# UAT PROCESS

## PLANNING

1. Make Sure Release is created in JIRA. Release should have the tickets assigned to UAT, tickets in a different status should be removed from the release
2. Using Zephyr plug-in, create a test cycle under the Release that corresponds.

## TEST ANALYSIS AND DESIGN

1. Check each of the stories that go into the release, make sure you check the confluence link attached in each of them to create the test cases.
2. Create test cases based on the acceptance criteria and information you consider should be tested from UAT standpoint. Take into consideration Positive and negative test cases, as well as different test design techniques.
3. Following excel template can be used to import the test cases to Zephyr.



1. Once QA confirms UAT deployment is completed, proceed with the execution.

## EXECUTION

1. Once UAT deployment is completed and smoke testing has been performed proceed to execute the tests.
2. Update the test case execution status properly
3. Defect creation: Defects should have the following format:

* Summary: UAT- AP or UWP or both- brief description of the error
* Description:
  + UAT Policy or Quote
  + Steps to Reproduce:
  + Actual Result:
  + Expected Result:
  + Workaround (if available)
  + Additional information that can help with the investigation
* Environment: UAT
* Severity:
  + Severity 1: No Workaround
  + Severity 2: Regulatory or Financial
  + Severity 3: Workaround Available
  + Severity 4: Small Change Request
  + Severity 5: Backlog item
* Priority:
  + Highest
  + High
  + Medium
  + Low
* Labels: from attached file

*Note: if you have doubts about Severity or Priority make sure you reach out to Business.*

1. When raising a defect related to a user story, link it to the story and test case.

TC example:

A picture containing table

Description automatically generated

US example:

Graphical user interface, application, Teams

Description automatically generated

1. Re-testing: When re-testing a bug and test case, make sure to include a Cycle2 if this is fixed in the same release, or add the test case to the release cycle where it will be fixed:

Graphical user interface

Description automatically generated with medium confidence

1. Defects will be discussed in Triage call or Scrum call.
2. Execute Financial transactions Regression Pack.
3. If there is a blocker issue for the release, do not schedule DEMO call. Request Scrum Master to update current release adding the tickets from next release so your Test Cycles are not messed up.

## DEMO

1. If there are not blockers, and execution is completed, set a DEMO meeting to present the tickets that will be released.

Stakeholders to invite:

* Grant Troutman [Grant.Troutman@beazley.com](mailto:Grant.Troutman@beazley.com) (Agent Portal)
* Tracey Brown [Tracey.Brown@beazley.com](mailto:Tracey.Brown@beazley.com) (Underwriter Portal)
* Carol Hamilton [Carol.Hamilton@beazley.com](mailto:Carol.Hamilton@beazley.com) (Financial Tickets)
* Any other Final Users are needed (can be confirmed with BA)
* Ricki Presto <Ricki.Presto@beazley.com>
* Optional: Daniel Diaz <Daniel.Diaz@DecisionResearch.com>; Rick Martin <rick.martin@decisionresearch.com>; Beazley - Ricki Presto <Ricki.Presto@beazley.com>; Aby Koshy <Aby.Koshy@DecisionResearch.com>; Jessie Du <Jessie.Du@beazley.com>; Jefferson Barbosa <Jefferson.Barbosa@endava.com>

Example of invite:

Graphical user interface, text, application, email

Description automatically generated

1. Review tickets and prepare Data for the DEMO
2. Present the Demo and clarify doubts if existing ( get support from Optional attendees or business).

## SIGN OFF

1. Once DEMO is completed, sent an e-mail to Users requesting sign-off

Graphical user interface, application

Description automatically generated with medium confidence

1. When users provide sign-off, proceed to close the stories add a comment and attach the signed-off e-mails

A screenshot of a computer

Description automatically generated

1. Complete the release check list : <https://beazley.atlassian.net/wiki/spaces/BD/pages/3177414755/2022+Releases>
2. Provide sign-off by 4 pm.
3. After PROD release is completed do a smoke testing in PROD, make sure you are able to access PROD, check dashboard, open quotes from dashboard and move around the tabs in a policy to make sure not errors are displayed.
4. Make UW bind a policy in PROD and see if everything is correct on their side. Review policy is sent to downstream systems.

## ISSUES RESOULUCTION

* Reach out to Insight Support team when having issues with Insight in any of the environments, ie.,
  + Insight Submissions not coming through Game Changer
  + Bound or Issued Policies not coming through LES report
  + Any Integration issues

## PROD SUPPORT

* When is needed to recreate issues form production, try first in e-fix environment and then mimic in lower environments .