

Steve Grove  
Via WhatDoTheyKnow.com

10 December 2010

Dear Mr Grove

**Re: Request for information**

I refer to your request under the Freedom of Information Act 2000 for the following information on 12 November:

*“Please may I request information relating to validity and reliability for the Skills Health Check assessment tool featured on the new Next Step website”*

The Agency has undertaken searches and has identified information which relates to the testing and implementation of IT solutions including the Skills Health Check Assessment Tool, and information has been supplied below. No other information requested has been identified.

Information has been removed from where it is considered to be personal data and exempt from section 40(2) (personal information) of the Freedom of Information Act 2000. This information is considered to be the personal data of individuals who had neither a reasonable expectation nor had consented to disclosure of the information included. The level of seniority of the individuals within their organisations was also taken into account. The Agency considered that any public interest in disclosing the information in this context (for example, to serve any interest in accountability or transparency) was outweighed by the public interest in protecting the rights of the specified individuals. The information has been removed in the sections of the testing information which would feature the name and signature of the individual.

Where information identified also referred to other testing, references to the Skills Health Check Assessment Tool will be referred to as SHC or at other times the Skills Diagnostic Tool (SDT).

By way of assistance, the Agency can also advise that the Skills Health Check was trialled during 2008 – 2010. The content for the first trial tool was procured through a restricted procurement exercise – 12 organisations were invited to respond to the requirements. The bids were evaluated by the Learning and Skills Council (LSC) and the Department for Business,

**Skills Funding Agency**

Cheylesmore House Quinton Road Coventry CV1 2WT  
T 0845 377 5000 [www.skillsfundingagency.bis.gov.uk](http://www.skillsfundingagency.bis.gov.uk)  
An agency of the Department for Business, Innovation & Skills

Innovation and Skills (BIS). SHL was successful in securing the contract for this work. A full OJEU procurement was then conducted with a more detailed specification. The bids were again evaluated by LSC and BIS again – SHL again were successful in securing the contract.

Prior to the release of the tool on the Next Step website there were six previous releases of the tool that were initially available only to Next Step advisers via a secure provider login or later releases were also available via the Skills Accounts website. Each release contained improvements based on feedback from advisers using the tool on the front line.

Over a number of months every aspect of the system was tested to ensure it was fit for purpose through a series of formal test environments, including Systems and Integration Test, User Acceptance Test, Operational Acceptance Test and finally post Live Verification Testing. Each test environment had strict entrance and exit quality criteria that had to be met before we could advance to the next stage. Tests conducted by the suppliers on our behalf were scripted and evidence of the test execution and results was witnessed by our test managers. The user acceptance testing conducted was also planned and scripted and was performed by a number of Senior Users from the business and Subject Matter Experts from SHL who provide the content for the questionnaires. All of the companies and agencies involved in the development of this project have been chosen for their skills, expertise and experience in this field,

Unfortunately systems of this magnitude do occasionally experience teething problems. Some of these are outside the scope of our control, for example the system requires Adobe version 8 (minimum) to be installed on the user's pc's to view the PDF reports created. We have been able to help users with this by providing improved guidance to advise them on the system pre-requisites and clear instructions on how to upgrade their version of Adobe if required.

Users may report any issues with the system through the technical support page provided on the website and any issues that may have slipped through the testing can be addressed in subsequent maintenance releases if required.

Firstly, the Skills Health Check Assessment Tool was tested according to the following test approach:

## **Test Approach**

### ***Introduction***

This document provides the strategic approach to the resumption of testing The Next Step CWP. Formerly known as the *Next Step (aacs,)* which was planned to be implemented for Destination One (1st August 2010). **Testing was suspended on 16 July 2010 and the proposed delivery date has been revised.** This Approach adheres to the mandatory instructions and guidance of version 2.0 of the Learning and Skills Council Test Strategy issued January 2010, and should be read in conjunction with this document. All test activities of Next Step adhere with the Skills Funding Agency Test Strategy 2.0 without any deviations.

### ***Document Purpose***

The purpose of this document is to identify potential risks and issues with the testing of the application and the corresponding high level test approach required to be undertaken to mitigate those risks. This Test Approach is aligned to version 2.0 of the Skills Funding Agency Test Strategy.

This document is intended for those who need to understand, approve, resource and commit to the testing activities together with those that need to be assured of the results.

Project approvers sign-off the document, giving their authority for the test activities to proceed, underwriting that:

- The identified risks and mitigating actions are acceptable
- ways of working closely with delivery partners.

It was developed from the following channels:

- A single web platform offering the service in the new brand
- the procurement of a prime contractor to provide the national telephone channel
- the procurement/development of web content that will enable customers to self service and access a virtual careers adviser
- the procurement of the regional prime contractors to provide the face to face channel
- the extension of local advice partnerships which are being prototyped in 10 areas (this is likely to be 2011)

### ***Test Approach***

Test execution will be based on risk based approach i.e. high priority features will be executed first followed by other priority levels as per priority sequence (refer System and Integration test plan for feature priority levels). All components will be tested at least once before it's deployed to LIVE environment.

The priority level of the features are decided in coordination with the business analyst team so that business policy risk which may be of low priority from technical point of view are not missed during testing

In order to have effective control and quality delivery of testing activities, test execution will be in five stages, where each stage starts only after successful completion of its previous stages. Every stage has controlled entry/exit criteria and formally defined test activities for the success of the test delivery.

Unit and Link Testing will be the responsibility of the respective development teams. It will be the responsibility of 3rd -party development teams to complete their respective interface unit tests. It will be out of the Capgemini test team's scope to support 3rd parties in their unit tests. However the test team will monitor and support as required the Capgemini development team during their link test stage.

User Acceptance Testing and Live Verification Testing will be conducted by Skills Funding Agency Business users and the Skills Funding Agency UAT Test Manager. The Capgemini test team will play a support role during these stages of testing.

### ***Unit and Link Testing***

This test phase is carried out by the supplier's development team. It is primarily concerned with identifying bugs or logic errors in an application software component. Each component is tested in isolation with other components being added and the tests repeated (link testing) until

the full system has been built, and is suitable for handover to System Testing. Units are not added to the link test unless and until they have been tested successfully in isolation

### ***Systems Integration Testing***

System Testing should have been carried out by the software suppliers Test team, this testing would have demonstrated that the system conformed to the detailed functional specifications and that it operates within any defined constraints. Suppliers, however, did not develop the functional and technical specifications to a sufficient level of detail so it proved impossible to develop appropriate System Tests against them. It had been assumed that this would include negative and “white box” testing

Systems Integration Testing will be executed in multiple cycles. Cycles will be explained further in System and Integration Test Plan. Accessibility testing will be performed during SIT cycles. This will be performed by Online tool ‘EvalAccess 2.0’ The scripts have been expanded and strengthened during the suspension period. There are now more negative tests, BVA tests and some “white box” tests included. It is believed that there are still gaps in the SIT scripts. This will be mitigated by the SFA Project Test Managers carrying out continuous real-time witnessing during Cycle 1 of SIT. They will advise on additional scripts that are required as they identify the gaps. Capgemini staff will create additional scripts based on these recommendations and the new scripts will be executed in Cycle 1 as soon as they are ready.

### ***Regression Testing***

During System and Integration testing cycles, when a code drop is released to the test environment which includes new functionality or fixes for specific defects, the system will be subject to a series of Regression tests covering key components and functionality. This will ensure that the new code has not destabilised areas intended to be unaffected by the release. During the defined regression test cycles a complete functional testing will be carried on all regression features.

### ***Performance Testing***

The supplier will ensure that for each of the environment (SIT, UAT and VOTE) server performance monitors are identified and a baseline metric defined. This will ensure that monitoring history build up of activity will allow correlating of performance data over time. Maintaining a baseline will assist in potential solution for future issues by reviewing and analysing history of key indicator like system utilization of memory,CPU,network, disk, I/o process will assist in identify potential troublesome areas.

The details of the performance testing in DTE are expected to be covered in the SIT, UAT and VOTE plans.

An agreement has been made to perform volume tests on Skills account and Skills Diagnostic tool outside the normal working hours. A separate team will be working on it.

### ***User Acceptance Testing***

The approach is to prove the Business requirements using provided or created processes sanctioned by the business users.

