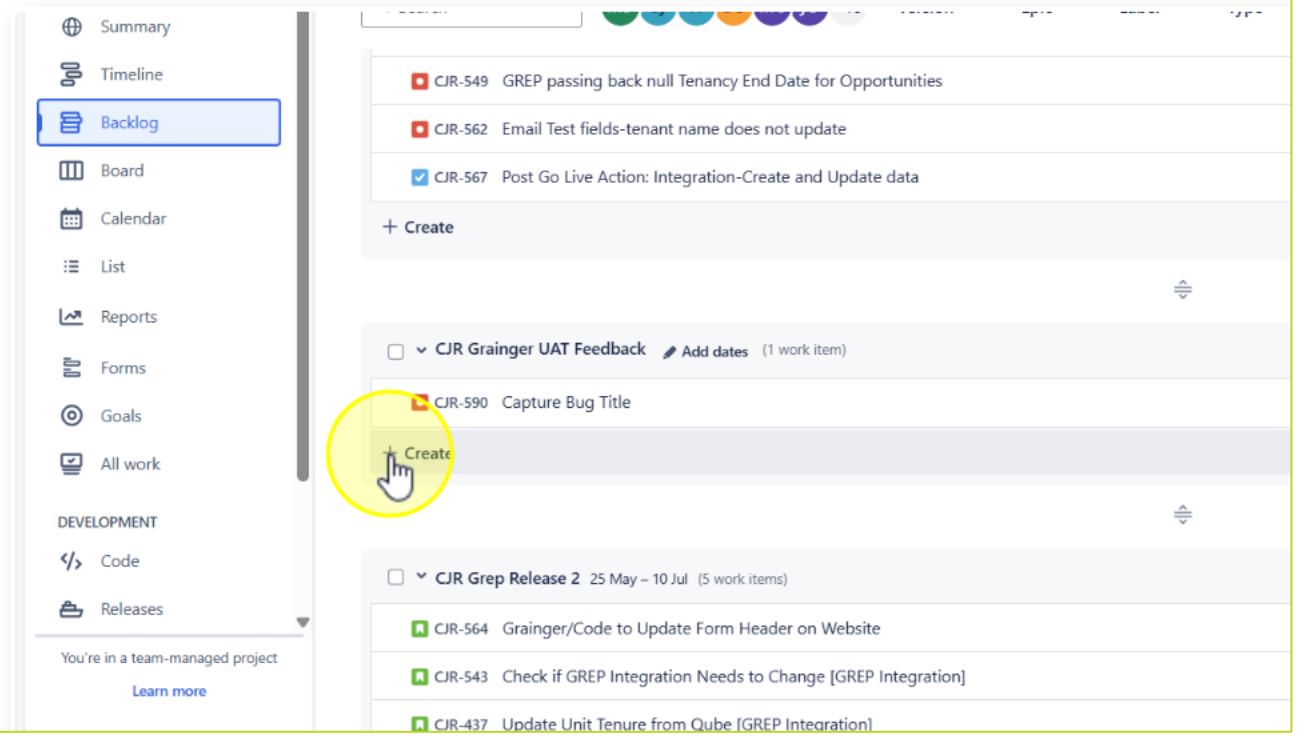
20 Select relevant project e.g "Customer Journey - Renewals Project (CJR)"



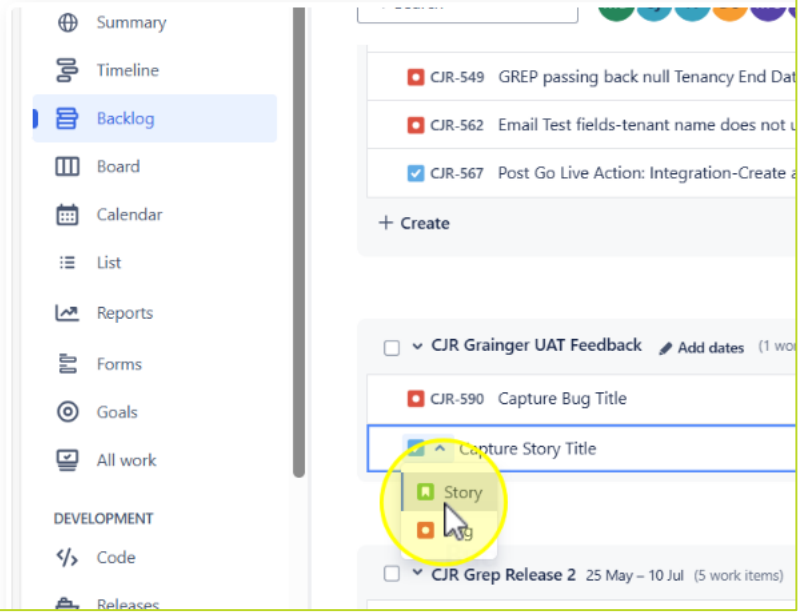
21 Click "Backlog"



