

## Acceptance Services

**A software bug was determined to be a major contributor to the most widespread electrical blackout in US history - the 2003 Northeast Blackout. The bug, in a power monitoring and management system, was "unable to correctly handle and report on an unusual confluence of initially localised events"<sup>1</sup>, forced 100 power plants to be shutdown leaving 50 million customers without power. The resulting economic losses were estimated at \$6 billion.**

Ultimately 'acceptance' is the yardstick by which the success or failure of a software programme is measured. The scope and application of the acceptance processes will vary considerably, depending upon the type of project and the nature of the software. The more complex and bespoke the software development, the more detailed and demanding the acceptance process is likely to be.

Today's economic climate puts real pressure on testing programmes to cut costs and deliver faster, so balancing commercial considerations against mitigation of business risk can present real challenges. Trying to cut costs and corners is a false economy, however, which is likely to result in additional delay, greater costs and ultimately increase the total cost of ownership.

Capita has extensive experience in managing and delivering complex software quality assurance and testing programmes. Based on this experience, we have developed a number of techniques and disciplines to create and run practical and pragmatic User Acceptance Tests (UAT) and Operational Acceptance Tests (OAT).

**Our proven approach ensures the testing programme is appropriate, rigorous and robust – helping you to reduce business risk and increase return on investment.**

### User Acceptance

Ultimately, it is the software users and their management who decide whether the software delivered is acceptable. It is therefore of paramount importance to provide these business users with a means of ensuring their requirements, needs and expectations are understood and integrated from day one.

Our User Acceptance Testing (UAT) service starts at the requirements phase of a programme and ends post implementation. Our collaborative and inclusive approach ensures users' requirements are built into every stage of the project. Key to achieving this is our use of robust and rigorous quality gateways which identify and test acceptance criteria for each release. Our powerful Model Office based methodology ensures the business engages in UAT activities that are relevant to them.

In addition to designing UAT solutions for clients to implement themselves, we also offer a fully managed UAT service. By engaging our experienced team to implement the UAT solution, clients can reduce the burden on their critical business resources yet still benefit from our robust, rigorous approach.



## Operations Acceptance

When a business invests in any development project, it needs to understand and mitigate any risk associated with integrating and supporting the solution in the live environment. Ensuring operations are ready is just as critical as assuring the application itself is functionally fit for purpose. This may include checking back-up facilities, procedures for disaster recovery, training for end users, management capabilities, maintenance and security procedures.

Our Operational Acceptance service demonstrates how the new system would operate and be maintained and supported in the live environment.

Our approach will help you identify the risks your systems operations and support teams will face and ensure that appropriate, pragmatic and realistic tests are defined and executed – reducing risk and saving you time, money and reputation further down the line.

Operational Acceptance is usually undertaken by the operational organisation – however if time and / or resources are limited, we can work on behalf of the operational team to deliver the OAT process.

## Model Office Testing

The Model Office is a highly cost effective method to develop, test, improve and finalise all aspects of a new application before implementing it into the live environment.

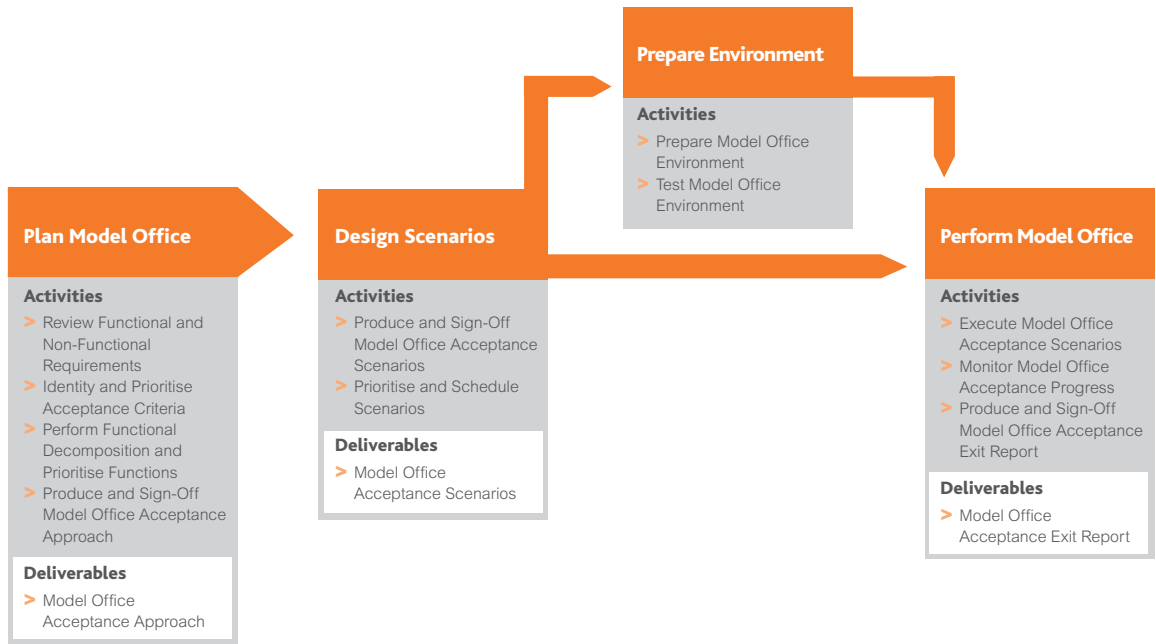
Working with you, our experts will create a physical environment that simulates a working office, with all relevant and appropriate technologies, where business users can do all their normal tasks and perform the required tests. If you already have a Model Office in place, we will support you in aligning it with the new requirements.

In providing the business with an opportunity to role-play the full range of roles and business processes and see how the application performs, our Model Office will enable you to:

- > Ensure the solution meets business and user requirements and expectations
- > Confirm the solution works end-to-end
- > Pilot the support and operational activities
- > Prove the effectiveness of the training programme
- > Simulate 'what if...?' scenarios
- > Refine functionality and the resultant business processes, user interfaces and training materials in a controlled environment.



# Acceptance Services



The Model Office is a significant asset in building confidence in the user community in the solution. By essentially creating a comprehensive “day in the life of...” dress rehearsal, our Model Office service ensures that the systems, processes and people combine to work effectively from a business perspective. Our approach will help reduce business risk and improve return on investment by ensuring that the final solution is better-tuned to the business requirements and that the subsequent implementation is more likely to run smoothly.

## About Capita Assurance and Testing

Capita Assurance and Testing is the UK's leading independent systems quality assurance and testing solutions provider. We provide the full spectrum of governance, assurance, functional and non-functional testing services. Our services help organisations at all stages of test maturity to reduce risk, optimise cost and increase efficiency and business performance across the full IT lifecycle.

As part of The Capita Group Plc, Capita Assurance and Testing combines the agility of an independent specialist with the confidence and security of a FTSE 100 company and leading UK outsourcer.

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