Logo

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User Acceptance Test Plan

XXXX
Version 1.11
As of Date: September XXX

Change History

All modifications to the contents of this document, after initial approval and sign-off must be documented in the Change History.

Date of Change	Description of Change	Change Author	Version Number	Approval & Sign Off
01/24/2005	Initial Draft	Yong Gao	1.0	
04/20/2005	Revisions to Initial Draft	XYZ	1.1	
04/26/2005	Revisions as per XXX	XYZ	1.2	
05/12/2005	Revisions as per XXX	XYZ	1.3	
05/18/2005	Revisions recommended in walkthrough	XYZ	1.4	
05/25/2005	Revisions recommended in Project Team walkthrough	ABC/XYZ	1.5	
05/31/2005	Revision recommended by Entitlements walkthrough	ABC/XYZ	1.6	
06/01/2005	Revisions recommended by Project Team	XYZ/ABC	1.7	
06/06/2005	Modifications to Customer and User Setup section of 2.4.2 Updated High Level Test Cases	XYZ	1.8	
07/18/2005	Update the Signoff by XXX and the UAT Dates	ABC	1.9	
8/23/05	Revisions on Test Cases and New Project Dates due to the Change Control (SecurID from Import to Approvals)	XXX	1.10	

project **Table of Contents**

1.   INTRODUCTION

The User Acceptance Test (UAT) Plan describes the test approach, testing resources and work plan that will be used to conduct the UAT for International Electronic Funds Transfer (project). This document should be used in conjunction with the following document(s), which describe the

strategic approach to testing this application, as well as the overall schedule for conducting the testing:

♦ project Business Requirements Document (BRD) Version 2.0 and dated as 10/20/2004
♦ BRD Matrix Version_
♦ CE_project_DesignFunctSpec_V2
♦ Use Cases
♦ PROJECT Supplementary Specification Version 1.3 (User Set Up Forms)
♦ PROJECT Supplementary Doc Version 1 By BSA

1.1   Purpose

UAT typically identifies gaps between business stakeholder expectations and the actual deliverables being produced. The UAT is a test of product functionality and business process that validates the total solution prior to deployment.

Specifically UAT is a line-of-business (LOB) constructive test of the software and processes from a business perspective. In other words, the users are asking, "Will this system work in our daily business environment?"   All areas of the business that will use the system will be represented during UAT. The business case owner, who will verify that the application was tested by a complete representation of knowledgeable business users, does UAT signoff.

1.2   UAT Objectives

The objective of the UAT is to ensure that project delivers the expected business functions and that business processes are fully in place to support it. The phases of UAT are listed below along with their specific objectives. These phases may run in parallel during certain points of the UAT testing timeframe.

User Review/UAT Smoke Test
The objective of the User Review is to help ensure that test scripts, business process materials, defect management procedures, and other related components are ready.

1. Test the test Plan
2. Validate the test Scripts by executing all scripts at least once and addressing issues
3. Validate timings for test scripts
4. Gather information relevant to addressing UAT entrance criteria
5. Conduct User Review of System Test Results

UAT1 – Business Function Test
The objective of the UAT Business Functional Test is to exercise the system with end-to-end transaction processing and feature/functionality testing.

1. Test Product functionality
2. Test Administration Tool (Entitlement)
3. Test User Interface (UI)
4. Test Help Functions (Simulation)

UAT2 – Business Process Test
The objective of the UAT Business Process Test is to ensure that business processes are fully in place to support the functional product and/or system changes. Specific objectives are:

1. Test Implementation procedures set up Clients/Users and their entitlements (bank and customer)
2. Test Customer Service Support Procedures and Processes (Helpdesk)
3. Test Operations Procedures (LVB)
4. Review Readiness Indicator Results
5. Review Legal Documents and Related Content

1.3   Testing Scope

1.3.1   Items in Scope
1. Testing of Import Batch
2. Testing of View Import Status
3. Testing of View Batch and View Batch Detail
4. Testing of Approve Batch (Single and Dual Approval, Reject, Cancel)
5. Testing of Release Batch
6. Testing of Business Rules (user entitlements, local holiday schedule, Payroll Restriction, etc.)
7. Testing of Delete functionality
8. Testing of project Administration tool
9. Testing of Implementation, Customer Service, Channel Operations and other support procedures and materials
10. Testing of SecurID process (RSA/ACE Server)
11. Testing batches to LVB
12. Testing for EMEA and WHEM to be validated
13. Testing Time for Australian 15 hours difference will be incorporated during UAT
14. Reconciliation process should be completed by QA

1.3.2   Items out of Scope
1. End to end testing in an integrated enterprise release testing environment
2. Unit Testing
3. System (QA) Testing
4. Performance, Load, Stress and Duration Testing
5. Application Scan and Disaster Recovery and Failover testing
6. Features and functions not installed or not offered per final business requirements
7. APS Testing to be clarified

1.4   Assumptions and Dependencies
The following assumptions have been made in the development of this document.

1.4.1   Test Scope Assumptions
1. project business requirements are final and have been approved
2. project System Test Plan are final and have been approved
3. project application code has been tested and met QA exit criteria
4. Mercury Interactive Quality Center will be used as the defect management repository
5. At a minimum, the following test types should be concluded prior to UAT – Unit Testing and System Testing
6. UAT will not begin until all critical and high defects reported during the system test phase are remediated. Medium and low defects will be reviewed to determined the ability to move into UAT testing
7. UAT will not begin until all UAT entrance criteria has been met
8. Production simulated data and customer scenarios will be utilized in UAT
9. Actual production data will be used in database conversion testing
10. Workflow process for file to LVB will be the same for other Countries
11. Verification of project users who have access to FTI will be covered in QA testing

1.4.2   Resource Assumptions
1. Internal resources (Core UAT team and business representatives) required to support UAT testing activities are secured and available
2. Availability of systems and personnel required to test functionality and applications that interface to project - especially during Australia business hours
3. TIS business representatives will be available for line of business decisions including defect management and review, signoffs and test results review
4. In the event that any project dates are changed or scope is expanded, additional resources may be required

5. Technical Support and/or other support resources will be available for Australia business hours during predefined testing schedule

1.4.3   Dependencies
1. Availability of stable UAT environment with ability to monitor QA environment activities

1.5   Cross Impacted Applications

The following applications are affected by changes in this project

1.5.1   Upstream Impacts
1. JPM ACCESS

1.5.2   Downstream Impacts
1. Application Entitlements
2. SecurID
3. LVB

2   APPROACH

UAT will consist of two cycles (UAT1 business function test, UAT2 business process test). In preparation for UAT1, a pre-UAT, or shakedown, will take place within the final 1st cycle. The pre-UAT will help to ensure that the test scripts, business process materials, defect management procedures, and other related components are ready. The core test team will perform the mentioned tasks. Data Files will be provided by QA to UAT. They will be manipulated to suit UAT Testing needs

Once the entrance criteria have been met then UAT will begin. Core to this will be the delivery of a production-quality system and validated test plan. UAT will be a production simulation, with defined bank and customer roles and with a set of companies representative of common behavior profiles for accounts, transaction volumes, number of users and product mixes. Business processes will be followed for implementation, maintenance, and customer support. Product functionality scripts will exercise the system with end-to-end transaction processing and feature/functionality testing. Paramount will be testing business processes, which are workflow oriented, typically cross-module and often times involve multiple user participation within a workflow (e.g., two users – one creates a batch, another releases/approve the batch.) UAT will end once the exit criteria have been met.

