



ERICSA 63RD ANNUAL TRAINING CONFERENCE & EXPOSITION

MAY 3-7, 2026

Milwaukee

WISCONSIN

A Roundtable Discussion: User Acceptance Testing: What is it and Why is it Important?



Speakers:

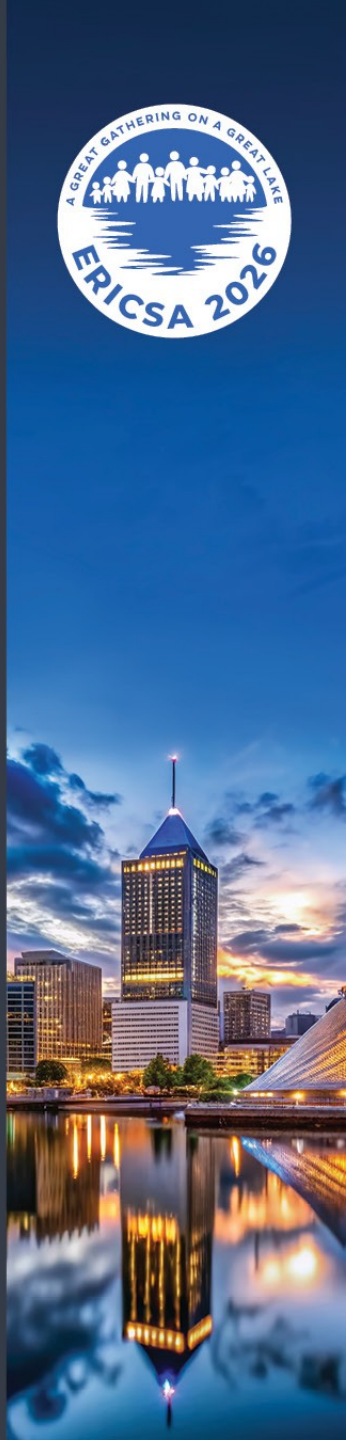
Dana Grimm, Deloitte Consulting

Elizabeth Atwell, NTT Data

Kim Wong, Auctor Corporation

Allison Stevens, Manager, Bureau of Information Technology, State of Wisconsin

Moderator: Rebecca Brueggeman, Intergovernmental Services Section Chief, State of Wisconsin





Modernizing a legacy system? Don't let one of the most critical steps-User Acceptance Testing (UAT)- be an afterthought. UAT is where success or failure often hinges, and understanding its nuances can make all the difference.

Join our exclusive roundtable discussion featuring experts who have navigated UAT in major modernization projects. This interactive session will give you:

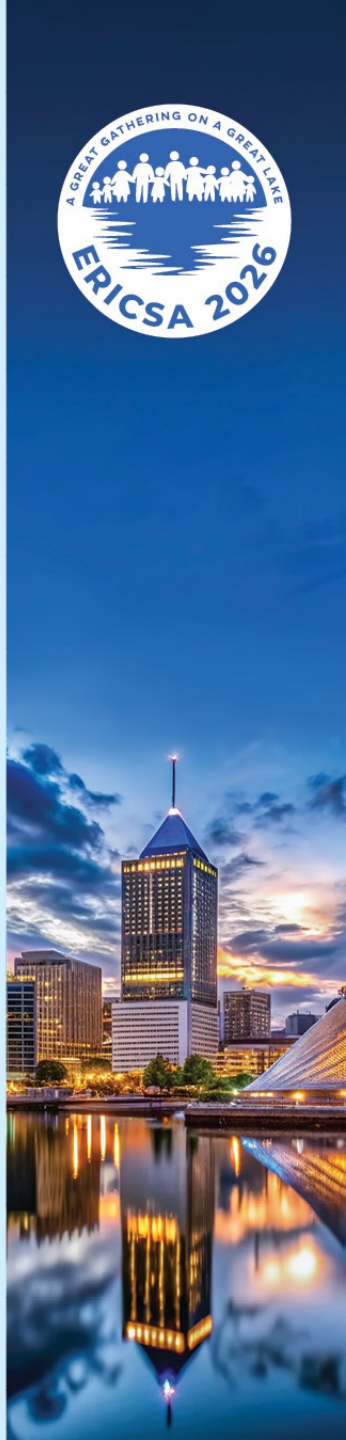
- ✓ Insider insights on what to expect during UAT
- ✓ Best practices for engaging end users effectively
- ✓ Strategies to manage the effort and resources required for success

Whether you're planning a system replacement or already in the thick of a modernization effort, this event will equip you with practical knowledge to maximize the value of UAT and ensure your project delivers results.



UAT Fundamentals

- What is UAT?
- Why is it important?



UAT Fundamentals

Let's make this practical.

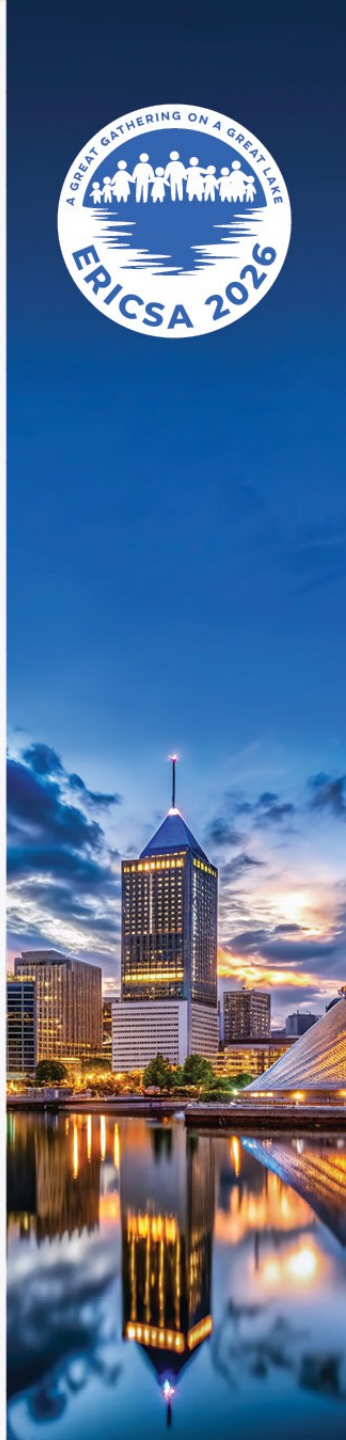
Turn to your neighbors and answer these two questions (spend 2 minutes each):

1. What does 'ready for production' mean for you—and who decides?"
2. Name one must-test scenario that is part of your go-live must."



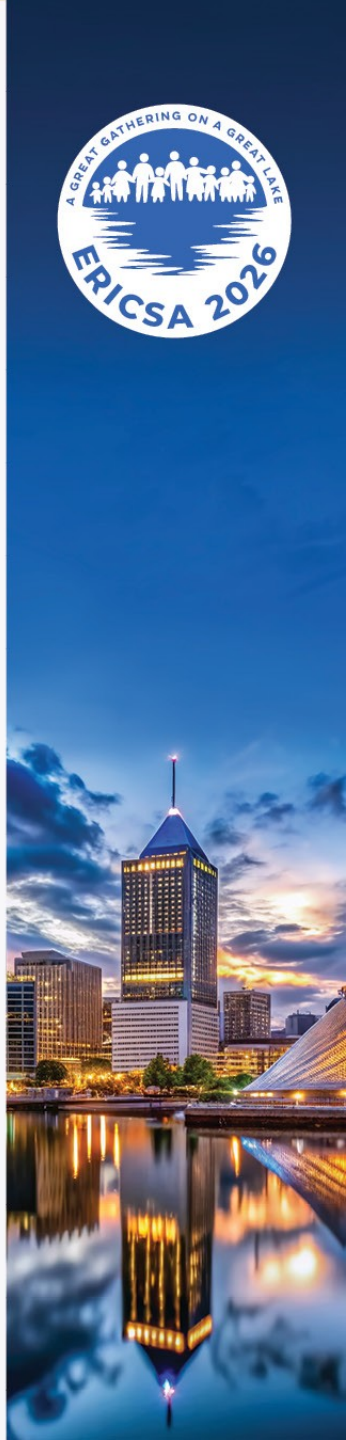
Choosing Your UAT Approach

- Waterfall
 - Agile
 - Hybrid
- How/Where does automation fit in?



Choosing Your UAT Approach

- Elizabeth:
 - We chose Hybrid Agile....
- Kim:
 - We chose Agile....
- Dana:
 - Most of my experience has been with waterfall because our biggest UAT risk is the large number of changes being made during the modernization of the statewide child support system, and we'll manage it by triaging issues identified, confirming the proper functionality and coordinating releases as needed.



