

## User Acceptance Testing Course

2 Days

### Description

The User Acceptance Testing Course offers training in the methods and procedures that the Business Analysts would use while they are engaged in the key user acceptance phase of the IT Project. The Business Analysts will learn the concepts, background and formal techniques to facilitate user sign off of the acceptance phase. The course focus is on:

- Where UAT fits into the project life cycle
- Practice in quality checking requirements documents and use cases
- Identifying the project risks and deciding what to test
- How to be an effective tester and what to look for when testing
- Determining which techniques, UAT test scenarios and resources to use in the UAT Test Plan
- User Acceptance Testing for Iterative Deployment
- Writing UAT Test scenarios
- Testing and Traceability
- Performing Usability Testing
- UAT Procedures Guide and how to execute User Acceptance Testing
- UAT Defect Reporting and Defect Tracking

### Objectives

The objectives of this course are to:

- Provide an understanding of the different testing techniques and methods and when to use them
- Learn how to identify and write test scenarios and test cases using UML and Use Cases
- Learn how to quality check requirements documents and use cases
- Define a repeatable process for User Acceptance Testing
- Understand the roles and responsibilities of the Business Analyst in UAT and where UAT fits in the SDLC
- Provide practical exercises for quality checking requirements documents, using testing techniques and methods, writing test scenarios, creating UAT plans and strategies and writing detailed defect reports
- Perform usability testing techniques and formal acceptance reviews for better customer satisfaction

### Course Content

#### Day 1 am

##### INTRODUCTION

Class Introduction

Introduction to Testing

- Purpose of testing
- Where does UAT fit into the SDLC?
- UAT process and deliverables
- Roles and responsibilities of UAT

##### REQUIREMENTS INSPECTION

Writing and Quality Checking Requirements Document

- Guidelines for Writing Effective Requirements
- Quality Measures for Requirements

- Techniques for Checking Requirements
- **Exercise- Quality checking requirements**

### Day 1 pm

#### TRACING REQUIREMENTS TO TESTING

Identifying and Tracing UAT Test Scenarios to Requirements for Testing

- What are test scenarios?
- How to identify the UAT Scenarios from the requirements
- **Exercise- Identifying UAT Scenarios for a case study**
- What is Requirements Tracing?
- Trace Test Scenarios to requirements and use cases
- Test Traceability Matrix

#### TESTING TOOL KIT

Introduction to Quality Assurance

- Describe techniques for how to be an effective tester and what to look for- who tests, what to test, where to test and when to test
- How to test- what methods and techniques to use
- Techniques for Testing
  - Black box- Domain Partitioning, Boundary Testing, Condition Coverage, CRUD, Error Guessing
  - **Exercise- Condition Coverage**
  - **Exercise- Error Guessing using a use case**

### Day 2 am

Introduction to Quality Assurance

- Techniques for testing (*continued*)
  - Black box- Domain Partitioning, Boundary Testing, Condition Coverage, CRUD, Error Guessing
  - Glass box- Activity and Decision Coverage
  - **Exercise- Activity and Decision Coverage for a workflow**
- Methods for Testing
  - User Interface Testing
  - Functional/Positive Testing
  - Negative Testing
  - Security/Entitlement Testing
  - Regression Testing
  - Parallel Testing
  - Stress/Performance Testing
  - Failure/Disaster Recovery Testing
- **Exercise- Identifying test cases for the different testing methods and techniques**

#### UAT TEST STRATEGY AND PLANNING

Developing the UAT Test Strategy & Plan

- Identifying how thorough the testing should be
- Determine and calculate the risks for a risk based testing strategy
- Identify what you are going to test
- Determine which types of testing and testing techniques to use
- Identify the test scenarios and resources that will be needed
- **Exercise- Developing a UAT Strategy & Plan for a case study**

## Day 2 pm

### UAT STRATEGY AND PLANNING

#### Writing Test Scenarios for UAT

- Improving Testability
- What are test scenarios?
- Tips for creating test scenarios and test cases
- Sample test scenario and test case template
- Quality measures for test scenarios & cases
- Test scenarios and test case management
- **Exercise- Writing a test scenario for UAT**
- **Exercise- Writing test cases and conditions (optional)**

### TEST EXECUTION

#### Reporting and Tracking Defects

- Perform User Acceptance Testing
  - Writing a Defect Detail Report
  - UAT Defect Tracking
- Issue Resolution
- **Exercise- Identifying defects and writing a Defect Detail Report**

#### Usability Testing

- What is usability?
- Checklists and questions to check usability
- **Exercise- Usability testing session role playing**

#### Closure/Recap

- What UAT techniques and methods do you see working on your projects?
- Workshop Evaluation

## Brief Description

The course focuses on implementing a User Acceptance Testing (UAT) process at your organization. The participants will learn how to critique requirements and use cases, plan UAT strategies using black box testing techniques, write test scenarios, write defect reports, and conduct usability testing. These are the required skills need by a business analysts performing User Acceptance Testing (UAT).

## Who Should Attend?

Those who will find this of value are the Business Analysts, Project Managers, Requirements Analysts, Technical Leads, Quality Assurance, Subject Matter Experts (SMEs) and Business Experts.