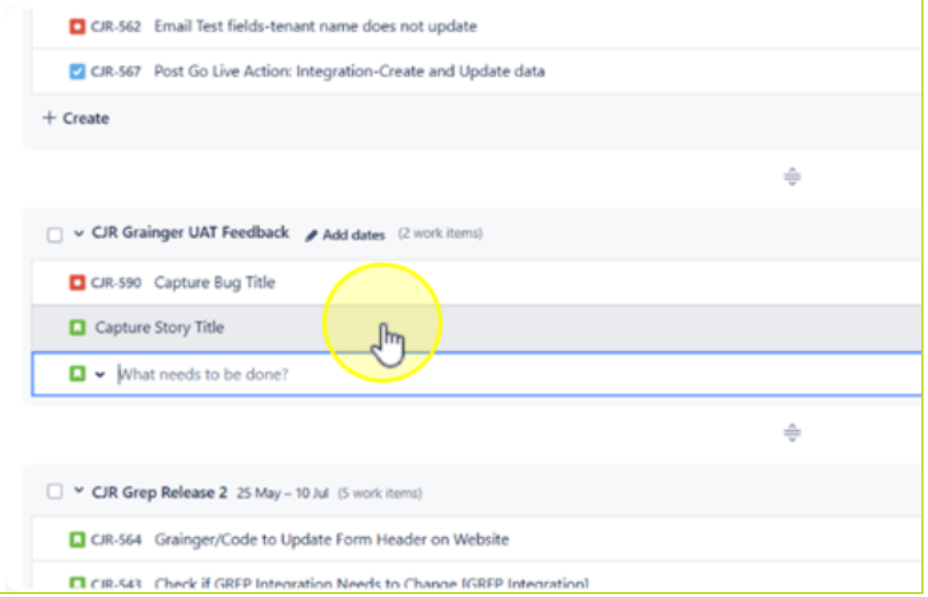
22 Click "Create" from provided UAT Feedback Sprint e.g "CJR Grainger UAT Feedback" Sprint



