

# User Acceptance Introduction

2 Days



## Course Overview

User acceptance testing used to be seen as an activity that was planned and executed just before a system went live. This is no longer the case as it is now seen as an integral part of the acceptance of all project deliverables. The business users and their representatives are becoming ever more involved in the delivery process as systems become more user focused. Why is acceptance test necessary and how does it differ from the earlier phases of testing? Teams accepting systems need to understand not just the focus of the acceptance test but also how the earlier phases of testing affect the acceptance test.

This course is taken over two days and provides a solid introduction for acceptance testers and acceptance test team leaders in the 'Why, When, Who, Where?' of user acceptance test. It is optionally followed by User Acceptance Testing Techniques (UATT), which provides examples of techniques for carrying out acceptance testing.

## Course Objectives

- To ensure that the importance of user testing at all stages of the development is understood;
- to establish the responsibilities of the users, analysts and developers at all stages; and
- to identify techniques for establishing a UAT plan: how to set measurable acceptance criteria; when user acceptance testing activities should be applied; introduction to testing techniques.

## Who Should Attend?

The course is intended for users, business analysts, systems analysts and team leaders, indeed anyone who is, or will be, involved in acceptance testing.

## Syllabus – Key points

The course will cover the following aspects of practical test management:

Introducing acceptance testing:

- principles of quality and testing;
- development life cycles;
- testing activities before acceptance test;
- types of acceptance test - user and operational;
- test process overview; and
- acceptance testing from the start of the project.

Planning user acceptance testing:

- early and late life cycle acceptance test activities;
- plan-acquire-measure process model;
- test process and planning; and
- building a test plan.

Designing user acceptance tests:

- acceptance criteria;
- non-functional attributes;
- getting the right specification;
- testing against the specification; and
- purpose, creation and use of the test scripts.

Managing acceptance testing:

- measurement;
- control;
- work plan;
- test execution;
- incremental acceptance testing;
- model office;
- test environments;
- reporting;
- risk;
- fault tracking;
- teams; and
- test tools.

Completing acceptance testing:

- training;
- hand over to live use;
- hand over to support; and
- wrap up.

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## Alternative courses

UATT: the 'how' of UAT – a two-day course which provides practical exercises in UAT test design methods.

NFT courses: non-functional testing is an important aspect of the operational or business acceptance of systems.

SQT4M: Software Quality and Testing for Managers is a one-day introduction to the principles of testing and quality for business, customer and IT managers who need to understand the importance of test and quality activities and how to plan for them.

## Course deliverables

Each delegate shall receive a full set of course materials as both hard copy and on CD for future reference.

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## About tsg

The innovative Testing Consultancy that works with you to solve specific problems to help achieve your corporate objectives and maximize the return on investment you've made in your people, process and tools in three key, linked areas:

### Learning & Development

- ISTQB, ISEB, Prince & ITIL certificated training in the classroom;
- ISTQB & ISEB certificated training over the Internet through Learntesting™;
- Tutor-led 'Academies' using real applications and templates that provide practical learning and experience through the entire life cycle of testing;
- Training needs analysis and tailored training programmes to meet your specific requirements.

### Consultancy

- Using TSG's acknowledged industry experts and highly-experienced principal consultants;
- Our services support high-level strategic decision-making, demonstrating a record of measurable success;
- Bring success to your Agile testing projects.

### Managed Services

- A tried and tested solution to the inherent problems of outsourcing or resourcing that brings success to projects whilst allowing them to still conduct business as usual;
- A compelling, time-based service in which TSG and its clients work cooperatively and share responsibility for testing success;
- Based on an SLA and a set of measures, our managed service is a true partnership that helps you run your BAU programmes whilst building capability into your people, processes and organisation.