

Acceptance Testing Workshop (ATW)

2-day workshop



Acceptance testing is the final frontier for systems implementation. Does the system work? Do the expected results deliver the benefits foreseen and is the system bug free?

This extensive two day workshop teaches business analysts and users to take responsibility for the quality of the system that they have specified, and that their colleagues will ultimately be using. Having signed off the business systems specification they must now test the systems to see if the end result of months or years of project effort are delivering the required results.

Part of the IRM family of business analysis courses, ATW is learn by doing... practical, hands-on, intensive... and fun!!

WHO WILL BENEFIT?

Business analysts who need to write the acceptance criteria for a requirements specification. Business users involved in accepting computer based systems. Project managers and project staff responsible for the implementation of systems.

COURSE OBJECTIVES

Delegates will learn how to interpret and review a User Requirements Specification, how to devise a test plan and how to devise test data that will prove the correctness and integrity of the delivered system. Delegates will be familiar with a Business System Specification and its meaning. They will be able to plan and execute a User Acceptance Test for a complete system.

LEARNING OUTCOMES

On successful completion of the course delegates will be able to:

- Describe where acceptance testing fits into the systems development lifecycle
- Develop and agree acceptance testing strategy
- Develop an acceptance test plan
- Develop test scripts
- Record and monitor test results
- Make recommendations on acceptance of software

WHAT METHODS DO WE USE?

- Lectures supported by visual aids
- Class examples
- Syndicate case study work
- Small group sessions
- Presentation of syndicate findings
- Comprehensive delegate manual
- Critique of group performance

WHAT OTHERS HAVE SAID...

"Excellent course to bring my team up to date with testing principles and practices"

Testing Manager, AGL

"Very beneficial in terms of focusing on testing. It would be of huge benefit to IT if the BA's and Project Managers were also to attend along with business users"

Senior Analyst/Programmer, Pacific Brands

"Great course—very relevant and timely. Great to take away usable tools and techniques instead of just getting the theory"

HR Customer Services Consultant, Alcoa

"Excellent content and use of own organisations examples really helped"

Team Leader, NAB

"Introduced, confirmed and reiterated a variety of incredibly useful structures, methodologies and means of implementation for UAT"

Project Manager, Elders Insurance

"Very worthwhile - a great overview and introduction into UAT testing"

Tester, IOOF

"Well paced... addressed both technical and non-technical users"

Australian Customs Service

"Really good course - testing will vastly improve"

Senior Support Analyst, Qantas Holidays

"Very thorough course"

Telstra

"Very good course. Systematic"

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Acceptance Testing Workshop - Business Context

When do we stop testing - when the test plan is finished or when we run out of time? There is never enough time to test everything. For business analysts and business users there is one overriding issue - testing functional requirements to ensure the system does what the business users want - and what they specified.

Using your projects specification as the case study, you will learn how to develop a best practice testing strategy and test plan which can be used on current and future projects. The workshop brings together business analysts, business users and testers - and gets everybody on the same page at the same time.

DAY 1

Introduction

The context of acceptance and other forms of software testing

What is the objective?

Risk management exercised on behalf of the organisation

The tester's role

Responsibilities and skills, realism in acceptance testing

Testing

Continuum Unit system integration & acceptance testing within the System Development Life-Cycle (SDLC)

Testing techniques

Techniques and their related deliverables

Non-code deliveries

Walkthrough, inspections, independent reader review. White & black box testing exercise, the definition and skill prerequisites

Software tools

The uses and limits of software testing tools for testing

Effective practices

Making system/acceptance testing complementary to IT testing

Quality practices

How to improve your testing and your processes

System bugs

Where bugs mostly occur in the SDLC, implications for testers

Quality management

Testing through the SDLC

Agreed standards

Document control, process improvement/corrective action

DAY 2

Planning the tests

Prioritising acceptance testing around identified risk

The risk framework

Identify, evaluate and manage risk scenarios with stakeholders

Scoping the testing

Analyse testing to be done including attributes and metrics

Integration testing

Identify and test external interfaces.

Business fit issues

Identify and test business transactions

Problem identification

Recording, prioritising and actioning during the test phase

Involving users

Effective system training, conceptual shifts and competencies

Stress & volume tests

Ensuring that these tests are realistic

Testing environment

Evaluating your own environment, identifying improvements

Data conversions

Data baselines and load points, change control procedures

Conducting the tests

The log, checking and documenting results, re-running tests

Final

Recommendations on acceptance, installation and training reporting

What's different about Instructor-led training?

"Learn by doing" has long been recognised as the most effective way of teaching skills and techniques. The more complex the skills, the more effective instructor-led workshops become compared to self-paced, self-learning or lecture style teaching.

All IRM courses are practical workshops, led by experienced instructors. Each workshop is oriented around a fully worked case study or practical exercise where course delegates work in teams and individually to re-enforce the skills being taught.

One thing we guarantee – these are "roll your sleeves up" courses with an emphasis on doing, participation, interaction—and learning. Students have the opportunity to develop contacts from other organisations and to discuss and share common issues, problems and solutions.

For course dates and bookings:

Visit: www.irm.com.au Phone: 03 9533 2300 Email: training@irm.com.au