2.1   Entrance Criteria

Prior to the start of UAT, the following conditions must be met:

1. UAT entry criteria agreed upon and signed off.
2. UAT exit criteria agreed upon and signed off.
3. UAT plan documented and signed off.
4. UAT information documented in overall Test Strategy.
5. UAT schedule documented and signed off.
6. UAT functional test cases documented, meet agreed test criteria, and signed off.
7. UAT performance test cases documented, meet agreed test criteria, and signed off.
8. UAT Test data created and accessible.
9. UAT Test Cases map to business requirements.
10. No critical or high defects exist from System Testing.
11. All medium or low defects from System Testing have been addressed and prioritized.
12. System test case execution results documented.
13. System test exit criteria signed off.
14. No commitments to validate Billing results by QA or UAT
15. Scenarios that cannot be tested have been identified and communicated.
16. All changes to code have been documented and approved through the change control process.
17. Test resources with relevant business experience assigned and available.

18. UAT team is trained in test procedures and testing tools.
19. Service and Implementation resources assigned and available (if applicable).
20. Test execution logistics are scheduled and available for UAT team.
21. All necessary logins/passwords and other tools are created and available for the UAT team.
22. Code frozen and labeled. No new functionality will be added to the code.
23. Test tools are installed and configured appropriately.
24. Test environment hardware set up appropriately.
25. Treasury Services specific environment has been identified and all dependent interfaces and resources are ready and available for testing.
26. Appropriate code successfully deployed to appropriate environment(s).
27. Test environment(s) configured appropriately.
28. Test databases populated with appropriate data.
29. Shakedown test successful (validate all necessary components can communicate and basic Functionality available).

2.2   Exit Criteria

Prior to sign-off for production launch, the following conditions must be met:

1. Specific UAT exit criteria agreed upon and signed off.
2. UAT cases and scripts documented and stored in appropriate directory.
3. Defect tracking reports, graphs, and other metrics communicated and stored in approved directory (such as Mercury Quality Center).
4. Test script execution results documented and stored in appropriate directory.
5. Results of test cases/test scripts documented and meet objectives stated in the test plan for the following test types (if applicable):
   a. System (Functional)
   b. Interface
   c. End-to-End (Integration)
   d. Performance/Stress (if no specific performance testing, performance meets user expectations)
   e. Data Integrity
   f. UAT
   g. Performance/Load (if no specific performance testing, system and module response time is well within the benchmark; the amount of concurrent users or clients does not negatively impact the system or module response according to the benchmark)
   h. Availability/Failover
   i. Disaster Recovery
   j. Security (Application Scan)
6. No critical or high defects outstanding from UAT.
7. All medium and low defects have been documented and addressed.
8. Problems remaining to be resolved have been documented and communicated to IT.
9. Implementation and Back-out plan documented and signed off by designated stakeholders.
10. All business product functionality requirements and change controls are met.
11. Key business processes and interfaces are not adversely impacted.
12. All business processes work as expected (Implementations, Customer Service, Technical Solutions, Fulfillment, and Operations procedures are production-ready).
13. Impacted interfaces correctly function within and end-to-end environment; ability to communicate to all appropriate back-office applications.
14. Planned test cases completed – all conditions successfully tested or meet agreed upon acceptance criteria. Product quality objectives have been met (Unit, System, UAT tests were successful per acceptance criteria).
15. Regression tests completed with no unexpected issues.
16. All defects recorded in defect management tool (Mercury Quality Center)
17. Test metrics/results communicated to appropriate audience, specifically number of test cases planned, tests run, tests run but not planned, tests not run but planned, tests passed, failed, or suspended.
18. Software changes and fixes have been communicated and documented.
19. UAT cases/scripts/documentation have been updated with any changes.
20. Test data saved for future and refreshed (if applicable).

21. Dress Rehearsal/Mock Deployment was successful.

2.3   UAT Build Approach

UAT must be performed in an environment isolated from IST.

QA will furnish UAT with the Batch Files

Prior to the beginning of UAT1 & UAT2, there will be systematic build processes to appropriately initialize project environment to the proper state. For UAT1, that environment may be the deployed version, which would include no Clients/Customers or transactions from previous testing phases. For UAT2, Process Test will be performed on UAT1 clients/customers. In addition Clients/Customers from UAT1 may need to remain in order to complete testing or to perform regression testing after defects have been addressed.

2.4   Requirements to be tested

The major requirements for UAT cycles are listed below for the User Review.

2.4.1   User Review

In preparation for UAT1, a User Review will take place within the final system test cycle. This will help to ensure that test scripts, business process materials, defect management procedures, and other related components are ready. Selected individuals will be able to access the System Test environment that will act as a training environment.

2.4.2   UAT Business Function Testing

UAT Product Testing will include, but will not be limited to the following business requirements:

- Setup Customer & User using APS and User Setup Forms
  - Customer
    - Basic Customer Setup using CAS ID
    - Customer Modify Using CAS ID
    - Customer designates the Security Model to follow for project
    - Customers must be authorized to the JPMorgan ACCESS Portal
    - Customers must be authorized to the project service with appropriate product information
    - Customer designates one billing account to be used for the project product
    - Customer's JPM/B1 Accounts must be authorized to the JPMorgan ACCESS Portal
    - Customer's JPM/B1 Accounts must be authorized to the Australia EFT File Delivery service
    - Customer's must have Security Administrators setup.
  - Users
  - Users setup through User Setup Forms
    - Security Administrator User must have a valid user Id, password, and SecurID Token to ACCESS Security Administration and User Setup Forms.
    - Ability to segregate user access at account level
    - Ability to segregate transaction viewing by user by account
    - A single CSA may be entitled to establish and maintain Users for project application
    - Users are assigned to Countries that they are permitted to execute project entitlements (tasks) for on the application
    - Users are assigned to Accounts for each Country
    - The hierarchy of assigning entitlements to users is as follows: 1.User is assigned to - Tasks (Functions), Country, Limits, then Accounts.
    - User must have a valid user Id, password, and SecurID Token to ACCESS .
- Setup Customer and User using GE (manual)
  - Customer Level

