



# To Pass or Not to Pass User Acceptance Testing (UAT), That is the Question:

How to deliver a successful UAT program for any  
Records & Information (RIM) system rollout

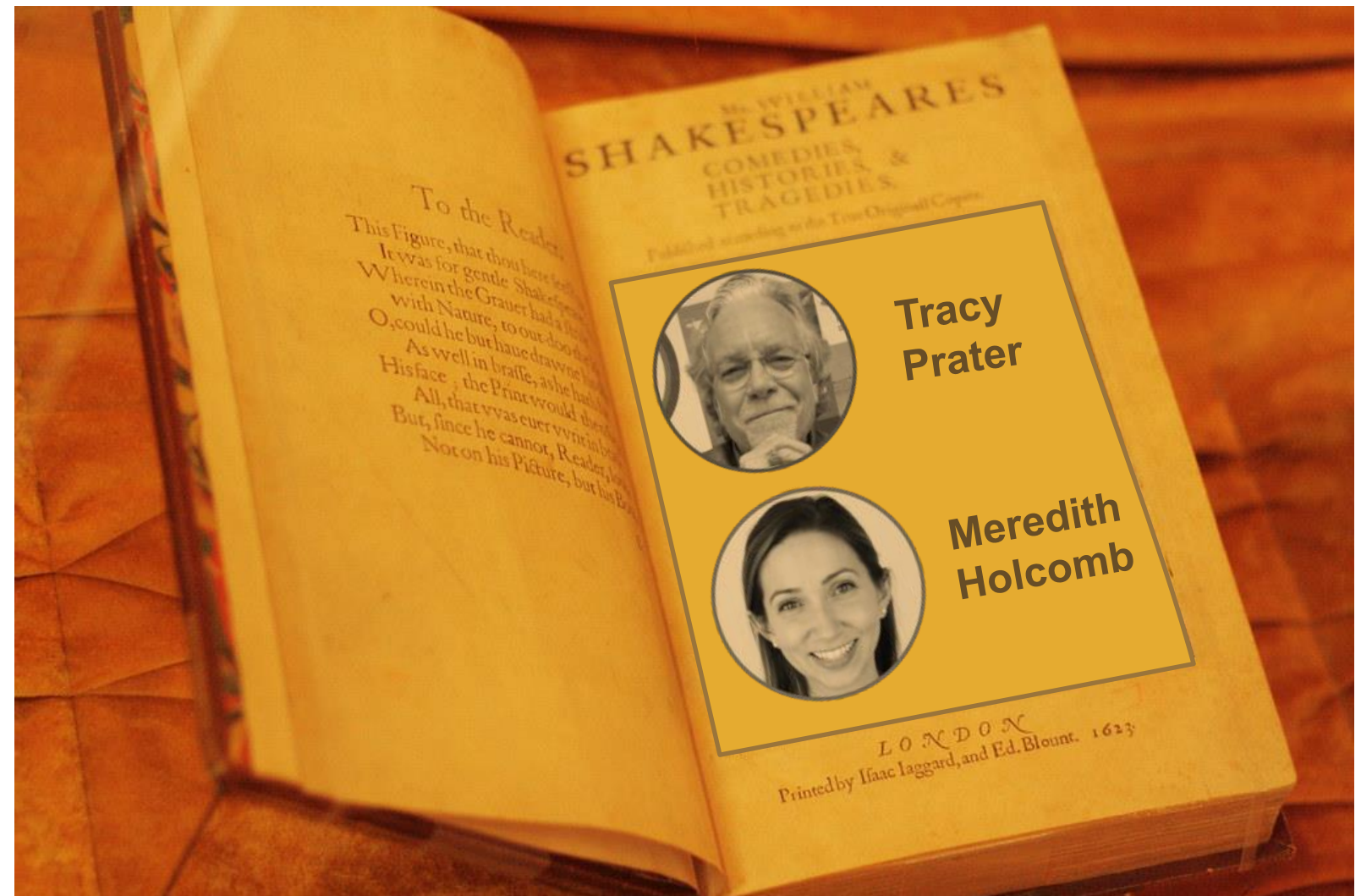
**Presented by:**  
Tracy Prater, Consulting Manager  
Meredith Holcomb, Project Manager



# Agenda

## To Pass or Not to Pass...User Acceptance Testing (UAT)

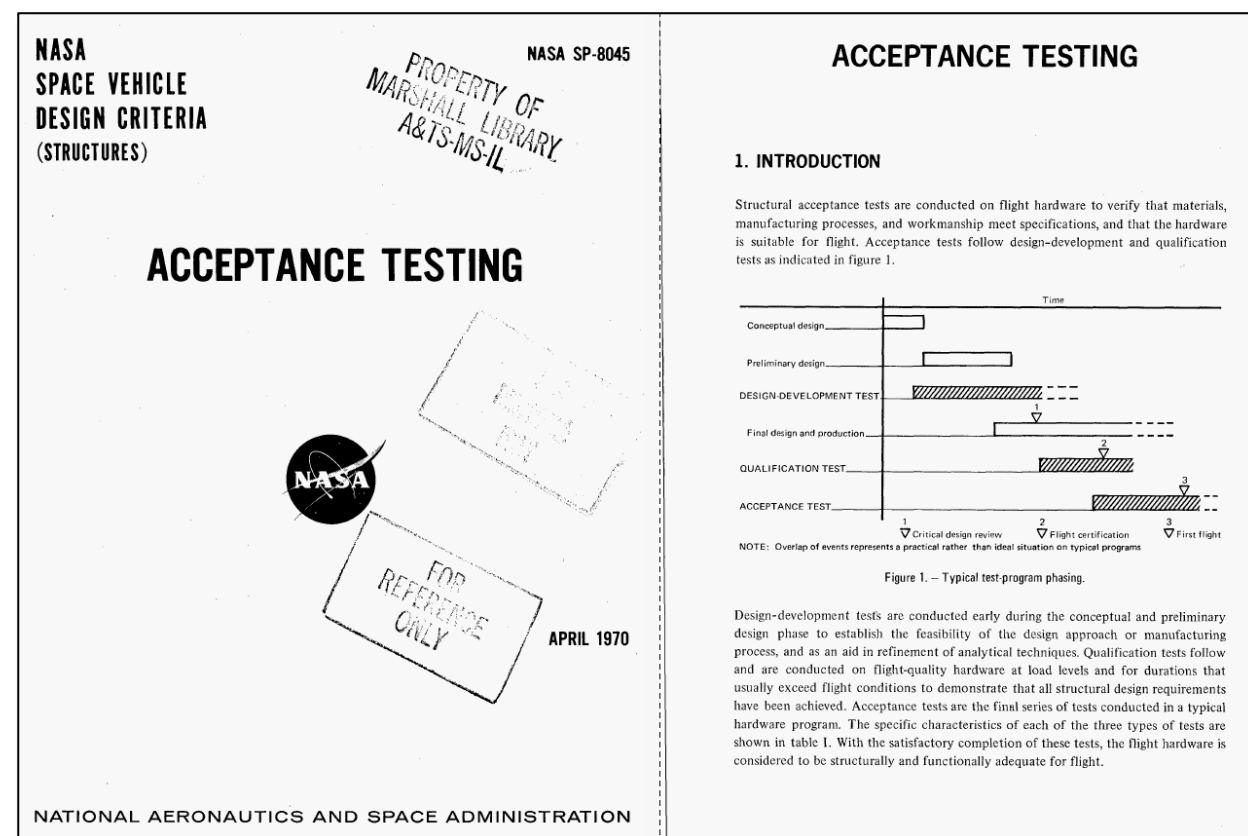
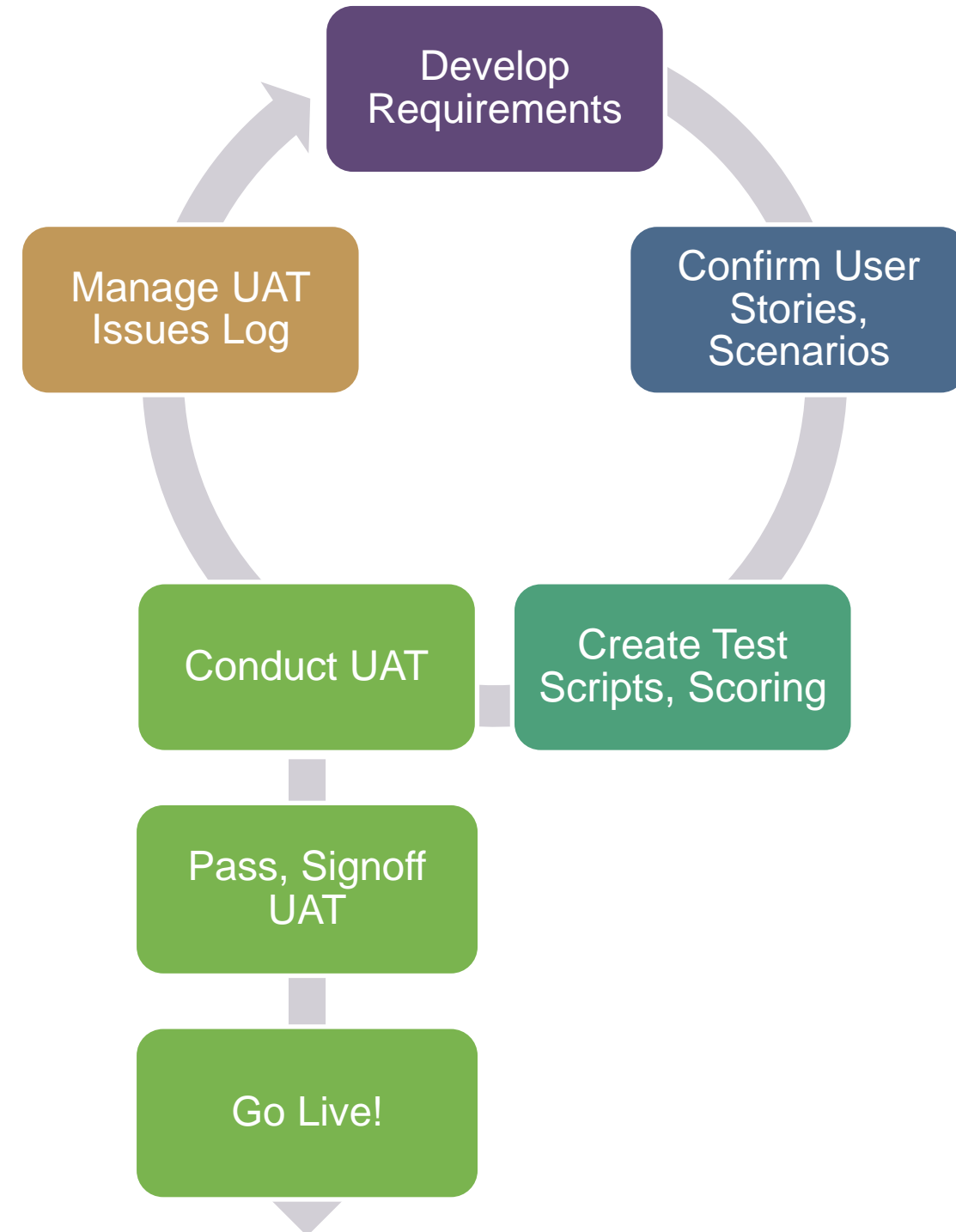
1. Introductions
2. What & Why - UAT Fundamentals
3. Who & When - UAT Community
4. Facilitation - Keys to Success
5. How - UAT Example with a Records & Information (RIM) portal
6. Now What?
7. Key Takeaways
8. Q&A



# Fundamentals

## What is UAT?

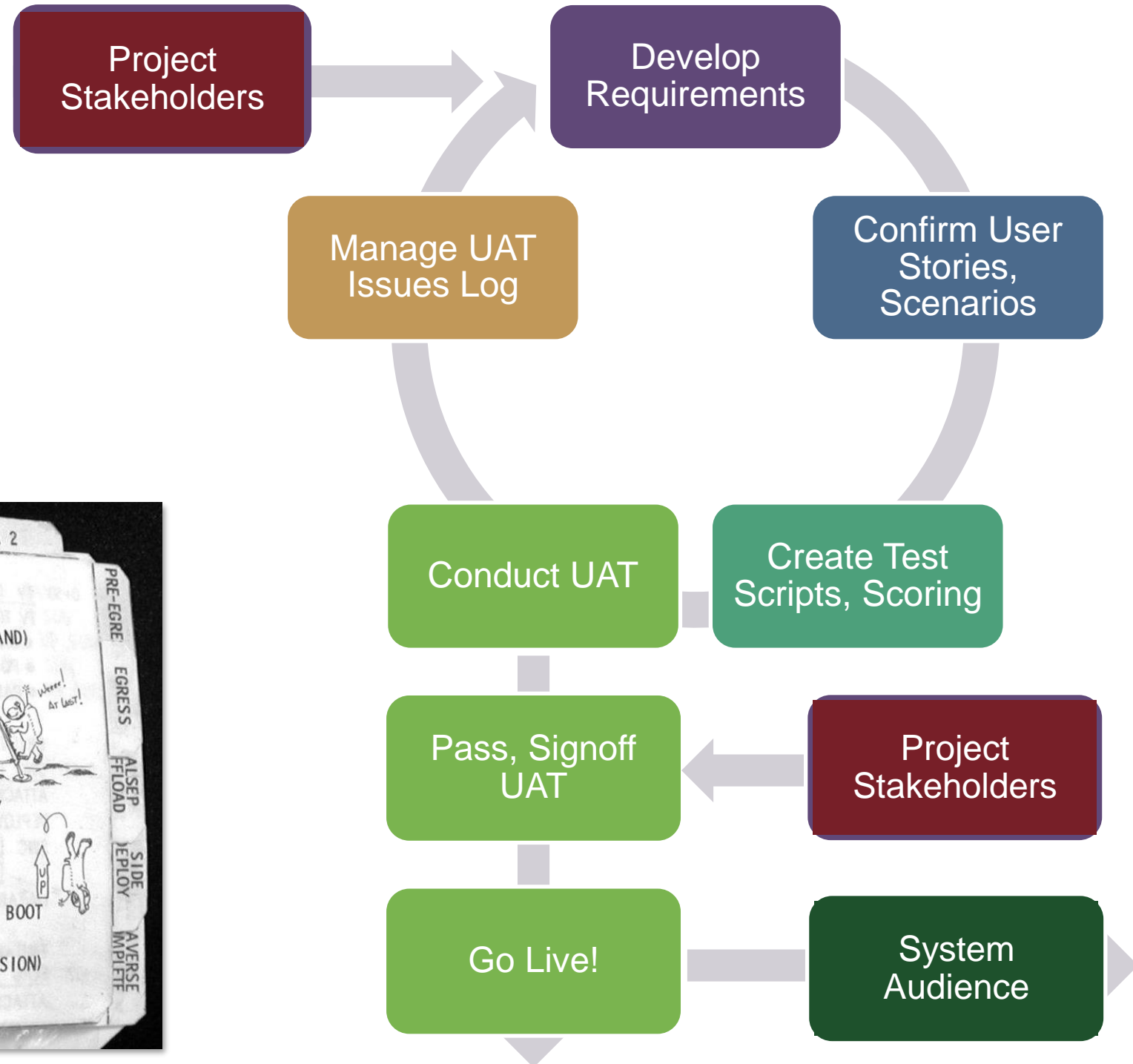
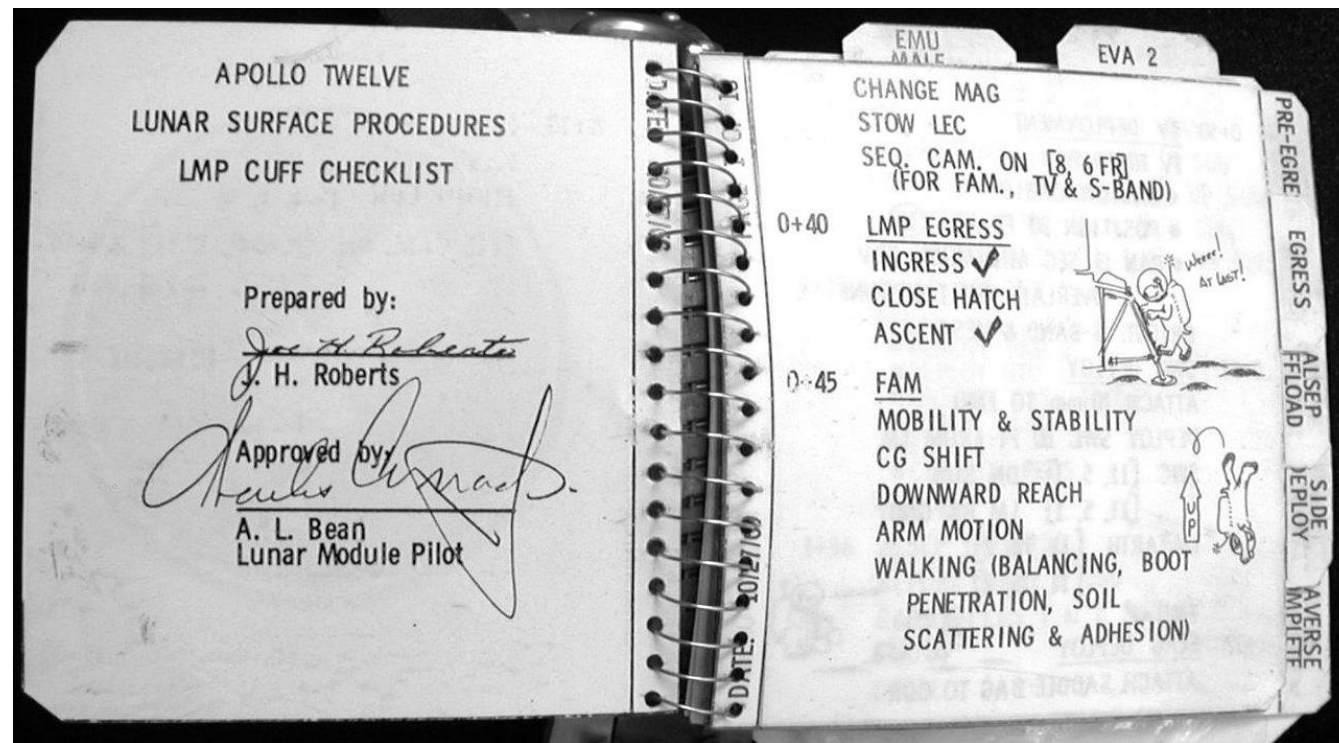
1. A standard quality assurance process
2. A process lifecycle
3. Essential for any RIM system rollout



