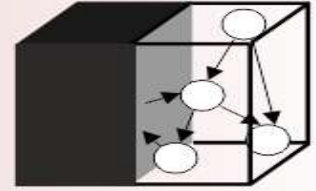


TAPOST conferences

Theory And Practice Of Software Testing



USER ACCEPTANCE TEST ESSENTIALS: EARLY CUSTOMER REVIEW





TURKCELL

Aslı **KARATAY KOÇAK**

Özden **DENİZ**

Neslihan **KUKUT YAYLICIOĞLU**

- 
- Whois?
 - What is User Acceptance Test?
 - User Acceptance Test in SDLC
 - What is Early Customer Review?
 - Early Customer Review in SDLC
 - UAT vs. ECR



- Gains of Early Customer Review
- Contributions of Early Customer Review to UAT
- Workshop
- Before ECR Result
- After ECR Result
- Result

Whois?

- Only Turkish company with NYSE(New York Stock Exchange) listing
- 3rd biggest company in Europe with 35,1 million Subscribers
- 9 countries 69.2 million mobile subscribers
- Member of ITEA2 Administrative Board

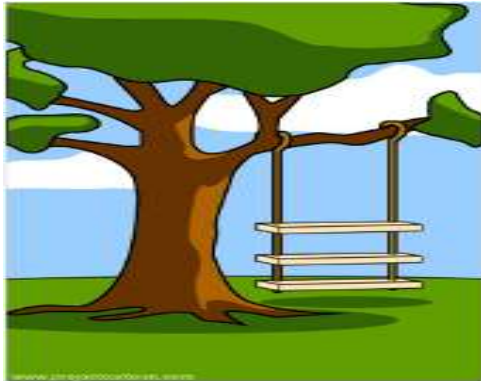
TURKCELL GROUP: REGIONAL LEADER

TURKCELL GROUP		
	Subscribers (mn)	Market Position
Turkcell Turkey	35.1	#1
Turkcell Superonline <i>(fiber broadband)</i>	0.4	#1
Kazakhstan*	13.5	#1
Azerbaijan*	4.4	#1
Georgia*	2.1	#1
Northern Cyprus	0.4	#1
Moldova*	1.3	#2
Ukraine	11.1	#3
Belarus	1.1	#3
Germany	0.3	-

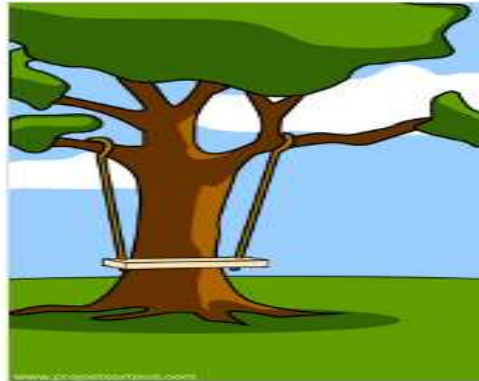
9 countries
69.2 million mobile
 subscribers
Leadership in the region



- Approx. 200 experienced test engineers work for Turkcell
- Zero defect policy
 - Code quality of 97%.
- Supports the concept of «invest in humans»
 - Technical and non-technical trainings based on the strategic priorities
 - Web-based training systems, e-learning applications that support in-class trainings
 - Attending to the Test Conferences to follow the world closely



