

Getting to Go-Live

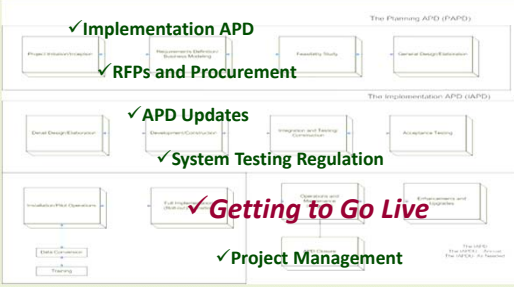
Full System Launch



1

You are here...

- ✓ APD Overview
- ✓ Planning APD
- ✓ Implementation APD
- ✓ RFPs and Procurement
- ✓ APD Updates
- ✓ System Testing Regulation
- ✓ **Getting to Go Live**
- ✓ Project Management



Acronyms used in this module:

- APD – Advance Planning Document
- APDU – Advance Planning Document Update
- FFP – Federal Financial Participation
- FNS – Food and Nutrition Service
- IAPD – Implementation Advance Planning Document
- IV&V – Independent Verification and Validation
- RFP – Request for Proposal
- SNAP – Supplemental Nutrition Assistance Program
- UAT – User Acceptance Testing
- WIC - Supplemental Nutrition Program for Women, Infants and Children

3

Learning Objectives

After completing this module, learners will know how to:

- ❖ Develop Test Plans
- ❖ Define Types of Testing
- ❖ Conduct User Acceptance Testing (UAT)
- ❖ Conduct System Pilot
- ❖ Apply Testing Rule Requirements
- ❖ Go Live Criteria
- ❖ Perform System Integrity Reviews



4

How do you get to Go-Live?

Easy – just flip a switch

Better – test & test again



5

Test Plan

- ❖ An extensive system test plan is a key component in planning a successful project.



6

Test Plan

- ❖ Verify compliance
 - Requirements
 - Design specifications
 - Performance standards
 - Usability
 - Capacity
 - Security



7

Test Plan Impacts

- ❖ Minimal impact on workload
 - ✓ Testing already included
 - ✓ Pilots projects
 - ✓ Gradual rollout



8

Test Plan Impacts

- ❖ FNS Proactive Analysis
 - ✓ Evaluate UAT & Pilot
 - ✓ System perspective
 - ✓ Program perspective



9

Test Plan Impacts

- ❖ Continued Federal Financial Participation
 - ✓ Review and approve User Acceptance Results
 - ✓ FNS Concurrence to move from UAT to Pilot
 - ✓ Review and approve Pilot evaluation for full implementation



10

Test Plan

1. Types of testing - Unit Tests / System Integration Testing
2. Test team – makeup and responsibilities
3. Database generation – how much data will be converted
4. Test cases – clear and easy to follow

11

Test Plan

5. Schedule – allows adequate time
6. Acceptance testing – includes functional testing
7. Documentation of results – goals achieved
8. Decision criteria (Go/No-Go) – exit the testing phase
9. Contingency Plans

12

Test Plan Review

- ❖ Responsible for Go/No-Go criteria
- ❖ Scripted UAT
 - Who developed
 - Test Team
- ❖ Errors/Fixes
- ❖ Conversion
- ❖ Roll-out plans

Project Name
Project Number: _____
Test Plan
Version Num: _____
Effective Date: _____

Project Manager: _____
Prepared By: _____

13

Testing Types


- A. Development
- B. User Acceptance Testing
- C. Pilot



14

A. Development Testing

- 1. Unit / Component
- 2. Benchmark
- 3. Systems Integration



15

A. Development Testing

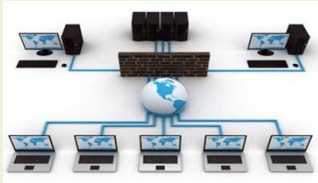
1. Unit Component Testing
 - ❖ Logical unit of work
 - ✓ Functionality
 - ✓ Find errors