What to test?

- Functionality
 - User Interface
 - Load
 - Security
 - Technical
- Interfaces with External Partners



What to test?

Business Process: Case Initiation

1. What are some examples of end-to-end scenarios that prove it works?
2. Which category is most likely to 'get you'—security, interfaces/batch, load, or UI—and why?



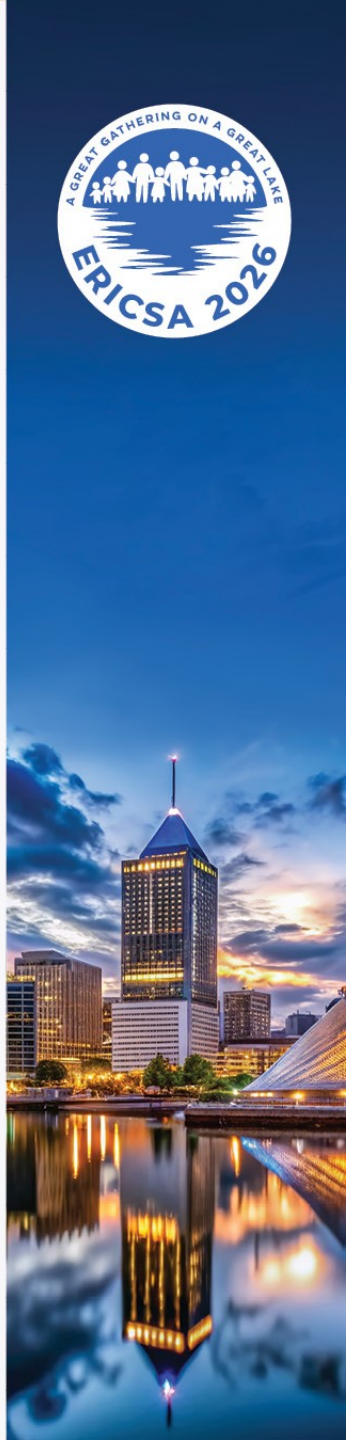
Building a UAT Plan

- Scope/Objectives
- Timeline
- Roles/Responsibilities
- Success Benchmarks
- Decision Maker
- Scenarios/Scripts
- Environment & Data Prep
- Documentation approach
- Defect Management
- Communication Plan



End-User Engagement

- Recruiting
- Onboarding
- Training
- Access



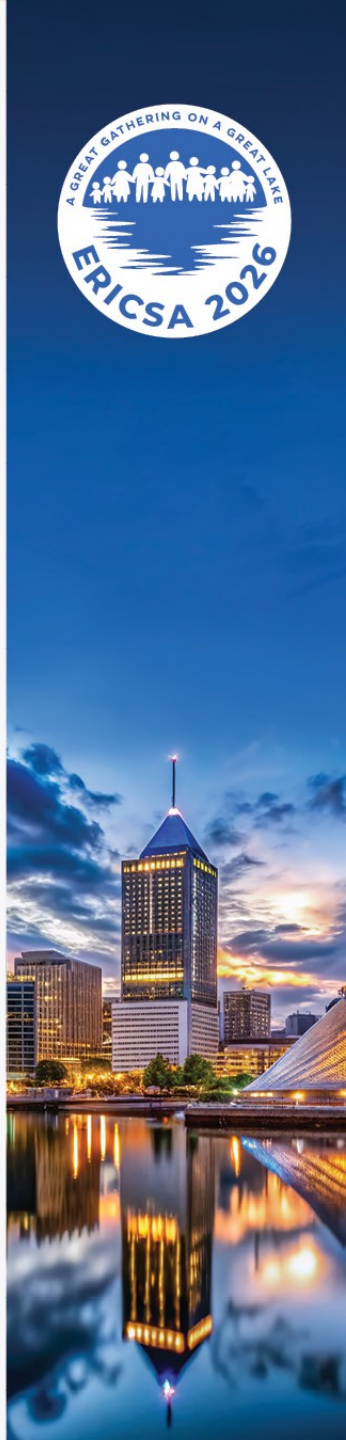
End-User Engagement

Which of the below user-roles should not be recruited for UAT? (Think skills mix: technical, analysts, users.)

