



# UAT

## ONE OF THE MOST STRESSFUL STAGES OF QUALITY ASSURANCE

*How to become well-trained for this critical phase of the projects?*

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# THE STORY



ARE WE FULLY PREPARED?  
**UAT IS PLANNED FOR THE NEXT MONTH**

# AGENDA

**01** BEFORE THE UAT

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**02** THE COMMON PITFALLS

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**03** THE UAT GOVERNANCE FRAMEWORK

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**04** Q&A

# BEFORE THE UAT



## Requirements Management

- Well-defined user stories
- I.N.V.E.S.T.
- Grooming with the client
- Out of scope alignment
- Assumptions



## Key Aspects In Quality Assurance

- Definition of Ready / Definition of Done
- Quality gates
- Traceability / reporting
- Release Exit Criteria

# BEFORE THE UAT



## QA DASHBOARD

Gives a detailed overview of the quality of the application, supporting decision making & prioritization activities throughout the project lifecycle



## QUALITY METRICS

Defects containment (95%)  
% of reopened defects (threshold is 10%)  
% of declined defects (threshold is 10%)  
Defect lifetime (threshold is 30 days)  
% of issues found by TA  
Defect density / distribution / root cause



## CONTINUOUS IMPROVEMENTS

Analysis & elaboration of quality engineering findings on a constant basis using defined test objectives & different KPIs

Streamlined communication

Objective assessment of the product quality

Easier identification of problematic areas

Insights into testing activity

Better software quality

# THE COMMON PITFALLS



## Inadequate Client Involvement

The basis for avoiding misalignments on various levels

Highly advised to have the client actively involved throughout the project, not just solely in the UAT phase



## Poor Expectation Management

Setting the context & the general goals is crucial to have alignment on both sides and to highlight any specific shortcomings at the beginning



## Insufficient Schedule

Objectives should be in line with having capacity to reach comprehensive coverage for the various features, test devices & special test scenarios

A buffer should be allocated for bug fixing & confirmation testing



## Incomplete User Test Data

Inadequate or unrealistic test data might not simulate actual real-world scenarios, leading to undetected potential flaws



## Lack of UAT Dry Run / Training

The goal is to identify any potential issues related to the UAT itself - access provisions, features in scope, execution overview, reporting, etc.

Lack of familiarity with the application under test, no guidance & walkthrough provided

# THE COMMON PITFALLS



## Undefined Entry / Exit Criteria

Lack of common framework to support better decision-making regarding the UAT phase (ambiguities not mitigating, no minimum level of quality, environment stability & clarity regarding completion)



## Insufficient Monitoring

The absence of well-defined processes for reporting results & addressing issues diminishes efficiency & effectiveness of collaborative efforts



## Narrow Field of Vision

Focus only on a narrow set of functionalities, scenarios & aspects of the application might lead to insufficient test coverage, potentially overlooking features & defects in certain functionalities