# Fundamentals

## Why UAT?

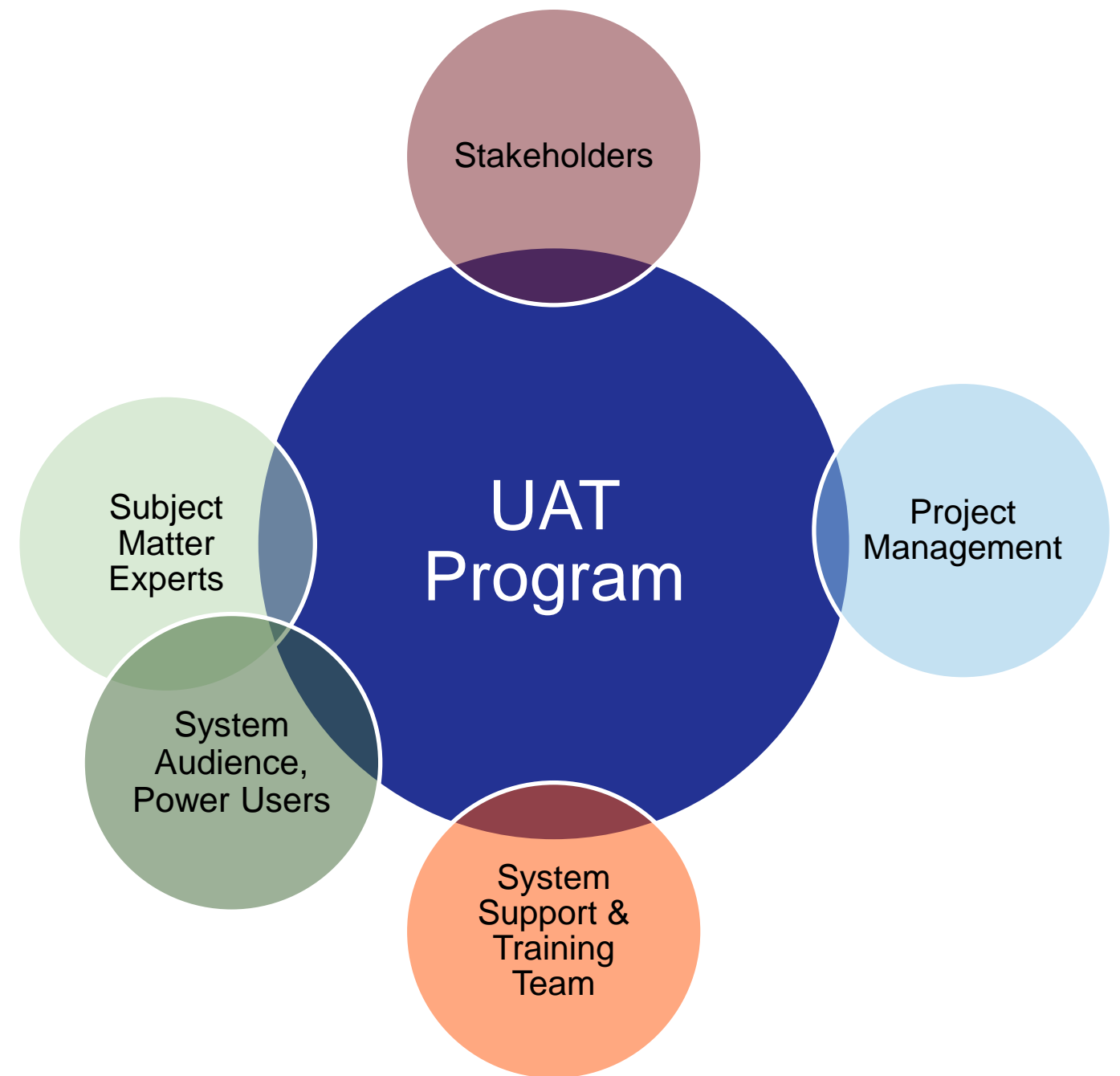
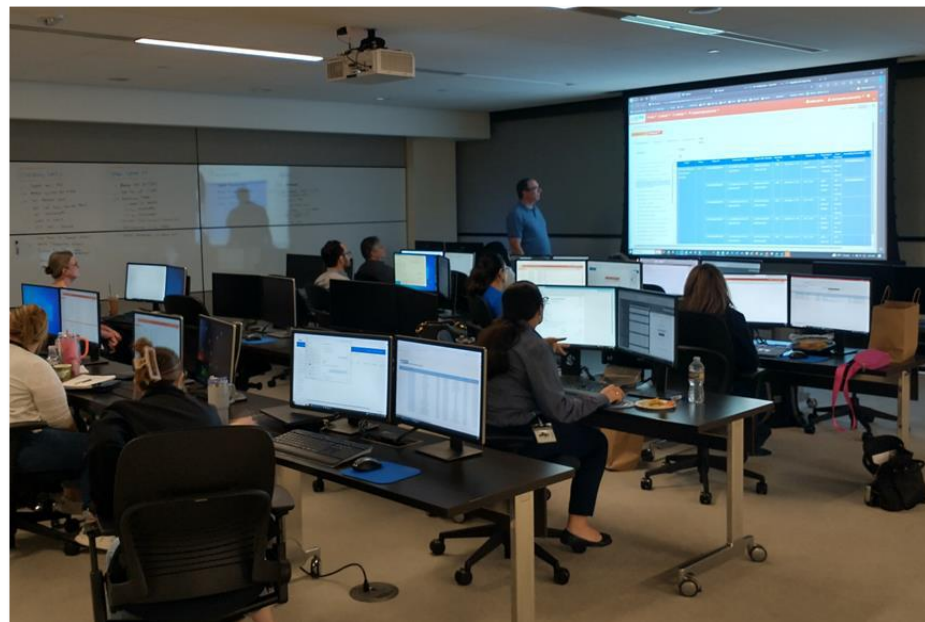
1. Accountability to the project stakeholders
2. Accountability to the RIM system audience
3. Basis for quality learning materials, quick reference materials, and procedures



