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USER ACCEPTANCE TESTING SURVEY REPORT

Original Software

Introduction

Our recent UAT survey uncovered some interesting, and sometimes worrying, statistics.

It is obvious that User Acceptance Testing, or UAT, is a massively important part of any application delivery project, with 88% of respondents saying UAT is key to achieving quality objectives. 29% said that the quality of software being delivered to UAT was less than good, reinforcing the importance of UAT.

CIOs have, for a long time, been saying that aligning IT with the business is one of their top priorities. But, when it comes to UAT, it seems that IT are abandoning the business and leaving them to plan, manage and execute it on their own.

Less than 50% of people reported being provided with any tools to support UAT, relying on Excel to plan and track their activities. Where tools are provided, they tend to be for defect tracking and supporting IT rather than UAT.

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When it comes to UAT test execution it is no surprise to learn that the vast majority is performed manually; only about 5% of UAT is performed by some type of automation. People take a mixture of approaches; unscripted, scripted and techniques such as Exploratory Testing. 85% of respondents report the use of unscripted manual testing, relying on the testers knowledge of the application rather than providing formalised test cases for the testers to execute.

85%
of respondents report the use of unscripted manual testing

75%
of respondents said that multiple UAT cycles are performed

57%
citing poor software quality as the reason.

83%
of UAT is performed by business users or UAT specialists, such as Business Analysts

While UAT is an important part of any project, it is also a very large, and expensive part. 75% of respondents said that multiple UAT cycles are performed with 57% citing poor software quality as the reason.

Phased delivery of software also contributes to repeated UAT test cycles with 1/3 of respondents reporting a phased delivery approach.

So, who actually performs UAT? 83% of UAT is performed by business users or UAT specialists, such as Business Analysts, and that is probably as it should be. However, as we have previously seen, there is little provision of tools to support UAT.

Over 50% of respondents stated that no tools are provided for definition and management of test cases, and 72% said there is no resource management provided. There are significant inefficiencies in the UAT process that mean testers are spending time on supplementary tasks and that detracts from the real business of validating the systems, adding to the time and cost of the project.

72%
said there is no resource management provided

50%
of respondents stated that no tools are provided for definition and management of test cases

Conclusion

UAT Challenges

- There is a rush to meet deadlines
- People have to be taken away from their day job
- Multiple cycles of UAT have to be run
- Business Users perform the majority of UAT
- Getting business users participation is troublesome

UAT Tools

- Current UAT tools only exist for process tracking but no features focused on actual execution.
- HP QC & JIRA tools have the greatest market shares but they focus solely on defect tracking.

UAT Effort

- 55% of UAT phases take 4 weeks or less. However 30% take 5 to 10 weeks
- 55% take 5 people or less
  35% take up to 20 people

  Note that 10% take considerably longer than 10 weeks

The results of this UAT survey show there is an overwhelming need to take what is effectively a manual process and make it more efficient and productive. Tools available until now are not specifically designed for UAT and focus on tracking defects, so lack information on the depth or coverage of the testing performed. Manually documenting defects is highly inefficient. Projects can consume anything from 20 man weeks to 4 man years. The potential is there for the right technology to deliver a significant ROI.

Original Software's unique and innovative product, TestDrive-UAT, address all these challenges. The code free automation means no programming skills are required, it integrates seamlessly with all microsoft technologies and enables the easy documentation of processes and the production of training guides, while link checking, spell check and content capture features are performed as basic capabilities.

TestDrive-UAT is so simple to use it needs zero set up time and training. It reduces reporting time and negates any need for script development. All processes are captured and the overall project delivery is fully optimised saving funds and resources within your team. To find out more, get in touch at **solutions@origsoft.com**.

Who creates the UAT scripts?

75-80%

have scripted testing. 2/3 of them are created by IT rather than B. users. A third brought in UAT specialists. Companies such as banks and retailers will use them as they cant ask customers to test the system!

The main reason for multiple UAT cycles?

32%

say Quality of the delivered software

How many cycles of UAT did you perform?

56%

do 1-3 cycles

20%

do 4-5 cycles

How many people were involved in the UAT phase?