## Lack of Environment Strategy

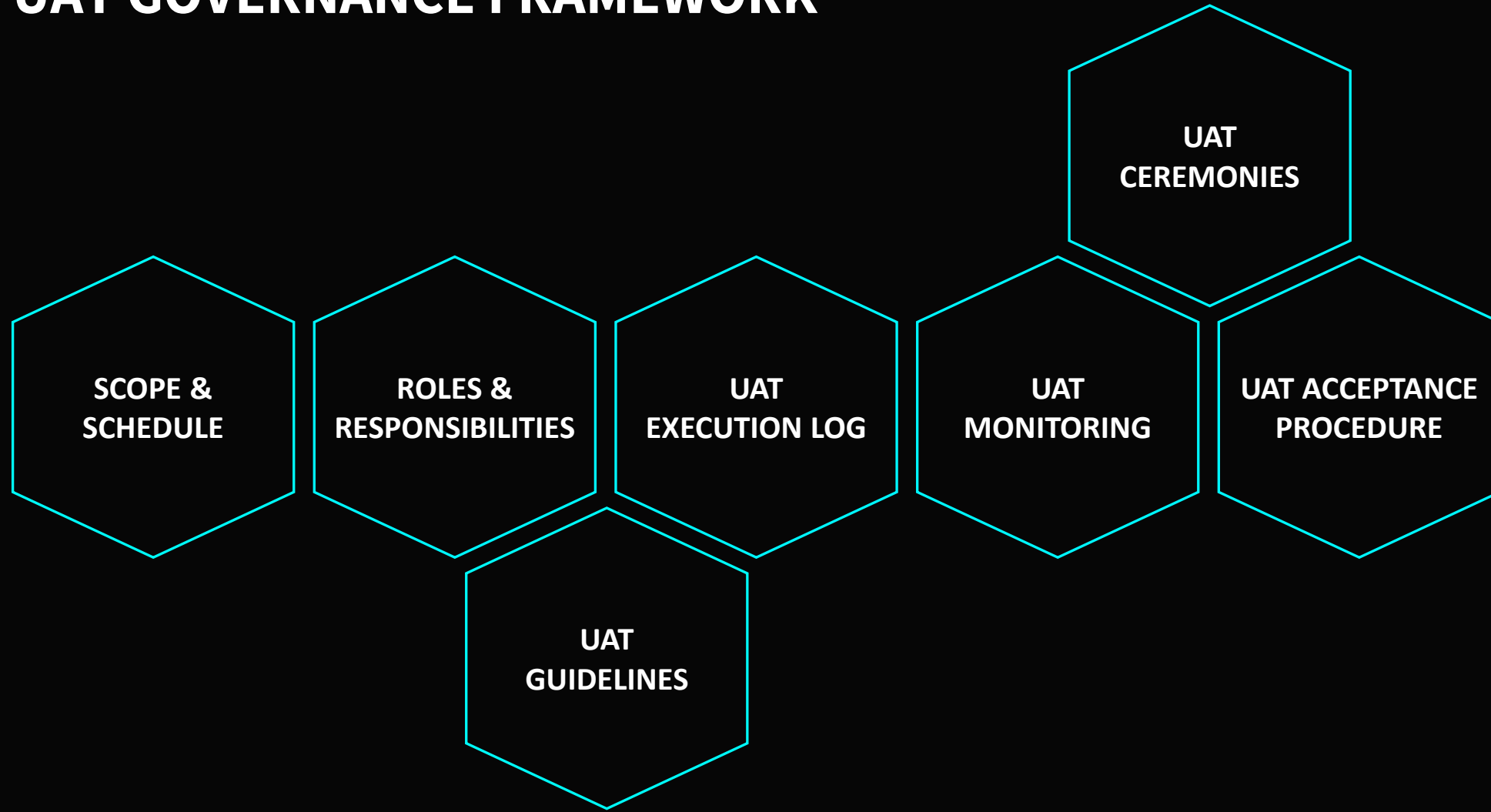
A non-planned, ad-hoc utilization of the environments can reduce the confidence in the quality of the application & consequently can highly impact the overall success of the UAT