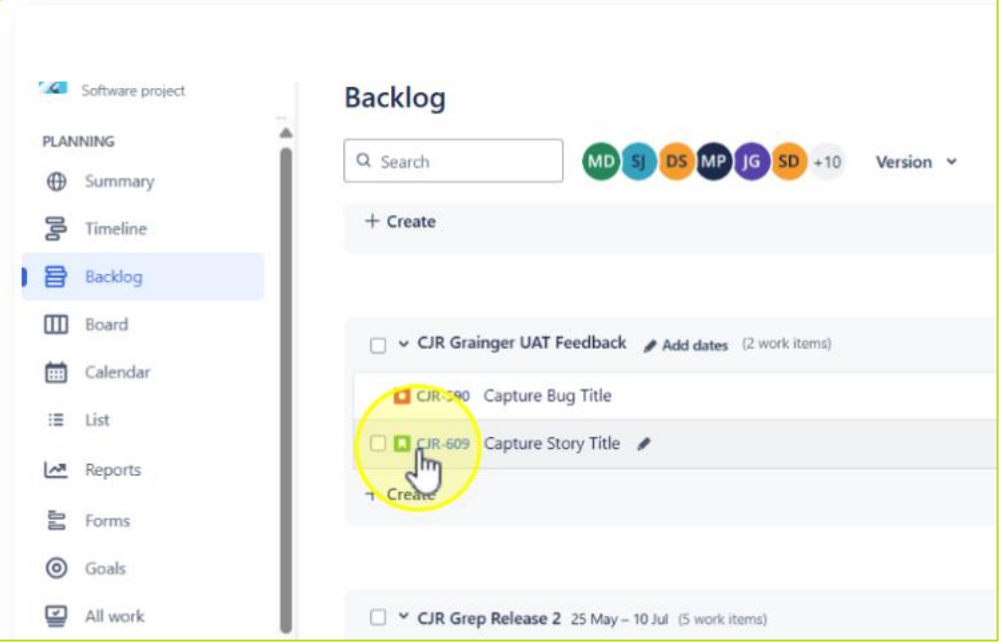
23 Select "Story" work type



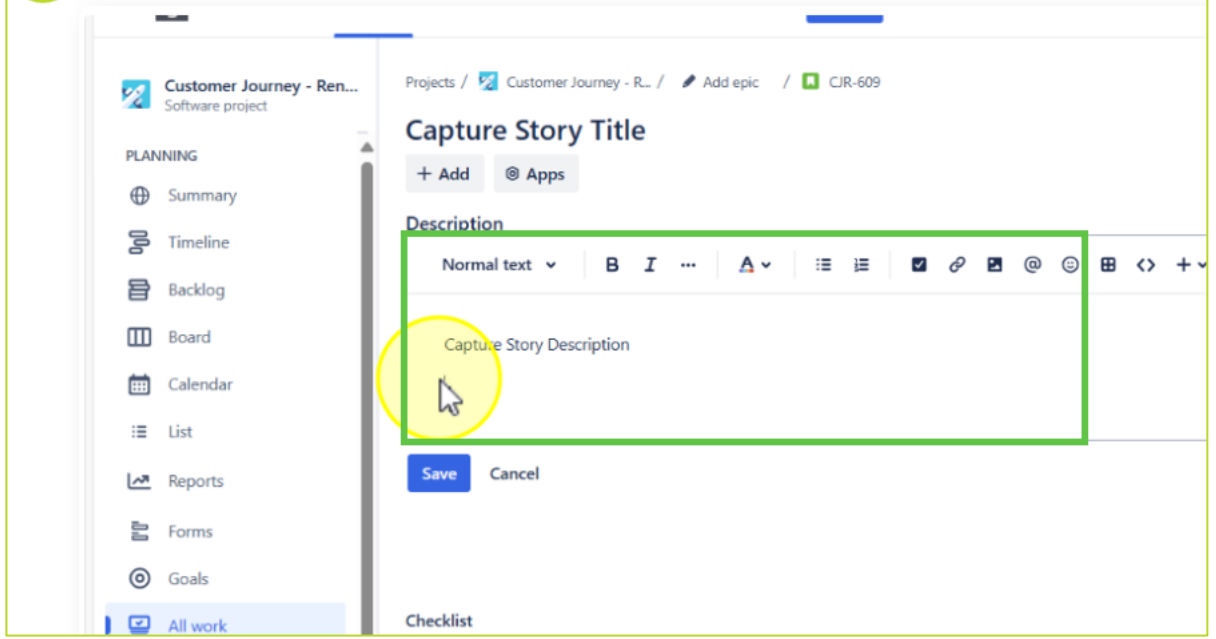
24 Capture story title and save



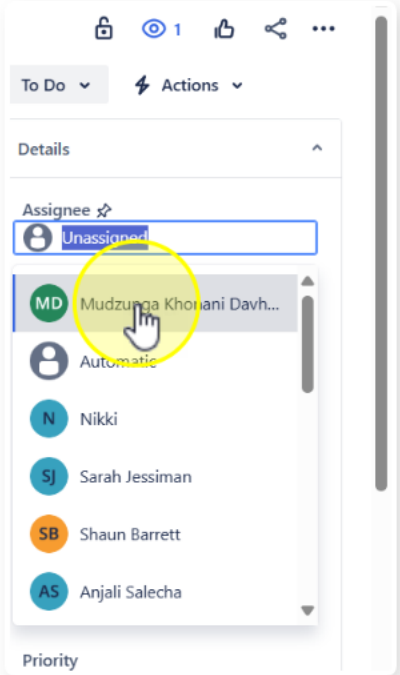
25 Click on new story created



26 Capture story "Description"



27 Select Open Box UAT stakeholder as "Assignee"



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Thank You