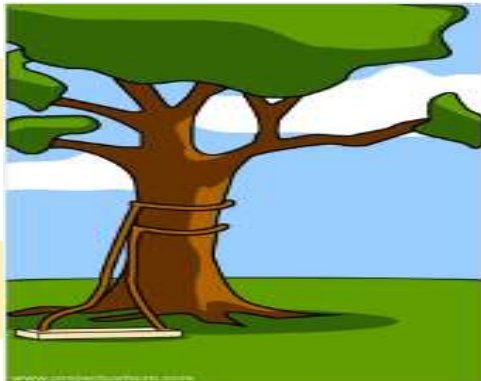
How the customer explained it



How the project leader understood it



How the analyst designed it



How the programmer wrote it



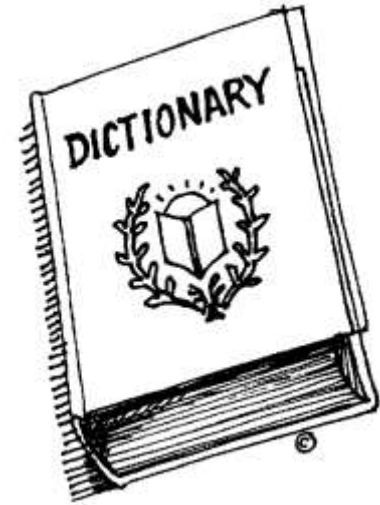
How patches were applied



What the customer really needed

***User Acceptance Testing** is a formal way to ensure that the new system or process does actually meet the user requirements. The test schedule will allow time for discussion and issue resolution.

^{*}
<http://www.softwaretestingstuff.com>

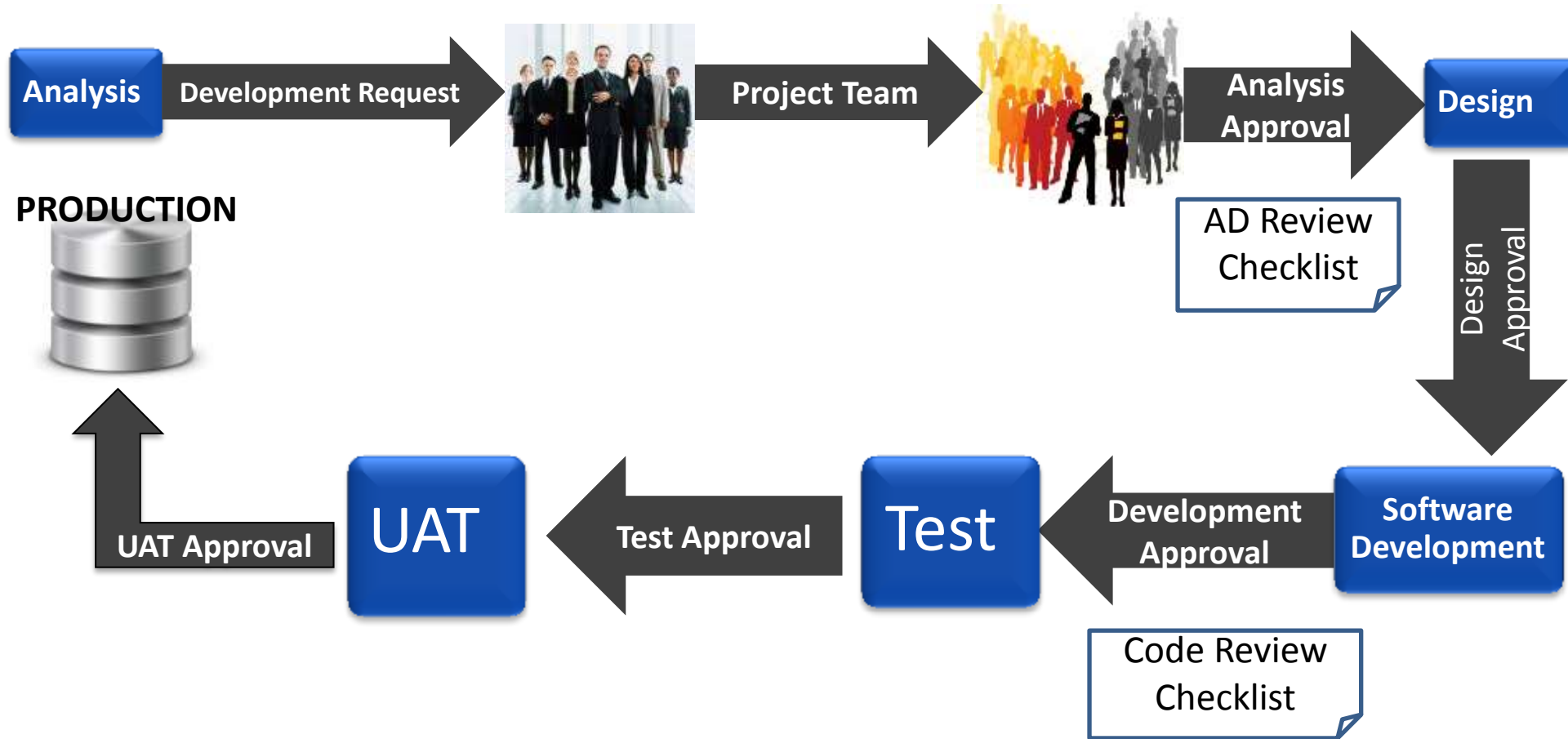




* **UAT** is the last exit before the bridge for the test engineers and entire project team to avoid the disappointment that the customer would have, when the customer encounters with the product on the live environment. 😊