## Missing Lessons Learned

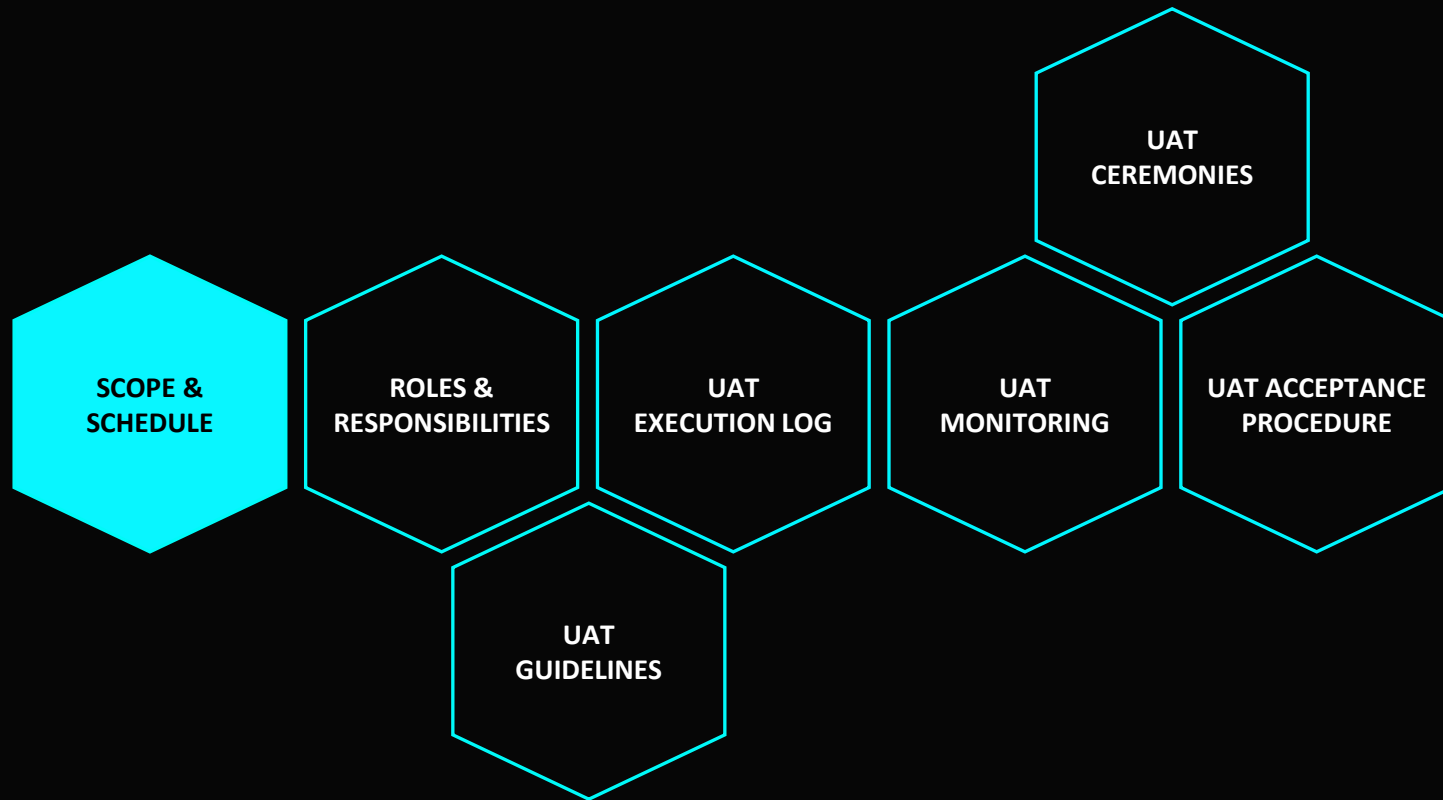
Lack of feedback management prevents the possibility of improvements potentially reducing the client satisfaction in the long run

# THE UAT GOVERNANCE FRAMEWORK





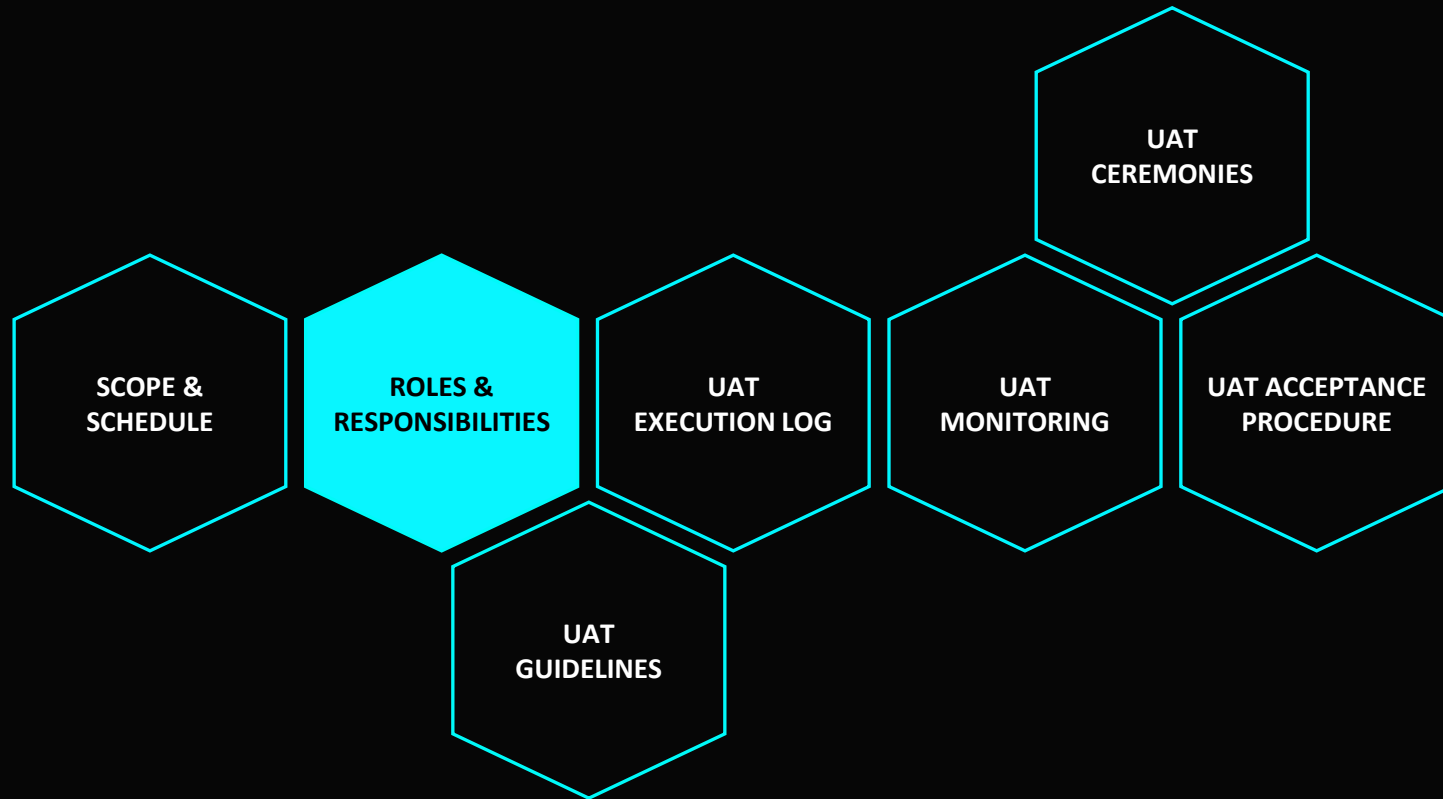
# THE UAT GOVERNANCE FRAMEWORK



## Scope & Schedule

- Objectives & overall goals
- Critical, high-priority functionalities
- Estimated efforts
- Dependencies between user flows
- Potential risks with mitigation strategies