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- Customers must be authorized to the JPMorgan ACCESS Portal (maps to GE Customer)
- Customers must be authorized to the service with appropriate product information (maps to GE Product)
- Customer's JPM/B1 Accounts must be authorized to the JPMorgan ACCESS Portal (maps to GE Customer Account)
- Customer's JPM/B1 Accounts must be authorized to the Australia EFT File Delivery service (maps to GE Product Account)
- User Level – External
- User Level – External users setup by Bank personnel
  - Users must be authorized on the JPMorgan ACCESS Portal and login/security module (maps to GE User and getAccess)
  - Users may be authorized for any or all of the following product functions (maps to GE User Task) – Unique Tasks
    i. Import File (Create Tasks)
    ii. Approve File
    iii. Release File
    iv. View File
    v. Delete File
    vi. Payroll Access
  - Country
  - Establishing Limits for the User 1) Daily 2) Per File - These map to GE Account List Special Security
  - Each User's Task (above) must be limited to access a defined sub-set of Customer Accounts (map to GE Task Account)
- Assignment of User Tasks must be limited to a defined set of Australia based end-users (maps to GE Class Group Matrix) Requirements apply to both GE and APS
  - Customer Service Rep Level
    - There should be internal support functions requiring entitlements as well
    - Internal Customer Service teams will be allowed to request access to Australia EFT File Delivery via online requesting facilities (similar to JP Access "Rep Simulation" feature). Automated updates required (maps to APS)
    - Customer Security Administrators will be allowed to request access to Australia EFT File Delivery via online requesting facilities (similar to JP Access "Rep Simulation" feature). Automated updates required (maps to User Setup Forms).
  - Front End Entitlements
    - Provide access to service by country Australia Defaults no Selection
    - Provide access to underlying clearing instruments
    - Provide access to entry mechanism
    - Configurable segregation of duties
    - Support transactions/files based on user limits (daily / individual transaction)
    - Ability to view/modify transactions entered/imported
    - Ability to generate billable events from entitlements profile and include in existing cycle feeds to international billing system (need to define appropriate price points)

- Administrative Functions
  - Audit Log
  - Event Log
  - Simulate Account Transfer
- Portal Access
  - Timeout is required for inactivity
  - project requires User logon using SecurID that User has project Import entitlement

- CSA Users for project will also require SecurID
  - o Audit and Event Logs
    - The Portal link for "Contact Us" information will launch a new browser window that provides access to the same Contact Us page provided by other Cash Online applications
    - Ensure Audit logging include various time and date stamps against transactions and file processed
    - Users can view and print project details from the Portal's Audit Log
    - Throughout project, system activities within each functional area are captured and updated into the Event log
  - o Batch/File Functions
    - Import
      - Import File Status
      - View Import Report
      - Import File
      - Import Payroll File
      - Import File – Verify
      - Import File Pending
      - Import File Errors
      - Import Validation Errors
      - Support only APCA format for Phase I
      - Entry of multiple transactions creates batch or envelope of items for a specific jurisdiction
      - Workflow subsequent to import is the same as individual Transaction entry process
      - Individual transactions can be modified
      - Additional transactions can be added to a batch import
      - Files that have been imported will retain and display on the import status page for 7 business days
      - In a multiple batch file, if only one of the batches are bad, the entire File will be rejected
      - User can navigate to Help
      - A file may be imported with a stale date up to 7 calendar days
      - Import Future dated files
    - View
      - View File
      - User does not have any files available to view due to JPMC account not entitled to user, activity has been deleted or purged/archived, or no files have been Imported
      - View File Detail
      - View Batch Detail
      - Print Batch Summary
      - Delete
      - The file should remain on the system and available for viewing/processing for 61 calendar days past the execution date in the file
      - Payroll restriction
    - Release/Delete
      - Release File/Batch
      - Release File Verify
      - Release File Confirm
      - Release Cancel
      - Execution date is a holiday or weekend in one or more files
      - Files which have received full Final approval are eligible for Release

- Approved files with execution dates in the past (stale dated) will be made available for release
- Link to Help is accessible from the Release page
- Payroll restriction

- Approve/Reject/Cancel
  - Approve File
  - Approve File Verify
  - Approve File Confirm
  - Approve Test Limits
  - Reject File Verify
  - Cancel
  - Execution date is a holiday or weekend in one or more files
  - When being displayed, Transaction details cannot be modified
  - Link to Help is accessible from the Approve page
  - Approved files with execution dates in the past (stale dated) will be made available for Approval
  - If execution date is a weekend or holiday a warning message will be displayed indicating that file will not be processed until next business day
  - Payroll Restriction
  - Ability to switch from one to two approvals and two to one approvals

- Send LVB Batch
  (LVB IP Address will be provided)
  - File-hand-off to domestic clearing back-office
  - An interface is required to bypass CCAP (or pass through) and route to files LVB (Low Value Box) in Asia. This helps to minimize costs as well as allow for extended use across Australia and EMEA.
  - No released files ready to be sent to LVB
  - LVB does not respond to project for file within 30 minutes
  - Cutoff time will be based on Timestamp received from LVB
  - During the Release/response process from LVB , LVB (phase 1) will return for each File:
    a) FileID
    b) status (success or failure)
    c) reason for failure if Failed
    d) timestamp
  - Phase 1, which is Australia only, APCA is the only file format project supports in sending files to LVB
  - Delivery and processing controls of files between project and LVB front-end and back-office should be monitored by technical support
  - If file is received past cutoff, LVB will send a timestamp to project. Which will be displayed in the UI
  - If cutoff time has passed for the Country, LVB will process the file on the next available date
  - Upon a successful confirmation from LVB via an acknowledgement, the status of the file is updated to Processed
  - Upon errors found by LVB during the basic file structure validation, LVB notifies project of errors found with File. The status of the File is updated to Processing Failed
  - Warehousing
  - Reconciliation

Out of Scope
- Internal Back-office Integration

  -
  - Delivery Frequency – file queuing controls
  - Delivery/Receipt Controls between front-end and back-office

- Internal Referencing vs. Client Referencing
- Reflect process status
  - Core Payment Processing
    - File Validation
    - Credit Control
    - OFAC Monitoring
    - Billing
    - Accounting Settlement
  - Clearing Integration
  - Other Service Considerations
  - Future value-added considerations

2.4.3 UAT Process Testing

UAT Process Testing will include the testing of the various procedures and processes that are involved within this project to validate that they are production-ready.

