USER ACCEPTANCE TESTING
TRAINING BOOT CAMP
ABOUT OUR TRAINERS

Our trainers have spent the last 2 decades implementing Software Quality Assurance processes and Software Testing programs for various United States’ fortune 500 companies and major organizations in East Africa.

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USER ACCEPTANCE TESTING TRAINING BOOT CAMP
A Comprehensive Hands-On Introduction

Course: 101  Type: Hands-On Training  Duration: 5 Days

Course Description
This is a practical hands-on seminar to convey effective methods to plan and conduct user acceptance testing. This is one of the few UAT training courses available that teaches a non-technical and easily learned process for testing computer systems from a business process perspective. This course deals with testing issues from both the process and human perspectives. You will learn the terminology, the unique issues, and the process for performing user acceptance testing. As a result of attending this seminar, you should have a good working knowledge of what it takes to plan and conduct a very effective user acceptance test in your own organization.

Structured User Acceptance Testing will help you become more comfortable and confident in designing and performing a test that models how an organization will use a particular application to conduct business. You will emerge from this two-day session knowing how to develop test scenarios, test scripts and test cases. You will also have a working knowledge of how to coordinate all of the aspects of a user acceptance test into a smoothly flowing test.

Whether you are planning to test vendor-developed or in-house developed applications, the process and techniques covered in this course can enable you to identify the most effective tests and maintain a high level of test coverage.

User acceptance testing does not need to be overwhelming and intimidating. Learn the issues and processes for effectively testing business processes by attending this hands-on course.

Return on Investment

- Learn how to find costly and embarrassing problems before your customers find them.
- Learn a proven process for designing a test that models your business, not what’s on paper.
- Understand the key issues in dealing with the people issues of testing.
- Learn how to design tests that adequately cover your business processes and the people and things you process through your business processes.
- Get the most out of your existing investment in testing and how to leverage that investment for user acceptance testing.
- Upon completion of this course, you will be able to:
  - Plan an acceptance test for any size computer system
  - Identify test cases that will simulate real-life conditions
  - Determine if a system meets acceptance criteria
  - Track the progress of an acceptance test
  - Deal with the many issues and attitudes encountered during a typical acceptance test.
  - Write informative test reports
- Advance your career by broadening your testing expertise
WHO WILL BENEFIT

- End-users and all non-ICT Personnel
- Business Analysts
- Project Managers
- QA/Test Managers
- Test analysts
- Testers
- Developers
- Software vendors

PROGRAM INFORMATION

This course is presented on an in-house basis only unless offered as a special public course. Contact us for information about how to bring this course into your organization.

CONTENT AND STRUCTURE

Module STBA - Surviving the Top Ten Challenges of Software Testing
- The Top 10 Challenges
  - Lack of Training
  - "Us" vs. "Them" Mentality
  - Lack of Test Tools
  - Lack of Management
  - Understanding/Support of Testing
  - Lack of Customer and User Involvement
  - Not Enough Time for Testing
  - Over-reliance on Independent Testing
  - Rapid Change
  - Testers are in a "Lose/Lose" Situation
  - Having to Say "No"
  - Solutions to Each Challenge

Module STBB - Testing Terminology
- Deming Workbench Model
- Software Life Cycle
- Test Terminology

Module UATA - Introduction to User Acceptance Testing
- What is Structured User Acceptance Testing?
- The Expectation Gap
- Methods of User Acceptance Testing
- When User Acceptance Testing Occurs
- The Challenges
- Management’s Role in Testing
- Where Defects Originate
- Where Testing Resources are Used
- The Relative Cost of Fixing Defects
- The User’s Role in Testing

Module UATB - User Acceptance Test Planning Process
- User Acceptance Testing Process Overview
- Definitions
- Structured User Acceptance Testing Relationships
  - The Structured User Acceptance Testing Process
    - Phase 1 - Plan Tests
    - Phase 2 - Execute Tests
    - Phase 3 - Evaluate Tests

Module STBI - Test Evaluation and Reporting
- Prerequisites for Test Evaluation
- Test Evaluation and Reporting Process
- Test Reporting Attributes
- Types of Test Reporting
  - Defect reports
  - Status reports
  - Final report
- System Test Evaluation - Defect Reporting
- Paper-based
- Defect tracking tools
- The role of the defect administrator
- The Defect Life Cycle
- Defect Tracking - Things You Need to Know
- Sample Defect Categories
- Sample Defect Priorities
- Status Reporting
- Final Reporting
- Test Summary Report
- How Can This Data be Used?

Module UATC - User Acceptance Test Execution Process
- Step 1 - Select tests
- Step 2 - Train team members
- Step 3 - Execute test plan
- Step 4 - Track progress
- Step 5 - Perform regression testing
- Step 6 - Document test results

Module STBH - Regression Testing
- What is Regression Testing?
- No Regression Testing: Hidden Defects
- Regression Testing: No Hidden Defects
- Regression Testing - The Process
- Regression Testing - What’s Needed?
- Regression Testing Issues
- Regression Testing - How Much is Enough?
- Tips for Performing Regression Testing

Module UATD - User Acceptance Test Risk Assessment
- Building the Risk Assessment Team
- Presenting the Risk Assessment Tutorial
- Completing the Risk Questionnaires
- Scoring the Risk Assessment
- Reporting the Risk Assessment Results
- Summarizing the Risk Findings
- Presenting the Risk Findings

Module UATF - Test Cases From Use Cases
- What is a Use Case?
- Use Case Components
- Use Case Model
- Sample Use Case
- Translating Use Cases into Test Cases
- Test Cases and Test Scripts
- Sample Test Cases Derived From Use Cases
- The Process

Module TTLH - People Issues in Testing
- The Role of Testing in a Project
- Working with Developers
- Working with Users
- Keeping Management Informed of Progress
- Managing Expectations
- What Can a Tester Reasonably Assess or Recommend?
SOFTWARE QUALITY ASSURANCE & TESTING

Tezza Business Solutions LLC is a U.S. based Business Solutions Company (with a local presence in Kenya, Nigeria, Tanzania and Uganda) with specialization in providing personalized Software Quality Assurance and Software Testing Services within a streamlined phased delivery channel. We operate as a Limited Liability Company in the following countries - Kenya, Nigeria, Tanzania and Uganda.

WHY?

To ensure overall quality, consistency in delivery, reduced production and implementation costs and most importantly, to ensure customer satisfaction, organizations that develop or consume off-the-shelf software must setup and adhere to stringent Quality Assurance and Software testing processes and practices.

The purpose of Software Quality Assurance within any organization is to provide management with appropriate visibility into the processes being used by the software development group and the products they build. Software Quality Assurance involves reviewing and auditing software products and activities to verify that they comply with the applicable procedures and standards and providing the software project team and other appropriate managers with the results of these reviews and audits.

To facilitate audit and verification of work, Organizations must establish Quality Control measures of which, Software Testing is paramount. Quality Control is a set of activities designed to evaluate a developed system and Software Testing is the process of executing a system with the intent of finding defects.

WHAT TO BRING

- Laptop: You will need a laptop in order to complete daily assignments and exercises.

WHAT TO EXPECT

- CD containing all Training Materials such as Course Syllabus etc

COURSE BOOKING

To book a place in any of our upcoming courses or to receive further information about Tezza Business Solutions’ courses and services please email us at training@tezzasolutions.com or info@tezzasolutions.com