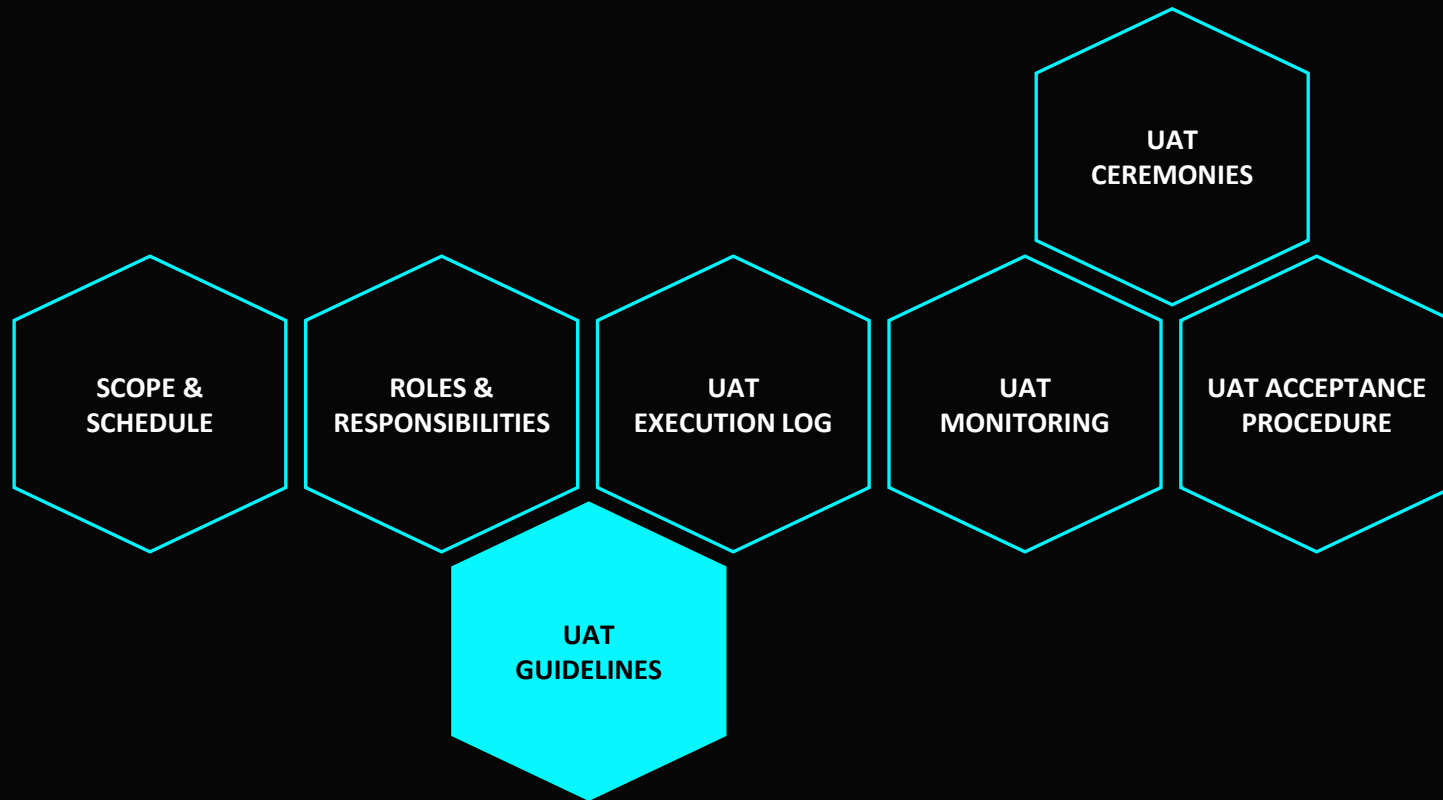
# THE UAT GOVERNANCE FRAMEWORK



## Roles & Responsibilities

RACI Matrix  
UAT Manager  
UAT Testing Team  
UAT Support  
SLAs

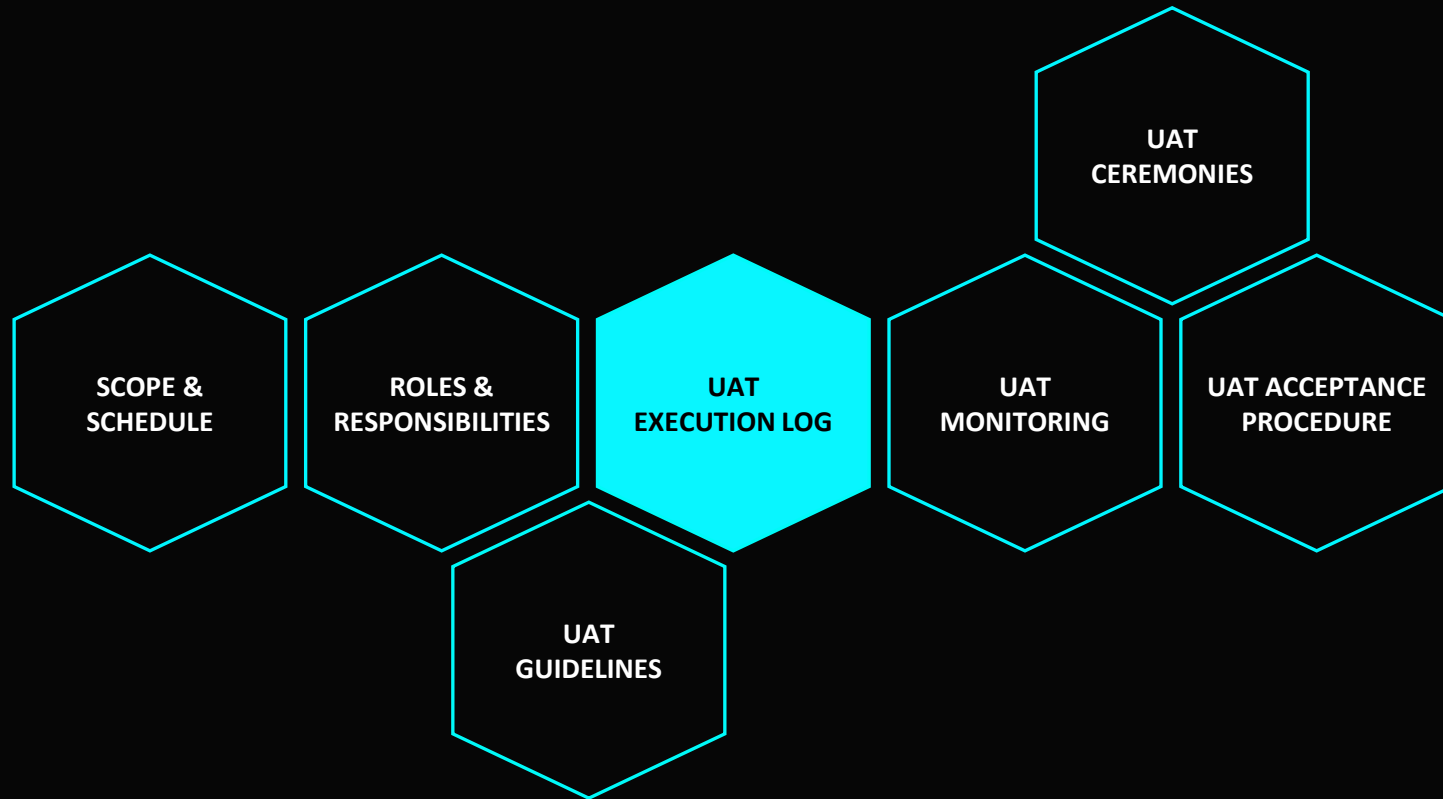
# THE UAT GOVERNANCE FRAMEWORK



## UAT Guidelines

- Access management
- Application intro, main features