* *Turkcell*

USER ACCEPTANCE TEST IN SDLC

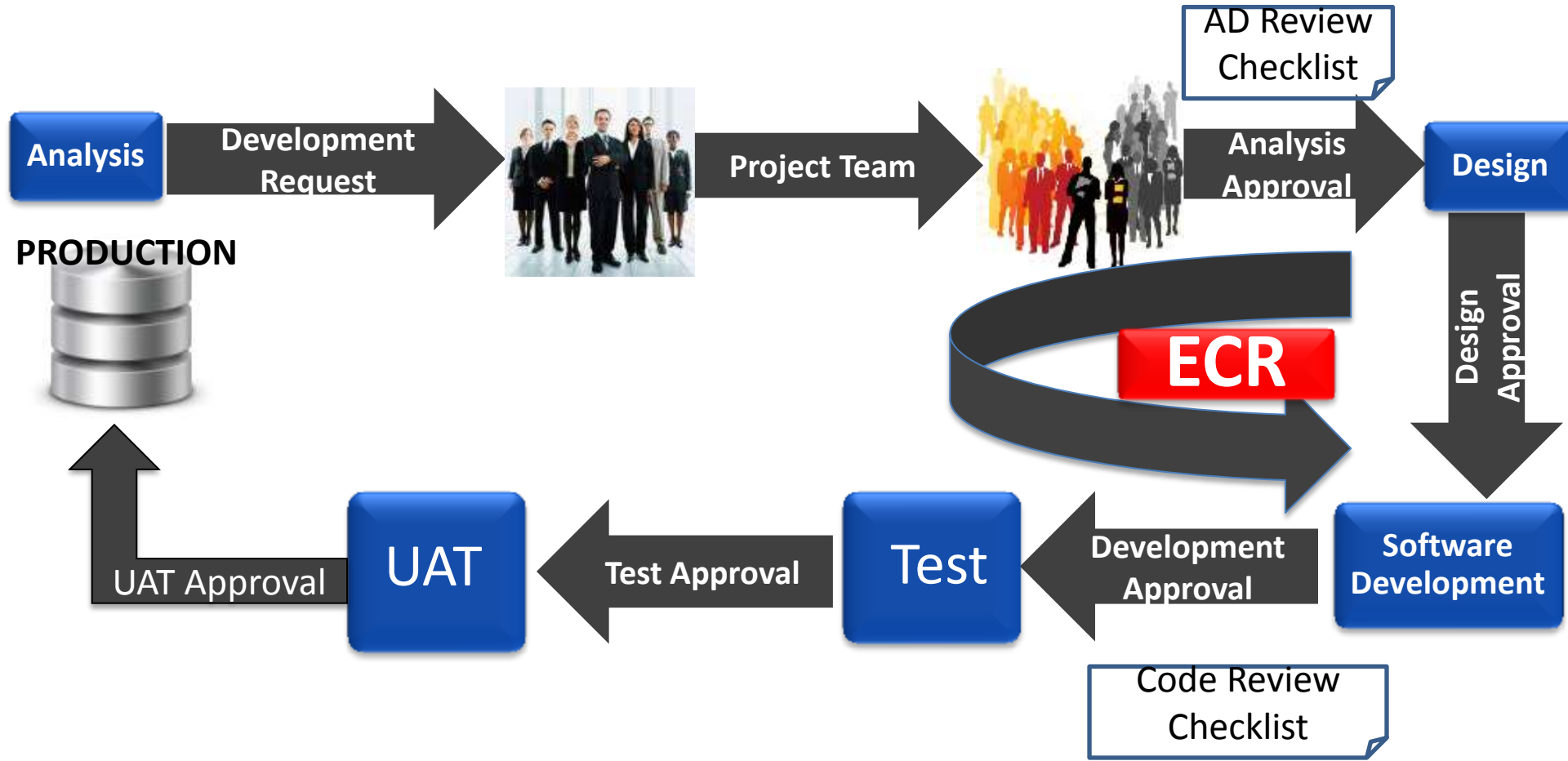


WHAT IS EARLY CUSTOMER REVIEW?

