

SIMS

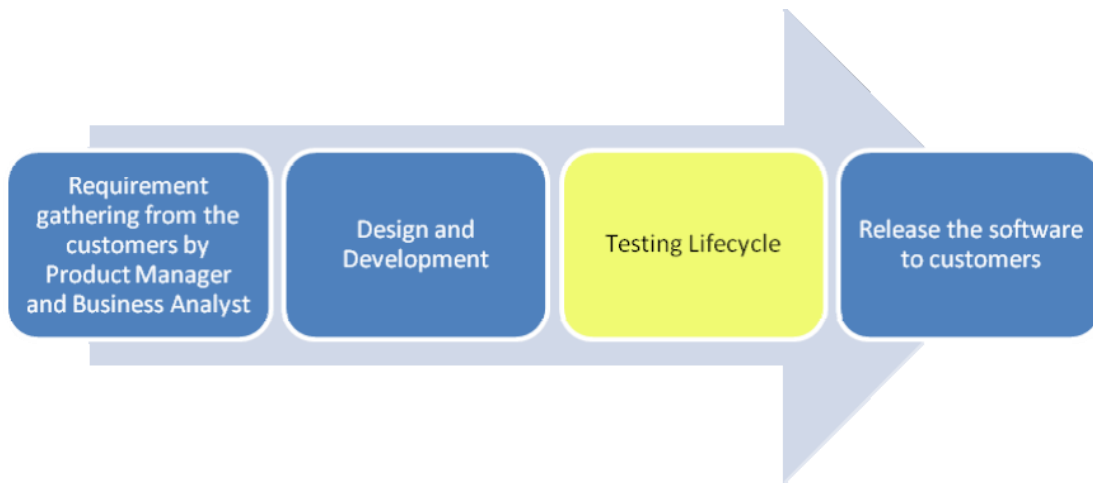
USER ACCEPTANCE TESTING

What is User Acceptance Testing (UAT)?

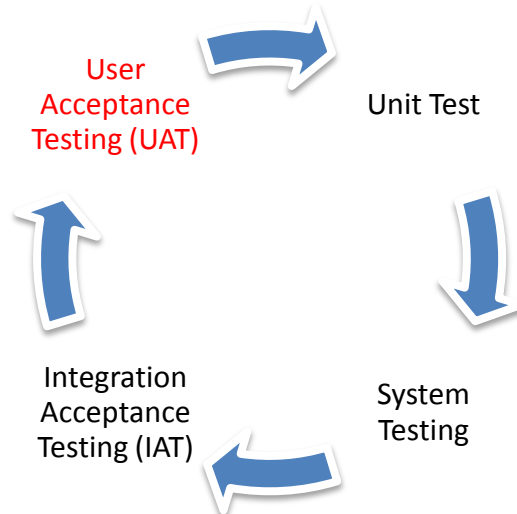
- UAT is focused on how the customer uses the software
- Ensuring the Products we deliver are fit for purpose
- Allows customers to test new software prior to release
- Enables the customers voice to be heard when testing the software
- Ensuring we deliver software customers are happy with and meet's customer needs

How does UAT fit into the Development Cycle?

