



User acceptance testing and sign off

We want to ensure that TfL’s digital services are fit for purpose, and our users are able to get the most out of our services.

We carry out user acceptance tests by giving our users an opportunity to test new services for functionality.

Audience

- Developers
- Testing team

Requirements

1. You **must** test all new tfl.gov.uk digital products against the scope defined below, making use of the entry and exit criteria, and scoring defects using the severity criteria.

Who	TfL
Scope	<ul style="list-style-type: none"> • Formal acceptance test by the business owner (usually the Product Owner) • A set of UAT scripts must be produced documenting a set of end-to-end business scenarios
Entry criteria	<ul style="list-style-type: none"> • All prior phases of Product Implementation tests have been completed. • No known outstanding defects at Sev 1 or Sev 2 across all previous phases of testing • All known outstanding defects at Sev 3 and Sev 4 have been documented. • Product Owner has been identified, and has approved the UAT scripts. • The product has been deployed to the like-live staging environment

Exit criteria	<ul style="list-style-type: none"> • All tests run to completion • All defects recorded with a severity assigned in each case • No known outstanding defects at Sev 1 or Sev 2 • An action plan has been agreed for all known outstanding defects at Sev 3 and Sev 4
Defects	<ul style="list-style-type: none"> • Sev 1: unusable, or an error in a key function that means the release cannot fulfil its key business functions • Sev 2: error in a key function, but a workaround is in place • Sev 3: errors present but key functionality still works • Sev 4: cosmetic error

Why we do this

We carry out user acceptance testing to get feedback from users to make final adjustments to our services before releasing the product to the general public.

Type: Standard
Owner: TfL Online Compliance
Department: TfL Online

Version history

Version	Date	Summary of changes
1.0	06/12/2013	First issue

Review history

Name	Title	Date	Comments
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