# Fundamentals

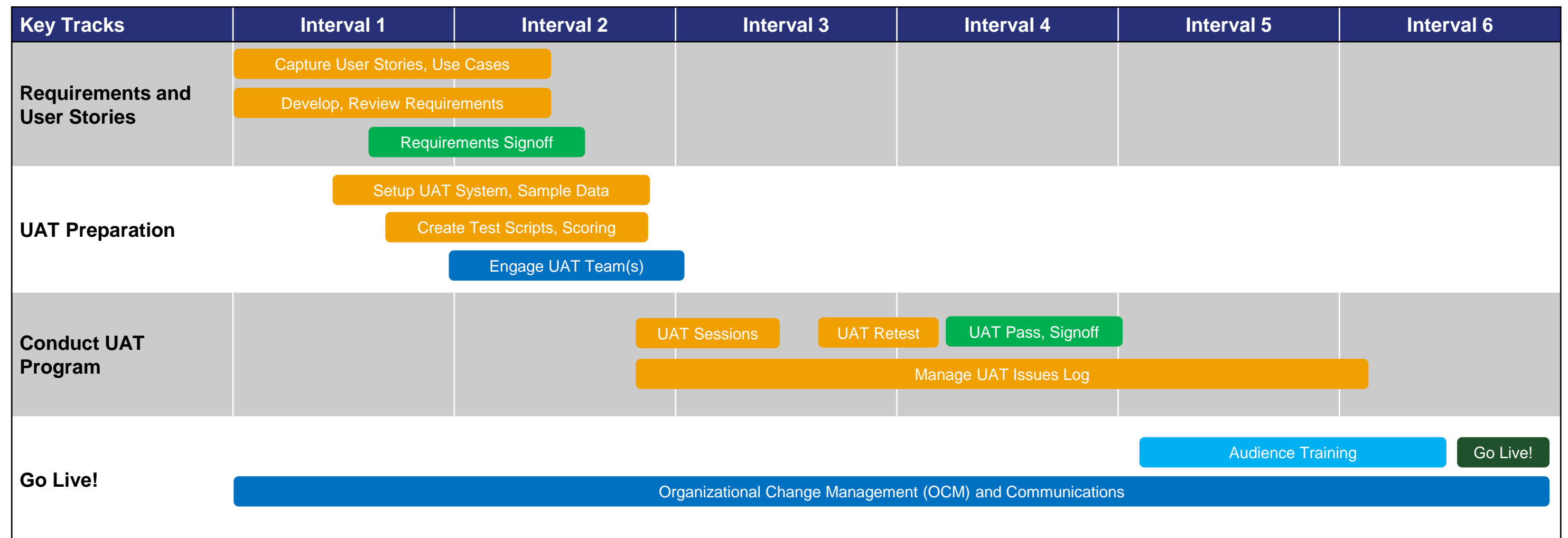
## Who to engage for UAT?

1. Functional requirements team, including approvers
2. Subject Matter Experts
3. System Support and Training Team
4. System Audience reps, especially if Power Users



# Fundamentals

## When to test?



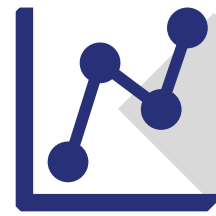
# Facilitation

Know your audience

|                                      | Active Facilitation   | Passive Facilitation   |
|--------------------------------------|---|--|
| <b>What is it?</b>                   | <ul style="list-style-type: none"><li>Group testing environment where the team steps through the scripts together</li></ul>   | <ul style="list-style-type: none"><li>The tester shares a test file with instructions and leaves the user to complete their test script independently</li></ul>                    |
| <b>Where it may work well!</b>       | <ul style="list-style-type: none"><li>For small teams who have a good working relationship</li><li>Where groups are very new or who are not computer savvy</li></ul>      | <ul style="list-style-type: none"><li>Experienced, independent users that are computer savvy</li><li>Simple test scenarios where large quantities of test data is needed</li></ul> |
| <b>Where it may NOT work well...</b> | <ul style="list-style-type: none"><li>Lengthy or complex test scripts</li><li>A very large group setting</li><li>Each participant has a different test scenario</li></ul> | <ul style="list-style-type: none"><li>For a highly buggy or error prone system</li><li>Where the test facilitator is difficult or hard to reach</li></ul>                          |