- UAT is the last test cycle in the Development Lifecycle at Capita

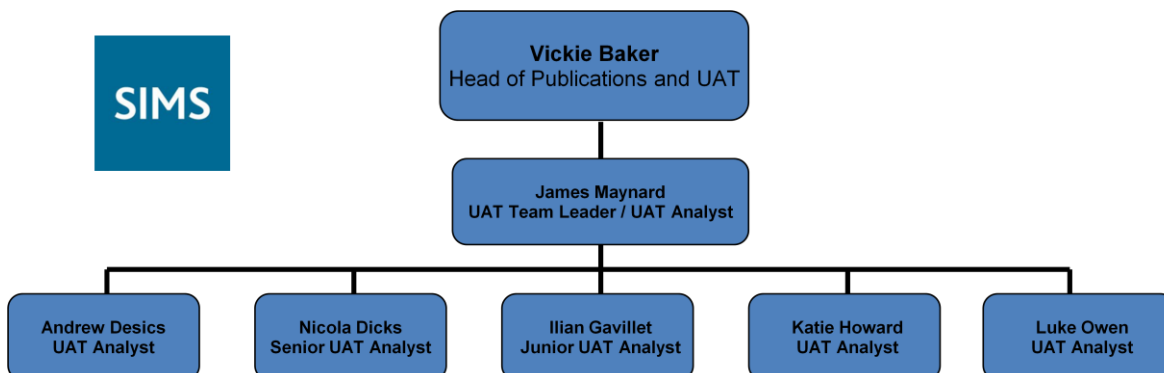


- The Testing Lifecycle consists of 4 stages



- The aim of UAT is to ensure the Products are 'Fit for Purpose'

The UAT Team



UAT Methods

Customer Workshops

- Customer workshops provide customers with the chance to test the software prior to release
- Customers gain visibility of the latest software and have a chance to find bugs, while we still have time to implement fixes to critical issues before the full release
- Customers have the ability to test against a copy of their own schools data
- Local Authorities have the opportunity to consider the roll out of new Products prior to release to all customers
- UAT hold at least 9 customer workshops for each main release, often travelling to Wales and the North of England



Beta Testing

- As well as internal testing by the team, UAT Associates and the customer workshops, UAT are also involved with delivering Beta builds to customers
- Betas are deployed to all Local Authorities a minimum of 6 weeks before the Full Release date
- Currently 30-40 Local Authorities install the Beta each release and test this on a non-live environment
- Beta testing allows Local Authorities and schools to find issues while we still have the opportunity to resolve critical bugs
- All feedback is reported using a forum on Support .net. All issues are reviewed by Product Managers and all customers are responded to

Field Trials

- The aim of a Field Trial is to improve the quality of the software and the whole Product by including customers earlier in the development lifecycle

- A limited number of Schools use the software for a period of time prior to release, while we still have time to implement fixes to the Product and Service

Early Release

- There are three main aims of the Early Release:
 - Improve the quality of the software
 - Provide the software early to a limited number of customers
 - Highlight issues that can be resolved before the Full Release
- SIMS and FMS software is delivered to a limited number of single site schools for a minimum of 10 days prior to Full Release. This provides the opportunity to find issues before the software is deployed to 22,000 schools
- An Early Release for SIMS and FMS has taken place for all Releases since 2009
- Customers have an active role in improving quality

UAT Associates

- Our UAT Associates are customers who have dedicated a vast amount of time on attending UAT customer workshops and conducting Beta Testing for Capita
- UAT Associates have access to early visibility of software, are involved in early testing, reviewing documentation and have active involvement in the development of SIMS software
- The UAT Associates play a vital role in ensuring we are delivering high quality software
- We so far have 20 UAT Associates (comprised of Local Authorities and schools), with most involved in the testing for every SIMS and FMS software releases

How to get involved with UAT?

- All customer workshops, Betas and Field Trials are advertised on Support .net via the bookings section for events (Bookings | Events) <http://support.capitaes.co.uk/user/home.asp>



- Workshops are advertised approximately 6-8 weeks in advance
- All details regarding the customer workshops (date, time, location, pre-requisites etc) are noted in the invites on Support .net
- UAT hold approximately 9 workshops per Main Release
- All Field Trials are advertised and potential participants have to complete an application questionnaire. All applications to take part in the Field Trials are reviewed and considered by the UAT Team and Product Management Team
- All BETA Releases are made available automatically to all Local Authority Test Schools



New to UAT

Hosting Beta Testing and Workshops

- A limited number of logins to access the UAT remotely Hosted Beta are now made available at request
- UAT are holding Hosted Customer Workshops, where by a customer can attend a workshop from the comfort of their office, reducing costs for customers
- This will allow more flexibility for customers, which has been welcomed by many

For further information please contact
acceptance.testing@capita.co.uk