Typical team size is 4-5 people although 12% have teams of 5-10 and 8% have teams of 25-35 people

How is UAT carried out? What % of time is spent doing:

Scripted Manual Testing

47% spend over half their time doing scripted manual testing. 75% are doing scripted manual testing

Unscripted Manual Testing

85% also do unscripted manual testing but it represents less than 1/3 of the work. Most of manual testing is unscripted

Exploratory Manual Testing

85% are doing very little exploratory testing. Its not greatly used as a strategy. 1 respondent said 100% exploratory which begs the question,What is the right strategy?

Automated Testing

40% do not do any automated testing, 70% do little or no automated testing. Less than 3% do more automated than manual testing.

What percentage of UAT work is carried by these groups?

NOTE: Overall a lot more UAT is done by IT rather than Business Users

Business Analysts

in 45% of cases Business Analysts are being used. In 25% of cases BA are doing more than 1/4 of the UAT

Dedicated UAT Team

Only used in 33% of cases

QA Team

In 48% of cases the QA team is being used, in 24% of cases they do up to half the UAT and in about 14% of cases they do more than half

Business Users/SME

55% of cases use Business Users.

Based on the number of defects found in production how would you rate the overall quality of the project?

58%

say good or excellent. So UAT works

How many man weeks of effort did UAT consume?

Over 50%

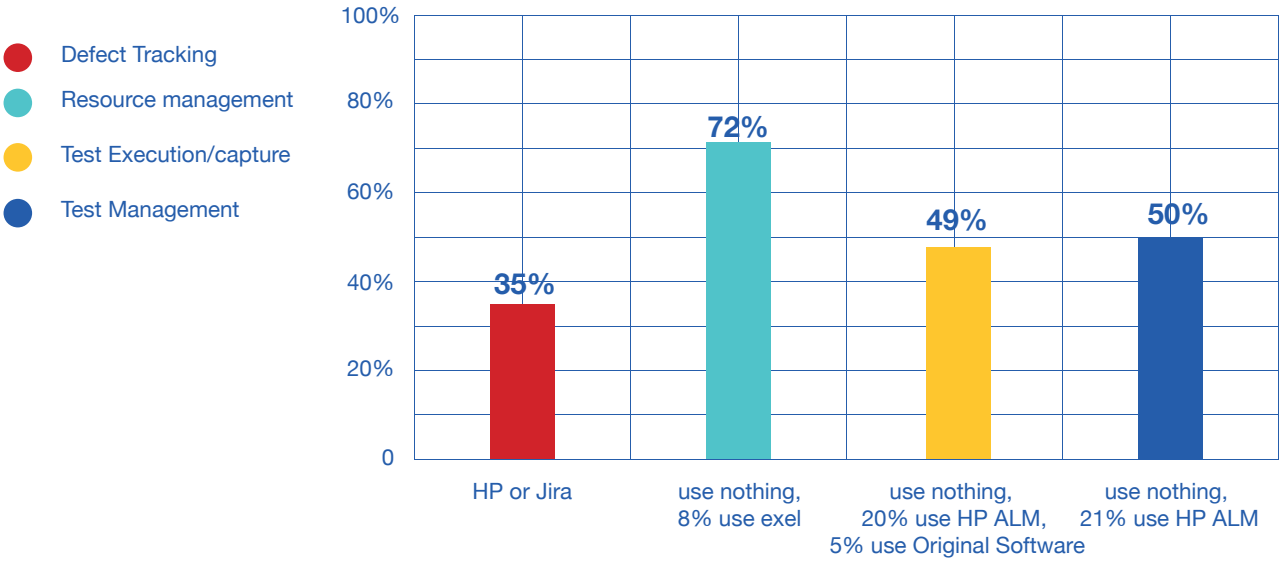
reckon each project uses up 2-4 man weeks

How easy is it to get business users seconded to perform UAT as and when required?

53%

Over half (53%) say its difficult or not easy

What is the worst thing about UAT?

31% say rushing to meet a deadline, 19% say taking people away from their day job, 18% say repeating tests done before.

As part of UAT, do you use software tools in the following areas, and if so what: