

R2S2 - What's in it for YOU?

User Acceptance Testing

February 15, 2017

Greetings and Gratitude

Thank you for carving out time to spend with us today.

The purpose of our *R2S2 What's in it for YOU* bi-weekly sessions is to share R2S2 updates, listen to your ideas and concerns and answer questions about the new service.

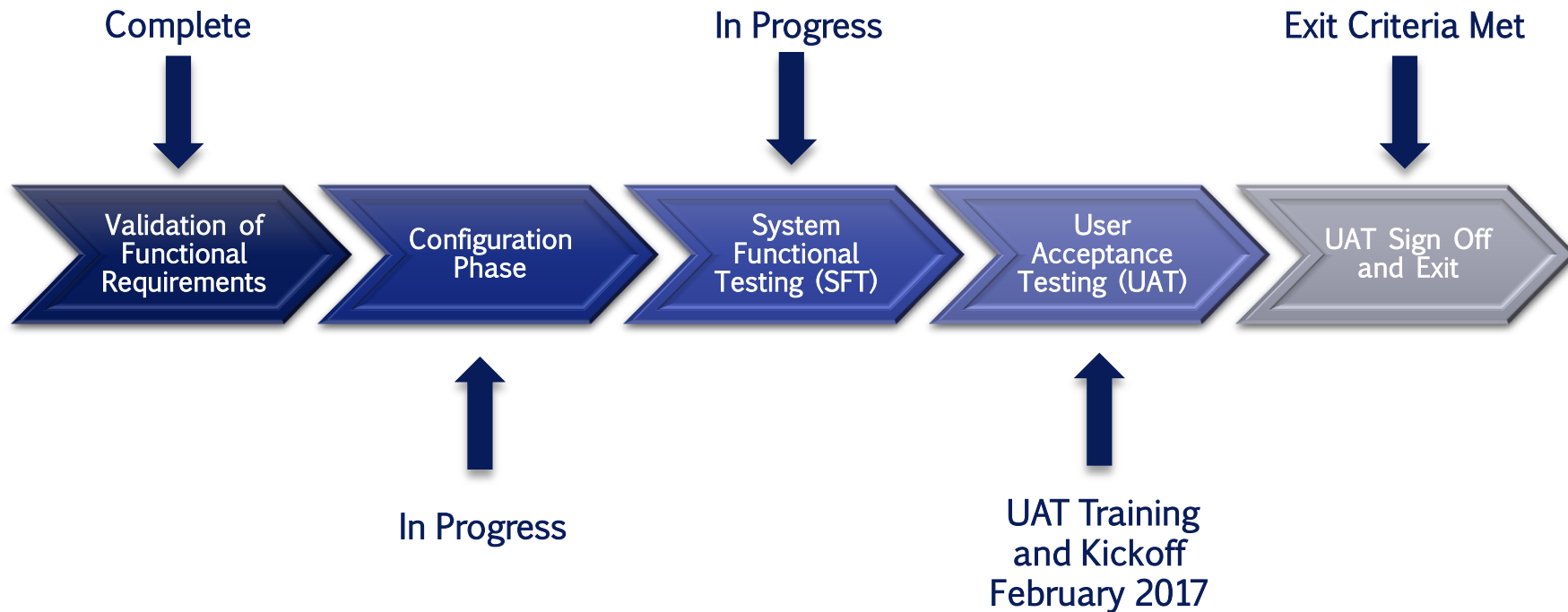
These sessions will help us develop training, job aids and other support tools to assist with a smooth transition to R2S2. We look forward to working with you,

Sarah Walton and Michelle Kirwan, your OCM Team

Session Objectives

- › R2S2 Requirements Testing Timeline
- › Key Terminology
- › What is User Acceptance Testing (UAT)
- › How Does UAT Work?
- › Examples of User Acceptance Test Cases or Scenarios
- › What is Happening With UAT Now?
- › What UAT Means to You
- › Ideas for Future Forums

Requirements and Testing Timeline



Key Terminology

- › **Requirement** - A condition that must be met to align with and satisfy stakeholder needs. Requirements provide detailed descriptions of what the new service should do.
- › **Subject Matter Expert (SME)** - The authority in a particular functional area. A person or people most knowledgeable in about a topic. Someone who understands a particular subject better than most other people.
- › **Requirements Validation** – The process of (1) making sure the SMEs and Project Team understand each requirement and (2) confirming the new service can provide the required functionality.

Key Terminology - Continued

- › **Configuration** - The way a system is set up, or the assortment of components that make up the system (e.g., hardware, software or a combination of the two).
- › **Configuration Phase** – When the SMEs help define the business processes and business rules needed in the new service or system to meet operational needs.
- › **System Functional Testing** - The process by which the vendor, Xerox, confirms that each functional element (or “piece”) of the service application (R2S2) works as expected and complies with the Functional Requirements.

What is User Acceptance Testing (UAT)

- › Once Xerox completes SFT and confirms each “piece” of R2S2 works, the DPR SMEs string together the “pieces” to write User Acceptance Test Cases or Scenarios.
- › The Test Cases are sets of conditions testers use to check that R2S2 is working as intended. SMEs will go through numerous Scenarios to make sure every aspect of R2S2 functionality is tested before Go-Live.
- › SMEs and will test to make sure R2S2 can handle real-world scenarios. They make sure all of the “pieces” work together the way the business areas expect them to work.

How Does UAT Work?

- › SMEs build business scenarios to execute in a testing environment. These scenarios represent what happens operationally in your business and how those business processes are executed in the new system.
- › When possible, UAT is conducted in a conference or *war room* set up. SMEs and UAT Leads work together for a designated period of time to work through all of the UAT scenarios.
- › Some sessions will be conducted at Headquarters in Sacramento and others in centralized training locations in the Districts. Some staff will test from their own desks.

What Does a UAT Scenario Look Like?

Website Scenario A:

1. Access Website
2. Create Customer Profile
3. Reserve Campsite(s)
4. Verify Confirmation
5. Logout

Website Scenario B:

1. Access Website
2. Log in to Customer Profile
3. Modify Reservation
4. Verify Confirmation
5. Logout

What is Happening With UAT Now?

- › Currently UAT is underway for the Website and Hearst functionality. SMEs are testing onsite at Headquarters and at Hearst Castle.
- › UAT for the remaining functional areas (e.g., Camping and Tours) is scheduled to begin in March.
- › The UAT Team will provide UAT support both in person and via Blue Jeans, WebEx, and telephone for the testing locations. Some users will test in war room settings and others from their own workstations depending on availability.

What UAT Means to You

- › Parks staff from across the State have been, and continue to be, involved in requirements validation, configuration, defining business rules and testing R2S2. They are working to make sure R2S2 will meet your business needs and improve the visitor experience.
- › Along the way, testers and SMEs are identifying and documenting defects for correction and escalating potential challenges with R2S2 adoption that we may be able to improve through training and job aids.
- › We need you to serve as R2S2 Project Champions and help others embrace and prepare for the change to the new R2S2 service. Let us know how we can support you.

Ideas for Future Forums

- › Tell us what is important to you.
- › Use the R2S2 email box at: DPR.R2S2@Parks.ca.gov
- › Share with us what else you would like to learn about the R2S2 Project.
- › What topics would you like us to cover in future sessions?
- › Have you logged on to the webpage?
- › We will begin posting responses to the questions asked during these sessions by month's end.



Contact the R2S2 OCM Team

For the most current R2S2 information, log on to the R2S2 website at:

www.parks.ca.gov/r2s2

If you have questions, send us an email at:

DPR.R2S2@Parks.ca.gov