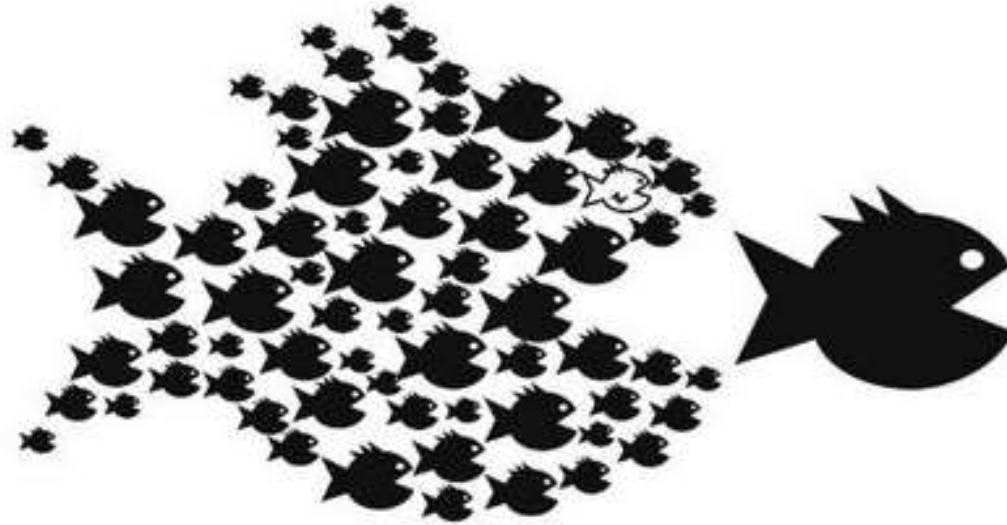


- 🕒 Early Customer Review can support User Acceptance Test while the product is at development phase.
- 🕒 Before User Acceptance Test phase, performing Early Customer Reviews for completed phases would support User Acceptance Test.
- 🕒 Early Customer Review process is added to WaterFall methodology in Turkcell.
- 🕒 Quality improvement and customer satisfaction are ensured by involving customer into our Software development life cycle process as in AGILE methodology.

EARLY CUSTOMER REVIEW IN SDLC



EXPECTED ECR EFFECT, HOWEVER...



UAT

Team attendees are Customer, Analyst, Operation, PM, Test Engineer.

There is documentation.

Issue type : UAT Issue

Don't accept New Change Request.

Executing Functional & Interface Test techniques.

Support Infrastructure and GUI testing.

ECR

Team attendees are Customer, Analyst, Operation, PM, Test Engineer, Developer.

There is no documentation.

Issue type : Design Issue

Accept New Change Request and Design Change Request.

Executing Interface Test techniques.

Support GUI testing.

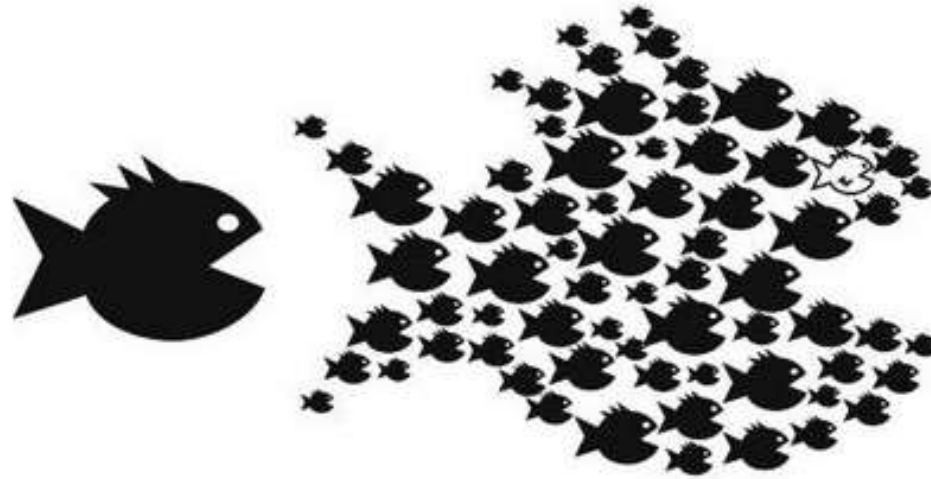
- Customer gets familiar with product.
- Number of Change Request & Design Change Request are increased in ECR phase.
- Number of Design Issues are increased.
- The costs of defect are decreased.
- Transferring of the prior knowledge to test engineer.
- Equalize the level of knowledge of all project team.





