

### User Acceptance Testing

User Acceptance Testing is a key feature of projects to implement new systems or processes. It is the formal means by which we ensure that the new system or process does actually meet the essential user requirements. Each module to be implemented will be subject to one or more User Acceptance Tests (UAT) before being 'signed off' as meeting user needs. The following overview answers some of the main questions that have been asked about UATs.

#### What is a User Acceptance Test?

A User Acceptance Test is:

- A chance to completely test business processes and software
- A scaled-down or condensed version of a system
- The final UAT for each system module is the last chance to perform the above in a test situation

#### What does the User Acceptance Test cover?

The scope of each User Acceptance Test will vary depending on which business process is being tested. In general however, tests will cover the following broad areas:

- A number of defined test cases using quality data to validate end-to-end business processes
- A comparison of actual test results against expected results
- A meeting/discussion forum to evaluate the process and facilitate issue resolution

#### What are the objectives of a User Acceptance Test?

Objectives of the User Acceptance Test are for a group of key users to:

- Validate system set-up for transactions and user access
- Confirm use of system in performing business processes
- Verify performance on business critical functions
- Confirm integrity of converted and additional data, *for example values that appear in a look-up table*
- Assess and sign off go-live readiness

#### Who will attend the User Acceptance Tests?

The project team will work with relevant stakeholders and managers to identify the people who can best contribute to system testing. Most of those involved in testing will also have been involved in earlier discussions and decision making about the system set-up. All users will receive basic training to enable them contribute effectively to the test.

## User Acceptance Testing

### UAT Agenda

The agenda for each UAT will be agreed in advance with the users. The time required will vary depending on the extent of the functionality to be tested. The test schedule will allow time for discussion and issue resolution.

### Roles and Responsibilities

The process of the User Acceptance Test must be carefully managed to ensure that it is able to meet the objectives above.

The project team will be responsible for co-ordinating the preparation of all test cases and the UAT group will be responsible for the execution of all test cases (with support from the project team).

### The User Acceptance Test Group will

- Ensure that the definition of the tests provide comprehensive and effective coverage of all reasonable aspects of functionality
- Execute the test cases using sample source documents as inputs and ensure that the final outcomes of the tests are satisfactory
- Validate that all test case input sources and test case output results are documented and can be audited
- Document any problems, and work with the project team to resolve problems identified during the tests
- Sign off on all test cases by signing the completed test worksheets
- Accept the results on behalf of the relevant user population
- Recognise any changes necessary to existing processes and take a lead role locally in ensuring that the changes are made and adequately communicated to other users

### The Project Team will:

- Provide first level support for all testing issues
- Advise on changes to business process and procedure and/or
- Change the system functionality, where possible, via set up changes
- Track and manage test problems