

User Acceptance Plan

[TÜV Middle East Website]

**Test Report**

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| **Title:** | ***TÜV Middle East Website UAT*** |
| **Creation Date:** | ***08 Sep. 2019*** |
| **Version:** | ***V0.1*** |
| **Derived from template:** | UAT template created 8th September 2019 |
| **Reference:** | <http://projectpreview.org/tuv-latest/>  <http://projectpreview.org/tuv-latest/login> |
| **Authors:** | *Hope Ihenonyebuobi, Ahmad Mustafa, Shias Siddique, Shibu Davies, Netstager Authorized Staff* |
| **Distribution:** | *TÜV Middle East Authorized Staff ad Netstager Authorized Staff only; \*Restricted to others* |

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| --- | --- | --- |
| REVISION | DATE | REVISION DESCRIPTION |
| v0.1 | 09/09/2019 | Second draft |



**User Acceptance Test**

**Definition**

The purpose of User Acceptance Testing (UAT) is to ensure that the delivery of the website for TÜV MIDDLE EAST meets the functional and non-functional requirements specified in the business requirements. UAT may also identify issues that have not been specified in the BRD such as those relating to usability. UAT is the final step before rolling out the live website. UAT is typically carried out by end users in an environment that closely models the real world. A well-managed UAT process will give the Project Sponsor, Project team and end users confidence that the solution being delivered meets the requirements.

This document outlines the plan for UAT of the project deliverables. This document is a high level guide and will initially be developed during requirements gathering as part of the Business Analysis stage. Detailed test scripts/cases will be developed as part of the UAT Plan and will be used to record the results of user testing. Testing itself and the formal recording of UAT results takes place during the Acceptance stage.

**Roles and Responsibilities**

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| **Role** | **Responsibilities** | **Name** |
| Project Manager | * Communication with the Project Delivery Team to agree format and scope of UAT * Ensure acceptance criteria are agreed prior to commencing UAT | ***[Mr. Ahmad Mustafa]*** |
| User: IT Support | * Assist Business Assurance Coordinator with the creation of a detailed test plan * Review scripts/cases and scenarios for accuracy, completeness and sequencing * Confirm test data is correct | ***[Hope Ihenonyebuobi]*** |
| User: DutyOps | Validation of UAT environment | ***[Hope Ihenonyebuobi]*** |
| User: IT Helpdesk | * Ensure that a detailed test scripts/cases, scenarios and instructions are available for test users prior to the start of testing * Ensure that issues identified during UAT are logged in the Test Log * Ensure testing takes place within agreed timeframes | ***[Hope Ihenonyebuobi]*** |
| Administrator: NetTeam | * Execute test scripts/cases * Document test results | ***[Netstager Authorized Staff] \*Nidheesh/Prajesh/Hemil*** |

**Test Requirements**

* UAT will take place beginning on [08/09/2019] and end on ***[yet to be agreed]***
* UAT will take place in ***[Abu Dhabi].*** (Some testers may choose to perform some testing from their regular work location where this is possible and is agreed in advance with the Project Manager and Project Sponsor
* Participants will receive training, guidance and instructions to assist with UAT ***[Netstager]***
* A fully configured TEST environment including all of the functionality and adequate TEST data will be provided for UAT  ***[Netstager]***
* Test scripts/cases and scenarios will be prepared and shared on results from UAT ***[Hope]***
* Technical and business support will be provided for test participant during UAT ***[Netstager]***
* UAT participants will conduct the tests and record results in the UAT Report.
* Issues recorded in the UAT Report (within this document) will tracked by the Project Manager and Project Sponsor

**Test Schedule**

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| **Activity** | **Responsibility** | **Start Date** | **Date Completed** |
| Confirm testers for UAT | Mr. Ahmad Mustafa |  |  |
| Confirm test scenarios, test data and scripts/cases | ***<Hope>*** |  |  |
| Ensure UAT environment is configured for testing i.e. new functionality and test data is migrated to the TEST environment prior to the start of UAT | ***<Netstager>*** |  |  |
| Oversee testing by UAT participants | Mr. Ahmad Mustafa |  |  |

All upgraded functionality and test data will be migrated to the test environment prior to the start of user acceptance testing.