- Reduction on product training costs after product launch
- Number of Change Request & Design Change Request are increased in ECR phase
- Reduction in the UAT issues
- Reduction in the Production issues
- Customer dissatisfaction is decreased to a minimum level

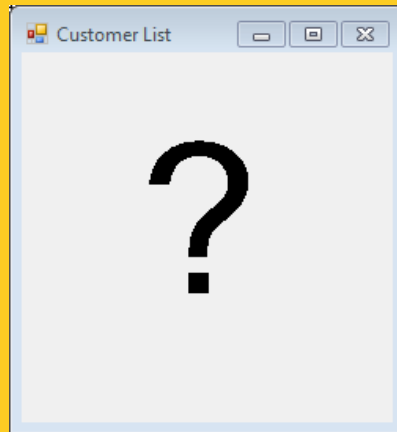






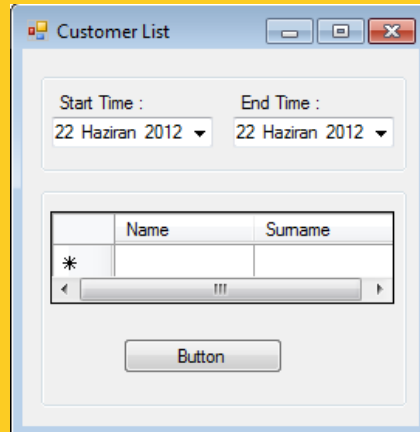
Requirement

A screen is demanded to list the subscribers whose subscription status are passive or active in a certain time period.



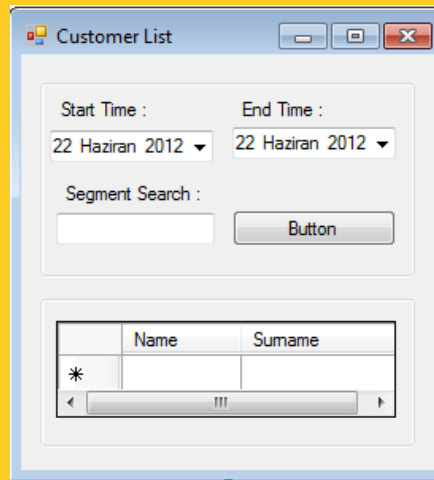
Analysis

A screen is designed and added that two date time pickers for giving a time interval, a data grid for listing subscribers and a button for submitting on this screen.



Development :

The developer adds Segment Search textbox in consideration of performance problems created by listing more than one segment in the data grid.

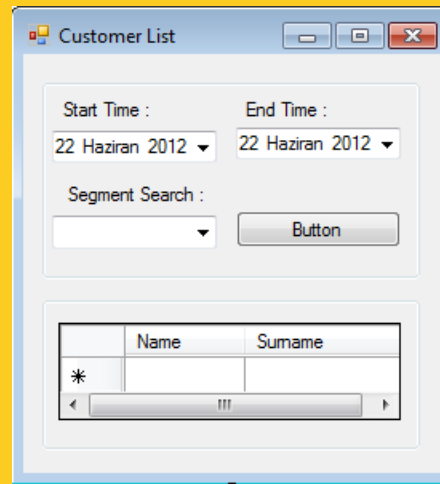


The screenshot shows a window titled "Customer List" with a search interface. It includes "Start Time" and "End Time" dropdown menus both set to "22 Haziran 2012". Below these is a "Segment Search" section with a text input field and a "Button". At the bottom, there is a data grid with columns "Name" and "Surname". The grid contains one row with an asterisk (*) in the first column and a scroll bar below it.