# Facilitation

Feedback, feedback, feedback



## Test Results

- Ease of use gut-check
- Plan vs Actuals



## Metrics

- Capture measurable data
- Ex: Total time taken, number of questions, pass %



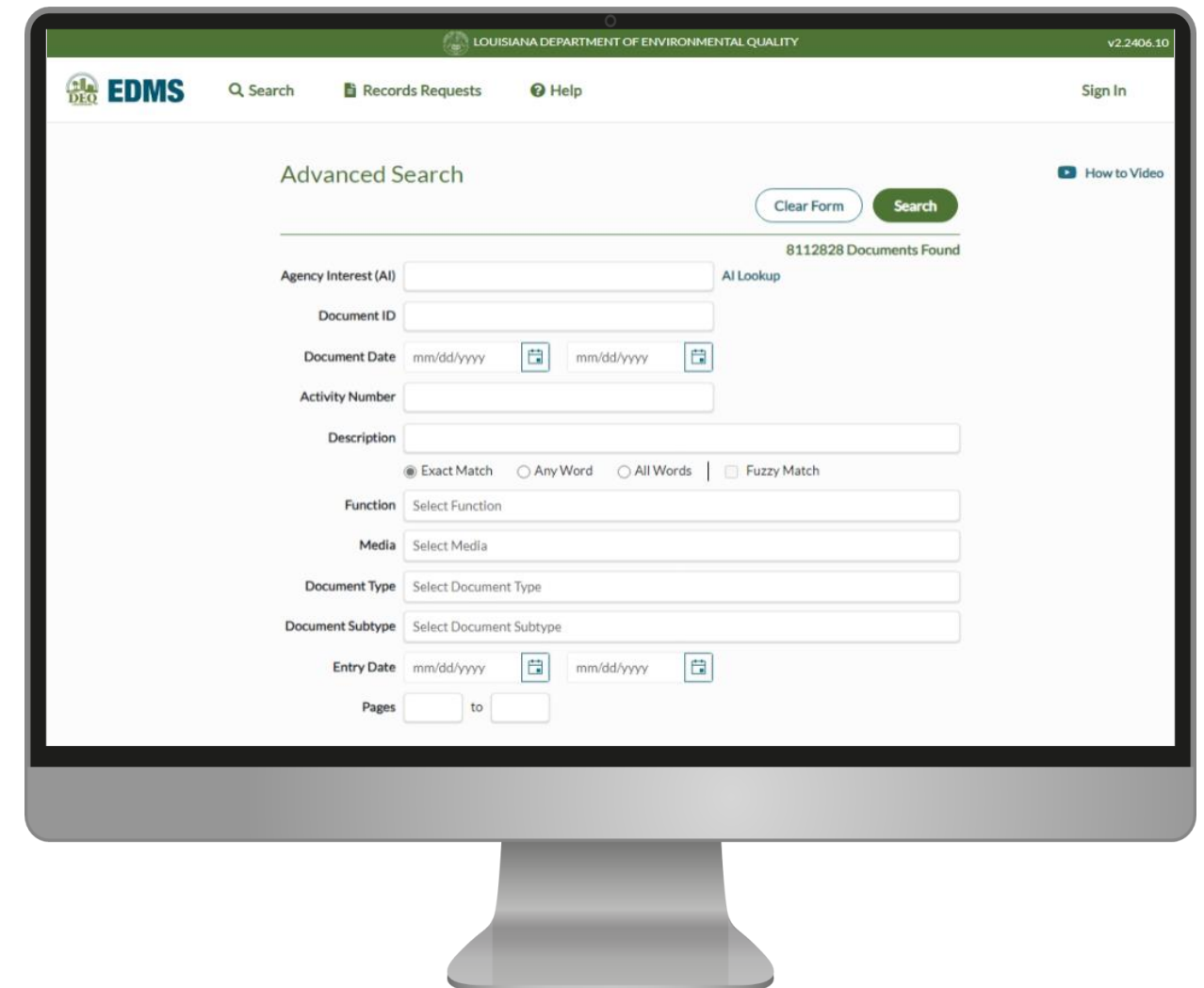
## Ad Hoc Feedback

- Note down obvious issues with rationale
- Better-if opportunities
- Procedural risk or control points

# Example

## Session details for today

1. UAT excerpt from a larger test program
  - a. Using a public information RIM web portal
  - b. Focus on the most used web form and user interface
  - c. End user audience perspective
2. Session example does not include
  - a. IT infrastructure or system load testing
  - b. End to end workflow testing
  - c. Database or transaction testing



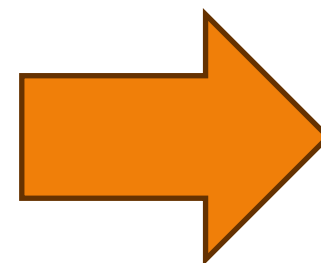
# Example

## Show Time

### Public Facing Portal User Story #1

- “As a user, I need to be able to **locate** the correct file and **view** the right pdf.”

| Breakdown | Functional Requirement   |
|-----------|--|
| Navigate  | Easy to understand interface / User friendly<br>Labeled (or obvious) links and buttons |
| Locate    | Search capability<br>Metadata<br>Filtering   |
| View      | File access<br>PDF hosting   |

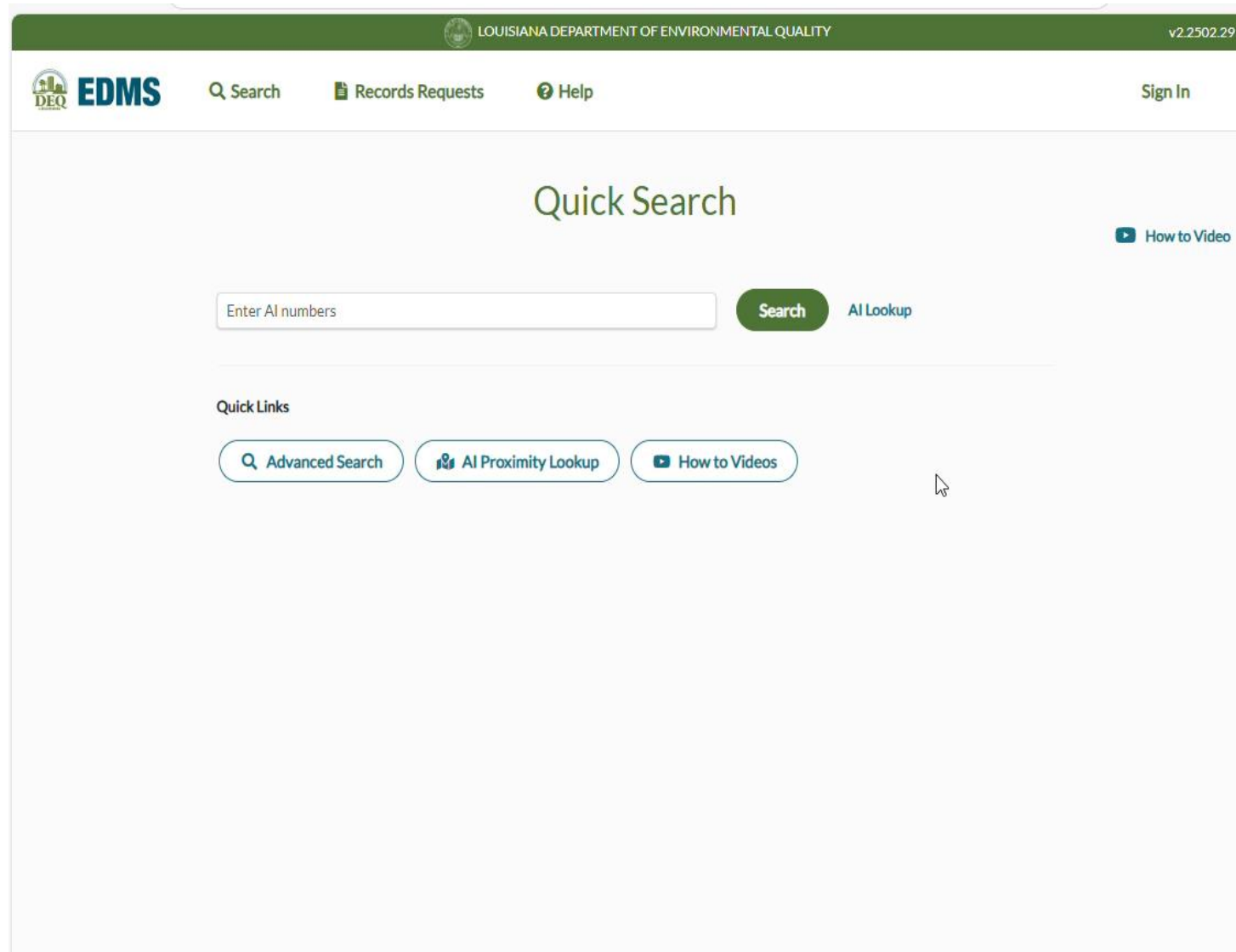


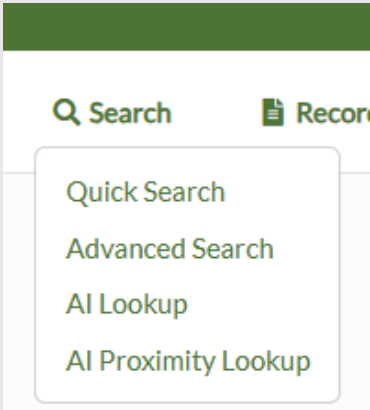
### Must Haves:

- A clear, step-by-step script
- A defined expected outcome for each step
- A mode for users to get help
- Passing criteria

