

USER ACCEPTANCE TESTING (UAT)

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SWIPE

WHAT IS UAT?

In the software development lifecycle (SDLC), UAT comes after the development and QA phases, but immediately before the code goes into production. When UAT is properly done, confidence in the system's capabilities is gained before it goes live.

The pros of UAT outweigh the cons. That said, you will have to make an informed decision on running UATs depending on whether your organization can support the process at a specific point of time.



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TYPE OF UAT?

Alpha Testing: The quality assurance Team executes this by imitating the real users' behavior.

Beta Testing: This is conducted by target users to assess product performance.

Regulation Acceptance Testing: This is conducted by target users to assess product performance.

Contract Acceptance Testing: This verifies if a product meets stated in the contract criteria.

Business Acceptance Testing: This checks if a product complies with business requirements.

Operational Acceptance Testing: This checks whether an app provides a proper workflow

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Advantages of UAT

It saves the cost of remediating bugs with the potential to wreak havoc on the system

Shields the organization from potential PR nightmares and legal liabilities arising from unpredictable software

Uncovers operational stresses that get overlooked during the functional tests of the application.

Catches bugs early into the SDLC making them relatively inexpensive to fix.

Reduces the burden on developers, who might not be subject matter experts, to get features and workflows aligned with real-world environments

Drastically cuts down on customer complaints and support issues down the line, and improves retention and Net Promoter Score® (NPS) scores

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Disadvantages of UAT

Unless well planned, could divert valuable time of testers who would be otherwise engaged in revenue-generating activities

Requires some upfront investment in terms of setting up test environments and training users for the tests

Needs well-trained users and specific expertise in design, planning, execution, and reporting for user acceptance tests

Requires testers to learn new technologies or skills which might have no relevance to their day-to-day activities

Might result in some short term delays in system rollout for fixing critical bugs uncovered during the process

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The UAT Workflow

The UAT process has three components: plan, design, and implement.

**TRAIN THE UAT TEAM
SET UP (PLAN)**

DESIGN TESTS

**IMPLEMENT TESTS
EVALUATE | REPORT**

**DECISION MAKING | SYSTEM RELEASE
FOLLOW UP**



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TRAIN THE TEAM

UAT should be conducted by end users. Depending on their exact job profile they might not be technically savvy or have any kind of familiarity with testing processes and software. Unless you vet and train these users properly there's always the danger of usability tests going off the rail.



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SET UP PLAN

In this phase, the general plan of attack is determined. In this stage, you should identify the purposes and business goals of the project, and gather business requirements.



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DESIGN TEST CASES

In this phase, test cases are designed to closely mimic real-world situations. These test cases will be designed whilst keeping the business requirements in mind.



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IMPLEMENT TESTS

At this point, you will use the system and the test environment to execute all the test cases identified in the previous step. During this stage, the users will communicate with stakeholders and the development team about the status of the system and any high-level corrections to be made.

REPORT & EVALUATE

After the tests are completed the team will gather the results to determine whether they meet the acceptance criteria. This step is vital for determining next steps.



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DECISION MAKING

Based on the evaluation of the usability test results, a high-level decision will have to be made about how to address the shortcomings of the system. This may take the form of redesign of features, better documentation, or more comprehensive end-user training.



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Stakeholders involved in UAT

1. **The Sponsor** (i.e. the person or group who commissions the system or defines the business goals).

2. **The Manager** will be responsible for delivering business results from the system in the real world.

The business managers will go into more detail, examining the system for compatibility with existing business processes.

3. **The End Users** who will actually operate the system. Depending on the size of the organisation or the context of use, there will be different types of end users.

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Stakeholders involved in UAT

4. The Developers responsible for supporting the entire testing process. They are required for familiarising the actual testers with the features of the system and evaluating data generated from the tests.



Prioritising Business Requirements

In the context of UAT, the sponsor is in charge of setting the business requirements which will then be made into test cases. The usability tests will have functional and nonfunctional (stress, reliability, performance, speed, etc.) requirements to be tested. One way to prioritize business requirements and user stories is to use the Moscow method

The MoSCoW acronym breaks down as:

Mo: Must have this test done.

S: Should run this test, if possible.

Co: Could run this test if other issues are fixed.

W: Would run this test if possible in the future



ONE MORE

LEARNING AS PART OF A BUSINESS ANALYSIS COMMUNITY



SCAN ME

A portrait of a man with short dark hair, a beard, and glasses, wearing a dark green jacket over a white shirt. He is smiling slightly and looking directly at the camera. The background is a light-colored brick wall.

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