Sample User Acceptance Test Plan

XYZ Remote Office Payroll System
Version 1.0

Test Plan Number: XYZROPS.001

May 14, XXXX

Approvals

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1. Introduction

1.1   Test Objectives

The acceptance test of the XYZ system should validate from both the business perspective that:

- All payroll business processes are supported as defined in corporate process documents
- The system is easy to use by the end-users as measured by user surveys
- Payroll policies and procedures are supported as described in corporate policies and procedures
- The system can be customized by remote offices to handle localized payroll processing needs
- The system complies with all government payroll tax reporting format requirements
- Financial controls are effective to prevent fraudulent transactions
- Security controls are in place and effective to prevent unauthorized system access
- All financial calculations are correct as defined by business rules and policies

The objective of acceptance testing is to validate system operation and usability in the remote offices and the corporate office. At the conclusion of acceptance testing, the end-users will have a high level of confidence that the system will meet their needs. Because of end-user involvement in the system development process, acceptance testing is not intended to reject the system, but to be a positive validation of business needs.
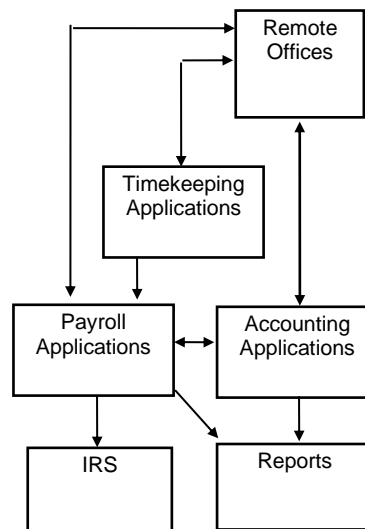
1.2   Scope of Testing

The acceptance test of the XYZ system will include payroll, accounting, and timekeeping applications. In addition, the interfaces to remote offices and the Internal Revenue Service will be tested.

The acceptance test of the XYZ system will not include system administration functions.

1.3 System Overview

The XYZ system is a company-wide application that accepts personnel and payroll information from each of the company's 50 remote offices across the U.S., processes payroll and produces payroll reports. The XYZ system will be networked to each of the remote offices and will link to the Internal Revenue Service by modem to transmit payroll tax deposits and tax reports.

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                          ┌──────────────┐
                          │   Remote     │
                          │   Offices    │
                          └──────────────┘

             ┌────────────────┐
             │  Timekeeping   │
             │  Applications  │
             └────────────────┘

      ┌──────────────┐      ┌──────────────┐
      │   Payroll    │◄────►│  Accounting  │
      │ Applications │      │ Applications │
      └──────────────┘      └──────────────┘

         ┌──────────┐          ┌──────────┐
         │   IRS    │          │ Reports  │
         └──────────┘          └──────────┘
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1.4 Definitions/Acronyms

Acceptance Testing
Testing that ensures the system will work in the real world to meet the business and/or operational needs of the people using the system, based on a pre-defined set of acceptance criteria.

Critical Processing Unit
A program, module, or unit that is critical to the correct functioning of the system. A critical processing unit carries with it a high impact of failure.

1.5 References

- Requirements Specification Document for the XYZ System
- Test Standards
- Test Procedures
- Test Plan Notebook
- Payroll Policy and Procedures Notebook

2. Approach

2.1 Assumptions/Constraints

2.1.1 Assumptions

- 4 remote offices and the corporate office will be involved in the acceptance test.
- Each remote office will have 2 people each available 25 to 40 hours per week for two weeks of acceptance testing.
- The entire XYZ system will be available for acceptance testing on July 1, XXXX.
- No automated test execution tools will be used.
- The end-users will design and conduct acceptance testing.
- QA will facilitate acceptance testing and track progress.
- The XYZ system will have passed unit and integration testing before acceptance testing begins.

2.1.2 Constraints

- Two weeks might not be enough time to test the entire system and then retest the system due to defect fixes.
- Because the system will not be available until July 1, XXXX, there will be no system training before acceptance testing begins.

2.2 Coverage

Test coverage will be measured by:

- Path coverage through business processes

- Percentage of business process scenarios tested

In the event that coverage levels are not met, the QA manager will determine if the actual levels are adequate in light of the system risks.

2.2.1 Software Components

All software modules in the payroll, timekeeping, and accounting sub-systems will be tested.

