

Quality Assurance Framework and User Acceptance Testing Plan

Table of Contents

1. Quality Assurance Framework.....	3
1.1 Functional Testing.....	3
1.2 Unit Testing.....	4
1.3 Integration Testing.....	4
1.4 Security & Access Control Testing.....	4
1.5 Performance Testing.....	5
1.6 Bug Tracking and Resolution.....	5
2. User Acceptance Testing (UAT).....	5
2.1 UAT Objectives.....	5
2.2 UAT Participants.....	5
2.3 UAT Test Scenarios.....	6
2.4 UAT Execution Process.....	6
2.5 Acceptance Criteria.....	6
2.6 UAT Sign-Off.....	7
3. Post-UAT Quality Assurance.....	7
3.1 Hyper-Care Period (Warranty Support).....	7
3.2 Continuous Improvement Loop.....	7
4. User Acceptance Test (UAT) Script.....	8
4.1 Pre-UAT Requirements.....	8
4.2 UAT Test Cases.....	8
Module 1 — Document Upload & Encoding (Division Admin).....	8
Module 2 — Routing of Document.....	9
Module 3 — Pre-Approval & Final Approval.....	10
Module 4 — Disapproval / Remand / Revision.....	10
Module 5 — Document Tracking & Audit Trail.....	11
Module 6 — Reporting.....	12
Module 7 — Notifications.....	12
Module 8 — Role-Based Access Control.....	13
User Acceptance Test (UAT) Sign-Off Form.....	14
A. Summary of Findings.....	14
Category.....	14
Critical Defects.....	14
Major Defects.....	14
Minor Defects.....	14
Enhancements.....	14

B. User Evaluation.....	14
Ease of Use.....	14
Speed / Performance.....	14
Workflow Accuracy.....	15
Data Accuracy.....	15
Visual Layout / UI.....	15
Notifications.....	15
D. Signatories.....	15
Quality Assurance (QA) Checklist.....	17
A. Functional Quality.....	17
FQ-01.....	17
FQ-02.....	17
FQ-03.....	17
FQ-04.....	17
FQ-05.....	17
B. Security Quality.....	17
SQ-01.....	17
SQ-02.....	17
SQ-03.....	17
SQ-04.....	18
C. Performance & Reliability.....	18
PR-01.....	18
PR-02.....	18
PR-03.....	18
PR-04.....	18
D. Usability.....	18
U-01.....	18
U-02.....	18
U-03.....	18
U-04.....	18
Bug Log / Defect Tracking Template.....	19
Quality Assurance and User Acceptance Testing Activity Design.....	20
I. Rationale.....	20
II. Objectives.....	21
General Objective.....	21
Specific Objectives.....	21
III. Expected Outputs.....	21
IV. Methodology.....	21
1. Orientation and Briefing.....	21
2. Hands-On User Acceptance Testing.....	21
3. Feedback Consolidation.....	22
4. Acceptance Validation and Sign-Off.....	22
V. Participants.....	22
PPC Upper Office.....	22

PPC Lower Office.....	22
Focal Offices.....	22
Technical Personnel.....	22
VI. Program of Activities (Half Day).....	23
VII. Roles and Responsibilities.....	24
ODDGPP.....	24
ICTO.....	24
Participants (Upper/Lower Offices & Focal Offices).....	24
Developer.....	24
Secretariat.....	24
VIII. Materials and Resources.....	24
IX. Budgetary Requirements.....	25
X. Success Indicators.....	26
UAT Batching Strategy.....	26
Batch 1.....	26
Batch 2.....	27
Batch 3.....	28
Batch 4.....	29
Final Note.....	30

Quality assurance (QA) and user acceptance testing (UAT) will be conducted through a structured, phased approach to guarantee that the ODDGPP Document Monitoring Tool (DMT) performs reliably, meets user needs, and aligns with TESDA's operational workflows. The strategy prioritizes transparency, risk mitigation, and data-driven validation, core principles that ensure the system is deployment-ready and fit for purpose.