The created test scripts/scenarios will be prioritised and an execution schedule will be created based on the outcome. During the execution schedule regular reports will be issued stating progress against the schedule and defect stats.

The schedule shall consist of no less than three test cycles. Each cycle will end once all of the scripts which can be executed have been, and any defects found have been reviewed and raised through defect management system.

Cycle 2 will include all the agreed fixes for the defects raised in cycle 1 and any defect not addressed in SIT which has been carried over.

Cycle 3 will include all the agreed fixes for defects raised in cycle 2 and those remaining from Cycle 1 which was not delivered in Cycle 2. Defects raised in Cycle 3 and considered to have no major impact on the service provided will be addressed in PIS release.

There will be a period of no less than two days between each cycle to allow for redeployment of code.

As part of the final cycle there will be some testing of Positive business scenarios by business users.

UAT testing will be carried out via the internet and ensure that sufficient cross browser testing is carried out to ensure that the application is compatible with the popular browser (IE 6, 7 and 8, Firefox 2.3 and 3.0, Opera 10+, Safari 4+ and Chrome 3.5+) in the public domain.

### ***Operational Acceptance Testing***

This stage will be planned, prepared and executed by the Capgemini Test Team. The overall aim of Operational Acceptance Testing will be to prove that application stability in the live environment will not be compromised by the changes made by the development, support and infrastructure teams.

It is proposed that OAT may include testing of inbound and outbound interfaces via the internet; however this is dependent upon changes being made to the VOTE environment to allow inbound internet access (this will be a testing risk on risk log).

OAT testing tends to concentrate on the non-functional aspects and should not be used to prove design concepts nor repeat testing that should have been carried out in earlier stages. It also provides an opportunity to complete a rehearsal of the installation into the live environment.

The OAT test phase will have two stages as below:

1. Pre-OAT Test: OAT State analysis, to confirm that live label is available on VOTE environment and all application features are working as expected (touch and breadth testing to examine the current state of application on VOTE). This testing will be done at least two weeks prior to Formal OAT testing or during Level 2 of UAT testing.
2. Formal OAT Test: Tests will be executed to verify
  - a. Environment Integration (all internal, external interfaces are accessible)
  - b. Installation Management (release plan is clear, complete and appropriate)
  - c. Cohabitation Testing (systems sharing same infrastructure are not broken)

- d. Process Validation (high-level end-to-end tests and batch job execution)

### ***Live Verification Testing***

Verification testing is immediately carried out after deployment to ensure that application has been deployed and is operating correctly.

Skills Funding Agency Test manager will produce a 'Go Live' plan and associated verification test scripts. The scripts will be executed to 'shake down' the system and highlight any discrepancies in connectivity or configuration thus generating confidence amongst the stakeholders.

On successfully completion of the verification testing the system will be declared to 'Go Live'.

If for any reason the stakeholders are not satisfied with the systems and deem it necessary to roll back then the supplier CAP must have a process and procedures in place to do this.

The following test artefacts/documents will be delivered as a consequence of Live Verification Testing

- Live Acceptance Form

Live Acceptance Form will be produced by Capgemini Next Step Test Team and will be signed off by Skills Funding Agency.

### ***Batch Testing Approach***

The Regression of batch jobs in DTE is done by executing the batch jobs manually through SQL studio at respective environments (SIT, UAT). When the customer is registered by batch jobs the ILR file format to be used by the system is in dual format (9/10 as well as 10/11) starting from August 2010 to the end of year 2010. From the start of the year 2011, the 10/11 ILR file format is to be used. (To be Confirmed by business)

Regression testing of batch jobs in VOTE will adhere with JMO guidelines.

### ***Test Witnessing***

Witnessing will be conducted in accordance with the joint test strategy with the exception of the additional duties that are described in the section of this document that describes the Systems Integration Test process.