- a. End users
- b. Technical staff
- c. State Attorney
- d. Analysts

Which of the below are not key access risks during UAT?

- a. Region/environment
- b. End users
- c. Role-based permissions
- d. Test data



Scenario Design: Testing “Real Work,” Not Just Scripts

- Start Early
- Identify real business process
- End-to-End processing



Scenario Design: Testing “Real Work,” Not Just Scripts

Core Process: Case Closure

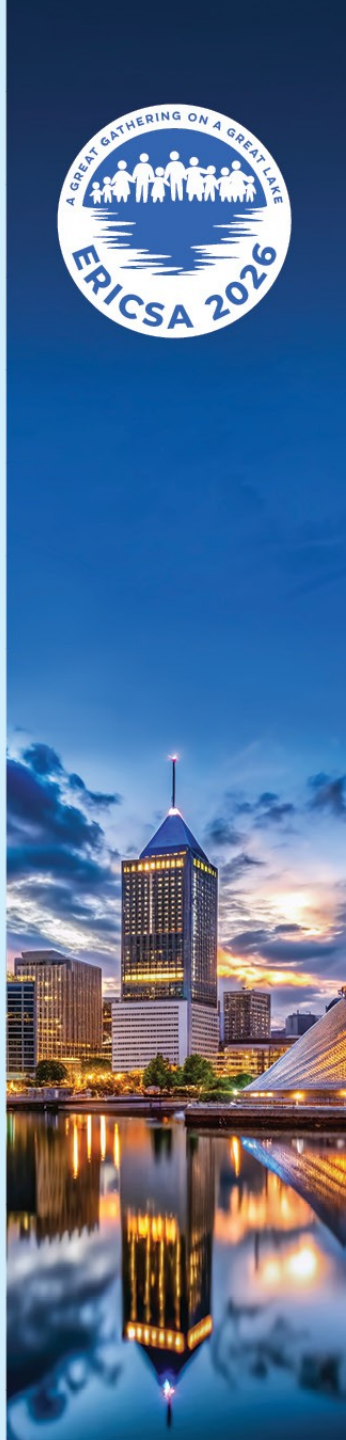
Which of the below appear correct?

- a. Our goal for end to end testing will include starting closure with each viable reason code.
- b. Our technical staff will serve as the primary role to complete UAT.
- c. A dependency for testing case closure is proper case set up for example, incarcerated defendant, excluded alleged fathers, support order with a small amount of arrears.



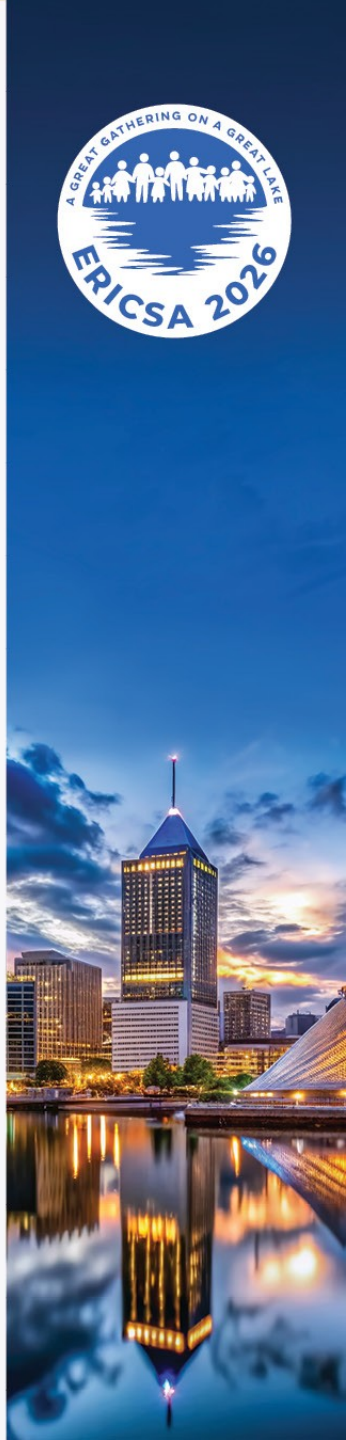
Managing effort: you can't test everything-how to prioritize

- Identify Critical items
 - Certification items
 - Financials
 - Interfaces
 - Dashboards
 - Worklists
 - Etc.