**Assumptions**

* The UAT environment will be available and fully configured ahead of the UAT.
* The business team has reviewed and accepted functionality identified in the Project contract
* Testers will test the functionality of the website (taking into account any changes in business requirement subsequently agreed by the Project Team)
* Resources identified in this plan are available to conduct the UAT and address issues as they are raised by the test team.
* ***Any additional assumptions here:***

**$User Acceptance Tests (Front End)**

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| **Test Scenario / Acceptance Criteria** | **Tested by** | **Date of Test** | **Results**  **(Pass/Fail)** | **Notes** | **Priority** |
| ***Front End* Functions** | | | | | |
|  | Hope | 08/09/2019 | Pending | \*We require that 18 courses are listed here. 6 courses in 3 rows. Here courses should list automatically by Dates as upcoming i.e. **All upcoming courses for example September/ October should appear for September period and once a date is passed the next available courses should show automatically.** | High |
|  | Hope | 08/09/2019 | Pending | We require training how to configure the upcoming courses in the backend for the venues and dates. **Also refer to back-end scenarios for same** | High |
|  | Hope | 08/09/2019 | Pending | 1. When a user clicks View all under upcoming courses. **Courses should list** monthwise and not category wise.   View our former website pages listed below to help you understand what we require. **(MUST REQUIREMENT)**  <http://www.tuvnordtrainings.com/public-courses/training-calendar-monthwise/>  <http://www.tuvnordtrainings.com/public-courses/list-upcoming-courses/>     1. Category listing should only be viewed when a user clicks on a category from the 18 categories listed on the homepage. | High |
|  | Hope | 08/09/2019 | Pending | 1. The TUV NORD Training Center should be removed totally as the first line of the contact location. For all as we have provided the actual Trade name which is reflecting now in the second line. | High |
|  | Hope | 08/09/2019 | Pending | 1. All fee we offer is in USD$. Please change the **AED to USD$.** The I will start updating the fees, venues and dates. 2. We should be able to select and create additional currencies at the backend. USD$ should be the default and AED should be available as well. 3. We should be able to create more currencies at the back end aside from these two currencies and they should show up on the frontpage according to the currency selected for the course. | High |
|  | Hope | 08/09/2019 | Pending | 1. The dates for September, December, November will overshoot the size of the boxes. Can you please make provision where the months can be shortened to either Sept, Apr, May, Jan, Nov….. so it doesn’t overshoot 1 line. |  |
|  | Hope | 08/09/2019 | Pending | 1. The following enquiries are not delivering to the back end as leads.    1. All enquiries must deliver    2. Brochure download request    3. Training Calendar download    4. Contact enquiry submission    5. Course registration details    6. Become a partner submission details    7. Request for card verification details **should submit at the back end under enquiries.** 2. As well as copies should be sent to our email address. **To:** me-info@tuv-nord.com   **CC:** [hopei@tuv-nord.me](mailto:hopei@tuv-nord.me)  • These addresses should be configurable from backend CMS  • Also even if there is email delivery method for leads, same info should be recorded in a database and displayed in backend to avoid email delivery failures and form submission failures. | High |
| ***Front End* Functions** | | | | | |
|  | Hope | 08/09/2019 | Pending | 1. TÜV Nord under About us should be **TÜV NORD** 2. TÜV Nord should please be changed to **TÜV NORD everywhere** | High |
|  | Hope | 08/09/2019 | Pending | TÜV Nord Training Center in the header should be **TÜV Middle East**. **Also provide avenues for a longer header with page name and some short description in the Header for SEO.** | High |
|  | Hope | 08/09/2019 | Pending | Please add all the logos we have provided. Check the logo.doc file we sent already | High |
| ***Front End* Functions** | | | | | |
|  | Hope | 08/09/2019 | Pending | Please work on the FAQ sections of the website. It is blank and no way to add contents in the backend. | High |
|  | Hope | 08/09/2019 | Pending | Please work on the Press Release sections of the website. It is blank and no way to add contents in the backend. Press Releases should be video and pdfs | High |
|  | Hope | 08/09/2019 | Pending | Please work on the Appreciation Letters sections of the website. It is blank and no way to add contents in the backend. Should be text and pdfs. | High |
|  | Hope | 08/09/2019 | Pending | Please work on the Clientele page of the website. It is blank and no way to add contents in the backend. We want to add only the company name. Provide way to add clientele on a continuous basis at the backend. | High |
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| ***Front End* Functions** | | | | | |
|  | Hope | 08/09/2019 | Pending | 1. Most recent created new items in both the corporate news and technology blogs should list here and we should have 18 articles in total (3 rows and 6 columns) | High |
|  | Hope | 08/09/2019 | Pending | 1. In **ALL** Six Sigma Course outlines pages, **fees, venues and dates should be available**. Make provision to add and edit always at the backend. All fees should be in **USD$** 2. Also try to embed the videos in the old website on the page. See: <https://www.tuvnordtrainings.com/CSSGB> for video | High |
|  | Hope | 08/09/2019 | Pending | 1. In **ALL** HRCi Course outlines pages, **fees, venues and dates should be available**. Make provision to add and edit always at the backend. All fees should be in **USD$** 2. Also try to embed the videos on the page. See: <https://www.tuvnordtrainings.com/SPHRi> | High |
| ***Front End* Functions** | | | | | |  |  |  |  |
|  | Hope | 08/09/2019 | Pending | 1. Please add all logos provided for qualification and accreditations | High |
|  | Hope | 08/09/2019 | Pending | 1. We have provided you with information for cookie display. Please update this and create a cookie page. **This website uses cookies to ensure you get the best experience on our website.** Example of the cookies policy page **https://propellerads.com/cookies/** (Create a cookie policy page as per our website requirement) | High |
|  | Hope | 08/09/2019 | Pending | 1. **The banner is being cut-off when we view.** | High |
|  |  |  |  | 1. Training Calendar 2019 should be Training Calendar only **(without the year \*2019). Please edit the source image.** 2. Before the calendar can be download, request contact details and email to receive the file and we should get the contact details as leads at the back end. 3. The training calendar can be sent an email to the lead. A representative will follow-up afterwards if we get the lead details in the back-end. |  |
|  | Hope | 08/09/2019 | Pending | 1. Please make the ISO sub category clickable. Just like the other categories. 2. Course outlines for ISO courses has been provided as at now only few has been uploaded. 3. In the sub categories remove all brackets i.e (ISO 37001) in the ISO sub-category names. 4. We cannot edit the categories in the backend. They are all read only. 5. We cannot also add new categories at the backend. | High |
|  | Hope | 08/09/2019 | Pending | 1. We have provided stock images. Please can you update accordingly. | High |
|  | Hope | 08/09/2019 | Pending | 1. The register on all the course registrations pages does not lead to the course registration form. It only scrolls the page down. Please check and rectify  * **This issue is critical as it applies for all the course registration pages** | High |
| cid:image004.png@01D56663.B693E980 | Hope | 08/09/2019 | Pending | 1. Change TUV Nord Training Center in the footer to **TÜV Middle East** and the Fax number in the footer was entered incorrectly. It should be **+971 2 4411149** 2. The **Social media icons** should be placed where it can be visible anywhere else on the page on the top, right left but high up the page and not in the footer. | High |
|  | Hope | 08/09/2019 | Pending | 1. The website must be categorized month wise when a user clicks **view more** on the upcoming courses on the homepage | High |
|  | Hope | 08/09/2019 | Pending | 1. User should only view course listing category wise if any of the categories are clicked on the homepage. And there should be a Category description like we already have in our old website.   Visit the link so you can understand what we required: <http://www.tuvnordtrainings.com/public-courses/training-calendar-categorywise/> | High |
|  | Hope | 08/09/2019 | Pending |  |  |
|  | Hope | 08/09/2019 | Pending | 1. Livechat we need to have a female picture/ emoji to replace the we are here gif. Let us know how we can upgrade to have this functionality or how can we get this done? |  |