16

A. Development Testing

2. Benchmark Testing
 - ❖ Simulates operations
 - ✓ Sizing
 - ✓ Performance
 - ✓ Capacity



17

A. Development Testing

3. System Integration Testing
 - ❖ Ensures each component integrated into the system operates according to design specifications



18

B. User Acceptance Testing



19

B. User Acceptance Testing

- ❖ Done by end users to ensure the application is functioning in accordance with the specifications and defined requirements and is acceptable to users
- ❖ Environment similar to production
- ❖ Includes stress and performance testing




20

B. User Acceptance Testing

GOALS

- ❖ Validate
 - All FNS functions
 - ✓ Eligibility determinations
 - ✓ Benefit issuance



21

B. User Acceptance Testing

GOALS


- ❖ Identify
 - ✓ Defects/Bugs - test fixes
 - ✓ Training needs
- ❖ Evaluate
 - ✓ Efficiency
 - ✓ New business processes



22

B. User Acceptance Testing

- ❖ **KEY - Test Plan**
 - ✓ Developed to test all functions / processes
 - ✓ Test Scripts



23

B. User Acceptance Testing

- ❖ **KEY - Test Team**
 - ✓ Include the right people
 - ✓ Test Leader
 - ✓ Development contractor




24

B1. UAT and Contracts

- ❖ Contract should include:
 - Go/No- Go criteria
 - ✓ Specific and measurable
 - Specific & Measurable Examples
 - ✓ No critical errors (correct benefit issuance)
 - ✓ No errors affecting outcome or logic
 - Identify responsible staff
 - ✓ Approval of UAT results

25

B1. UAT and Contracts

- ❖ Regression testing
 - Statement of Work / contract include provisions for regression testing



26

B1. UAT and Contracts


- ❖ Regression testing
 - Statement of Work / contract include provisions for regression testing



27

UAT & New Testing Rule

7CFR § 277.18
Establishment of an Automated
Data Processing (ADP) and
Information Retrieval System.



28

UAT Complete

- ❖ FNS approved results
- ❖ On schedule
- ❖ Next milestone?

✓ Pilot



29

C. Pilot Test



NASA Test Pilots

30

C. Pilot Test


- ❖ What a Pilot ***should*** be
 - ✓ Real test of the system
 - ✓ Extension of system testing into real world
- ❖ What a Pilot ***should not*** be
 - ✓ First phase of rollout
 - ✓ A formality to proceed

31

C. Pilot Test

GOALS

- ❖ Operate a fully functional system in a live environment
- ❖ Answer questions
 - ✓ Did you get what you asked for?
 - ✓ What is missing?
 - ✓ Is the system ready to rollout



32

C. Pilot Test

PLANNING


- ✓ Performance Test
- ✓ Systems Test
- ✓ End to End Test



33

C. Pilot Test

- ❖ Schedule
- ❖ Sufficient time
- ❖ Allows for evaluation
- ❖ Performance issues
- ❖ Functionality issues
- ❖ Re-evaluate




34

C. Pilot Test

CHARACTERISTICS

1. Where
2. Caseload
3. Staff
4. User skills



Pilot site(s) should balance need to minimize risk with need to fully test performance of the system and new business processes.

35

C. Pilot Test

CHARACTERISTICS

- ✓ IT infrastructure capable?
- ✓ Sites ready?
- ✓ Is user training effective?
- ✓ What is the learning curve?
- ✓ Did the new business process work?
- ✓ Realize any changes positive or negative to efficiencies?

36

C. Pilot Test

- ❖ Contingency Planning
- ✓ Training schedule and logistics
- ✓ Adjustments in staff workload for rollout
- ✓ Costs and funding
- ✓ Current system's maintenance contract

There are risks and costs to action. But they are far less than the long range risks of comfortable inaction.
-John F. Kennedy

37

Pilot & New Testing Rule

7CFR § 277.18
Establishment of an Automated Data Processing (ADP) and Information Retrieval System.



