

User Acceptance Testing

Module 1. THE IMPORTANCE OF UAT

What is UAT?

Why test ISs?

Business vulnerability

The UAT process

From UAT to service delivery

UAT and contracts

Stakeholders in UAT

Module 2. BUSINESS REQUIREMENTS

Business requirements

Business intent and user expectations

Acceptance criteria

The requirement types

Prioritising business requirements

The relationship between business requirements and UAT

The relationship between development and UAT

Scope of UAT

Building a test basis for UAT

Module 3. TESTING BASICS FOR UAT

What is testing?

Test types

Testing processes

Test-case design techniques

Testing approaches for UAT

Module 4. THE UAT TEAM

Stakeholders and the UAT team

Key roles in a UAT team

Creating a successful team

Training the team

UAT training content

The team life cycle

Dealing with team conflict

The working environment and working patterns

Basic disciplines

Module 5. UAT AS TRANSITION

The IS life cycle as a series of transitions

Planning for transitions

UAT as a transitional phase

UAT as an event and UAT as a process

Module 6. PREPARING FOR UAT – PLANNING

Deciding what we want to achieve

Acceptance criteria

UAT objectives

Entry criteria

Defining the testing we will need

Creating a test basis for UAT

Setting up the test management controls

Module 7. TEST DESIGN FOR UAT

The hierarchy of test design

Identifying test conditions

Designing test cases

Designing test scripts

Data creation

Module 8. IMPLEMENTING THE TESTS

The testing schedule

Implementing the test schedule

Identifying progress

The status report

The post-testing summary

Module 9. EVALUATING THE SYSTEM

How do we decide whether or not to accept a system?

When the testing has to stop

The risk of release

Measuring the risk of release

Defining and evaluating emergency-release criteria

Decision process for evaluating UAT results

Test summary report conclusions

The final release decision

Module 10. LIFE AFTER UAT

Post-UAT reporting

End-user training

Preparing a roll-out strategy

Implementation

Post-implementation defect corrections

Measuring business benefits

The end of UAT?