# UW Results Frequency Project

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**TESTING AND QUALITY ASSURANCE**

**Responsible for Testing:**

Business Analyst

**Quality Objectives:**

* Any bugs identified that may impact University of Wisconsin need to be the top priority
* Spend additional testing time to validate UW outputs are accurate and meet the UW’s requirements

**Quality Approach Description:**

* All designs will be approved by the business prior to development beginning
* Developer will test and debug during development
* Business Analyst will then test and create any necessary testing documentation
* Business Lead will test (or will delegate testing) to approve all requirements prior to them being moved to the live environment

**DEFECT MANAGEMENT**

**Defect / Issue Description:**

A defect is anything that isn’t functioning as the requirement describes

An issue is anything that exists or wasn’t uncovered which causes the solution to not meet some aspect the business requirements

**Defect Documentation Location:**

Trello “Defect Board” *– link to be provided*

**Defect Management Process:**

Defects and issues will be brought up to the Business Lead

Business Lead will create (or delegate their creation) in the Trello Defect Board

Business Analyst will validate/reproduce the issue and add comments to the defect/issue

Business Analyst or IT Manager will assign the defect/issue to a developer

Developer will resolve the issue

Business Analyst and Business Lead will validate the fix

**TRAINING REQUIREMENTS**

**Project Team Training Needs:**

Best practices when preparing for the train the trainer model

**Staff Training Needs:**

* Sales Associates will need to be trained on any changes to their processes or procedures
* Sales Support will need to be trained on any changes to their processes or procedures

**Training Steps / Process:**

1. Business Analyst to conduct a train the trainer (Business Lead and Sales Manager) session
2. Business Lead and/or Sales Manager creates necessary training materials
3. Business Lead and/or Sales Manager conducts a two-hour mandatory training session for the Sales Associates
4. Business Lead and/or Sales Manager conducts a two-hour mandatory training session for the Sales Support
5. Business Lead and/or Sales Manager conducts four different one-hour refreshers/Q&A (voluntary attendance)