38

Training Your Users



39

Training Your Users

- ❖ What Makes Training Effective?
 - ✓ Incorporates what is learned in UAT
 - ✓ Is scheduled "just in time"
 - ✓ Is "hands on"
 - ✓ Does not end at rollout

40

Training Your Users

41

Getting to Go Live

- ❖ Independent Verification and Validation

IV & V

```
graph TD; C[Customer's system development organization] --> S["These languages" (stay the same if the customer organization is a contractor)]; S --> SO[Software development contractor]; SO --> SD[Software development organization]; subgraph SD; direction TB; SD --> DT[Developer team]; SD --> IV[IV&V team]; end; DT --> IV; DT --> S; IV --> S; DT --> C; IV --> C; DT --> DT; IV --> IV;
```

42

Independent Verification & Validation

- ❖ A review process performed by a third party that is technically, managerially, and financially independent of the project and the developer to:
 - ✓ verify whether the delivered product fulfills the specified requirements
 - ✓ validate whether the project has met all of the stakeholders' requirements

43

FNS System Integrity Review Tool

- ❖ Tools for SNAP and WIC
- ❖ Pre- or post implementation
- ❖ Focuses on Federal requirements

Table of Contents	
I.	Introduction to Tool
A. Eligibility & Benefits Determination	
A1.	Initial Application Processing (273.2)
A2.	HH Data (273.1; 273.3 through 273.6)
A3.	Status of HHs
A4.	Authorized Representative (throughout 273.2; specifically 273.2(2))
A5.	Earned Income (273.9)
A6.	Unearned Income (273.9)

44

System Integrity Review

- ❖ Validates
 - ✓ Program policy/functional standards met
 - ✓ Approved IAPD requirements met
 - ✓ Project goals and objectives met



45

System Integrity Review

- ❖ Equipment/services being properly used
 - ✓ Inventory records documented and accurate

- ❖ Costs
 - ✓ Actual and effectiveness
 - ✓ Allocation



46

System Integrity Review

- ❖ System satisfies requirements
 - ✓ Accountability
 - ✓ Management
 - ✓ User training
 - ✓ Documentation
 - ✓ Security



47

System Integrity Review

What it is NOT!

- ❖ Certification process

Table of Contents

I. Introduction to Tool.....

A. Eligibility & Benefits Determination

A1. Initial Application Processing (273.2).....

A2. HH Data (273.1; 273.3 through 273.6).....

A3. Status of HHs.....



A4. Authorized Representative (throughout 273.2; specifically 273.2(p)).....

A5. Earned Income (273.9).....

A6. Unearned Income (273.9).....

48

Getting to Go-Live



I. Introduction to Tool
A. Eligibility & Benefits Determination
A1. Initial Application Processing (273.2)
A2. HR Data (273.1; 273.3 through 273.6)
A3. Status of HRs
A4. Authorized Representative (throughout 273.2; specifically 273.2)(i)
A5. Earned Income (273.9)
A6. Unearned Income (273.9)

49





Go-Live !!!

Full System Launch



52

Review - Learning Objectives

After completing this module, learners will know how to:

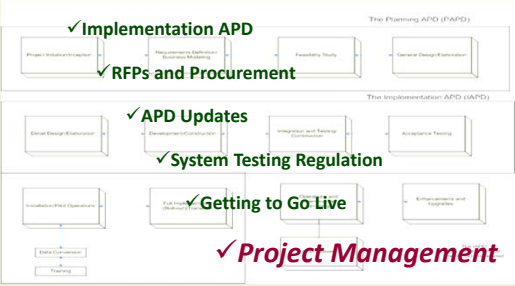
- ❖ Develop Test Plans
- ❖ Define Types of Testing
- ❖ Conduct User Acceptance Testing (UAT)
- ❖ Apply Testing Rule Requirements
- ❖ Conduct System Pilot
- ❖ Go Live Criteria
- ❖ Perform System Integrity Reviews



53

Your next goal...

- ✓ APD Overview
- ✓ Planning APD



- ✓ Implementation APD
- ✓ RFPs and Procurement
- ✓ APD Updates
- ✓ System Testing Regulation
- ✓ Getting to Go Live
- ✓ Project Management

