Human Centric User Acceptance Testing

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#PNSQC2020

Hello!

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Outline

User Acceptance Testing

The Human-Element

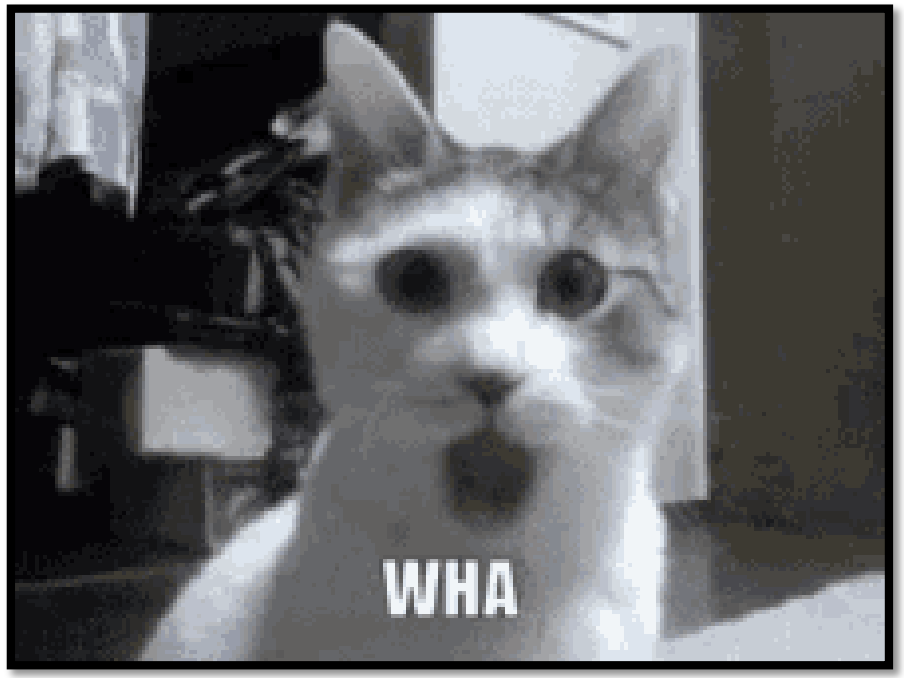
Best Practices

User Acceptance Testing

What is UAT?

- Special testing phase between QA sign-off & Production use
- UA Testers are representatives of your end-user base
- Tests from the end-user perspective

The Human-Element



Surprise!

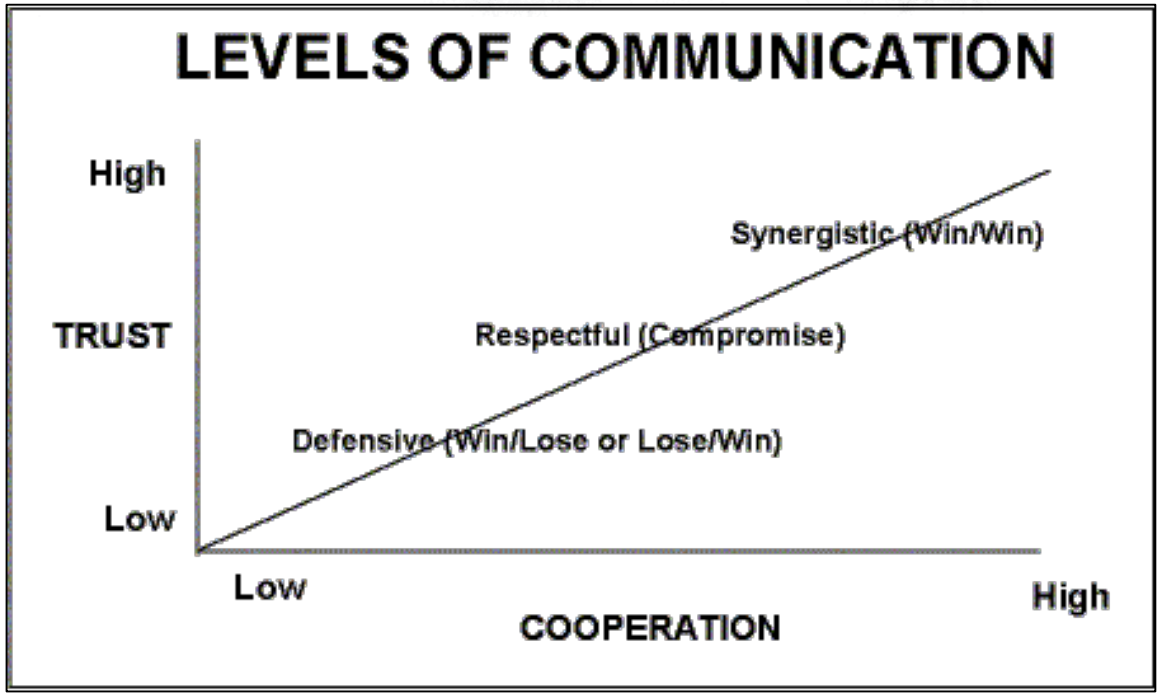
Humans are involved in UAT

- Humans come with a lot of human specific things…
  - Emotions, lives, families, baggage, hopes & dreams
  - Different communication styles, backgrounds, educations, & experiences
- Remembering this and accounting for the human-element will help improve your UAT process

