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# User Acceptance Testing Course

## Curriculum Overview

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Ensure that state Business Analysts, UI Subject Matter Experts, managers, and other state staff involved in User Acceptance Testing (UAT) understand why it is crucial to a successful implementation, how to perform UAT, and effectively report results.

## Learning Outcomes

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As a participant, upon completing this course you will be able to:

- State the importance of UAT as a part of UI IT Modernization project.
- Define other types of testing associated with a UI IT Modernization project.
- Identify the various activities associated with software testing.
- Create test cases and test scripts.
- Identify data appropriate for specific test scenarios.
- Explain important considerations and best practices regarding the testing environment.
- Perform UAT and recognize what is an acceptable result.
- Effectively document and communicate test results.
- Explain how defect tracking systems are used during UAT.
- Describe how UAT is part of the approval process.
- Explain different UAT testing methodologies.
- Perform post implementation testing.

## Target Audience

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Business Analysts, UI Subject Matter Experts and other staff who may be called upon to conduct UAT.

## Duration

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Total training time is estimated to be two days of in-person training conducted at state sites. The training will also be offered periodically from the ITSC offices in Washington, D.C.

# User Acceptance Testing Course Outline

## 1. Introduction

- a. The Five Ws of UAT
- b. Briefly review the different types of testing

## 2. Testing Activities

- a. Prepare a Test Plan/Schedule
- b. Create Cases and Test Scripts
- c. Perform Test
- d. Document results
- e. Defect Resolution
- f. Test Results Acceptance

## 3. Test Case Components

- a. Review the standard components of test cases
  - i. Summary
  - ii. Creator
  - iii. Data requirements
  - iv. Pre-conditions or assumptions
  - v. Status
  - vi. Test steps
  - vii. Expected Results
  - viii. Actual Results
  - ix. Tester
  - x. Comments
- b. Activity- Creating a Test Case

## 4. Test Data

- a. Type and size of test data base
- b. Source of data
- c. Staging records and data

## 5. Testing Environment

## 6. Test Scripts

- a. Test Scripts vs Test Cases
- b. Examples
- c. Activity-Writing Test Scripts

## 7. Performing Tests and Reporting Results

- a. The testing process
- b. What to look for
  - i. Simple results
  - ii. Testing boundaries or variables
  - iii. Calculation testing
  - iv. Correspondence
- c. How to report defects to developer
  - i. Is it a defect or not what you expected?
  - ii. What to report
  - iii. What to provide to the developer so the defect is re-creatable
  - iv. Determining levels of defect
  - v. Determining the Root cause of the defect
- d. Activity-Documenting Test Results
- e. Defect tracking
  - i. Workflow
  - ii. Approval
  - iii. Priority
  - iv. Defect resolution
- f. Re-testing and sign-off
  - i. Regression testing
  - ii. Related scripts or Test Suites

## 8. UAT Methodologies

- a. State examples
- b. Automated Testing
  - i. Automated Test Scripts
  - ii. Examples of automated testing tools

## 9. Post implementation Testing

- a. Production readiness
- b. Production testing