



User Acceptance Testing

This one day workshop provides you with the skills to enable you to:

- establish an effective interface between IT and user departments
- define the acceptance testing process within the full IT lifecycle
- ensure effective acceptance of products aligned to business need

Objectives

- To show how acceptance criteria are defined and acceptance testing is planned.
- To define the acceptance test process and incorporate it in the Software Development Life Cycle.
- To use appropriate metrics and enable the effective management of acceptance testing.
- To ensure products are operationally tested to meet requirements and user need.

Benefits

You will learn how to:

- Ensure the involvement of IT and user departments in the acceptance process.
- Plan and validate your acceptance testing.
- Define tests to specifically verify each requirement and its performance.
- Select appropriate testing techniques
- Utilise pertinent metrics to monitor test development and results.
- Set clear exit criteria.

Workshop format

Presentations, in-class exercises and case studies are used to ensure your understanding of the workshop material.

Who should attend

Staff from the IT and user departments as follows:

- Senior staff, team leaders and managers who are required to understand the concepts of acceptance testing.
- Testing staff and managers who are responsible for conducting testing.

Course content

Acceptance

- Defining acceptance criteria.
- Planning, creating and executing acceptance tests.
- Integrating testing with the other life cycle elements.
- Acceptance testing v's system testing.

Techniques

- How to test documentation.
- Selecting appropriate methods covering maintainability, availability, reliability, useability, performance and functional testing.
- Ensuring traceability to requirement specification.
- Providing an end user perspective to live environment testing.

Results Monitoring

- Using pertinent metrics to monitor the production, execution and results of tests.
- Problem reporting and handling.

Key Success factors

- Implementing acceptance testing, benefits and possible problems.
- Documenting roles and responsibilities.
- Planning access to systems.
- Commitment, resources.
- Training.

Preparatory work

- Review your current procedures and identify their strengths and weaknesses.
- Consider the metrics you think would be of use to you.
- You may wish to bring current procedures for reference.