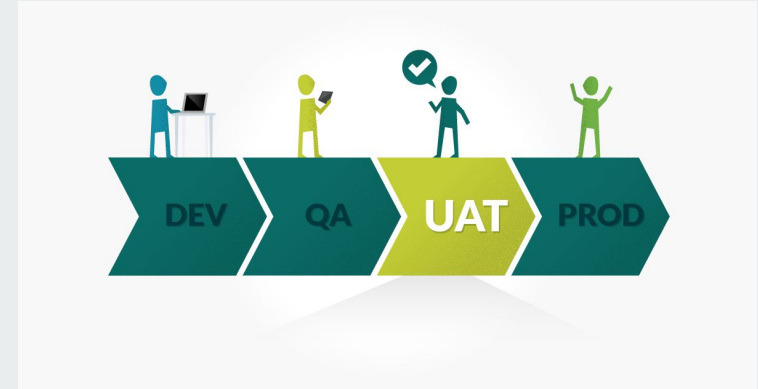



# U.A.T - User Acceptance Testing



# U.A.T - What is it?

*"The process of verifying that a solution works for the user."*





# U.A.T - How is it different from other testing?

- Can the user use the software?
- Is it really what they asked for?
- Do they have trouble using it?
- Does it behave exactly as anticipated?
- Actual software users test the software to make sure it can handle required tasks in real-world scenarios.

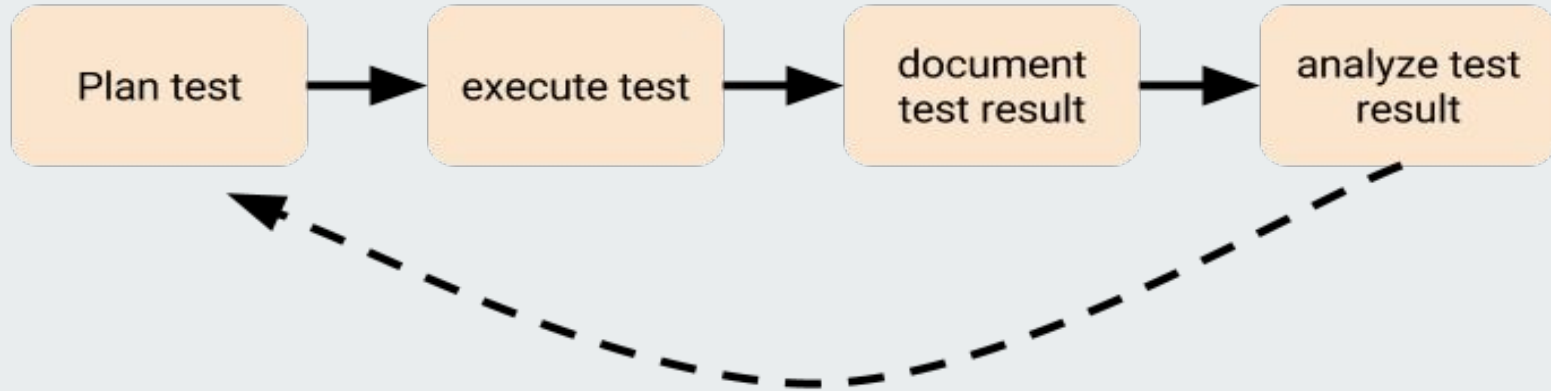


# U.A.T - Who are actual software users?

- People from the intended audience
- Potential public customers/visitors
- Content Administrators (CMS Systems)



# U.A.T - Process





# U.A.T - The Types

1. Alpha & Beta Testing
2. Contract Acceptance Testing
3. Regulation Acceptance Testing
4. Operational Acceptance Testing
5. Black Box Testing



# U.A.T - The Types

## **Alpha Testing**

Normally takes place in the development environment and is usually done by internal staff. Long before the product is even released to external testers or customers.

Also potential user groups might conduct Alpha Tests, but the important thing here is that it takes place in the development environment.

Based on the feedback – collected from the alpha testers – development teams then fix certain issues and improve the usability of the product.

## **Beta Testing**

Also known as “field testing”, takes place in the customer’s environment and involves some extensive testing by a group of customers who use the system in their environment. These beta testers then provide feedback, which in turn leads to improvements of the product.



# U.A.T - The Types

## Contract Acceptance Testing

Contract Acceptance Testing means that a developed software is tested against certain criteria and specifications which are predefined and agreed upon in a contract.

The project team defines the relevant criteria and specifications for acceptance at the same time when the team agrees on the contract itself.





# U.A.T - The Types

## Regulation Acceptance Testing

Regulation Acceptance Testing, also known as Compliance Acceptance Testing, examines whether the software complies with the regulations. This includes governmental and legal regulations.



# U.A.T - The Types

## Blackbox Testing

Testers do not require any specific knowledge about the application or any of its features. The tester conducting Black Box Tests is only aware of what the software is supposed to do.

They don't know how it should be done.



# U.A.T - The Types

## Operational acceptance testing

Also known as Operational Readiness Testing or Production Acceptance Testing, these test cases ensure there are workflows in place to allow the software or system to be used. This should include workflows for backup plans, user training, and various maintenance processes and security checks.



# U.A.T - How to do a test?

(i) Create a usage scenario of the software. It is normally a set of actions which the user can carry out and be able to verify if the software's worked as intended.

(ii) A set of test steps, execution conditions and expected results developed for a particular objective, such as to exercise a particular program path or to verify compliance with a specific requirement.



# U.A.T - Record Everything A

## Document All Findings:

- The Scenario
- The Date
- The User
- The Findings
- Record any bugs as well as suggested improvements



# U.A.T - Record Everything B

One on One Qualatative is important:

Emotional expressions, reaction time and the overall mood is essential when analysing the U.A.T test results and extracting findings.



# Student Example

## Contract Acceptance Testing - Documented

### 1. Client Scenario

You would like to login and change the bottom right image on your gallery. To do this you will  
(i) first want to login to the dashboard.

(ii) Next you will want to find the gallery plugin and (iii) change the image of choice and check  
with the live version to see if it is correct.

|

Date: \_\_\_\_\_

User \_\_\_\_\_

Findings  
(Testers Area)

Notes (Bugs)  
(Testers Area)



# U.A.T - Activity

*Based on you Molly Jacob's Cake Shop contract:*

1.
  - *Create 3 scenarios for a User Acceptance Test*
  - *Follow the guidelines listed on the U.A.T slide*
  - *What scenario would you have for the Content Administrator?*
  - *What possible bugs could arise from Molly's web site scenarios?*
  
2.
  - *Do the same for Trade Me, create 2 clear scenarios and run and record a user test with your partner.*