- Reference to test users / test data
- Key documents overview
- Issue handling & bug reporting

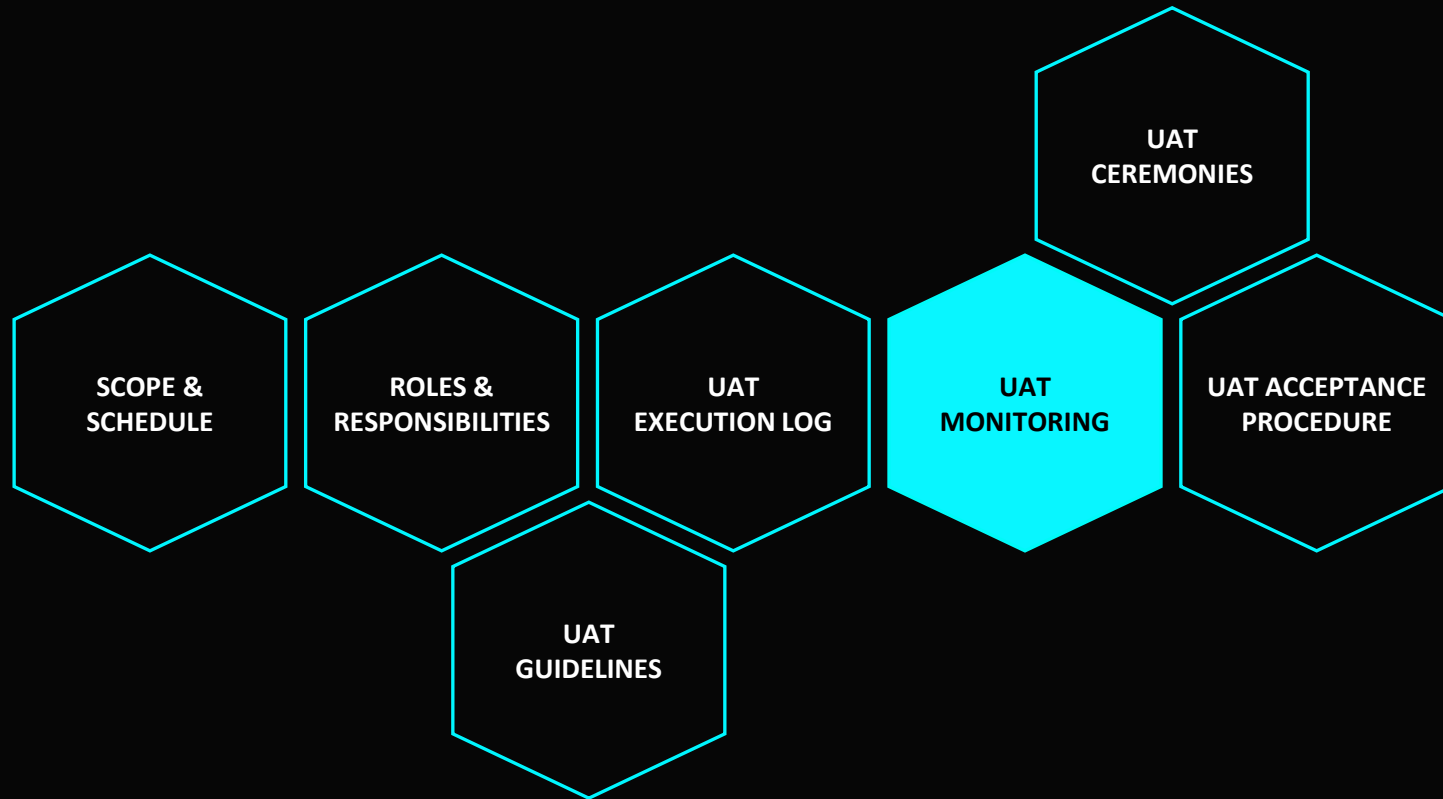
# THE UAT GOVERNANCE FRAMEWORK



## UAT Execution Log

Training & guidance  
Standardized format / template(s)  
Traceability of results & issues  
Auditability