### ***Testing Issues Identified Early***

Issue	Probability / Impact	Mitigating Action
SDT 7 to share the Next Step test environment	High / High	The present Next Step System and UAT test environment on the Capgemini DTE are proved to fit the purpose of Next Step release.  Any non compatibility issues identified will be discussed with the Capgemini Environment maintenance

		<p>team and will be fixed well before the System and Integration testing starts (the test team will try to have the DTE environment ready as per time scales defined in Skills Funding Agency Test Strategy).</p> <p>In rare scenarios where certain features (e.g. the team room) can't be tested on the DTE environment, they will be tested on the VOTE environment. Such features will be identified and reported in System and Integration test report as items to be tested in the next stage of testing.</p>
VOTE environment has different interconnectivity (firewalls / routers) from Live connectivity. So connectivity between systems cannot be properly tested	High / Medium	Known issue
Test environment is not available through internet access. Hence end-to-end testing is not possible.	High	Next Step CRM (server) environment can not be utilised for access through the internet testing.
No integration test environment available	Low / Medium	There is a low level of integration with CRM and this can be simulated in UAT
No formal testing process has been carried out prior to SIT. Therefore, SIT cannot meet its own entry requirements as there is no exit from CIT or ST.	High	Incorporation of System Test type scripts into the body of SIT scripts (see augmented SIT process)
Performance testing in SIT, UAT and OAT environments not planned	High/Medium	To be discussed with UAT Manager

### ***Testing Risk Mitigation***

Test Risks will be part of Project Risk Log. Baseline versions of the Risk Log are maintained in the Configuration Library for the Project. The running Risk Log will be located at Skills Accounts Team Room.

### ***Testing Dependencies***

- Test completion on time is dependent on availability of all supporting systems in DTE and VOTE (PCA, LASS).

- Deployment analyst will be informed in advance about deploying of labels to test environment.
- Availability of the system for SIT on schedule is dependent upon successful completion of Unit and Link testing by the development team on time.
- Regression test cycle schedules are dependent upon the development team defect fixing turnaround time.
- In order to complete solution testing on schedule, we are heavily dependent upon test access availability of the following third party systems:
  - SDT 7 should be available in DTE, VOTE vice versa Next Step should be available for tests of SDT 7.
  - Learner Registration compatibility should be available via the internet through DTE, VOTE.
  - SRP system should be available on VOTE (SRP is internal to Next Step test environment in DTE).
- End-to-end testing of batch jobs is dependent on availability of
  - System team room in DTE, VOTE
  - Partner team room in DTE, VOTE
  - Exchange server in DTE, VOTE

### ***Testing Constraints***

- The test environments available within Capgemini on the Skills Funding Agency account are virtualised and not configured identically to the live environment. They are not suitable to run any meaningful volume/performance tests
- Full browser compatibility testing is not possible using the UAT environment, this can only be achieved by external test execution
- We are constrained to work within the timeframe provided for the testing phase
- The sample or test data that will use for integration testing between Next Step and 3rd party interfaces (Learner Registration (formerly MIAP), LINE, LMI and the course directory (NDLPP)) is constrained by the data provided by the Learner Registration, LINE, LMI and the course directory (NDLPP).

### ***Testing Assumptions***

1. There are no further changes to the functional requirements and system requirements documentation, or that in the event of any changes, these changes are and communicated to the testing team before the test stage starts. In this event we assume



that test team will be given enough time to change/update the test plan, test cases and other appropriate test documentation.

2. All external interfaces are built as per the agreed interface specifications and WSDLs
3. Delay in the test execution schedule due to changes in functional requirements or system requirements is accepted as a project risk rather than a testing risk
4. Customer web portal will not perform functional test of SDT 7
5. Functional verification of third party systems (with the exception of the interface) is not in scope for Next Step test team.
6. Administrative features of MOSS (all MOSS administrative features should be part of deployment)
7. Functional testing of windows version of application (no content testing will be done for regression features)
8. Any supporting operational process such as posting Welcome letters to learners or CAS telephone call back to learners will not be tested
9. Security constraints of third parties systems in interacting with Next Step (testing is limited only to validate the authentication process from Next Step side)
10. Availability of third party systems
11. SDT 7 will share customer web portal DTE, VOTE and Live environments
12. Customer web portal and SDT 7 follow their respective SIT and UAT schedules
13. Customer web portal and SDT 7 first VOTE deployment will happen in parallel as per release plan (subsequent deployments due to defect fixes will be independent as required)
14. Customer web portal and SDT 7 Live deployment will happen in parallel as per final release plan
15. Customer web portal or SDT 7 Labels to SIT are provided only after successful unit and link testing
16. The formal Skills Funding Agency UAT will start only after successful completion and sign-off of customer web portal system and integration testing
17. Test environment are assumed to be available with all of the requested components/interfaces installed by the time the testing schedule starts. Any delay/unavailability of the test environment will increase the required test team effort and potentially delay test completion
18. Required test resources are available on time to develop and execute test cases
19. All releases into test deployments will be performed in a controlled manner and only through the request of the testing team (excluding unit and link testing)

20. Test Cases will primarily be based on Use Case specification documents rather than business requirements documents
21. The development team will follow the defect life cycle identified in the Skills Funding Agency Test Strategy and the defect fixing cycles will not significantly affect the testing schedules
22. Support from the Capgemini environment build team is available to solve configuration and compatibility issues specific to the test environment
23. Timely response is provided by third party applications teams to resolve issues encountered during integration testing
24. UAT performed by Skills Funding Agency must specifically test Business Process scenarios making sure the usability of the application is satisfactory and has met all of the agreed Business Requirements
25. Capgemini SDT 7 test resource is available for support all activities of Trinity in Capgemini environment
26. Next Step test team will not test browser compatibility on non windows platform.
27. Testing with modem is not in scope of Next Step team

---

Information relating to various types of testing has been identified and is included below:

### **Systems Integration Testing**

This test report provides an overview of the results from the following:

1. System and Integration testing stage for Next Step Release 1.0. Detailed information of the tests performed is included within the Next Step SIT Plan\_v1 0.doc
2. System and Integration testing stage for Skills Health Check based on the approved Trinity Test plan

### **Test Scope**

Following are the high level new changes/features tested as part of release 1.0 systems and integration testing for CWP and Skills Health Check:

- Skills Health Check
  - Integration of CWP and Skills Health Check
    - Create a Skills Diagnostic Report
    - Manage Skills Diagnostic Report
    - Edit a Skills Diagnostic Report

- Delete a Skills Diagnostic Report
- Download a Skills Diagnostic Report
- Integration of CWP and Skills Health Check (self-directed Action Plans)
  - Create Personal Action Plan
  - Manage Personal Action Plan
  - Edit a Personal Action Plan
  - Delete a Personal Action Plan
  - Download a Personal Action Plan
- View archived Action Plans
- Accessibility Testing
  - Executing all web pages sources through W3C AA
- Browser Compatibility Testing

Following are the high level new and regression changes/features tested as part of release 1.0 systems and integration testing for Skills Health Check:

- Creation of SDRs and action plans by a registered user;
- Managing SDRs and action plans by a registered user;
- Creation of SDRs and action plans by an anonymous user;
- Retrieve an SDR 72 hours after creation by an anonymous user.

## **Test Results**

### **SHC Test Execution Overview**

- SHC Features / Functions Tested (includes Regression)
- Branding Compatibility Regression
  - Colour Combination:
    - Header, Footer, Left hand menu, Text on the Body all should follow the same colour pattern on every page
  - Consistent colour pattern between logic flows of functionality
- Validations as per Navigation Document
  - The below should be as defined in Navigation document
    - Look and feel of all new pages

- The learner journey on the website
- The error messages
- The business messages
- Accessibility Testing:
  - All the web pages of Next Step system should adhere to W3C 'AA' standard
  - Browser compatibility was tested on the browsers stated below:
    - IE 6, 7, and 8
    - Firefox 2.3 and 3.0
    - Opera 10+
    - Safari 4+
    - Chrome 3.5+
  - Non JavaScript testing
    - All functional modules are tested without JavaScript

#### Features / Functions Not Tested

- No code testing, all testing will be black box testing
- No exclusive database testing
- Parallel execution of Batch and Online processing
- System external access
- Performance and Load Testing
- Penetration Testing
- Functionality and Availability of external websites

The following summary shows the quantity of issues found in the system test phase of testing Skills Health Check:

Priority / Status	Raised	Assigned	Retest	Rejected	Closed
1 - Essential	0	0	0	2	8
2 - High	0	0	0	6	33
3 - Moderate	0	3	0	11	96
4 - Low	0	5	1	27	100
<b>Total</b>	<b>0</b>	<b>8</b>	<b>1</b>	<b>46</b>	<b>237</b>

## Test Limitations

System was tested on IE 6, IE 7, IE8, Firefox, Opera 10, Safari and Chrome.

## Information / Limitations When Testing Using the Virtual UAT Environment

- All reports are uploaded on to single team room path in SIT and UAT. Different team room paths will be used in OAT and Live. No new label is required for these changes as there are configurable elements. Refer Appendix E for team room access details
- Testing of Batch Jobs can be done only in Aston office UAT physical machines as virtual UAT machines have no SQL clients to connect databases (for testing purpose these are required to be run manually as jobs are scheduled once in a day during mid-night)
- Access to the UAT email exchange server - refer to Appendix D.
- To verify the email generation and email template for a new registered user, UAT testers must provide the new user email id as '**skills.uat@lscdev.local**'. This email is then sent to the UAT email exchange server.
- Virtual UAT PCs may run slowly and due to this sometimes testers may encounter a server timed out or page not found errors. These are temporary issues and may be resolved by just refreshing the page and will not be experienced when running tests in Aston.
- The PCA web service on SIT and UAT is on a sharing server which sometimes becomes unavailable if other projects take down the IIS server for their deployments. During this time CWP system generates 'The Next Step website is temporarily unavailable. Please try again later' error. When you encounter this error wait for 15 to 20 minutes and try again.

## Conclusion

Subject to agreed waivers and planned defect resolution condition, the Next Step Release 1.0 system Label 43 had passed System and Integration Testing.

Therefore Cap Gemini/Trinity Systems and Integration Testing can be said to have met the desired exit criteria within the provisions set out in the Joint Test Strategy and associated SIT Test Plan.

In addition and in line with the provision set out in the Joint Test Strategy the CWP and Skills Health Check has been subject to SFA Test Witness (completed by SFA UAT Test Managers).

### **User Acceptance Testing (UAT)**

*This records the acceptance by the SFA that the above project / release has been tested and can be released into the Operational environment.*

#### **Summary**

*Following are the new changes/features tested as part of the Next Step UAT testing:*

- *Skills Health Check*
  - *Integration of CWP and Skills Health Check*
    - *Create a Skills Diagnostic Report*
    - *Manage Skills Diagnostic Report*
    - *Edit a Skills Diagnostic Report*
    - *Delete a Skills Diagnostic Report*
    - *Download a Skills Diagnostic Report*
  - *Integration of CWP and Skills Health Check (self-directed Action Plans)*
    - *Create Personal Action Plan*
    - *Manage Personal Action Plan*
    - *Edit a Personal Action Plan*
    - *Delete a Personal Action Plan*
    - *Download a Personal Action Plan*
  - *View archived Action Plans*

#### **Known Outstanding Incidents:**

*trial000965 UAT Cycle 1 - 8-09-2010 SHC - the system let's*  
*02 make contradictory selection*

#### **Testing Details**

<b>Testing Performed By:</b>	<i>Name removed (SFA UAT Test Manager)</i>
<b>Environment Tested In:</b>	<i>Next Step UAT</i>

## Acceptance

<b>Role</b>	<b>Name</b>	<b>Signed</b>	<b>Date</b>
SFA UAT Test Manager			21/09/2010

## Comments

All outstanding issues will be addressed in PIS.
--

## User Acceptance Test report

### 1. Introduction

This report sets out the User Acceptance Testing carried out against the application assets Next Step Release 1.0 including the Skills Health Check Tool Release V7. The integrated application asset is centred on a Web facing application designed to allow customer/learners to obtain indications as to their eligibility for government funding that give an indication of the amount of public funding that may, subject to eligibility, be available to support the cost of the customer's training/educational needs. The asset also provides to the learner with information concerning their record of learning, past funding provision and self directed Skills Health Check reports and Action Plans.

In addition this site has links designed to assist/guide the customer in searching for appropriate "Next Step" support/suitable training/educational courses/providers and prospective job profiles.

