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Nota di contenuto	Copyright; CONTENTS; LIST OF FIGURES AND TABLES; AUTHORS; INTRODUCTION; WHAT THIS BOOK IS ABOUT; THE ROLE OF UAT; THE COSTS AND BENEFITS OF UAT; THE VALUE OF UAT - THE REASONS WE NEED TO DO IT; STAKEHOLDERS - WHO THIS BOOK IS FOR; HOW TO GET THE BEST FROM THIS BOOK; CHECKLISTS; CASE STUDIES; 1 THE IMPORTANCE OF UAT; WHAT IS UAT?; WHY TEST ISs?; BUSINESS VULNERABILITY; THE UAT PROCESS; FROM UAT TO SERVICE DELIVERY; UAT AND CONTRACTS; STAKEHOLDERS IN UAT; 2 BUSINESS REQUIREMENTS; BUSINESS REQUIREMENTS; BUSINESS INTENT AND USER EXPECTATIONS; ACCEPTANCE CRITERIA; THE REQUIREMENT TYPES PRIORITISING BUSINESS REQUIREMENTSTHE RELATIONSHIP BETWEEN BUSINESS REQUIREMENTS AND UAT; THE RELATIONSHIP BETWEEN DEVELOPMENT AND UAT; SCOPE OF UAT; BUILDING A TEST BASIS FOR UAT; 3 TESTING BASICS FOR UAT; WHAT IS TESTING?; TEST TYPES; TESTING PROCESSES; TEST-CASE DESIGN TECHNIQUES; TESTING APPROACHES FOR UAT; REVIEWS; 4 THE UAT TEAM; STAKEHOLDERS AND THE UAT TEAM; KEY ROLES IN A UAT TEAM; CREATING A SUCCESSFUL TEAM; TRAINING THE TEAM; UAT TRAINING CONTENT; THE TEAM LIFE CYCLE; DEALING WITH TEAM CONFLICT; THE WORKING ENVIRONMENT AND WORKING PATTERNS; BASIC DISCIPLINES; 5 UAT AS TRANSITION THE IS LIFE CYCLE AS A SERIES OF TRANSITIONSPLANNING FOR

TRANSITIONS; UAT AS A TRANSITIONAL PHASE; UAT AS AN EVENT AND UAT AS A PROCESS; 6 PREPARING FOR UAT - PLANNING; DECIDING WHAT WE WANT TO ACHIEVE; ACCEPTANCE CRITERIA; UAT OBJECTIVES; ENTRY CRITERIA; DEFINING THE TESTING WE WILL NEED; CREATING A TEST BASIS FOR UAT; SETTING UP THE TEST MANAGEMENT CONTROLS; 7 TEST DESIGN FOR UAT; THE HIERARCHY OF TEST DESIGN; IDENTIFYING TEST CONDITIONS; DESIGNING TEST CASES; DESIGNING TEST SCRIPTS; DATA CREATION; 8 IMPLEMENTING THE TESTS; THE TESTING SCHEDULE; IMPLEMENTING THE TEST SCHEDULE IDENTIFYING PROGRESSTHE STATUS REPORT; THE POST-TESTING SUMMARY; 9 EVALUATING THE SYSTEM; HOW DO WE DECIDE WHETHER OR NOT TO ACCEPT A SYSTEM?; WHEN THE TESTING HAS TO STOP; THE RISK OF RELEASE; MEASURING THE RISK OF RELEASE; DEFINING AND EVALUATING EMERGENCY-RELEASE CRITERIA; DECISION PROCESS FOR EVALUATING UAT RESULTS; TEST SUMMARY REPORT CONCLUSIONS; THE FINAL RELEASE DECISION; 10 LIFE AFTER UAT; POST-UAT REPORTING; END-USER TRAINING; PREPARING A ROLL-OUT STRATEGY; IMPLEMENTATION; POST-IMPLEMENTATION DEFECT CORRECTIONS; MEASURING BUSINESS BENEFITS; THE END OF UAT?; APPENDIX A UAT CHECKLISTS
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Sommario/riassunto

Every information system brought into service in every type of organisation requires user acceptance testing. This book is a hands-on manual for non-testing specialists to plan and carry out an effective acceptance test of an information system. It also identifies ways of making the process as simple and cost-effective as possible.