2.2.2 Business Processes

All critical business processes will be validated completely. Critical business processes are:

- Employee Time Entry
- Payroll Tax Calculation
- Create Paychecks
- Direct Deposit
- Submit Payroll Withholding Reports to the IRS

2.3 Test Tools

- Defect Tracking System
- Test Manager

2.4 Test Type (Regression, Conversion, etc.)

The following types of testing will be performed during acceptance testing:

- Functional testing, by performing business functions
- Usability testing, by observing how end-users use the system without coaching
- Compliance testing, by evaluating system performance against company policies and procedures
- Security testing, by testing each end-user's security access levels
- Controls testing, by testing all financial controls
- Regression testing, to ensure that a change to the system does not introduce new defects.

2.5 Test Data

- Employee data table - converted from existing sequential files and supplemented with specific test data that will execute test cases.
- Employee time data - entered during the test and converted from existing sequential files
- Tax table for current year and next year - obtained in electronic format from the IRS

3.   Plan

3.1   Test Team

The following people will be on the acceptance test team:

Location	Name	Level of involvement	Responsibilities
Corporate Office	Joe Johnson	40 hrs/wk	Design and execute test cases
Corporate Office	Mary Anderson	40 hrs/wk	Design and execute test cases, create test data, write test summary report
Office #1	Pete Wilson	25 hrs/wk	Design and execute test cases
Office #1	Tom Jones	40 hrs/wk	Design and execute test cases to validate financial controls
Office #2	Jane Peterson	30 hrs/wk	Design and execute test cases, build employee test tables
Office #2	Doug Thompson	40 hrs/wk	Design and execute test cases for time reporting.
Office #3	Dot Wong	40 hrs/wk	Acceptance testing coordinator, key representative for end-users
Office #3	Renee Roberts	40 hrs/wk	Design test cases for payroll reporting to IRS and financial sub-system.
Office #4	Kathy Cooper	25 hrs/wk	Test data entry
Office #4	Gary Moore	40 hrs/wk	Usability testing

3.2   Team Reviews

The following reviews will be conducted by the entire acceptance test team and a representative from the QA department. Refer to the work schedule for the planned review dates.

- Test plan review
- Test case review
- Test progress review
- Post-test review

3.3   Major Milestones and Deliverables

Milestone	Start	Stop	Deliverable(s)
Acceptance test case design	5/1/XXXX	6/1/XXXX	Acceptance test cases
Build acceptance test environment	5/15/XXXX	6/15/XXXX	Test environment ready for test data population
Build acceptance test data	6/2/XXXX	6/15/XXXX	Employee data table, Employee time data, Tax table for current year and next year.
Acceptance test training	6/15/XXXX	6/17/XXXX	Trained acceptance testers
System delivered for acceptance testing		6/29/XXXX	XYZ system ready for acceptance testing.
Acceptance test execution	7/1/XXXX	7/15/XXXX	XYZ system acceptance tested
Acceptance test summary report due		7/17/XXXX	Acceptance test summary report
Organization-wide system training	7/20/XXXX	7/29/XXXX	Trained end-users for the XYZ system
System installation to production	7/29/XXXX	7/30/XXXX	Installed system

3.4   Environmental Needs

3.4.1   Test Environment

Hardware

All test cases will be executed on desktop PCs networked to the Windows Server in the QA database environment.

Desktop PCs:

Intel Pentium Dual-Core Processor, 500 GB HDD, 8 GB RAM, Windows 10 Professional 64-bit

Intel Pentium Dual-Core Processor, 500 GB HDD, 4 GB RAM, Windows 7 Professional 34-bit

Intel Pentium Dual-Core Processor, 500 GB HDD, 8 GB RAM, Windows 10 Professional 64-bit

Intel Pentium Dual-Core Processor, 500 GB HDD, 8 GB RAM, Windows 10 Professional 32-bit

Printers: A networked Laser printer at each remote office.

Software
XYZ application software

3.4.2 Test Lab

At each remote office, the following items will be needed full-time by the acceptance testers:
- One or more of the desktop PC computers with the configurations specified in 3.4.1
- One Laser printer
- 1 telephone
- 2 workstations
- 1 whiteboard

3.5   Training

Acceptance testers will be trained in acceptance testing techniques by the QA staff. The training will be three days in length and will be conducted at the corporate training facility the dates of 6/15/XXXX - 6/17/XXXX.

