

User Acceptance Testing and Testing Objects

Consist of a set of tests:

- Drawn up by the customer's test designers/end-users
- Derived from the requirements specification
- Forming the final test activity before the system is approved for delivery

1 Why do UAT?

- To provide confidence that the system delivered to the customer is the one that they need. So the customer acts as the test oracle
- Testing is done from the customer's perspective and based upon their understanding of the requirements
- Ensures that the set of acceptance criteria have a pivotal role for driving the project
 - The criteria should be well understood by the customer, development team and project manager
 - Ideally they are made explicit in the contract

2 Operational benefits of UAT

- Reduces the risk of subsequent operational system failure
- Validates manuals and other documentation
- Checks handling of error conditions
- Tests the system on the operational platform so we can assess the impact our software has on existing systems and resources, and vice versa

3 UAT Focus

- Key goal is to gain acceptance of the system by its end-user stakeholders
- To achieve this, the system should:
 - Fulfil the intended purpose(s) and fit the business case
 - Provide evidence and results under the specified conditions of use
 - Be clearly and correctly documented
 - Be reliable and stable
 - Have no unintended side-effects

4 Types of UAT

UAT is typically approached in three ways:

- For a **benchmark test**, the customer prepares a set of test cases that represent typical operational scenarios - the tests may then be performed with actual users or a specified testing team, who also evaluate the outcomes
- A **pilot test** involves installing the system on an experimental basis and letting users employ it as if it were permanently installed, relying upon everyday use to test all the functions - so less formal and structured than a benchmark test
- In **parallel testing** the new system runs alongside an existing one, addressing compatibility and function testing

5 Prerequisites

5.1 Determine whether to start UAT

Earlier testing must be successfully completed:

- Unit tests
- Integration tests
- System tests

The developers must have confidence that the system is operational and ready for delivery

Managers must have confidence that there will be no embarrassment, so operate on the principle of least surprise

5.2 Assign roles

- The development team and customer need to agree about assigning roles and responsibilities
- In particular, should decide on who has the following roles
 - UAT team leader
 - Development team leader
 - Senior User/ User Representative
 - Testers

6 UAT Process