**User Acceptance Tests (Back End)**

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| **Test Scenario / Acceptance Criteria** | **Tested by** | **Date of Test** | **Results**  **(Pass/Fail)** | **Notes** | **Priority** |
| ***Back End* Functions** | | | | | | |
|  | Hope | 08/09/2019 | Pending | 1. It is impossible to edit existing categories entered incorrectly. 2. It is impossible also to add new categories.   **Please update the permission issues** | High |
|  | Hope | 08/09/2019 | Pending | 1. If we add an image, is it automatically resized to course page requirement or there is a dimension we have to follow? For the banner and image? | High |
|  | Hope | 08/09/2019 | Pending | 1. Please all the Course details are not listed only 10. Can you make possible for all to show in pages so we can easily edit. 2. A basic info is readily available in 1st view itself and we can further drilldown if required to edit / update the item. | High |
|  | Hope | 08/09/2019 | Pending | 1. **Six sigma courses page**, the fees are not reflecting on the page. The fees, dates and venues should reflect. Please make more fields in the form so we can edit accordingly. 2. **HRCi courses page**, the fees are not reflecting on the page. The fees, dates and venues should reflect. Please make more fields in the form so we can edit accordingly. | High |
| ***Back End* Functions** | | | | | | |
|  | Hope | 08/09/2019 | Pending | 1. **We need training how to add gallery items** and the list is showing only 10 items. Please allow for all the list to show as you have uploaded more than 10 images. | High |
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| ***Back End* Functions** | | | | | | |
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| ***Back End* Functions** | | | | | | |
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## Document Sign Off

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|  | *Next Review Date* | *Date Signed Off* |  |
| **Project Manager** |  |  | *Mr. Ahmad Mustafa* |
| **Project Sponsor** |  |  | *TÜV MIDDLE EAST Authorized Personnel (Mr. Shibu Davies)* |
| **Technical Lead** |  |  | *Netstager (Mr. Nidheesh)* |