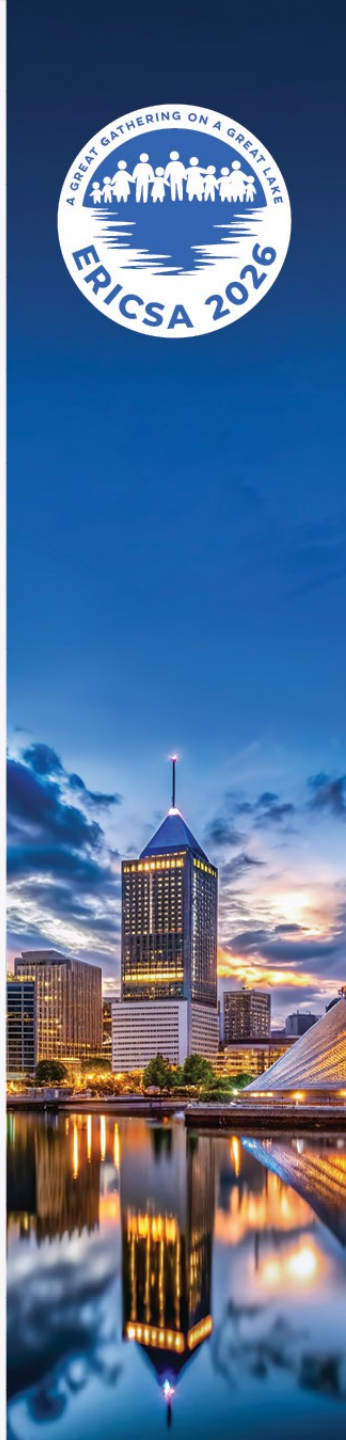
Environment & Data Readiness

- Data Cleansing
- Data Conversion
- UAT Environments
- Coordinating Batch Processes
- Aligning with Interface Partners



Environment & Data Readiness

- Scenario 1: Merge a TANF referral to an existing case
- Scenario 2: Calculate the amount of support owed
- Scenario 3: Start Case Closure with the reason – Alleged father excluded



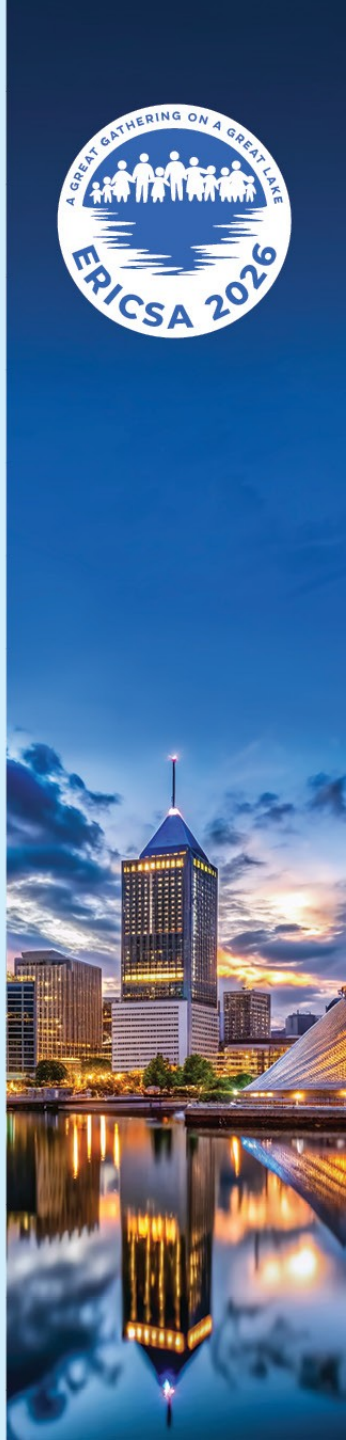
Defects, documentation, and governance

- How are issues recorded and tracked
- What level of evidence to capture
- Where test artifacts live
- Test progress/Defect management communication



Technical UAT

- Define technical UAT
- What is being tested?
- Coordinating efforts and outcomes
- Cross-role coordination
- Avoiding contradictory Results



Takeaway: UAT stays controlled when

- Documentation is consistent
- Defect Handling is defined and timeboxed
- Governance provides cadence

And with

- Accountability
- A Clear Benchmark for Success