	Name	Surname
*		

🌀 **Early Customer Review :**

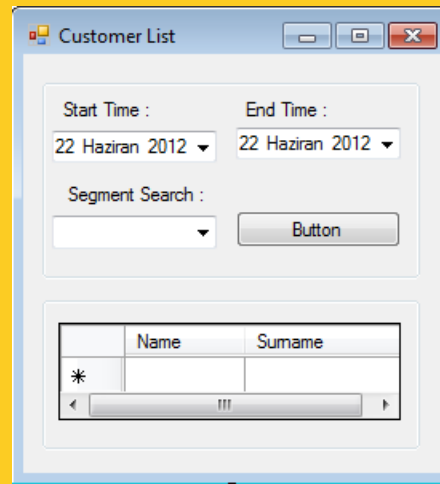
Screen is shown to the customer at the development phase. Customer can change design of screen.



	Name	Surname
*		

🌀 **Functional- System Test :**

After the completion of the development, test engineer decides whether to start test or not by assessing the test approval criterias.



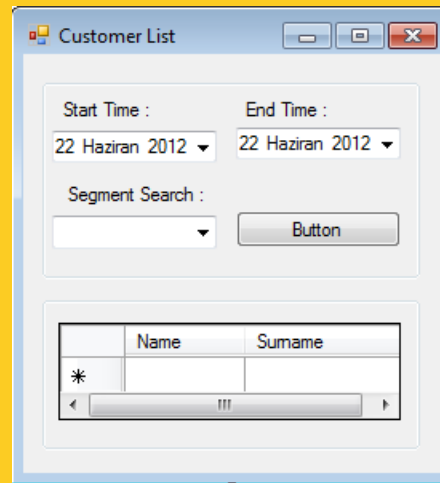
The screenshot shows a window titled "Customer List" with the following elements:

- Start Time :** 22 Haziran 2012
- End Time :** 22 Haziran 2012
- Segment Search :** [Dropdown menu]
- Button**
- Table:**

	Name	Surname
*		

UAT :

Customer can easily test the screen which they have already seen before.



The screenshot shows a window titled "Customer List" with the following elements:

- Start Time : 22 Haziran 2012
- End Time : 22 Haziran 2012
- Segment Search : [Dropdown menu]
- Button
- Table with columns: Name, Surname
- Table content: * [Empty row]

