Role of the BA in User Acceptance Testing

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Role of the BA

The BABOK Guide says, “The Business Analyst:

• Is responsible for eliciting the actual needs of stakeholders
• Plays a role in aligning the designed and delivered solutions with the needs of stakeholders {including}:
  – Understanding enterprise problems and goals,
  – Analyzing needs and solutions,
  – Devising strategies,
  – Driving change, and
  – Facilitating stakeholder collaboration.”

BABOK Guide v3, p 3
“assess the performance of and value delivered by a solution … recommend removal of barriers or constraints that prevent the full realization of the value.”

BABOK Guide v3, p 163
User Acceptance Test Definitions

- **User**
  A person or group that interacts with a system either actively or passively

- **Acceptance**
  Formal assertion that a system is acceptable (Fit for Purpose and Fit for Use)

- **Test**
  To evaluate a system by exercising it or evaluating objects related to it
Definition: UAT

UAT = User Acceptance Test

Evaluation of a system in which persons or groups that will interact with it exercise it or evaluate objects related to it for the purpose of determining if that system is acceptable and can be used by the intended users in their business environment to perform their intended business activities.
UAT in the V-Model

- Business Need
- Requirements
- Architecture & Design
- Code
- Unit Test
- System Test & System Integration
- Software Integration
- User Acceptance

Time

Technical Detail
## UAT vs. Other Tests

<table>
<thead>
<tr>
<th>Test</th>
<th>Performed by</th>
<th>Purpose</th>
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<tbody>
<tr>
<td><strong>Unit Test</strong></td>
<td>Developers</td>
<td>• Detect &amp; fix typical coding errors</td>
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<td></td>
<td></td>
<td>• Ensure faithful implementation of the design</td>
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<tr>
<td><strong>Software Integration</strong></td>
<td>Development Team</td>
<td>Verify that interfaces between the components of the system operate as designed</td>
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<tr>
<td><strong>System Test</strong></td>
<td>Testers</td>
<td>• Ensure that the system satisfies all requirements</td>
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<td></td>
<td>• Evaluate the quality of the system</td>
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<tr>
<td><strong>System Integration</strong></td>
<td>Testers</td>
<td>Verify that interfaces to other systems work as per the requirements</td>
</tr>
<tr>
<td><strong>User Acceptance Test</strong></td>
<td>Users</td>
<td>Ensure that the system can be used:</td>
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<tr>
<td></td>
<td></td>
<td>• By the intended end users</td>
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<td></td>
<td></td>
<td>• In the normal business environment</td>
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<td></td>
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<td>• For the intended business activities</td>
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BA Roles in UAT
Preview

1. Identify Testers
2. Identify Business Needs
3. Identify Important Tests
4. Prepare Test Data
5. Plan Testing
6. Participate in Testing
7. Analyze and Report Results
BA Role in UAT:
1. Identify Testers

Identify Potential UAT Testers:

- **Active Users**
  Roles that directly use the system
e.g. End users, Administrators, Support

- **Passive Users**
  Roles that use outputs from the system,
  but do **not** use the system directly
  e.g. Receive reports or notifications, or
  Access them thru other systems

Categorize & Prioritize UAT Testers
BA Role in UAT:
2. Identify Business Needs

Identify Needs: e.g.

- Do things related to the business process
- Enable customers, partners, etc. to do things
- Comply with regulations, rules, standards
- Make things easier or faster
- Make things fun or interesting
- Access data, information, knowledge
- Protect against bad actors or events
- Recover from mistakes or failures

Categorize & Prioritize Business Needs
BA Role in UAT:
3. Identify Important Tests

Identify Business Risks:
Things that could be wrong with the product that would be bad for the business, e.g.:
• Can’t do a critical business function
• Make a critical business function slow or difficult
• Non-compliant with regulation, contract, policy
• Data or computations corrupted
• Make customers frustrated or unhappy
• Allow unauthorized access

Categorize & Prioritize Tests
BA Role in UAT:  
4. Prepare Test Data

Identify Good Test Data:

• Copy production data (if viable and permissible)
• Cleanse production data (if there is sensitive data)
• Add to production data (for special test cases)
• Create data (where production data is unavailable)
  – Requirements for automated data creation, or
  – Create the data by hand
BA Role in UAT: 5. Plan Testing

- Obtain Environments & Resources
- Prepare Instructions for Testers
BA Role in UAT:
6. Participate in Testing

• Organize & schedule testers
• Guide & support testers
• Do some of the testing
  (BA is not a User!)
• Triage and prioritize defects & issues
• Explore beyond test plans
BA Role in UAT:
7. Analyze and Report Results

• Collect assessments from each tester
  Does he/she think the system is Acceptable?
• Analyze all uncorrected defects or issues
• Compare UAT results with:
  – Business needs and value proposition
  – Cost of deploying with issues
  – Cost of delayed deployment
• Recommend Acceptance (or not)
BA Roles in UAT Recap

1. Identify Testers
2. Identify Business Needs
3. Identify Important Tests
4. Prepare Test Data
5. Plan Testing
6. Participate in Testing
7. Analyze and Report Results

Questions?