# Example

## Show Time



| User Test #1<br>Step 1                                       |  |             |
|--|--|-------------|
| Instruction  | Expected Outcome   | User Result |
| Using the upper left “Search” menu, select “Advanced Search” | The drop down menu appears and user is able to select “Advanced Search”. Example below.<br> | <b>PASS</b> |

# Example

## Show Time

LOUISIANA DEPARTMENT OF ENVIRONMENTAL QUALITY v2.2502.29

EDMS Search Records Requests Help Sign In

Advanced Search [How to Video](#)

Clear Form Search

8315224 Documents Found

Agency Interest (AI)  AI Lookup

Document ID

Document Date

Activity Number

Description

Exact Match  Any Word  All Words  Fuzzy Match

Function

Media

Document Type

Document Subtype

Entry Date

Pages  to

| User Test #1 Step 2  |   |                    |
|--|---|--------------------|
| Instruction  | Expected Outcome  | User Result        |
| <p>Apply the following filters in the advanced search fields. Type in the appropriate box or scroll using the drop down menu.</p> <p>Function: Permit<br/>Document Type: Permit<br/>Document Subtype: Final Permit</p> | <p>The filters should be applied in the respective fields with no errors.</p> | <p><b>PASS</b></p> |

# Example

## Show Time

**Advanced Search** Clear Form Search

131472 Documents Found

Agency Interest (AI)  AI Lookup

Document ID

Document Date

Activity Number

Description

Exact Match  Any Word  All Words  Fuzzy Match

Function

Media

Document Type

Document Subtype

Entry Date

Pages  to



Test participant observation – “I can scroll to dates in the future, is that an issue?”

| User Test #1 Step 3   |   |             |
|---|---|-------------|
| Instruction   | Expected Outcome  | User Result |
| Select the “Entry Date” of 03/01/2024 to 07/01/2024   | The dates can be selected using the calendar select drop down.<br><br><i>Note – both date fields are required for searching</i> | <b>PASS</b> |
| <b>Entry Date</b> <input type="text" value="mm/dd/yyyy"/> <input type="text" value="mm/dd/yyyy"/> |   |             |

# Example

## Show Time

LOUISIANA DEPARTMENT OF ENVIRONMENTAL QUALITY v2.2502.29

EDMS Search Records Requests Help Sign In

Advanced Search [How to Video](#)

Clear Form Search

904 Documents Found

Agency Interest (AI)  AI Lookup

Document ID

Document Date mm/dd/yyyy  mm/dd/yyyy

Activity Number

Description

Exact Match  Any Word  All Words  Fuzzy Match

Function  x

Media

Document Type  x

Document Subtype  x

Entry Date 03/01/2024  07/01/2024

Pages  to



Test participant observation – “I noticed discharge permits were missing form the drop down list. Can we add that back in? My team uses that metadata filter to search often.

| User Test #1 Step 4  |   |                    |
|--|---|--------------------|
| Instruction  | Expected Outcome  | User Result        |
| <p>Apply the following filter to narrow down the search criteria to find the desired file</p> <p>Select the green search button</p> <p>Show filters menu</p> <p>Select “Surface Water”</p> <p>Select document number: 14343443</p> | <p>Metadata filters are correctly applied and the desired document is listed.</p> <p>Selected hyperlink should open a new tab with the document in PDF format</p> | <p><b>PASS</b></p> |

# Example

## Show Time

LOUISIANA DEPARTMENT OF ENVIRONMENTAL QUALITY v2.2502.29

EDMS Search Records Requests Help Sign In

Advanced Search Results Return to Document Search Criteria

Hide Filters Add Header on Download/Print How to Video

Filter by Clear

- Document Date
- Media
  - Air Quality (455)
  - Biosolids (5)
  - Hazardous Waste (3)
  - Solid Waste (4)
  - Surface Water (437)
- Function
  - Permits (437)
- Document Type
- Document Subtype
- Associated AI

| Document ID              | AI     | Doc... | Doc...       | Date ↓    | Desc...   | Media         | Func... | Pages |
|--------------------------|--------|--------|--------------|-----------|---|---------------|---------|-------|
| <a href="#">14343443</a> | 242285 | Per... | Final Per... | 6/28/2024 | Gen... Per... Cov... (Incl... Stat... of Basis and Cover Lett... LAG... | Surf... Water | Per...  | 12    |
| <a href="#">14343445</a> | 242283 | Per... | Final Per... | 6/28/2024 | Gen... Per... Cov... (Incl... Stat... of Basis and Cover Lett... LAG... | Surf... Water | Per...  | 12    |
| <a href="#">14343447</a> | 240601 | Per... | Final Per... | 6/28/2024 | Gen... Per... Cov... (Incl... Stat... of Basis and Cover Lett... LAG... | Surf... Water | Per...  | 12    |

| User Test #1 Step 5  | Expected Outcome  | User Result                           |
|--|---|---------------------------------------|
| <p><b>Instruction</b></p> <p>Locate the desired file and click the hyperlink to view</p> | <p><b>Expected Outcome</b></p> <p>The link takes the user to the correct webpage to view the exact file in pdf format</p> | <p><b>User Result</b></p> <p>FAIL</p> |

DocID: 14343443 (242285 - 6/28/2024 - Permits - Surface Water - Permits - Final Permit - GEN20240001)

Document 14343443

Download Document Copy Document Link Report Document Error Quick Reference Card Add Header on Download / Print

Properties

|                  |   |
|------------------|---|
| PROPERTY         | VALUE   |
| AI               | 242285  |
| Date             | 6/28/2024   |
| Description      | General Permit Coverage (including Statement of Basis and Cover Letter) |
| Document Type    | Permits   |
| Document Subtype | Final Permit  |
| Function         | Permits   |


**WHAT YOU SHOULD DO WHEN YOU RECEIVE YOUR LAG530000 GENERAL PERMIT AUTHORIZATION LETTER**

1. You must download or print a copy of the general permit. Read the permit very carefully to ensure that you thoroughly understand the requirements and conditions of the permit. It is required by law (LAC 33:IX.2701.H.) that you have a copy of the permit available if requested during an inspection.

The permit can be found at:

# Example

## Grande Finale – UAT Script Summary

| Participant Summary |   | W. Shakespeare (Records Manager)  | 04/06/2025  | Pass Rate: 80%   |
|---------------------|---|---|-------------|--|
| Step                | Instruction   | Expected Outcome  | User Result | Commentary   |
| 1                   | Using the upper left “Search” menu, select “Advanced Search”  | The drop down menu appears and user is able to select “Advanced Search”. Example below. | Pass        |  |
| 2                   | Apply the following filters in the advanced search fields. Type in the appropriate box or scroll using the drop down menu.<br><br>Function: Permit<br>Document Type: Permit<br>Document Subtype: Final Permit | The filters should be applied in the respective fields with no errors.                  | Pass        |  |
| 3                   | Select the “Entry Date” of 03/01/2024 to 07/01/2024   | The dates can be selected using the calendar select drop down                           | Pass        | UAT001 – user noticed dates years in the future could be selected                    |
| 4                   | Apply the following filter to narrow down the search criteria to find the desired file  | Metadata filters are correctly applied and results are shown on the web page            | Pass        | UAT002 – Missing discharge permit filter   |
| 5                   | Locate the desired file and click the hyperlink to view   | The link takes the user to the correct webpage to view the exact file                   | Fail        | UAT003 - unable to load pdf file   |