Three iterations of UAT execution was conducted at the Cap Gemini office Aston in the DTE-UAT test environment

The test ware (scripts) produced and test conducted were essentially based on test artefacts from the previous release Skills Accounts (2.1). In order to achieve the coverage required for Next Step Rel 1.0, scripts were heavily modified. Where required, additional scripts were produced to cover new functions including the provision of a 'Hot Course' search, the new version of the Skills Diagnostic Tool renamed to the Skills Health Check and site re-branding.

This report has been collated at a management level in that it will summarise the tests executed and the results obtained. The report will also set out the conclusions drawn from the test iterations, any recommendations pertaining to progress to the next test level, additional testing and or changes that could be made to the asset under test.

### 2. Testing Objective

The primary objective of this test level was to be able to assess the asset under test against the business intent/requirement. The tests carried out exercised the defined business processes both as individual processes and as a component within one or more Customer Journey Scenarios. From this it was possible to assess the level of assurance that can be given as to the assets capability to support the business process and ways of working.

### 3. Tests executed

#### Relevant Business Process Scripts:

The following Table sets out the Business process script references and process description that were exercised.

System Test Case Number	Description
D1SDTSCRPT1	Anonymous SHC / AP Processing
D1SDTSCRPT2	Registered Customer SHC / AP Processing

#### Accessibility Testing

Testing was carried out concurrently with UAT test activity by the Agency IM team see section 4 for results

#### What was not tested

The following tests were not attempted:

- No attempt was made to access the application from the internet Due to the known constraints of the DTE UAT environment;
- DirectGov sponsored 'speed trap' tags;
- CMS administration and Content Management processes and procedures. Refer to the recommendation section testing of these processes and procedure should be addressed in OAT;
- The Browser compatibility testing carried out was curtailed to meet project deadlines. As such not all browsers and java enabled/disabled combinations have been exercised. In mitigation both vendors (CapGemini/Trinity) have stated that they have conducted browser compatibility testing however only Capgemini have any physical evidence. There will be an opportunity to further reassure mainstream browser compatibility at OAT;
- Non functional requirements (out of UAT scope). Refer to recommendation section. Non- functional testing should be performed during OAT dependent on the constraints imposed by OAT infrastructure and it's likeness to the live environment;
  - There are seven NFRs (201 – 207) related to Capacity which are not capable of being tested. These have been dealt with by referral to the architects who assured that the infrastructure is capable of supporting all of these.
  - NFR 208 is performance-related but it depends on external infrastructure and cannot be tested meaningfully.
  - NFR 209 is about scalability and the architects stated that MOSS provides an extensible platform that can be made to support whatever is required by means of additional virtualised servers.



- NFR 212 is the usability tests covered elsewhere.

#### 4. SHC Test Results

id	Headline	Severity	Status
trial00096502	UAT Cycle 1 - 8-09-2010 SHC - the system let's make contradictory selection	4- Low	Defect

The above defects will be addressed in the next release of the Next Step application.

It was agreed at the final triage meeting 17/09/2010 to recommend that these defects can be carried forward for resolution within the next release and that the current Next Step label (49) should be promoted to OAT (VOTE) for further testing.

#### Accessibility Testing

Accessibility testing was carried out against the same Next Step labels that were subject to the 2<sup>nd</sup> and 3<sup>rd</sup> iteration of UAT using W3C WAI 'AA' accessibility rating requirements as the acceptance criteria. The Test Manager is aware of some minor concerns and that the Final Accessibility Report is still pending.

#### 5. Conclusions

- Notwithstanding that 3 iterations of formal UAT was conducted in 8 rather than 15 working days and adequate test coverage was achieved;
- The Test Manager found it difficult to assure site navigation and copy text. Despite repeated requests for updated documentation prior to UAT execution, precise site navigation/copy documentation was not available for UAT;
- Whilst executing SIT test witness I observed the coordination between vendor test teams was greatly improved from previous releases (e.g. SA 2.0 and SA 2.1);

#### 6. Recommendations

The UAT Test Managers primary recommendation is that:

- The asset Next Step Release 1.0 (label 49), integrated MIAP (Version 2c), SHC Version 7 and DCS assets as at 17/09/2010 be considered as fit for progression to the OAT test level.