Some examples of the process test use cases for this release are outlined below:

Role	High-Level Process
Channel Operations	Setup Customers in APS
Client Access Admin Group (HK)	Resolve set-up errors and respond to questions
	Manage work flow of setup for the product(s)
	Establish and administer profiles within the Entitlements Engine
	Monitor SecurID serial number assignments for customers and internal users
Technical Support/Help Desk	Assist converted customers with basic product questions related to new functionality
	Provide training for customers who need assistance with functionality
	Access Entitlements Engine to view customer and user setup information
	Assist Customers in diagnosing connection issues
	Password Resets
	Receives request from Implementation for customer training and calls the customer to schedule training.
	Conducts product navigation training with the customer based on the direction of the Customer Security Administrator (CSA). Training will be conducted either in a one on one call with each user, in a group call, train the trainer call session, or onsite.
	Provide troubleshooting and research support by maintaining a thorough knowledge of the entitlements, product functionality, and system flows.
	Offer phone support to Implementation Consultants and Maintenance Experts on all product changes
	Train customers on functionality and UI changes
	Assist customers in diagnosing connection issues
	File formatting for import
	Warm transfer to local service representatives for general investigations
Implementation	Perform customer interview to gather setup information
	Prepare and obtain any legal documentation

Role	High-Level Process
	Validate maintenance request by interviewing customer/requestor
	Offer research and assistance with setup issues
Technical Solutions Group (Lowell?)	Serve as central communication point for all Technical Escalations
	Enter customer maintenance requests into the iTrack system to forward to Implementation Maintenance Experts and own the request until it is complete
	Test all monitoring tools for greater details on entitlements
Project Leads	Prepare questions that service representatives should be able to answer
	Give questions that should be escalated elsewhere to see if escalations procedures are being used properly

2.4.4   UAT End to End Testing

Requires both UAT1 and UAT2.

2.5   Testing Requirements

2.5.1   Test Data Requirements

All test data will be entered prior to execution of the tests. Test data includes accounts as well as product-related data. Test data will be created using the following sources:
♦ Extract of existing production data for existing project clients on ACCESS. Can pull in production data that will be used by QA.
♦ Engineered data as described in the test cases

2.5.2   Test Execution Requirements – Hardware, Software, Documentation, Environments
The following are required for Test Execution:

Hardware
- IBM Compatible PC computer(s) WITH AGREED UPON Operating Systems and Browsers.
  - o Windows 2000
  - o Windows XP
  - o IE 5.0
  - o IE 5.5
  - o IE 6.0
- RSA Tokens shipped to individuals and setup (ready to be use) prior to testing
  - o Number of users to be determined
  - o Parties responsible for shipping SecurID token
- User Acceptance environment available/stable for testing
- Local or network printer

Software
- Mercury Quality Center for the management of defects

LVB
- LVB Environment Information will be furnished

2.5.3   Test Tool Requirements

- Test Management tool, Mercury Quality Center, as a repository for test objects, requirements, defects and Work Requests
- IDs and Password will be created and distributed to individuals prior UAT

3   Test Team

3.1   UAT Testing Roles and Responsibilities

A UAT test for project will be in place to measure progress, track defects and issues, and to collect information needed for UAT to exit sign-off. The UAT Lead will also be responsible for monitoring and managing all defects, ensure that problems are addressed, risk is assessed, and that metrics measure progress and success. The UAT Lead will work with the designated Treasury Services QA Lead(s) to ensure that UAT entry and exit criteria are met and that all appropriate UAT documentation is reviewed and signed off. Treasury MIO Test Lead will act as one of the signers for all UAT results for approval.

The core test team includes the following:
1) UAT Lead
2) QA Lead
3) Product Manager

The UAT lead will coordinate testing among the other impacted areas. The impacted areas include, but are not limited to, Channel Operations, Technical Solutions Group, Fulfillment Group and Implementations. Each area may elect to appoint a coordinator to manage UAT test resource allocations.

3.1.1   Testing Roles
Below are different roles that will be represented during UAT.
- Bank Security Administrator (BSA)
- Bank User (BU)
- Customer Security Administrator (CSA)
- Customer User (CU)
- Technical Solutions Representative (TSR)
- Channel Operation
- Helpdesk (Technical Solution Group TSG)
- LVB Operations

3.1.2   Customer Behavior Profiles
During UAT, we want to ensure that the appropriate customer behavior profiles are represented in order to achieve a production-like quality test. From these customer behavior profiles, we will develop the customer centric business functions workflows. The following matrix outlines the desired profiles we will be testing during UAT:

Accounts	Volumes	Users
HIGH	HIGH	HIGH
MED	HIGH	MED
MED/LOW	MED	LOW
LOW	LOW	LOW

3.2   Participation

UAT participants will include several different business partners representing various areas of the bank. Some individuals will perform formal testing which includes executing test scripts. Others will perform informal testing which will include testing the processes. Participation will need to take place during the UAT test phases according to the following scheduled:

User Review
UAT1   10/3/2005 – 10/14/2005
UAT2   XXX – XXX

Results Review XXX – XXX
Sign-Off   XXX

Outlined below are business partners that may be involved in UAT. Within each of these groups are the description of responsibility, the proposed number of resources, and the required skill sets of those individuals.
These workgroup entries will be modified as we obtain more information from LOB Partners in Australia

Workgroup	Testing Role	Description	# Of resources	Skill sets required
Product Mgmt	Test Case Reviewers, Product Testers	Act as project experts	TBD based on # of test cases to execute	project
Product Specialists	Test Coordinator, Test Case Reviewers, Product Testers	Sell and demonstrate products and act as product experts	TBD based on # of test cases to execute	project
Technical Solutions Group	Test Coordinator, Process Testers	Support and train customers; troubleshooting	TBD based on # of test cases to execute	Process Testing
Fulfillment Group	Test Coordinator, Process Testers	Train customers with first time using system	TBD based on # of test cases to execute	Process Testing
Channel Operations	Test Coordinator, Process Testers	Setup customers and entitlements	TBD based on # of test cases to execute	Process Testing
Implementation Consultants	Test Coordinator, Process Testers	Set up and maintenance of new customers.	TBD based on # of test cases to execute	Process Testing
Customer Service	Test Coordinator, Process Testers	Support all customer cash management inquiries	TBD based on # of test cases to execute	Process Testing