# Example

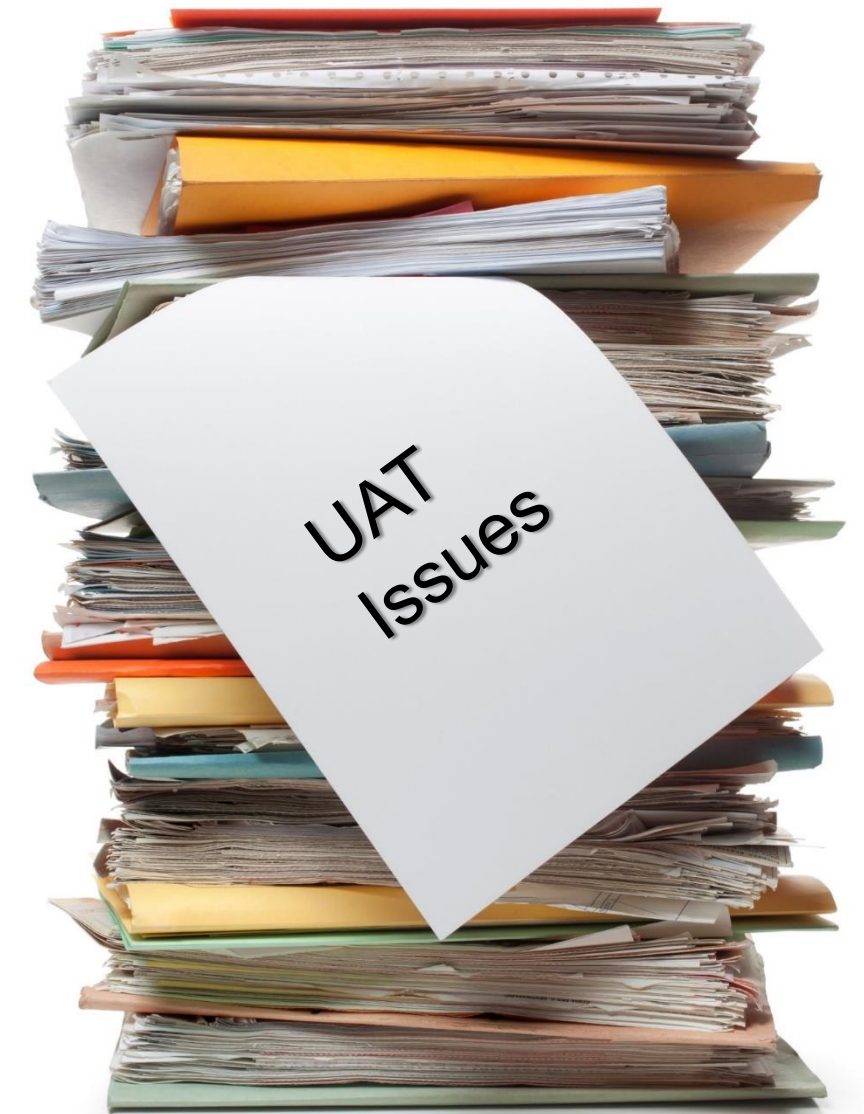
## Grande Finale – Issues Log

| Item   | Issue  | Noted by        | Priority | Action Needed   | Responsible | Due Date | Status                                   |
|--------|--|-----------------|----------|---|-------------|----------|--|
| UAT001 | User noticed dates years in the future could be selected                   | User Test #1    | Low      | Review with records department (process owner) to decide if future dates are needed                     | Macbeth     | 06/26/25 | Not Started - Meeting Scheduled for 4/30 |
| UAT002 | Missing discharge permit filter  | User Test #1    | Low      | Review with records department (process owner) to define if this is a required metadata field           | Puck        | 04/17    | Complete                                 |
| UAT003 | Unable to load pdf file  | User Test #1    | High     | Escalated to IT Dept lead to find broken connection; troubleshooting sessions scheduled for Friday 4/18 | Juliet      | 05/01/25 | In Process                               |
| UAT004 | Need to add a resolution option instead of the 404 – File not Found screen | Records Manager | Medium   | Add in IT contact email to 404 page text  | Hamlet      | 05/15/25 | In Process                               |

# Next Steps

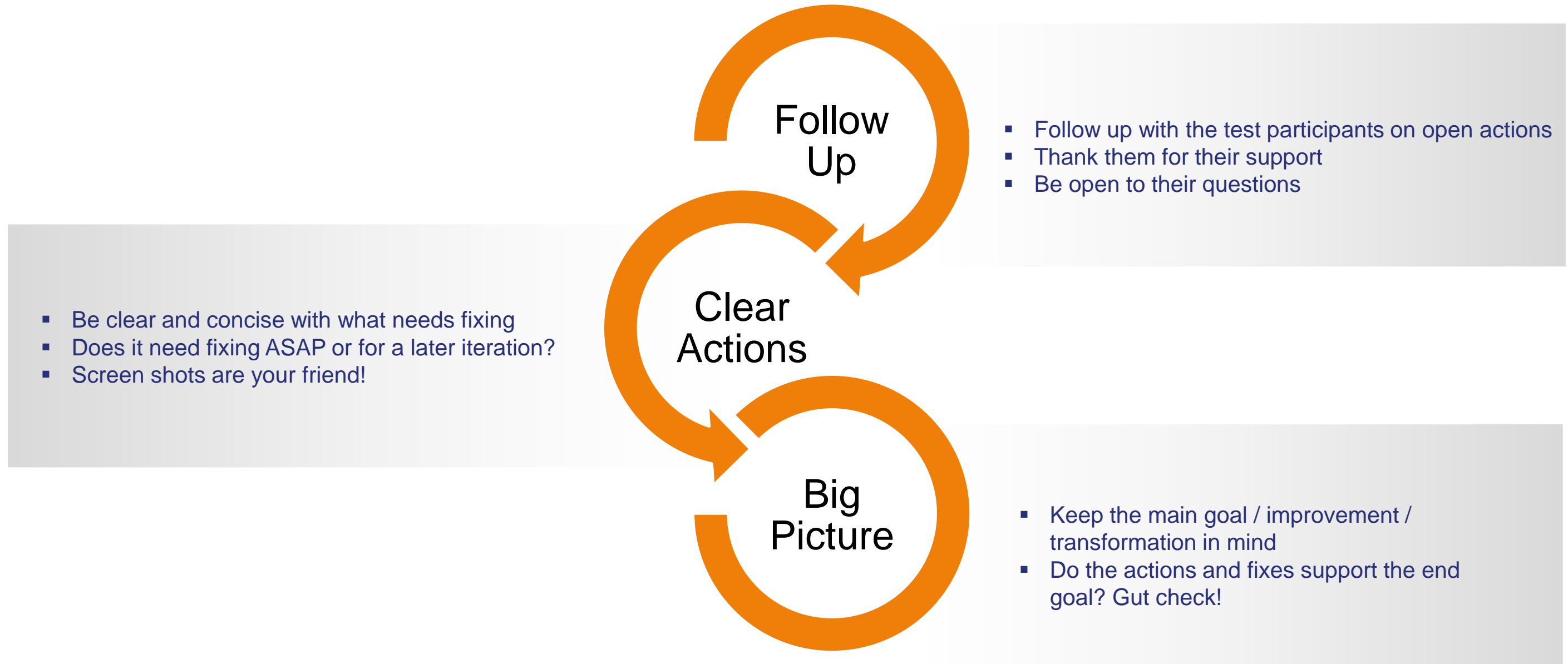
## Issues Log

|                                  |   |
|----------------------------------|---|
| <b>Collect</b>                   | <ul style="list-style-type: none"><li>• Test scripts</li><li>• Screen shots</li><li>• <i>Questions, comments, concerns</i></li><li>• Supporting data</li><li>• Training / Prep material</li></ul>   |
| <b>Clarify &amp; Consolidate</b> | <ul style="list-style-type: none"><li>• Gather all like issues into a SINGLE document</li><li>• Use clear language to describe the issues</li><li>• Distinguish between an issue and an opportunity/better-if</li></ul>                                 |
| <b>Prioritize</b>                | <ul style="list-style-type: none"><li>• What is MOST important to the business (compliance, internal controls, policies, project success criteria)</li><li>• Consider the level of effort versus the return</li><li>• Engage key stakeholders</li></ul> |



