



## USER ACCEPTANCE TESTING

The User Acceptance Testing course is a two-day course designed to prepare delegates for their role in software projects; from planning and monitoring through to designing and executing tests.

The course explains the importance of acceptance testing, how testing fits into the various development lifecycles and how to provide an effective and immediate contribution to the project from a business perspective.

# USER ACCEPTANCE TESTING

## Course objectives

- To provide delegates with the knowledge, tools and techniques to perform their role effectively on the project.
- To understand where UAT is performed in various lifecycles, how to manage the UAT test process and the types of testers needed for a well balanced team.
- Understand the importance of setting realistic acceptance criteria, establishing appropriate test environments and construct an effective UAT test team.
- Ways to ensure a trustworthy working relationship with development, other testers and other departments.

## Who Will Benefit?

Business users or representatives, Test managers, Testers, Help-desk/ Support staff, Trainers and Business analysts.

## Prerequisites

There are no pre-requisites for this course

## Course Content

### Introduction to Software Testing

**Importance of Testing:** Shows that there can only be confidence in an assessment of software quality if the testing itself is of good quality. Describes three uses of software testing and highlights the importance of prioritising tests.

**Causes of Error:** Describes a number of common causes of error and, although they cannot be eliminated, shows ways in which their numbers can at least be reduced.

### The need for User Acceptance Testing

**Models for testing:** Looks at the sequential and iterative software development life cycle to explain the relationship between testing and development activities and describes how early test design can save time and reduce defects found in the field.

**The testing process:** Highlights a number of distinct activities within the testing process needed for acceptance testing to succeed in a project.

**Levels of testing:** Describes the purposes of different levels of testing including component, integration, system, and acceptance, and how they interact with each other.

**Aims and objectives of UAT:** UAT is considered to be the final stage of validation. This section looks at some of the aims and objectives of UAT. Test policy and test strategy documents are described to help

establish the aims and objectives of testing, in particular acceptance testing.

## Key components of UAT

### Setting up and maintaining the UAT environment

Describes what goes into setting up and maintaining the UAT environment. The complexity of such an environment should not be under-estimated and how a poor environment can damage our testing.

### Designing User Acceptance Tests

Explains what testing techniques are and the advantages of using them. This session explains the differences between white and black box techniques and how a few of the most common techniques can help in designing User Acceptance Tests in order to be more efficient and effective.

Black Box Testing techniques such as Classification Trees and the Exploratory testing approach will be explained and exercises given on how to apply these during UAT.

### Using static test techniques for UAT

How walkthroughs, reviews and inspections can help with UAT.

## Setting up the UAT team

**The tester profile:** What makes a good tester? Can anyone test? A questionnaire is used to give a personality profile of different people to assess the strengths we have within our teams and how to manage the team effectively.

**Building a strong UAT team:** Highlighting the key components in building a strong UAT team and challenges with working with development

## Monitoring the UAT process

**Monitoring & Control:** Discusses what should be monitored in testing, and what actions can be taken. Explains the powerful technique of S-curves and discusses how to gain control of the testing process

**Documenting UAT reports:** This session highlights key components which make up a good UAT report. Recognising the target audience and the relevant information required is essential.

**Fault Tracking:** Characteristics of a good fault or defect tracking system.

## Measuring the Value of UAT

### Measuring Test Effectiveness

Enables a prediction of future test effort and a way to monitor changes to the testing process.

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