

# Effective User Acceptance Testing

## 3 DAY course

### Overview

It is common knowledge that testing efforts are often applied *too little, too late* on projects. UAT has a vital role to play in driving out defect-free applications but for best value, it needs to be properly managed, designed and integrated into the systems development effort.

Incorporating effective UAT activities at appropriate times, as identified in a project schedule, helps uncover issues which may otherwise be overlooked.

Even when UAT is introduced earlier, not all testers are familiar with the breadth of UAT testing tools and techniques or their use. While the focus of UAT is often on system functionality, there is a range of other requirements that should be tested for including usability and system performance.

This course explores how UAT can be embedded at all the relevant stages of the software development cycle (SDLC). Delegates are introduced to the methods and types of testing and techniques of User Acceptance Testing. Case study based exercises, applied to Business Case and Functional Specification documents, allow delegates to develop the required skills so that they may deliver more value on their workplace projects.



Learn how to drive out system defects with expert user acceptance testing

### Target Audience

- Test managers and test leads
- Test analysts with a general testing focus or others with a specific focus
- Testers
- Business Analysts
- Anyone involved in User Acceptance Testing
- Others who need a deeper appreciation of the activities and benefits of user acceptance testing.

### Prerequisites

Successful past candidates have been drawn from a wide variety of backgrounds and experiences. We do not exclude any delegate who is strongly motivated to do the course, so there are no strict pre-requisites.

However, we normally recommend that prospective delegates should be able to apply their logical, analytical and critical thinking skills.

Delegates do not require knowledge or previous experience of the software development lifecycle.

### Course Delivery

The course delivery comprises instructor-led seminars interspersed with extensive practical exercises for both the group and the individual. Group work stimulates participation and discussion.

### Course Assessment

There are no formal assessments (exams, tests, presentations etc.) for this course. However, to earn a certificate of attendance, delegates will be required to:

- Attend all three course days
- Actively participate in exercises and discussion workshops

### Learning Outcomes

- Understand why and how to alleviate cognitive friction from software development by applying useability engineering
- Justify your role as User Acceptance Testers and Stakeholders in the Software Development Life Cycle
- Apply the most appropriate User Acceptance Testing activities at different stages of the Software Development Lifecycle
- Extract and evaluate requirements and other relevant information from various sources, such as stakeholders, project documentation and other documents
- Select suitable testing types and techniques based on the desired outcomes of the different activities they are required to perform
- Identify, prioritise, plan, create and execute test cases
- Log and manage defects
- Measure and report on test progress

Course Code: EUAT





## Course Content

### Day 1: UAT and the Software Development Life Cycle (SDLC) and Understanding Requirements

- Useability engineering and cognitive friction aspects in UAT
- UAT in the SDLC and its importance and the involvement throughout the SDLC
- The role of a UAT tester as a stakeholder
- Other Stakeholders for UAT
- UAT tester skills and other needs
- Application of the test process
- Timing of UAT tasks throughout the SDLC
- Eliciting Requirements from project documentation

### Day 2: Testing Techniques and Test Case Creation

- Different test methods: suitability based on desired outcomes
- Different testing types
- Using different testing techniques
- Positive and negative testing
- Prioritisation
- Test management tools
- Test planning (plan, strategy and approach)
- Manual testing

### Day 3: Test Case Execution and Reporting

- Executing test cases
- Managing defects
- Monitoring and measuring progress
- Compiling results and reports
- UAT roles in implementation
- The way forward

## Comments from

### past delegates

"Well presented and easy to understand course content" A.J.

"Informative and stimulating" E.H.

"Very knowledgeable lecturers" E.vM

"FTI is a great place to study at!" M.F.

"Practical group sessions bed down the acquired knowledge nicely" S.HC.

"Hugely relevant" A.J.

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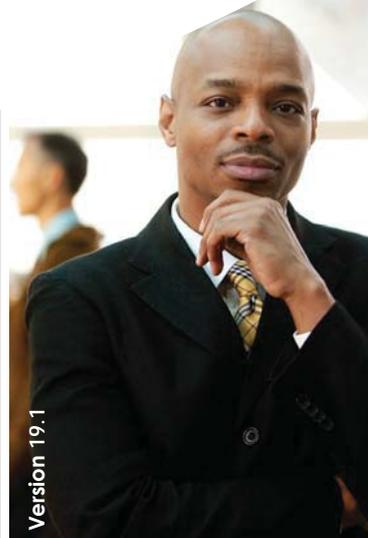
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