In addition the Test Manager makes the following recommendations:

- Due to the time constraints placed on this release and inherent delays it was necessary to carry out SDT SIT test witness before SDT SIT execution had been completed or even as it was on going. In my opinion this is bad practice, it does not comply with the IM service joint test strategy and should not be repeated;
- Non functional testing should be addressed during OAT within the current constraints of the VOTE environment.

#### Operational Acceptance Testing (OAT)

This records the acceptance by Capgemini that the above project/release has been tested and can be released into the Live environment.

## Testing Summary

<b>Description of Change:</b>	<b>SDT Release</b> <ul style="list-style-type: none"> <li>Fully integrate release 7 of the Skills Diagnostic Tool (SDT) within the new Next Step website.</li> <li>Access to new spatial and abstract tests, including the relevant practice questions to these new question sets</li> <li>Users will be able to view accessible versions of the skills diagnostic reports</li> <li>Enchantments to Action Plans</li> <li>All web pages hosted on a single branded domain</li> <li>The site will adhere to the Skills Funding Agency accessibility standards</li> <li>Skills Diagnostic report to be changed so you can download a full and summary version</li> </ul> <p>The testing below ensures that this functionality causes no cohabitation problems with any existing applications.</p>		
<b>Completion Checklist:</b>  <i>(enter YES/NO or N/A for not applicable)</i>	<b>Release Plan followed</b> <i>(applicable to projects only):</i>	Y	
	<b>All Planned Tests completed</b> <i>(give detail below if not):</i>	Y	
	<b>All applicable servers tested</b> <i>(e.g. if webfarm, each server checked):</i>	Y	
	<b>Latest security patches applied</b> <i>(applicable to new servers only):</i>	Y	
		Y	
<b>OAT Plan name:</b>	Next_Step_Customer_Web_Portal_OAT_Plan_v0 2		
<b>Issues/Outstanding Tasks:</b>  <i>(describe outstanding issues or state 'None' if none)</i>	<b>Outstanding Tasks</b> <p>The CRM "Contact an Advisor" interface test could not be completed end-to-end in VOTE. We have verified that the email is being received correctly to the MS Exchange Server but CRM is not receiving the emails from MS Exchange Server. The problem is likely to be with MS Exchange configuration in VOTE and this is under investigation.</p> <p>The JMO batch jobs tests have not yet been run due to a dependency on some outstanding configurations on the central JMO server. These jobs are expected to be run in VOTE on 24<sup>th</sup> September and this will be completed well in advance of when the batch jobs are invoked in LIVE. It should be noted that the batch jobs do not need to be run in LIVE until after cutover on 30<sup>th</sup> September (and indeed should not be run as they would interfere with the existing Skills Accounts batch jobs which they replace).</p>		

	<b>Environmental Issues</b> Environment issues prevented the following tests from being completed end to end: <ul style="list-style-type: none"> <li>• JMO – The automation of the batch jobs could not be completed, but the batch jobs were tested by manual execution.</li> <li>• CWP to CRM Email an advisor – emails are being generated in txt format by CWP, these are being submitted to the email server, but due to email server configuration issues, the emails are not being forward to the CRM application. This test did complete successfully in DTE.</li> </ul>
--	---

### Acceptance

Role	Name	Signed	Date
OAT Tester			24/09/2010
VOTE Test Manager			24/09/10

### Exception Acceptance *(required in the event of deviation from the authorised Release/Test Plans)*

IM Services Release Manager			
-----------------------------	--	--	--

If you have not been satisfied with the handling of your requests, you can seek a review. Details of how to seek a review are published on the Agency website at:

<http://skillsfundingagency.bis.gov.uk/foi.htm>

If you complain and remain dissatisfied, you can complain to the Information Commissioner. Details of his complaint procedure are published on his website at:

[http://www.ico.gov.uk/complaints/freedom\\_of\\_information.aspx](http://www.ico.gov.uk/complaints/freedom_of_information.aspx)

I hope you find the information helpful, but please let me know if you have any questions.

Yours sincerely

Russel Bailey  
Head of Records and Rights  
Skills Funding Agency