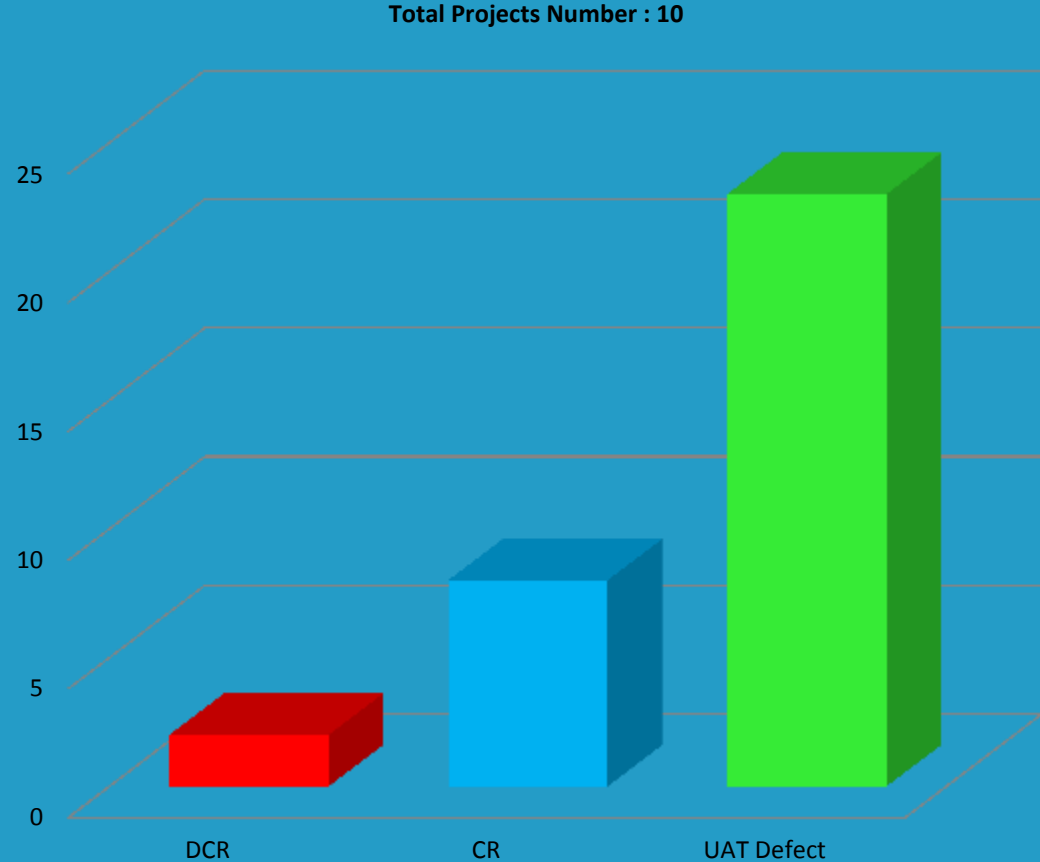
	Name	Surname
*		

**What
will
happen
without
running
Early
Customer
Review
Phase ?**



BEFORE ECR RESULT

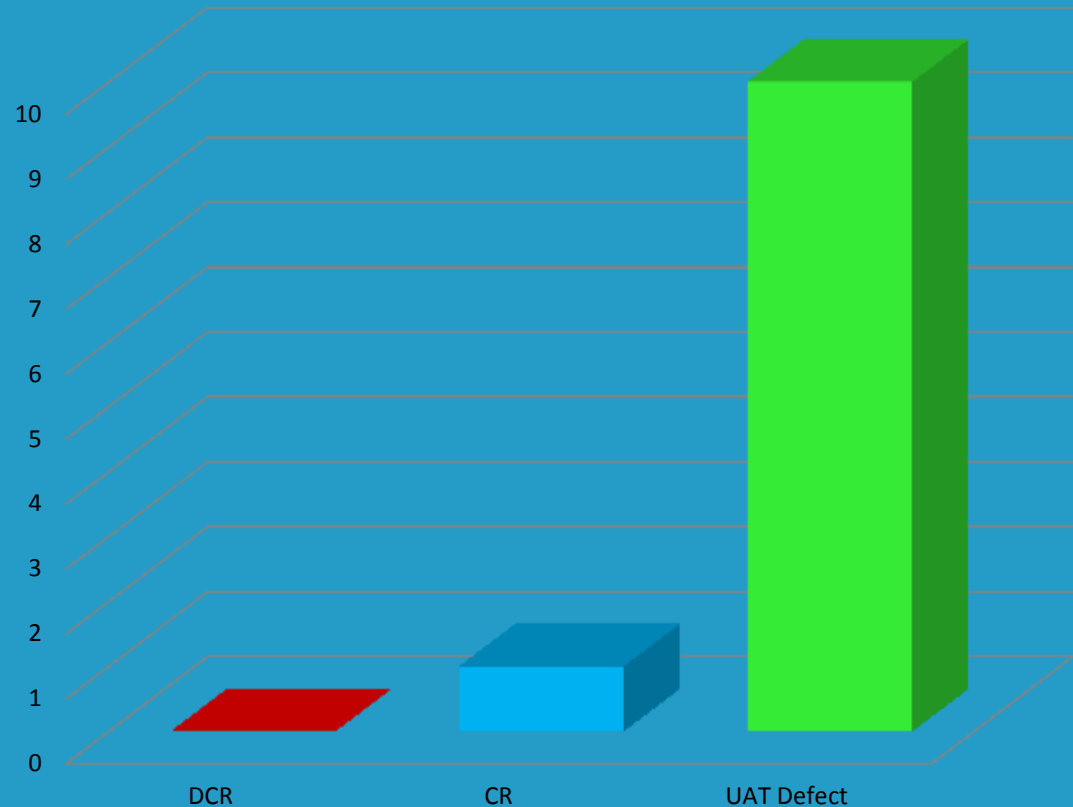
2012 First Quarter	
Assets	Number
Total Projects	10
Design Change Request	1
Change Request	7
UAT Issue	9