# Next Steps

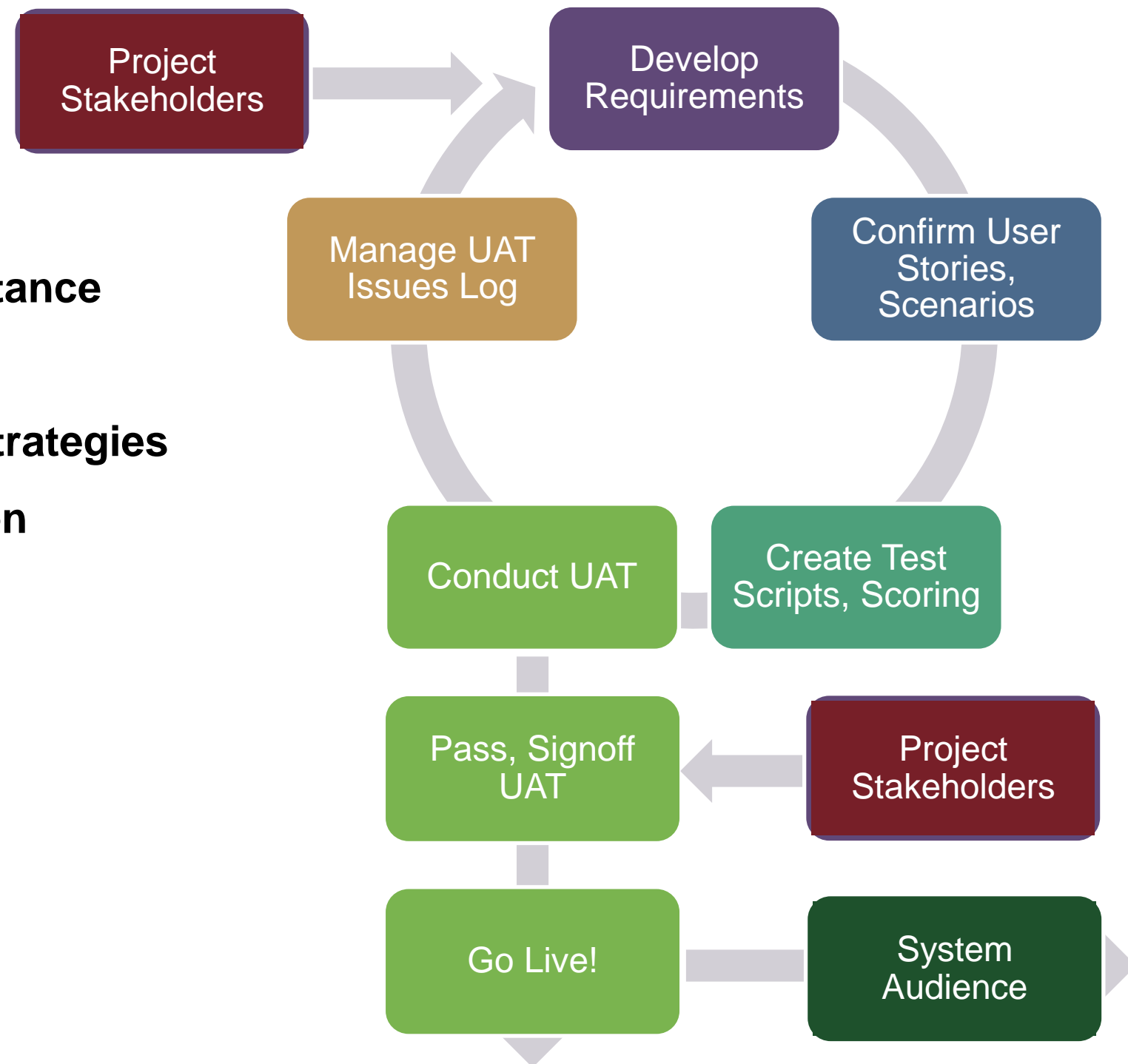
Take a bow!



# Key Takeaways

## Closing Chapter

1. Tools and tips to prepare for User Acceptance Testing Sessions
2. Demonstrated facilitation methods and strategies
3. UAT wrap up activities and documentation recommendations



# Questions and Answers

# To Explore Further



**FOLGER SHAKESPEARE LIBRARY**

Performances, events, and exhibitions  
What's on ▾ Visit ▾

Shakespeare, his world, and beyond  
Explore ▾ Teach ▾ Research ▾

Become a part of the story  
Join and Support ▾

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## The Shakespeare First Folio

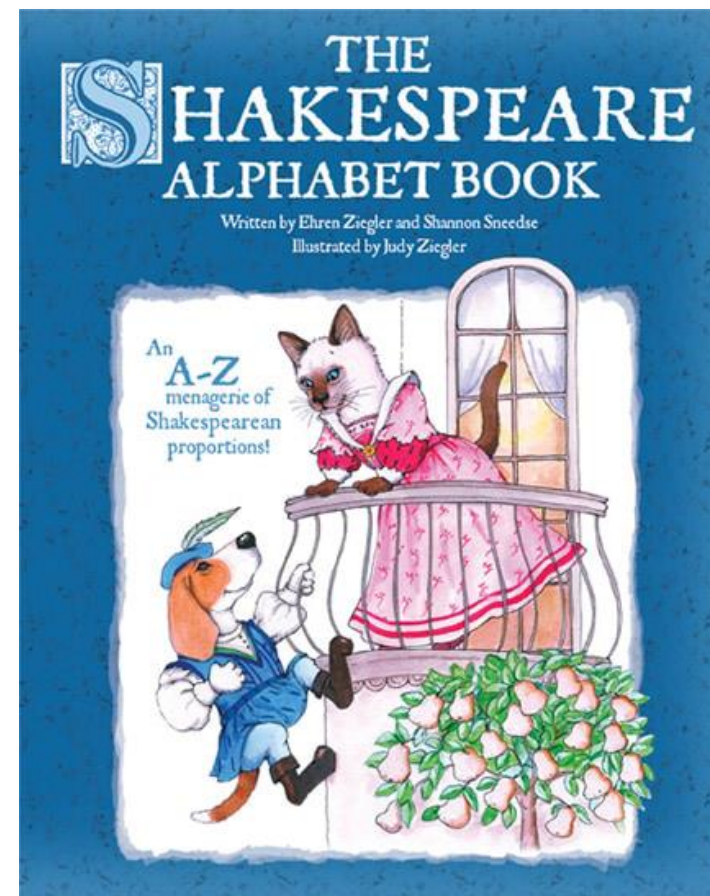
What is a First Folio? ▾ Frequently asked questions ▾ Inside the First Folio ▾

### What is a First Folio?

The First Folio of Shakespeare, published in 1623, is an extraordinary book. About half of Shakespeare's plays had never previously appeared in print, including *As You Like It*, *Julius Caesar*, *Macbeth*, *The Tempest*, and many more. Without the First Folio, 18 plays might have been lost forever. Learn more about this remarkable book—and the Folger's collection of First Folios, the largest in the world.

The First Folio is the first published collection of Shakespeare's plays, produced seven years after his death. Its title is *Mr. William Shakespeare's Comedies, Histories & Tragedies*, and it groups his plays into those categories—comedies, histories, and tragedies—for the first time.

**About the Folger First Folios >**



Authors: Ehren Ziegler & Shannon Sneedse Illustrator: Judy Ziegler



## Our vision

Tame Information Chaos by delivering purpose-driven projects and managed services across your information infrastructure. And, to create a partnership and solution that makes finding, accessing, and sharing information the easiest part of making any business decision.

*Imagine that.*

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