Communication & Trust

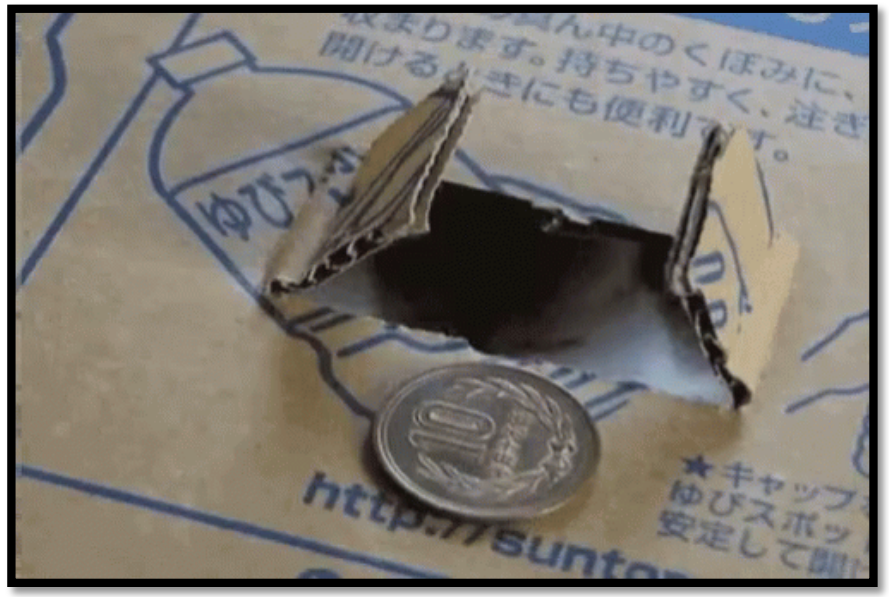
- Trust has a direct correlation to our ability to effectively communicate
- Low-trust environments → defensiveness
- High-trust environments → higher collaboration

Levels of Communication
7 Habits of Highly Effective People
Stephen Covey



Trust Accounts

- Need to invest in “Trust Accounts”
  - Deposits come from trust building behaviors
  - Withdrawals come from trust breaking behaviors
- Deposits & withdrawals look different to different people
- Withdrawals are generally larger than deposits



Trust Building Behaviors

- Open and honest with the reality of our software and processes
- Recognize gaps and actively work to improve them
- Own up to mistakes
- Stick to commitments
- Be transparent if things need to shift
- Extend trust to others

Inclusive Environment

- UAT spaces & communication should be positive & inclusive
- Everyone should feel welcome, included & that their feedback is valued
- Use inclusive language
- Avoid inappropriate language & humor
- Define terms that may not be known by everyone
- Blame & judgement free zone

Empathy

- Empathy is about being able to step into someone else's shoes to see & feel what they are experiencing

Empathetic Leadership

- Engineering Team should take an empathetic leadership role in UAT
- Have empathy on the UA tester experience
  - Withhold judgement for “mistakes” or “user errors”
  - Checking your biases about users (and testers and anyone else) at the door
  - Do not get frustrated when problems are reported
- Take the experience seriously
- Ensure they can provide the experience back to the Engineering Team

Best Practices

Clear Expectations

- Define process, goals, roles, and responsibilities upfront
- Communicate these expectations to UAT group
- Not setting clear expectations leaves people to their implicit expectations
- When implicit expectations are not met…
  - Trust is broken
  - Communication breakdowns happen
  - Stress and frustrations are increased

Feedback Loops

- Human-centric feedback loops aid in fast flow of communication between UAT group members
- Designate a UAT Coordinator to facilitate & manage structured & clear communication channels
  - Kickoff / Wrap-Up Meetings
  - Daily touchpoints
  - Open group chat channels
- All feedback loops should be inclusive & safe for everyone to participate in
- Be open to adjusting your feedback loops as you go to accommodate the communication needs of your group
  - Continuously improving your feedback loops & communication processes builds trust

Documentation

- Save time & frustration with good upfront documentation
  - Purpose, goals, roles, responsibilities, scope, assumptions, constraints, environment details, risks, etc.
- Checklists help track vital setup & teardown procedures
- Provide test scripts to UA testers
- Provide templates for bug reports
- Don’t make it overly complicated or tedious

Success Template

Prep	UAT
• Understand Test Needs • Leadership Commitment • Environment Setup • Documentation	• Kickoff • Testing Session • Daily Touchpoints • Close Out

Wrap-Up

- The human-element is complicated to account for & manage
- Well managed it can result in…
  - Less frustration & stress
  - More effective communication & collaboration
- Be adaptable since every team & individual are different

Like in Agile Development…

Working with humans is an ***iterative*** process where you want to ***fail fast***, acknowledge & ***learn*** from your mistakes, & ***continuously improve***

Thank you!

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