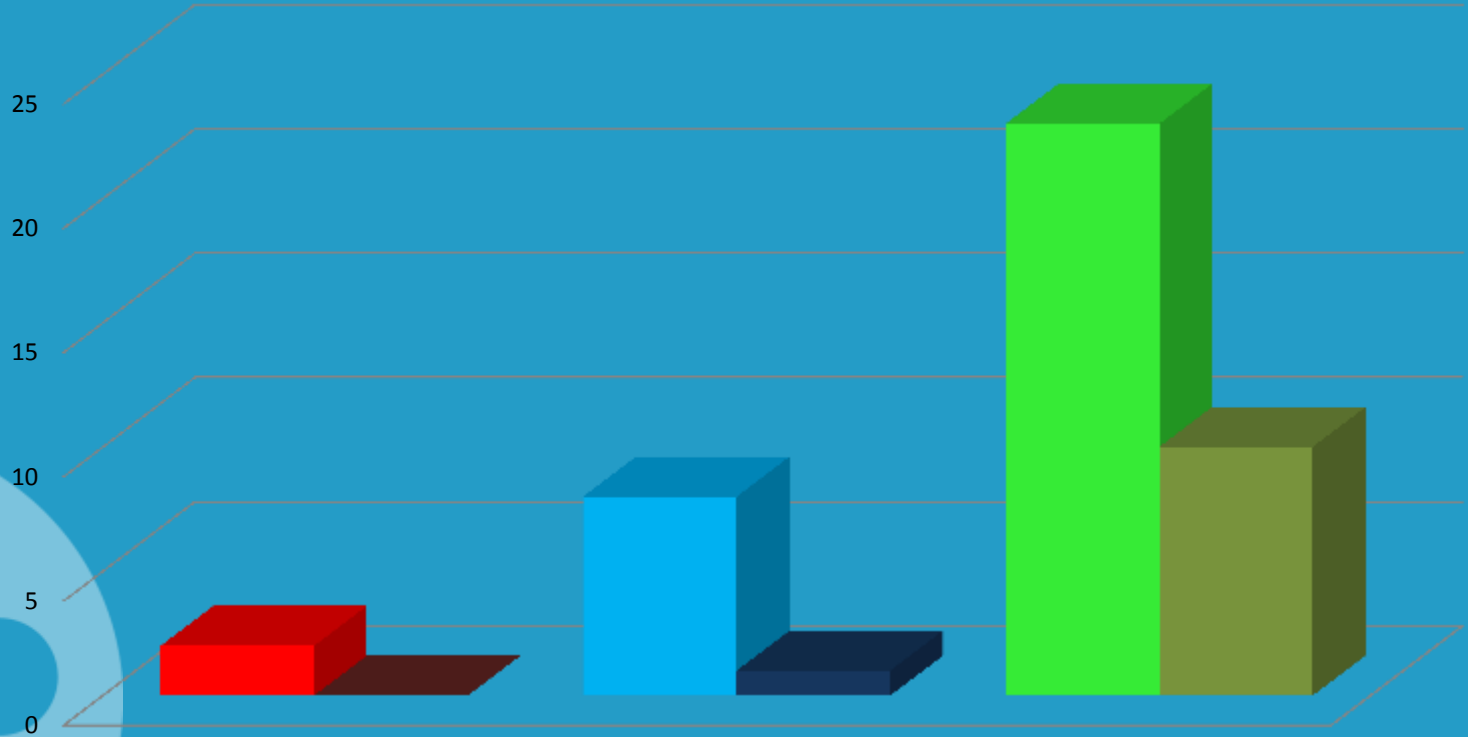
AFTER ECR RESULT

2012 Last Quarter	
Assets	Number
Total Projects	10
Design Change Request	0
Change Request	4
UAT Issue	6

Total Projects Number : 10



Difference Graph





Paldies!