1. Quality Assurance Framework

QA will be implemented end-to-end throughout the System Development Life Cycle (SDLC) to ensure accuracy, stability, and compliance with documented requirements.

1.1 Functional Testing

Each Module will be tested against the approved specifications and workflows outlined in the Solution Design Document (SDD), including but not limited to:

- Document uploading and version control

- Document routing and status updating
- Audit trail generation
- Role-based access restrictions
- Notification and alert triggers
- Reporting dashboards
- Approval workflows (“For Approval” module)

These tests ensure all modules perform as designed and match the documented process flows.

1.2 Unit Testing

Developers will test individual functions and components (e.g., uploading, forwarding, approval triggers) to identify and resolve issues early. This step is already embedded in the methodology described in Chapter 9 of the Solution Design Document.

1.3 Integration Testing

Modules such as document routing, notifications, user management, and file storage will be tested collectively to ensure seamless communication across the system layers:

- Client interface
- Server-side logic
- Database operations

This phase validates that no component breaks when working together in a live-like environment.

1.4 Security & Access Control Testing

Given the system’s handling of confidential documents and password-protected files, QA will verify:

- Encryption of stored passwords
- Proper enforcement of access levels per role (Super Admin, DDG, Senior TESDS, etc.)
- Validation of file access restrictions

This step ensures that data confidentiality and integrity are preserved across offices.

1.5 Performance Testing

To ensure smooth office-wide adoption, tests will include:

- Response time under concurrent access
- File upload and viewing performance
- Notification dispatch latency
- Rendering performance of dashboards and reports

Performance testing ensures the system functions reliably under actual operating conditions.

1.6 Bug Tracking and Resolution

All identified defects will be logged, categorized, prioritized, and resolved before the system moves into UAT. Retesting will confirm corrective actions.

2. User Acceptance Testing (UAT)

UAT is the final validation phase where end users assess whether the system is ready for deployment. As described in Chapter 9.4, UAT ensures real-world usability and confirms that the system meets TESDA's workflow requirements.

2.1 UAT Objectives

- Validate that the DMT aligns with actual ODDGPP workflows
- Confirm ease of use, navigation, and clarity of interface
- Ensure that approval flows reflect office hierarchy and permissions
- Verify the accuracy of reports and document tracking
- Capture real user feedback for refinements

2.2 UAT Participants

Representative users from the following roles will be engaged:

- Upper Office: DDG, Senior TESDS, EA II/TESDS II, PP Admin
- Lower Office: ED, AED, Executive Office Admin

- Focal Offices: Division Chiefs and Division Admins

The selection ensures broad testing across both approval and routing paths.

2.3 UAT Test Scenarios

Key workflows to be tested include:

1. **Login and Logoff**
2. **Uploading and encoding a new document**
3. **Routing documents to upper or lower offices**
4. **Pre-approval and final approval actions**
5. **Disapproval, remand, and revision scenarios**
6. **Reviewing audit trail and tracking history**
7. **Generating office-level and cluster-level reports**
8. **Receiving and responding to notifications**
9. **Role-based access validation**
10. **User account creation**

Each scenario will have corresponding test cases, expected results, and acceptance criteria.

2.4 UAT Execution Process

- Users will operate on the **staging server** described in the project timeline.
- Feedback will be collected through:
 - UAT logs
 - Error report forms
 - Hands-on observation
 - Debriefing sessions

The validation period corresponds to **Week 9 – Validation (UAT)** in the project timeline.

2.5 Acceptance Criteria

The system will only advance to deployment if the following criteria are met:

- All major and critical bugs resolved
- Workflows executed without breakdown
- User satisfaction scores meet agreed benchmarks
- Reports generated accurately and contain correct data
- Notifications are received consistently
- Access controls strictly adhere to defined permissions

2.6 UAT Sign-Off

Upon successful completion, stakeholder representatives will formally sign off, authorizing deployment. This corresponds to the **UAT Sign-off & Release Candidate** deliverable.

3. Post-UAT Quality Assurance

To stabilize operations after go-live, the project includes:

3.1 Hyper-Care Period (Warranty Support)

During Week 12, the development team will monitor:

- User issues
- Minor enhancements
- Performance bottlenecks
- Unexpected workflow exceptions

This phase ensures a smooth transition during early adoption.

3.2 Continuous Improvement Loop

Consistent with the recommendations in Chapter 14 of the Solution Design Document, the system will maintain:

- A feedback mechanism
- Feature enhancement queue
- Regular patch updates

4. User Acceptance Test (UAT) Script

4.1 Pre-UAT Requirements

Item	Requirement	Status
1	Staging server deployed and accessible	
2	Test accounts created for each user role (Super Admin, DDG, Senior TESDS, EA II/TESDS II, PP Admin, ED, AED, Exec Admin, Division Chief, Division Admin)	
3	Test data pre-loaded or prepared	
4	UAT participants oriented on test scope	
5	Bug logging procedure explained	

4.2 UAT Test Cases

Module 1 — Document Upload & Encoding (Division Admin)

Test Case ID	TC-DA-01
Objective	Verify that documents can be uploaded with complete metadata
Steps	<ol style="list-style-type: none">1. Log in as Division Admin.2. Go to Documents → New Document Upload.3. Fill in required fields (Particular, Office Origin, Form, Type, Signatory, Due Date).

	<p>4. Upload PDF file.</p> <p>5. Save.</p>
Expected Results	<ul style="list-style-type: none"> • Document saved successfully • Document appears under “Your Files” • Correct tracking number auto-generated
Status	<input type="checkbox"/> Pass <input type="checkbox"/> Fail

Module 2 — Routing of Document

Test Case ID	TC-R-02
Objective	Validate that routing follows the defined workflow
Steps	<ol style="list-style-type: none"> 1. Log in as Division Admin. 2. Select the uploaded document. 3. Route to Assistant Executive Director. 4. Log in as AED and confirm receipt.
Expected Results	<ul style="list-style-type: none"> • Status changes to “Pending” under AED • AED sees the document under “For Approval” • Notification received
Status	<input type="checkbox"/> Pass <input type="checkbox"/> Fail

Module 3 — Pre-Approval & Final Approval

Test Case ID	TC-PA-03
Objective	Test approval flow from AED → ED → PP Admin → Senior TESDS → DDG
Steps	<ol style="list-style-type: none"> 1. AED reviews and marks “Pre-Approved”. 2. ED marks “Approved”. 3. PP Admin routes to the upper office. 4. Senior TESDS reviews and sends to DDG. 5. DDG marks final approval.
Expected Results	<ul style="list-style-type: none"> • Each approval reflected in audit trail • Status transitions correctly (Pending → Pre-approved → Approved) • Notifications triggered per step
Status	<input type="checkbox"/> Pass <input type="checkbox"/> Fail

Module 4 — Disapproval / Remand / Revision

Test Case ID	TC-D-04
Objective	Ensure that disapproved documents return to the originating office
Steps	<ol style="list-style-type: none"> 1. The reviewer clicks “Disapprove”. 2. Adds remarks.

	3. Confirm action.
Expected Results	<ul style="list-style-type: none"> • Status becomes “For Revision” or “Remanded” • Originating office notified • Revision history logged
Status	<input type="checkbox"/> Pass <input type="checkbox"/> Fail

Module 5 — Document Tracking & Audit Trail

Test Case ID	TC-T-05
Objective	Check accuracy of tracking data
Steps	<ol style="list-style-type: none"> 1. Open any document record. 2. View audit trail, status history, and forwarding log.
Expected Results	<ul style="list-style-type: none"> • All movement steps complete and timestamped • Correct user names displayed • No missing or duplicated entries
Status	<input type="checkbox"/> Pass <input type="checkbox"/> Fail

Module 6 — Reporting

Test Case ID	TC-RPT-06
Objective	Verify accuracy of generated reports
Steps	<ol style="list-style-type: none"> 1. Go to Reports Module. 2. Generate “Documents by Status”. 3. Download Excel/PDF.
Expected Results	<ul style="list-style-type: none"> • Data matches document database • Upper Office can view ALL; Lower Office only its own
Status	<input type="checkbox"/> Pass <input type="checkbox"/> Fail

Module 7 — Notifications

Test Case ID	TC-N-07
Objective	Test real-time notifications
Steps	<ol style="list-style-type: none"> 1. Trigger forward/approval/disapproval actions. 2. Validate notification pop-up and list.
Expected Results	<ul style="list-style-type: none"> • Notification delivered instantly • “Unread/Read” statuses work

Status	<input type="checkbox"/> Pass <input type="checkbox"/> Fail
--------	---

Module 8 — Role-Based Access Control

Test Case ID	TC-RBAC-08
Objective	Ensure strict role-level permissions
Expected Results	<ul style="list-style-type: none"> • Users can only access documents assigned to their office/role • Viewers cannot download files • Super Admin can configure notifications and accounts

User Acceptance Test (UAT) Sign-Off Form

Project: ODDGPP Document Monitoring Tool

Date: _____

Version Tested: _____

UAT Period: _____

A. Summary of Findings

Category	Count
Critical Defects	
Major Defects	
Minor Defects	
Enhancements	

B. User Evaluation

Area	Rating (1-5)	Remarks
Ease of Use		
Speed / Performance		

Workflow Accuracy		
Data Accuracy		
Visual Layout / UI		
Notifications		

C. Acceptance Decision

☐ **Accepted – Ready for Deployment**
☐ **Accepted with Conditions**

Conditions: _____

☐ **Rejected – Requires Fixes Before Deployment**

D. Signatories

Name	Role	Signature	Date
	End-User Representative		
	Testing Lead		
	Developer		
	Project		

	Manager / ODDGPP		
	Chief ICTO-ITPMD		
	Chief ICTO-ITOD		
	ICTO-Executive Director		
	Deputy Director General for Administrative and Innovation		
	Deputy Director General for Policies and Planning		

Quality Assurance (QA) Checklist

A. Functional Quality		
Item	Description	Status
FQ-01	All modules load without error	
FQ-02	Document upload supports valid file types	
FQ-03	Document routing matches office hierarchy	
FQ-04	Audit trail logs correctly	
FQ-05	Reports generate accurate data	
B. Security Quality		
Item	Description	Status
SQ-01	Passwords encrypted	
SQ-02	Confidential files protected	
SQ-03	Access restrictions enforced per role	
SQ-04	Sessions expire after inactivity	
C. Performance & Reliability		

Item	Description	Status
PR-01	Loads within acceptable response time (<2 sec)	
PR-02	Stable with at least 30 concurrent users	
PR-03	No broken links or missing icons	
PR-04	Error handling messages appear correctly	
D. Usability		
Item	Description	Status
U-01	UI consistent and intuitive	
U-02	Buttons, labels, dropdowns correct	
U-03	User flow matches SOPs & manuals	
U-04	System notifications clear	

Bug Log / Defect Tracking Template

Bug ID

Date Reported

Module

Severity (Critical/Major/Minor)

Description

Steps to Reproduce

Expected Results

Actual Result

Assigned To

Status (Open/Resolved/Closed)

Quality Assurance and User Acceptance Testing Activity Design

ODDGPP Document Monitoring Tool (DMT)

Duration: Half Day

Date: _____

Venue: _____

Lead Office: Office of the Deputy Director General for Policies and Planning (ODDG-PP)

Participants: PPC Upper and Lower Offices, Focal Offices, ICTO, Developer Team, QA Personnel

I. Rationale

The Office of the Deputy Director General for Policies and Planning (ODDGPP) is spearheading the development of the **Document Monitoring Tool (DMT)** to streamline document tracking, enhance workflow transparency, and support TESDA's digital governance initiatives. Before the tool is deployed to production, it is essential to conduct comprehensive **Quality Assurance (QA)** and **User Acceptance Testing (UAT)** to ensure that the system aligns with actual office processes, meets user requirements, and adheres to the standards of reliability, efficiency, and data integrity.