4.   Features to be Tested

4.1   Business Processes

4.1.1   Create Timesheets

- First timesheet
- Last timesheet
- Partial period timesheet

4.1.2   Employee Time Entry

- Overtime entry
- Incomplete entry of time worked
- Normal entry of time worked

4.1.3   Payroll Tax Calculation

- FICA
- Medicare
- Unemployment (FUTA)

4.1.4   Create Paychecks

- System created
- Manually created
- Withholding reconciliation
- YTD totals
- Calculations
- Financial controls
- Security

4.1.5   Direct Deposit

- Update employee direct deposit information

- Transmit transactions
- Reconcile transmission report

4.1.6   Submit Payroll Withholding Reports to IRS

- Calculations correct
- Transmit payroll reports to the IRS
- Transmit weekly payroll tax deposit

4.1.7 Corporate Payroll Reports

- Calculations correct
- Format correct
- Report distribution correct

5.   Features Not to be Tested

5.1   *System Administration functions*

- User Password Administration
- File Security Procedures

5.2   *Business Processes*

All business processes will be tested.

6.   Testing Procedures

6.1   *Test Execution*

6.1.1 Test Cases

For each business process to be tested, the acceptance tester will execute a set of pre-defined test cases. Each test case will have a series of actions and expected results. As each action is performed, the results are evaluated. If the observed results are equal to the expected results, a checkmark is placed in the "pass" column. If the observed results are not equal to the expected results, a checkmark is placed in the "fail" column.

6.1.2 Order of Execution

1.   Create Timesheets
2.   Employee Time Entry
3.   Process Payroll
    a.   Payroll Tax Calculation
    b.   Create Paychecks
    c.   Direct Deposit
4.   Payroll Reporting
    a.   IRS Reports
    b.   Corporate Reports

6.1.3 Test Data

To perform acceptance testing, test data will be supplied from two sources:

- Data created specifically for the acceptance test and
- Data obtained from past payroll periods.

The order of test execution allows for test data to be created before it is needed in payroll processing and payroll reporting.

The following test data sources will be located on the central server in the test environment:

- Employee data table (EMPLOYEE) - converted from existing sequential files
- Employee time data (EMPTIME) - entered during the test and converted from existing sequential files
- Tax table for current year and next year (TAXTABLE) - obtained in electronic format from the IRS

6.2 Pass/Fail Criteria

- All payroll business processes are supported:
    1. Create Timesheets
    2. Employee Time Entry
    3. Process Payroll
        a. Payroll Tax Calculation
        b. Create Paychecks
        c. Direct Deposit
    4. Payroll Reporting
        a. IRS Reports
        b. Corporate Reports
- The system is easy to use by the end-users
- Payroll policies and procedures are supported
- The system can be customized by remote offices to handle localized payroll processing needs
- The system complies with all government payroll tax reporting format requirements
- Financial controls are adequate to prevent fraudulent transactions
- Security controls are in place to prevent unauthorized system access
- All financial calculations are correct

6.3 Suspension Criteria and Resumption Requirements

6.3.1 Normal Criteria

At the end of each day (5:00 p.m.) testing will be suspended. At that time, all test cases executed during the day should be marked as such. Each remote office should call the corporate office acceptance test team when the testing has been suspended. The corporate acceptance test team will initiate a backup routine to save the day's updated test files.

When all test cases have been executed, the test will be suspended and the results documented for the Acceptance Test Summary Report.

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6.3.2 Abnormal Criteria

If the number of defects to be fixed (defect backlog) is continually increasing, testing should be suspended. This will allow the developers time to fix existing defects without the pressure and confusion of new defects being added to the backlog. **When a change is being migrated to the test environment, the acceptance test team leader must be notified in advance to schedule a time for the move.** After the move has been completed, a retest of previously tested functions should be performed.

If a critical processing unit is found to have severe defects (as defined by the defect reporting process), testing should be suspended until the defects have been fixed. When the fixed unit is moved back into the test environment, any previously performed tests that affect the unit should be performed again to ensure new defects are not created as a result of the fix.

7.   Risks and Contingencies

This section describes the system or project risks and the contingency plans that should take effect if the project experiences problems.

- Timesheet creation -   Risk level low to moderate. Should a problem occur, new timesheets can be created and re-distributed with a low level of expense.

- Employee Time Entry - Risk level moderate to high. Should a problem occur, employees' time records and pay could be affected. Correcting a major defect in production could be very expensive.

- Payroll processing -   Risk level moderate to high. Should a problem occur, employees' pay could be affected. Correcting a major defect in production could be very expensive.

- Payroll reporting -   Risk level moderate to high. Should a problem occur, employees' tax withholding and pay could be affected. If the withholding tax reports sent to the IRS are incorrect, fines and back interest may be assessed. Correcting a major defect in production could be very expensive.

8.   Appendix

8.1   Appendix A: Work Breakdown Structure

This is the project plan which should include a detailed list of tasks and resources, along with a project timeline for the acceptance test.