3.3   Test Team Roster

Name	System Test Role	Phone Number
XXX	Product Management	XXX-XXX-XXXX
XXX	Channel Operations (North America)	XXX-XXX-XXXX
XXX	LVB	XXX-XXX-XXXX
XXX	Channel Operations (Hong Kong)	XXX-XXX-XXXX
XXX	Customer Service & Implementation (Sydney)	XXX-XXX-XXXX
XXX	TSG	XXX-XXX-XXXX
XXX	Project Manager	XXX-XXX-XXXX
XXX	Product Management	XXX-XXX-XXXX
XXX	Entitlements Product Manager	XXX-XXX-XXXX
XXX	Customer Service & Implementation (Sydney)	XXX-XXX-XXXX
XXX	QA Lead	XXX-XXX-XXXX
XXX	UAT Lead	XXX-XXX-XXXX
XXX	Customer Service & Implementation (Melbourne)	XXX-XXX-XXXX
XXX	UAT Manager	XXX-XXX-XXXX
XXX	Business Contact	XXX-XXX-XXXX
XXX	IT Project Manager	XXX-XXX-XXXX
XXX	Business Analyst	XXX-XXX-XXXX

3.4 Responsibilities

UAT Manager :
Responsible for coordinating the UAT effort and providing the final sign-off that the systems operate according to business requirements and are ready to be moved into the Production Environment. Will also be responsible for opening/closing UAT product-specific defects in the defect-tracking tool

Overall UAT Lead:
Responsibilities include UAT problem and risk identification, entrance & exit criteria validation, monitoring & managing critical or high defects, and management/metrics reporting. The UAT lead will work with QA lead and MIO lead to ensure that defects and issues have been reported

Testers:
During UAT, the testers, who represent a variety of business partners, will be responsible for executing both formal and informal tests of the products and the processes. Formal testing will involve execution of test scripts while informal testing will involve testing the processes of the applications without following a formal script

3.5 Facilitation and Coordination

Need to coordinate around Process testing especially for our LOB Partners in Australia:
- UAT Environment will be available for Asia Pacific business hours and advance notification needed if environment is down or unavailable
- Time around process testing in September 2005 (prefer our night time to allow our LOB partners to test).
- Technical Support during process testing assuming our night time.
- Communication tools (conference calls).
- UAT environment will be available for Australia Adhoc testing, testing dates will be provided as and when needed
- Two days of the week that is Wednesday and Thursday for End to End Testing

User Acceptance Testing will be executed either via each individual participant's PC or in a controlled lab environment depending on the type of tests that are executed. Business Project

Management may be available on-site to discuss incidents or concerns as they occur. Daily checkpoints will be established to report and communicate testing results.

Testers: Testers will be required to complete a predetermined number of scripts per day as indicated by cycle. Testing activities should take precedence over other activities during the testing cycles.

Test Coordinators: Test coordinators will provide a daily status to the Overall Test Manager .

UAT Lead: The UAT Lead will conduct an end-of-day check with IT Project Management to insure receipt of the day's incidents.

3.6   Personnel training
1) UAT Testing Tools

  a. How To Instructions

  b. Login Information (ID/Password/URL)

  c. Test Scripts

  d. Results Reporting

3.7   Test Lab Environment
A Test lab will not be utilized.

4   Work Plan

4.1   Major Milestones and Target Dates
See UAT Project Plan

5 Test Case Design

5.1   Test Data Design
Two cycles of full production input will be utilized during UAT. This allows us to regression test conditions without recreating production data.

Data Selection
a. Some of the same data the IST used with some additional accounts/customers

b. Reloading/resetting of data in UAT environment

c. Both this components allow us to build on the IST test results rather than having to recreate the data

5.2   Test Case Specification
1. Members of the UAT team will write the test cases and test scripts. Input from a variety of areas will be requested for writing the test cases.
2. Account numbers that will be used for end-to-end testing will need to be obtained and reserved for UAT only
3. Test cases will include database conversion validation scenarios
4. The UAT Team will require review of the test scripts.
5. The UAT Team will work with QA to review their test cases and test scripts for use during UAT.
6. Account numbers that will be used for end-to-end testing will need to be obtained.
7. Test scripts will be created using the same format as those created by QA.

6   TEST CASE EXECUTION

6.1   Test Case Management
Test cases and scripts will be created in Excel format for the testers. The Testers will document the Test Results on the Excel spreadsheets. Members of the UAT Business Test Team will then store the test plans and test cases, and produce management reports on the status of testing utilizing the Mercury Interactive's Quality Center. The test repository is held on the Intranet and will include the following details:
- All test plans, cases (including expected results), scripts, results, etc.
- All process documentation (final test documents – test strategy, test plans, test results, and sign-off's will be available on the approved on-line document repository

6.2   Test Execution Procedures
The tests executed will be compared to the expected results for each test case/script. Any test case/script that results in a failure will be documented as a defect within Quality Center. All defects are to be tracked to resolution. The defects are required to be assigned a severity (Critical, High, Medium, Low) and will be addressed prior to the completion of testing unless deemed acceptable for release purposes or deferred to subsequent releases.

6.3   Defect Tracking
- The testers will track all issues through the agreed upon defect / issues spreadsheet. The UAT lead will then be responsible for reviewing the spreadsheet and opening these issues as defects or documenting incidents/issues.
- The UAT lead will be responsible for logging new defects as they arise throughout the UAT testing process. Any supporting documentation such as screen-prints, reports, and account numbers should be included within the defect.
- Severities of defects will include **Critical**, **High**, **Medium**, **and Low**
  - **Critical**: Defect must be fixed during current test cycle
  - **High**: Defect must be fixed before the next test cycle
  - **Medium**: Defect must be fixed before production
  - **Low**: Item is not critical for launch and a workaround has been identified and documented (e.g. enhancements)
- Once the defect has been corrected, re-testing will need to take place to validate that the change is now correct. Once it has been retested and validated to be correct, the UAT test team will be responsible for closing the defect.

6.4   Management Escalation Procedures

Issues found during UAT that require management intervention need to be escalated according to the following process:

1. Issue that is discovered during UAT should be discussed with the UAT Team.
2. Upon looking at the issue, further investigation or discussion may be required from the various business partners.
3. The test team may then decide to discuss the issue with the appropriate QA representative.
4. If the test team or the corresponding developer cannot easily resolve the issue, the issue needs to be raised to Management. A communication will be sent to Senior Management outlining the issue and the proposed solutions.

