

# User Acceptance Testing Techniques

2 Days



## Course Overview

In User Acceptance Testing Introduction (UATI) we saw that user acceptance testing is an integral part of the acceptance of all project deliverables, with the business users and their representatives becoming ever more involved in the delivery process as systems become more user focused. But how should acceptance testing be done? What techniques are available to user acceptance testers and how should these be applied?

This course is taken over two days and provides a solid introduction to acceptance test techniques for acceptance testers and acceptance test managers. It gives an insight as to how acceptance testing can/should be carried out. It covers techniques that acceptance testers can use for setting acceptance criteria, carrying out reviews of requirements, designing user acceptance tests and for reviewing processes.

This User Acceptance Testing Techniques course (UATT) provides practical exercises in UAT test design methods. It is recommended that delegates for UATT either attend the Fundamentals of Testing one-day course (FOTO) or the two-day UATI course, or have an equivalent level of knowledge as a prerequisite.

## Course Objectives

- To practice techniques used in acceptance testing;
- to set measurable acceptance criteria;
- to review requirements; and
- to design acceptance test cases.

Following on from either FOTO or UATI this course adds practical examples in use of techniques for acceptance testers.

## 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 the acceptance testing.

## Syllabus – Key points

Introduction:

- reminder of test principles and life cycles from UATI/FOTO.

Quality management and quality assurance for acceptance testing:

- techniques.

Setting acceptance criteria:

- how to set functional and non-functional acceptance criteria;
- when to do this; and
- use of ISO 9126.

Review techniques:

- using review methods to check the requirements and specifications; and
- introduction to inspection, walkthrough and audit techniques.

Documenting tests:

- test conditions, test cases, the test specification and the procedural test script.

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Designing user acceptance tests:

- using techniques to check the requirements have been met; and
- examples of techniques suitable for acceptance testing including equivalence partitioning, boundary value analysis, state transition, syntax, cause effect, classification tree, use cases, process cycle tests.

A practical approach is taken, the techniques are explained and then the group undertake exercises to practise the techniques.

## Alternative courses

WBT and BBT: these two courses cover the test techniques used at component, integration and system test, and are suitable for testers who have attended ISEBF or ISTQBF.

## 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.