The QA and UAT Session will serve as the official validation activity, allowing end users across PPC offices to test the system using real operational workflows. Insights gathered will ensure that the DMT is fully functional, user-friendly, and ready for institutional adoption in line with the TESDABest 8-Point Agenda and the agency's Digital Transformation Roadmap.

II. Objectives

General Objective

To validate the readiness, quality, and operational fit of the Document Monitoring Tool prior to full deployment.

Specific Objectives

1. To assess the system's alignment with existing PPC workflows and document routing procedures.
2. To validate system functions covering document upload, routing, approval, tracking, reporting, and notifications.
3. To identify system gaps, defects, and usability concerns for refinement.
4. To ensure that all user roles understand their access rights and responsibilities in the tool.
5. To secure formal UAT sign-off as a prerequisite for deployment.

III. Expected Outputs

1. Completed QA and UAT scripts from all participating offices.
2. Consolidated list of defects, issues, and enhancement requests.
3. Validated acceptance criteria for system deployment.
4. UAT Sign-off Form endorsed by ODDGPP and concerned authorities.
5. Documentation of final recommendations for deployment and post-launch fixes.

IV. Methodology

1. Orientation and Briefing

Presentation of QA results, UAT scope, testing guidelines, and defect logging process.

2. Hands-On User Acceptance Testing

Participants execute structured test cases covering the complete DMT workflow.

3. Feedback Consolidation

Review of test results, verification of defects, prioritization of fixes.

4. Acceptance Validation and Sign-Off

Evaluation of whether the system meets deployment standards; signing of UAT acceptance form.

V. Participants

The following offices and user roles will participate:

PPC Upper Office

- Deputy Director General
- Senior TESDS
- EA II / TESDS II
- PP Admin

PPC Lower Office

- Executive Director
- Assistant Executive Director
- Executive Office Admin

Focal Offices

- Division Chiefs
- Division Admins

Technical Personnel

- ICTO Information Systems Analyst
- ODDGPP Staff
- ICTO Support Staff

VI. Program of Activities (Half Day)

Time	Activity	Lead
8:30 – 9:00 AM	Registration & System	Secretariat / ICTO

	Access Setup	
9:00 – 9:10 AM	Opening Message	ICTO-ITPMD Chief
9:10 – 9:25 AM	QA Summary & Testing Strategy	QA Lead
9:25 – 9:40 AM	UAT Orientation & Instructions	Developer & Information Systems Analyst
9:40 – 11:00 AM	Hands-On User Acceptance Testing	All Participants
11:00 – 11:20 AM	Consolidation of Issues	ICTO Information Systems Analysts
11:20 – 11:40 AM	UAT Debriefing & Acceptance Review	ICTO and ODDGPP
11:40 – 11:50 AM	Signing of Acceptance Form	DDG / Representatives
11:50 – 12:00 NN	Closing Remarks	ODDG-PP Staff

VII. Roles and Responsibilities

ODDGPP

- Lead implementation and coordination of the activity
- Provide orientation and oversight for UAT execution

ICTO

- Conduct QA validation and present findings
- Provide technical troubleshooting during UAT
- Ensure staging server stability

Participants (Upper/Lower Offices & Focal Offices)

- Perform UAT test cases
- Report defects, issues, and enhancement needs

Developer

- Conduct walkthrough of system functions
- Resolve issues identified during UAT
- Prepare deployment-ready build

Secretariat

- Manage attendance, logistics, and documentation
- Prepare UAT kits and acceptance forms
- Assist participants during testing

VIII. Materials and Resources

- Laptops / PCs
- Stable internet connection
- Staging server environment
- UAT Scripts and QA Checklists
- Bug Log Templates
- Projector and display screen
- UAT Sign-Off Forms
- Secretariat supplies

IX. Budgetary Requirements

Item	Quantity	Estimated Cost	Remarks
Meals/Snacks	Per Batch Lunch - 20 Pax (ICTO+ODDGPP) Snacks - 8		
Printing of UAT Kits	Per Batch Secretariat - 10 Participants - 8		
Supplies			
Contingency			
Total			

X. Success Indicators

The activity will be deemed successful if:

- 100% of participants complete their UAT scripts.
- All critical/major defects are documented and assigned for fixing.
- Users demonstrate understanding of their roles in the system.