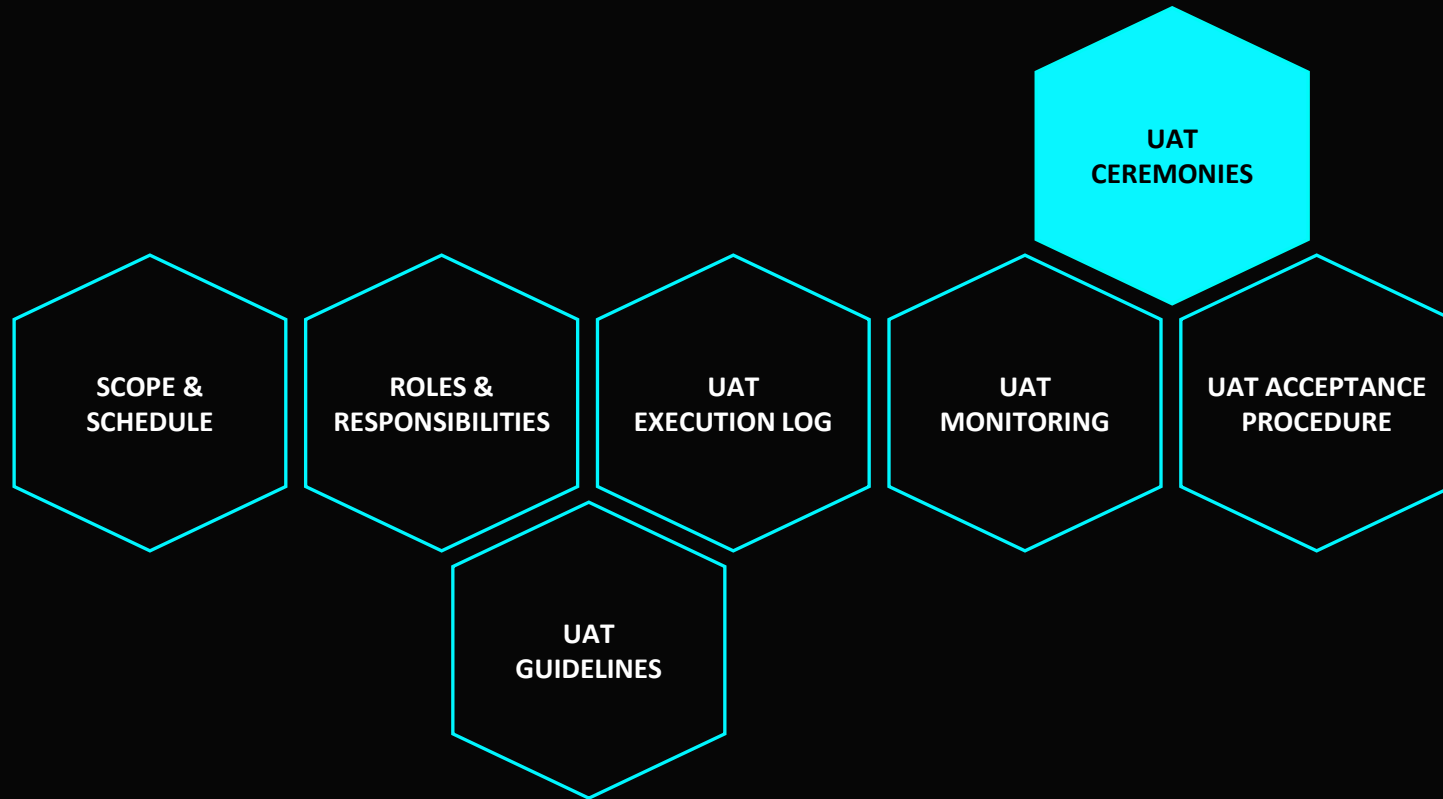
# THE UAT GOVERNANCE FRAMEWORK



## UAT Monitoring

- Monitoring / real-time information
- Trend analysis
- Consolidated, aggregated metrics
- Defects overview
- Scope & schedule adherence

