User Acceptance Test (UAT) Plan – NT\_VIBE

Project: NT\_Event\_Management\_Platform

Version: v1.0 (MVP)

UAT Window: ☐ Start: 30 / 09 / 2025 ☐ End: 30 / 10 / 2025

Timezone: Australia/Darwin (ACST/ACDT)

Participants: Business Owners, Event Organizers (pilot users), Attendees (pilot), Admin (NT team), Business Analyst, UAT Testers

# 1) Purpose & Scope

Purpose: Validate that the platform meets business needs for creating, publishing, discovering, and attending NT events.  
In-scope (MVP):  
  
Organizer: create/edit draft event, publish, unpublish, organizer profile  
  
Attendee: search/browse, event detail, ticket selection, checkout (mock or sandbox payments), confirmation email  
  
Admin: content moderation (approve/flag), basic reporting, user management (roles)  
  
System: notifications, timezone handling, accessibility basics, audit logs (key actions)  
Out-of-scope: Advanced analytics, complex discounts/bundles, native mobile apps, bulk imports, integrations beyond payment sandbox & email sandbox.

# 2) UAT Roles & Responsibilities

UAT Sponsor (Business Owner): final sign-off authority  
  
UAT Test Lead: plan, daily stand-ups, progress tracking, defect triage facilitation  
  
UAT Testers (SMEs/Pilot users): execute scenarios, log defects, validate fixes  
  
Product Owner/BA: clarifies acceptance criteria, approves scope of fixes  
  
Developers (Ops/Sec): account provisioning, access control, backups/rollbacks

# 3) Entry Criteria (All must be true)

SIT completed with 0 open P1 and ≤ 3 open P2 defects; release candidate tagged.  
  
UAT environment stable, production-like (feature flags as per MVP), seed data loaded.  
  
UAT accounts provisioned (Organizer, Attendee, Admin) with roles & 2FA (if enabled).  
  
Payment sandbox configured (no live charges), email/SMS test inboxes available.  
  
UAT test pack (this plan + scenarios + data) approved by Product Owner.  
  
Audit logging enabled for key flows; error monitoring connected.  
  
Accessibility tools available (keyboard-only, screen-reader sanity).  
  
Cut-over and rollback notes drafted for post-UAT release.

# 4) Exit Criteria (All must be true)

100% of Critical (P1) and High (P2) defects closed; Medium/Low have agreed workarounds or backlog tickets with target dates.  
  
≥ 95% planned test scenarios executed; ≥ 90% pass rate overall.  
  
No unresolved blocking issues in payments, publish/visibility, or login.  
  
Business acceptance received from UAT Sponsor (signed Sign-off Form).  
  
Regression on critical paths re-passed after fixes.  
  
UAT summary report delivered (coverage, defects, risks, go/no-go recommendation).

# 5) Test Approach

Technique: Scenario-based UAT aligned to real user journeys; risk-based prioritization.  
  
Evidence: Screenshots, order IDs, email headers, logs, timestamped notes.  
  
Defects: Logged in tracker (Jira/ClickUp) with severity (P1–P4), steps, environment, evidence.  
  
Triage: Daily 15-min huddle (Test Lead, PO, Dev Lead); SLA targets (P1: 24h, P2: 48h).  
  
Retest/Regression: After each fix bundle; smoke the critical paths.

# 6) Test Environment & Data

Environment Config  
  
Base URL (UAT), CDN enabled, feature flags = MVP  
  
Payment: Stripe/PayPal sandbox  
  
Email: test inbox or Mailhog; SMS: test gateway  
  
Timezone defaults: Australia/Darwin; verify daylight savings boundaries where relevant  
  
Seed/Test Data (examples)  
  
Users  
organizer01@uat / Pass!234 (role: Organizer, verified)  
attendee01@uat / Pass!234 (role: Attendee)  
admin01@uat / Pass!234 (role: Admin)  
  
Events  
Mindil Sunset Markets – Community (Darwin, recurring, outdoor)  
NT Arts Festival – Opening Night (ticketed, capacity 200)  
Katherine Rodeo (regional, low connectivity notes)  
Cyclone Prep Workshop (free, government category)  
  
Tickets/Payments  
Standard, Concession, Free; coupon NTWELCOME10 (10% off)  
Payment sandbox test cards (success, insufficient funds, 3-D Secure)  
  
Edge Cases  
Event starting within 1 hour; event across date boundary; sold-out; cancelled  
Long descriptions, emoji, multilingual snippets (e.g., Kriol note)  
Attachments/images at max size; alt text present

# 8) Test Data Matrix (sample)

|  |  |  |
| --- | --- | --- |
| Data Area | Record(s) | Notes |
| Users | organizer01, attendee01, admin01 | Distinct roles; MFA if applicable |
| Events | Market, Festival, Rodeo, Workshop | Mix of free/paid, urban/regional |
| Tickets | Standard, Concession, Free | Include low stock (1–2 left) |
| Coupons | NTWELCOME10 | One valid, one expired |
| Payments | Success, Decline, 3-D Secure | Use official sandbox card numbers |

# 9) Defect Management

Severity: P1 (Critical, blocker), P2 (High), P3 (Medium), P4 (Low/UI)  
  
Fields: Title, Env, Steps, Expected/Actual, Evidence, Story link, Component, Severity, Assignee, Status  
  
Flow: New → Triaged → In Dev → Ready for Retest → Closed / Deferred  
  
SLA: P1 fix ETA 24h; P2 48h; P3/P4 as scheduled

# 10) Reporting & Meetings

Daily UAT Stand-up (15 min): progress %, blockers, new defects, triage outcomes  
  
Mid-UAT Review: pass/fail trend, top risks, go-forward plan  
  
UAT Summary Report (Final): coverage, defect stats, residual risks, recommendation

# 11) Risks & Mitigations (samples)

|  |  |  |
| --- | --- | --- |
| Risk | Impact | Mitigation |
| Payment sandbox outage | Blocks checkout tests | Maintain mock fallback; test windows off-peak |
| Seed data incorrect | False failures | Data validation checklist before start |
| Email deliverability to test inbox | Missed verification | Use Mailhog/Inbox alias & log viewer |
| Ambiguous acceptance criteria | Rework | BA on-call for clarifications; freeze test pack |

# 12) Sign-off Template

UAT Release: NT\_Event\_Management\_Platform – MVP v1.0  
UAT Window: \_\_\_ / \_\_\_ / 2025 to \_\_\_ / \_\_\_ / 2025  
Summary:  
  
Scenarios executed: \_\_\_ / \_\_\_ (\_\_\_%)  
Pass rate: \_\_\_%  
Defects: P1=\_\_ (open=), P2= (open=), P3=, P4=\_\_  
Residual risks/workarounds: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
  
Decision (tick one):  
☐ Approved  
☐ Approved with conditions  
☐ Not approved  
  
Signatories  
UAT Sponsor (Business): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: //2025  
Product Owner / BA: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: //2025  
UAT Test Lead: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: //2025  
Dev Lead: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: //2025

# 13) Attachments (suggested)

• Detailed test cases (steps/screens/evidence placeholders)  
• Defect triage guide & severity rubric  
• UAT environment access guide (URLs, accounts, test inboxes)  
• Email/SMS template list  
• Story–Scenario traceability sheet