7   Approvals

The following people have reviewed the project User Acceptance Test Plan and have provided sign-off via email:

Responsible Party	Title	Date Email/Approval Received
XXX	Product Manager	Sign Off by Default XXX because of no response
XXX	Program Manager	Sign Off by Default XXX because of no response
XXX	Channel Operations	Sign Off by Default XXX because of no response
XXX	QA Manager	Sign Off by Default XXX because of no response
XXX	MIO Lead	Sign Off by Default XXXbecause of no response
XXX	Business Analyst	XXXX
XXX	Channel Operations (Hong Kong)	Sign Off by Default XXX because of no response
XXX	Customer Service & Implementation	Sign Off by Default XXX because of no response
XXX	TSG	XXX
XXX	LOB Project Manager	XXX
XXX	Product Manager	Sign Off by Default XXX because of no response
XXX	Product Manager	XXX
XXX	QA Test Lead	Sign Off by Default XXX because of no response
XXX	IT Manager	Sign Off by Default XXX because of no response
XXX	UAT Lead	XXX
XXX	UAT Manager	XXX
XXX	Business Contact	XXX

8 Appendix A – High Level Test Cases

Test cases from prior releases will be leveraged for regression testing. Listed below are the high-level business requirements for the TON Remediation ACH Upgrade:

Portal Access

Category	Sub-Category	Function
Portal Access		Timeout is required for inactivity

| Portal Access | | project requires User logon using SecureID that User has project Import entitlement |
| Portal Access | | CSA Users for project will also require SecureID |

Category	Sub-Category	Function
Audit & Event Logs		The Portal link for "Contact Us" information will launch a new browser window that provides access to the same Contact Us page provided by other Cash Online applications
Audit & Event Logs		Ensure Audit logging include various time and date stamps against transactions and file processed
Audit & Event Logs		Users can view and print project details from the Portal's Audit Log
Audit & Event Logs		Throughout project, system activities within each functional area are captured and updated for to Event log

Customer Setup – APS

Category	Sub-Category	Function
Customer		Basic Customer Setup using CAS ID
Customer		Customer Modify Using CAS ID
Customer		Customer designates the Security Model to follow for project
Customer		Customer designates one billing account to be used for the project product
Customer		Customer must be authorized to the JPMorgan ACCESS Portal
Customer		Customer must be authorized to the project service with appropriate product information
Customer		Customer designates one billing account to be used for the project product
Customer		Customer JPM/B1 accounts must be authorized to JPMorgan ACCESS Portal
Customer		Customer JPM/B1 accounts must be authorized to the Australia EFT File Delivery Service
Customer		Customer must have Security Administrators setup

User Setup APS and User Setup Forms

Category	Sub-Category	Function
User		Security Administrator User must have a valid user Id, password and SecurID Token to ACCESS Security Administration and User Setup Forms
User		Ability to segregate user access at account level
User		Ability to segregate transaction viewing by user by account
User		A single CSA may be entitled to establish and maintain Users for project application
User		Users are assigned to Countries that they are permitted to execute project entitlements (tasks) for on the application
User		Users are assigned to Accounts for each Country
User		The hierarchy of assigning entitlements to users is as follows: User is assigned to Tasks (Functions), Country, Limits, then Accounts
User		User must have a valid user ID, password, and SecurID Token to ACCESS

Customer Setup – GE

Category	Sub-Category	Function
Customer Level		Customers must be authorized to the JPMorgan ACCESS Portal (maps to GE Customer)
Customer Level		Customers must be authorized to the service with appropriate product information (maps to GE Product)
Customer Level		Customer's JPM/B1 Accounts must be authorized to the JPMorgan ACCESS Portal (maps to GE Customer Account)
Customer Level		Customer's JPM/B1 Accounts must be authorized to the Australia EFT File Delivery service (maps to GE Product Account)

User Setup – GE

Category	Sub-Category	Function
User Level		Users must be authorized on the JPMorgan ACCESS Portal and login/security module (maps to GE User and getAccess)
User Level		Users may be authorized for any or all of the following product functions (maps to GE User Task) Import File Approve File Release File View File Delete File Payroll Access

Category	Sub-Category	Function
User Level		Country
User Level		Establishing Limits for the User 1) Daily 2) Per File – These map to GE Account List Special Security
User Level		Each User's Task (above) must be limited to access a defined sub-set of Customer Accounts (maps to GE Task Account)

Entitlements Requirements – Customer Service Rep Level

Category	Sub-Category	Function
Customer Service Level		There should be internal support functions requiring entitlements as well
Customer Service Level		Internal Customer Service teams will be allowed to request access to Australia EFT File Delivery via online requesting facilities (similar to JP Access "Rep Simulation" feature). Automated updates required (maps to APS)
Customer Service Level		Customer Security Administrators will be allowed to request access to Australia EFT File Delivery via online requesting facilities (similar to JP Access "Rep Simulation" feature). Automated updates required (maps to User Setup Forms).

Entitlements Requirements – Front End Entitlements

Category	Sub-Category	Function
Front End Entitlements		Provide access to service by country
Front End Entitlements		Provide access to underlying clearing instruments
Front End Entitlements		Provide access to entry mechanism
Front End Entitlements		Configurable segregation of duties
Front End Entitlements		Support transactions/files based on user limits (daily / individual transaction)
Front End Entitlements		Ability to view/modify transactions entered/imported
Front End Entitlements		Ability to generate billable events from entitlements profile and include in existing cycle feeds to international billing system (need to define appropriate price points)

Administrative Functions

Category	Sub-Category	Function
Administrative Functions		Audit Log

Category	Sub-Category	Function
Administrative Functions		Event Log
Administrative Functions		Simulate Account Transfer

Import

Category	Sub-Category	Function
Import		Import File Status
Import		View Import Report
Import		Import File
Import		Import Payroll File
Import		Import a file when user does not have payroll entitlement
Import		Import File – Verify
Import		Import File Pending
Import		Import File Errors
Import		Import Validation Errors
Import		Support APCA format for Phase I
Import		Entry of multiple transactions creates batch or envelope of items for a specific jurisdiction
Import		Workflow subsequent to import is the same as individual Transaction entry process
Import		Individual transactions can be modified
Import		Additional transactions can be added to a batch import
Import		Files that have been imported will retain and display on the import status page for 7 business days
Import		In a multiple batch file, if only one of the batches are bad, the entire File will be rejected
Import		User can navigate to Help
Import		A file may be imported with a stale date up to 7 calendar days
Import		Import Future Dated files