- UAT Acceptance Form is signed.
- System declared Ready for Deployment.

UAT Batching Strategy

To simulate REAL workflows, each batch must include:

- **Upper Office approvers:** DDG, Senior TESDS, EA II / TESDS II, PP Admin
- **Lower Office approvers:** ED, AED, Executive Office Admin
- **Origin Offices:** Division Chiefs + Division Admins
- **Technical observers:** ICTO + Developer + QA

Because the PP Cluster is large (**138 personnel**), and UAT requires sequential, role-based simulation, the most optimal grouping is:

4 Batches, each representing:

- ODDGPP
- Planning Office
- NITESD
- QSO

Batch 1

DAY 1 – AM

Required Role

Assigned Personnel

Division Admin / Encoder PAMULAKLAKIN, Aira – Admin Assistant III (PRED)

Division Chief /
Originator DULCE, Christina Maureen – Supervising TESDS (PRED)

Assistant Executive Director	ZARSADIAS, Katherine Amor – Director III (NITESD/OED)
Executive Director	JUSTIMBASTE, Charlyn – Director IV (PO/OED)
PP Admin	LAPINIG, JR., Pablo – Admin Assistant V
EA II / TESDS II	NAVAJA, Claire – Executive Assistant II
Senior TESDS	TANGONAN, Iza Mae – Senior TESDS
Final Approver (DDG)	URDANETA, Rosanna – DDG

Batch 2

DAY 1 – PM

Required Role	Assigned Personnel
Division Admin / Encoder	BAYONISTO, Beverly – TESDS II (PPD)
Division Chief / Originator	SALVO, Carla – Supervising TESDS (PPD)
Assistant Executive Director	ANDRADE, Maria Linda – Assistant Executive Director (PO)
Executive Director / Director	CASTILLO, El Cid – Director IV (QSO/OED)

PP Admin	FUENTES, Jennielyn – Admin Support
EA II / TESDS II	AGUB, Deoxier Ribo – TESDS II
Final Approver (DDG Alt.)	ZARSADIAS, Katherine Amor (Approver role for Batch 2)

Batch 3

DAY 2 – AM

Required Role	Assigned Personnel
Division Admin / Encoder	TADIOSA, Vanessa – Admin Assistant III (LMID)
Division Chief / Originator	DEL ROSARIO, Michael William – Chief TESDS (LMID)
Assistant Executive Director	AGUB, Redilyn – Director III (QSO)
Executive Director / Director	CASTILLO, El Cid (QSO)
PP Admin	RAMOS, Jan Victor – Admin Assistant III
EA II / TESDS II	NAVAJA, Claire – Executive Assistant II

Senior TESDS TANGONAN, Iza – Senior TESDS (PPD)

Final Approver (DDG Alt.) CASTILLO, El Cid

Batch 4

DAY 2 – PM

Required Role	Assigned Personnel
Division Admin / Encoder	LEE, Gelyn – TESDS II (FRPDD)
Division Chief / Originator	REYES, Gemma – Chief TESDS (FRPDD)
Assistant Executive Director	AGUB, Redilyn – Director III (QSO/OED)
Executive Director / Director	ZARSADIAS, Katherine Amore (NITESD)
PP Admin	RAMOS, Jan Victor – Admin Assistant III
EA II / TESDS II	AGUB, Deoxier Ribo (ODDGPP)
Senior TESDS (Alternative)	AGUB, Deoxier Ribo (ODDGPP)

Final Approver (DDG JUSTIMBASTE, Charlyn (PO)
Alt.)

Final Note

This QA and UAT framework guarantees that TESDA receives a stable, secure, and intuitive DMT, one that supports transparent, efficient, and data-driven processes across the Policies and Planning Cluster.