



Operational acceptance testing

The purpose of Operational acceptance testing (OAT) is to test the overall operational capability of a solution. This involves testing aspects of TfL's digital sites and services, such as recoverability, stability, operability and supportability using a combination of activities including process reviews, documentation walkthroughs and practical exercises.

Audience

- Developers
- Designers
- Project managers
- Relationship managers
- Testing team

Outline

1. Each new major release of functionality to a production environment is subject to OAT. This covers technical testing of support arrangements, including testing monitoring tools and operational processes
2. The steps involved in OAT include:
 - **Produce test plan**

An operational acceptance test plan **must** be produced. This should include the following content:

 - An introduction to the plan
 - A list of all testing to be undertaken, including the purpose of the test, how the test will be performed and who will undertake the test
 - Entry and exit criteria, that is, what conditions need to be in place before OAT can start and what does the testing need to achieve before OAT is considered complete
 - A plan outlining resources and timescales to undertake the testing

- A traceability matrix showing how the OAT relates to requirements for the service. This allows coverage of the requirements to be tested
 - How test progress will be reported
 - **Develop test scripts**
All materials required for testing **must** be developed
 - **Execute testing**
The test scripts **must** be followed to undertake OAT
 - **Report on test progress**
Reporting on test progress **must** occur throughout the execution of any test
 - **Verify testing is complete**
Before testing is completed, the outputs from test reporting **must** be reviewed against the exit criteria for operational readiness
3. The roles and responsibilities for the tasks outlined above (ie who will produce the plan and test it) will be determined by TfL Online

Why we do this

We carry out OAT to make sure we are able to support digital services before they are made available to users.

Type: Guidelines
Owner: TfL Online Compliance
Department: TfL Online

Version history

Version	Date	Summary of changes
1.0	26/11/2013	First issue

Review history

Name	Title	Date	Comments
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