View

Category	Sub-Category	Function
View		View File
View		User does not have any files available to view due to JPMC account not entitled to user, activity has been deleted or purged/archived, or no files have been Imported
View		View File Detail
View		View Batch Detail
View		Print Batch Summary
View		- Delete

Category	Sub-Category	Function
View		The file should remain on the system and available for viewing/processing for 61 calendar days past the execution date in the file
View		Attempt to view payroll files when user does not have payroll entitlement
View		Validate accuracy of last modified date

Approve

Category	Sub-Category	Function
Approve		Approve File All by Selecting the checkbox in the top left of the table
Approve		No Approve File entitlement is noticed if the Reject button does not appear
Approve		Approve File that requires two users
Approve		Approve File that requires one user
Approve		Approvals required changing from 2 to 1, and the user having files in the table waiting for approval prior to the change
Approve		Approvals required changing from 1 to 2, and the user having files in the table waiting for approval prior to the change
Approve		Approve File Confirm
Approve		Execution date is a holiday or weekend in one or more files

Approve File Verify

Category	Sub-Category	Function
Approve		RSA/ACE SecurID system is unavailable
Approve		User cancels the SecurID flow.
Approve File Verify		System must verify that Password is correct before Selecting Submit, this must be accomplished before Token Code is entered
Approve File Verify		Token Code – must be numeric and match what is on user's SecurID
Approve File Verify		No Token Code entered
Approve File Verify		Token Code Expired or is not valid
Approve File Verify		If execution date is a holiday or weekend. File is processed on the next business day. Select Submit to proceed with approvals. Select Cancel to abort approving these files
Approve File Verify		User selects multiple files and two or more files exceeds the daily limit.

Category	Sub-Category	Function
Approve File Verify		If user fails authentication for 3 times and the user enters 4th time then user must log off and then log back on JPMorgan Access

Approve/Reject/Cancel

Category	Sub-Category	Function
Approve/Reject/Cancel		Approve File Confirm
Approve/Reject/Cancel		Reject File Verify
Approve/Reject/Cancel		User Cancels the Approval Process
Approve/Reject/Cancel		Execution date is a holiday or weekend in one or more files
Approve/Reject/Cancel		When being displayed, Transaction details cannot be modified
Approve/Reject/Cancel		Link to Help is accessible from the Approve page
Approve/Reject/Cancel		Approved files with execution dates in the past (stale dated) will be made available for Approval
Approve/Reject/Cancel		If execution date is a weekend or holiday a warning message will be displayed indicating that file will not be processed until next business day
Approve/Reject/Cancel		Payroll Restriction
Approve/Reject/Cancel		Ability to switch from one to two approvals and two to one approval

Release/Delete

Category	Sub-Category	Function
Release/Delete		Release File/Batch
Release/Delete		Release File Verify
Release/Delete		Release File Confirm
Release/Delete		Release Cancel
Release/Delete		Execution date is a holiday or weekend in one or more files
Release/Delete		Files which have received full Final approval are eligible for Release
Release/Delete		Approved files with execution dates in the past (stale dated) will be made available for release
Release/Delete		Link to Help is accessible from the Release page
Release/Delete		Payroll Restriction
Release		Release a file when the number of Approvers changed from 2 to 1 in mid-stream"
Release		Release multiple files where the file execution date is invalid (past/holiday/weekend) for some files and valid (current/future) for others"

Reports

Report	Function	
View Import Results Report		File Summary fields to include in display are: - File Name - File ID - Execution Date - Import Date - Imported By - Number of Batches in file - Number of Credit transactions - Number of Debits transactions - Total Value of Credits - Total Value of Debits - Rejected Files should also include reason for failure Batch Details to include: - Batch ID (assigned by the project aplication) - Number of Credit transactions - Number of Debits transactions - Total Value of Credits (per batch) - Total Value of Debits (per batch) - Total Value of Credits (per file) - Total Value of Debits (per file)

Send LVB Batch

Category	Sub-Category	Function
Send LVB Batch		An interface is required to bypass CCAP (or pass through) and route to files LVB (Low Value Box) in Asia. This helps to minimize costs as well as allow for extended use across Australia and EMEA.
Send LVB Batch		No released files ready to be sent to LVB
Send LVB Batch		LVB does not respond to project for file within 30 minutes
Send LVB Batch		Cutoff Time will be based on Timestamp received from LVB

Send LVB Batch		During the Release/Response Process from LVB, LVB(phase 1) will return for each file:
		   a) FileID
		   b) Status (success or failure)
		   c) Reason for Failure if Failed
		   d) Timestamp

Send LVB Batch		Phase 1, which is Australia only, APCA is the only file format project supports in sending files to LVB
Send LVB Batch		Delivery and processing controls of files between project and LVB front-end and back-office should be monitored by technical support
Send LVB Batch		If file is received past cutoff, LVB will send a timestamp to project. Which will be displayed in the UI
Send LVB Batch		If cutoff time has passed for the Country, LVB will process the file on the next available date

Category	Sub-Category	Function
Send LVB Batch		Upon a successful confirmation from LVB via an acknowledgement, the status of the file is updated to Processed
Send LVB Batch		Upon errors found by LVB during the basic file structure validation, LVB notifies project of errors found with File. The status of the File is updated to Processing Failed
Send LVB Batch		During the Release/response process from LVB , LVB (phase 1) will return for each File: FileID status (success or failure) reason for failure if Failed timestamp
Send LVB Batch		Warehousing
Send LVB Batch		Reconciliation

Customer Service Level		Customer Security Administrators will be allowed to request access to Australia EFT File Delivery via online requesting facilities (similar to JP Access "Rep Simulation" feature). Automated updates required (maps to User Setup Forms).

9 Appendix B – Terminology

▪ **User Acceptance Testing –** User Acceptance Testing is a constructive test of the software from a business perspective. In other words, the users are asking, "Will this system work in our daily business environment?" It is both a test of the products (UAT1) as well as a test of the supporting processes (UAT2) (e.g. implementation and Customer Service)

▪ **End-To-End Testing –** Examines how the software performs during typical and complete business processes. Example: entry of an ACH released Batch in TON ACH through commercial applications (BACH), and billing (CAP). **For this project, end to end testing in an enterprise release environment is out of scope.**

▪ **System Test Phase –** A series of tests following the Unit Test Phase concerned with all activities and deliverables associated with integrated system testing. It ensures that the system operates as a cohesive whole and that tests exercise the full system in a simulated production environment prior to promotion to the Readiness Test Phase.

▪ **Readiness Test Phase –** A series of tests following the System Test Phase concerned with all activities and deliverables associated with acceptance testing. It ensures that the business stakeholders determine whether the system operates according to its basic overall business requirements prior to promotion to the Production Environment.

