Software Acceptance...

And Maintenance!

Final Assessment

Negotiate Post-Implementation Fixes

Support and Maintenance Agreement

Formal Acceptance

Implementation

Lessons Learned

...Wrap-up

Final Assessment

- Generate Acceptance Test Report
  - Items successfully tested
  - Untested functions/features
  - Outstanding defects by severity/priority
  - Desired plan for outstanding items
  - Changes to training plan or materials
  - Implementation risks and contingencies
- Acceptance test team and managers review results and strategize next steps
- Feedback and updates to final assessment report

Negotiating with Development

- Review Acceptance Report with development
- Negotiate post implementation fixes, testing and release schedule
- Coordinate implementation risks and contingencies
- Review and agree on implementation and cut over schedule
- Resolve any implementation issues
- Confirm processes and procedures for post implementation problem reporting and support
- Negotiate Service Level Agreements
- Agree upon change control processes

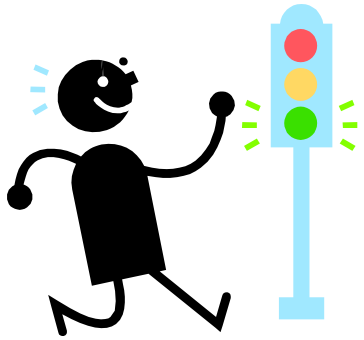
Negotiation Hints

- Be prepared
- Be reasonable
- Be flexible
- Focus on the problem not the people
- Resolve issues in a win-win manner

Develop Maintenance Agreement

- Use the acceptance report and information from negotiation to formalize agreement
- Include
  - how outstanding defects will be handled
  - Agreed upon problem reporting and support mechanisms
  - SLAs (service level agreements) – Example: Development will respond to a 'Severe' problem within 2 hours)
- Finalize the maintenance agreement
- Acceptance is complete!

Implementation



- Be ready!
- Training
  - Develop training plan early (during requirements)
  - Develop training materials during testing
  - Review and test the training materials
  - Make addenda and/or revisions to materials as necessary
  - Make sure all user's are adequately trained on the new software
  - Ensure all know what to do if problems arise
- Set up procedures to resolve issue quickly during the early days after implementation

Post Implementation

- Report problems
- Jointly review and control changes
- Allow the developer time to assess, update, change, test, and control releases in a quality manner
- Configuration and change control is a KEY element in maintaining quality systems in a production environment!
- Be prepared to continue testing activities throughout the life of the product. The bigger the change the more testing
- Work with development to maintain regression testing library

Quality Improvements through Lessons Learned

- Organize/Participate in post-implementation reviews
- Celebrate success
- Review plans against actuals
- Work to improve areas where problems occurred
- Remember the cycle for improving quality:
  - Plan
  - Do
  - Check
  - Act

Review – Tips for success

- Get involved early – be part of the process
- Perform static tests (Reviews) on documentation before the code is developed
- Write testable requirements – develop the test criteria/cases with the requirements
- Plan testing based on needs and goals
- Establish a test reporting and control process
- Use Traceability Matrices to ensure coverage
- Identify riskiest functions/requirements

Review – Tips for success

- Prioritize requirements and test cases
- Make tests controllable and repeatable
- Resolve disagreements in a win/win manner
- Communicate issues and resolutions
- Know when its good enough
- Take care of testers and developers
- Take the time to learn from mistakes

Evaluation

The End...

Thank You!