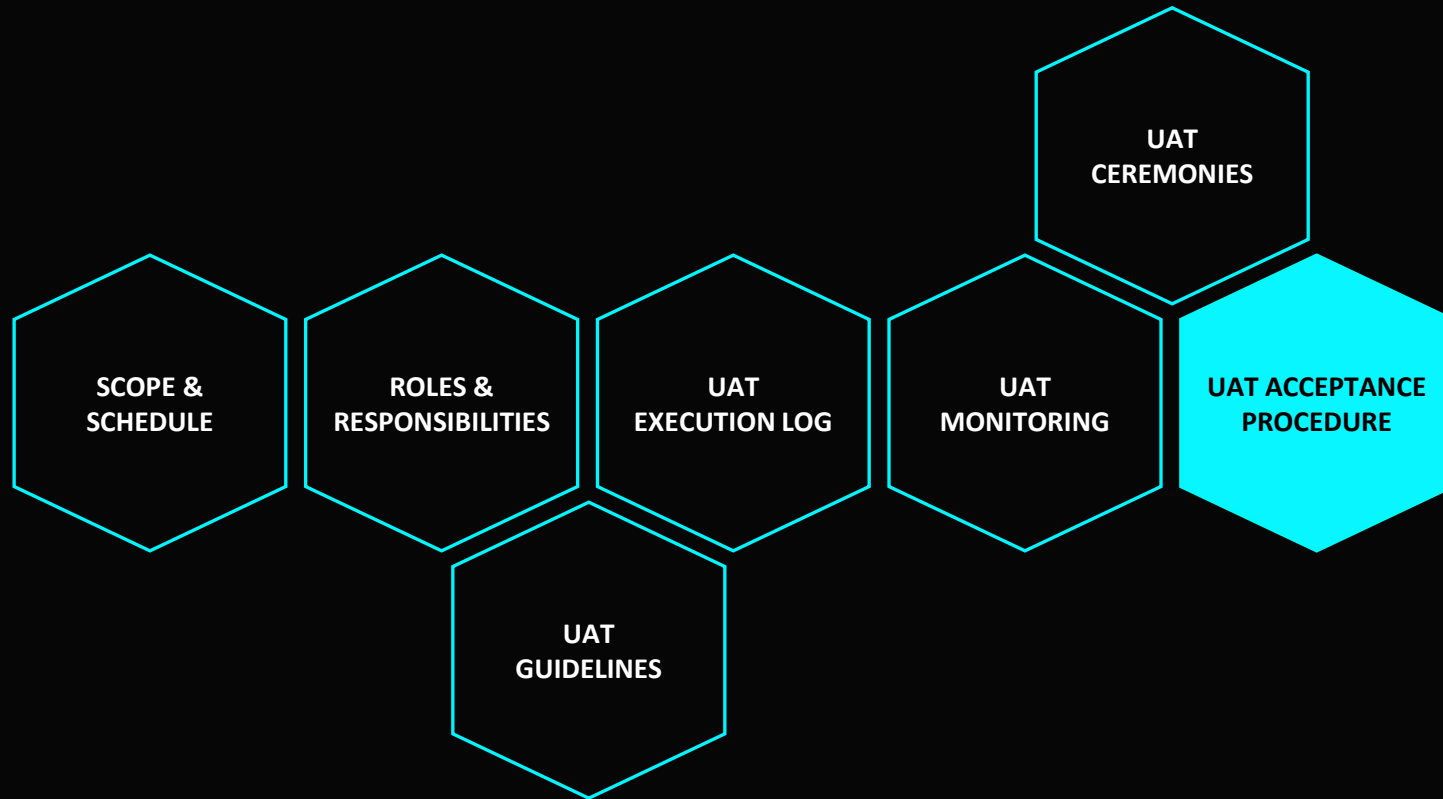
# THE UAT GOVERNANCE FRAMEWORK



## UAT Ceremonies

Daily touch base / defect management  
Stakeholder engagement  
Knowledge sharing  
Risk assessment & mitigation

# THE UAT GOVERNANCE FRAMEWORK



## UAT Acceptance Procedure

- Entry & exit criteria
- Requirements coverage
- Test case completion & pass rate
- Defect threshold & resolution SLA
- Compliance requirements

# THANK YOU



# Q&A