- **UAT Conversion Test –** A series of tests concerned with validating the before and after state of a customer and user set of entitlements. It ensures data integrity between the original state and the target-converted   state.

- **Smoke Test –** A pre-test period that ensures that the hardware and software function correctly prior to execution.

10 Appendix C – Resource Requirements

Product Management
The following activities may require involvement from the Product Management group:

1) Test Plan Review – Prior to approval, UAT Lead will be sent a copy of the UAT test plan for their review.

2) Test Case Review – Prior to approval, UAT Lead will be sent the UAT test cases for review. The test cases will be functional in nature.

3) Training – Product Managers may be asked to go through "power user" training of the system and applications that are pertinent to their particular area of expertise for use during test execution.

4) Test Execution – Product Managers and UAT Lead will be asked to take part in the test execution phase of UAT. This will involve executing formal test scripts and communicating the results.

5) Test Results Review – Product Managers and UAT Lead will be asked to take part in the test results review phase of UAT. This will include the review of screen outputs, back-office reports and other forms of output.

The following chart outlines the specific needs of the Product Management group during UAT:

SME Requirement	Suggested Resource	Test Plan Review	Test Case Review	Training, Test Execution, Test Results Review
PROJECT	TIS Product Management	Yes	Yes	Yes

Product & Sales Specialists Resource Requirements The following activities may require involvement from the Product Specialists group:

1) Test Plan Review – Prior to approval, the Product & Sales Specialists will be sent a copy of the UAT test plan for their review. Feedback will be requested from the reviewers.

2) Test Case Review – Product & Sales Specialists will be take part in a UAT Test Case review meeting. The test cases will be reviewed from which the test scripts will be created. Input from the Product Specialists is necessary in order to ensure that all possible situations are covered.

3) Test Execution – Product & Sales Specialists will take part in the test execution phase of UAT as testers. This will involve executing informal test scripts to test the business processes and communicating the results. It will also involve executing formal test scripts to test the product functionality.

The following chart outlines the specific needs of the Product & Sales Specialists Group during UAT:

Confidential & Proprietary Information

SME Requirements	Suggested Resource	Test Plan Review	Test Case Review	User Review "Power User"	Training, Test Execution, Test Results & Billing Review
PROJECT	PS&S Representative	No	No	No	Yes

Implementation Consultants Resource Requirements
The following activities may require involvement from the Implementations group:

1. Test Plan Review – Prior to approval, Implementations will be sent a copy of the UAT test plan for their review. A detailed Implementations specific test plan will also be created and sent to Implementations for review.

2. Training – Implementation representatives that will take part in the Process Test (UAT2) maybe required to go through the associated training of the system and applications.

3. Test Execution – We would like to have Implementations representatives take part in the test execution phase of UAT. This will involve executing informal test scripts to test the business processes and communicating the results. It also may involve executing formal test scripts to test the product functionality. Primarily, Implementations representatives will be on point to assist "customers" in the setup process during the test execution phase.

A test coordinator maybe required from the Implementations group. Some individuals may fill the role of testers who will represent the companies and execute the product specific test scripts

The following chart outlines the specific needs of the Implementations Group during UAT:

SME Requirements	Test Coordinator	Suggested # of resources	Test Plan Review	Test Case Review	Training, Test Execution
Process Testing, Product Testing	N/A	2-3	Yes	Yes	Yes

Customer Service Resource Requirements
The following activities require involvement from the Customer Service group:

1) Test Execution – We would like to have a couple Customer Service representatives that will take part in the test execution phase of UAT. This will involve executing informal test scripts to test the business processes and communicating the results. It also may involve executing formal test scripts to test the product functionality. Primarily, Customer Service representatives will be on point to field calls from "customers" to help resolve issues during the test execution phase.

A test coordinator may be required from the Customer Service group. Some individuals may fill the role of testers who will represent the companies and execute the product specific test scripts.

The following chart outlines the specific needs of the Customer Service Group during UAT:

SME Requirements	Test Coordinator	Suggested # of resources	Test Plan Review	Test Case Review	Test Execution
Process Testing, Product Testing	N/A	1-2	Yes	Yes	Yes

Fulfillment Group Resource Requirements
The following activities require involvement from the Fulfillments Group:

1) Training – Fulfillment representatives that will take part in the Process Test (UAT2) may be required to go through the associated training of the system and applications.

2) Test Execution – We would like to have Fulfillment representatives take part in the test execution phase of UAT. This will involve executing formal test scripts to test the product functionality for product pertaining to their particular area of expertise and communicating the results.

A test coordinator may be required from the Fulfillments Group. Individuals will fill the role of testers who will represent the companies and execute the product specific test scripts.

The following chart outlines the specific needs of the Technical Solutions Group during UAT:

SME Requirements	Test Coordinator	Suggested # of resources	Test Plan Review	Test Case Review	Training, Test Execution
Process Testing, Product Testing	N/A	1-2	Yes	Yes	Yes

Technical Solutions Group Resource Requirements
The following activities require involvement from the Technical Solutions Group (TSG):

1) Training – TSG representatives that will take part in the Process Test (UAT2) may be required to go through the associated training of the system and applications.

2) Test Execution – We would like to have TSG representatives take part in the test execution phase of UAT. This will involve executing informal test scripts to test the business processes and communicating the results. It will also involve executing formal test scripts to test the product functionality for all products as well as cross-product functionality.

A test coordinator may be required from the Technical Solutions Group. Many individuals will fill the role of testers who will represent the companies and execute the product specific test scripts.

The following chart outlines the specific needs of the Technical Solutions Group during UAT:

SME Requirements	Test Coordinator	Suggested # of resources	Test Plan Review	Test Case Review	Training, Test Execution
Process Testing, Product Testing	N/A	2-3	Yes	Yes	Yes

Channel Access Operation (CAO) Resource Requirements
The following activities require involvement from the Channel Operations group

1) Training –CAO representatives that will take part in the Process Test (UAT2) may be required to go through the associated training of the system and applications.

2) Test Execution – We would like to have CAO representatives take part in the test execution phase of UAT. This will involve executing informal test scripts to test the business processes and communicating the results. It also may involve executing formal test scripts to test the product functionality. Primarily, CAO representatives will be on point to assist Implementation/FS in the setup or maintenance process during the test execution phase.

SME Requirements	Test Coordinator	Suggested # of resources	Test Plan Review	Test Case Review	Training, Test Execution
Process Testing, Product Testing	N/A	1-2	Yes	Yes	Yes

11 Appendix D – Sample Data Files

To be furnished

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