User Acceptance Testing (UAT) Plan

[Eagle Recorder/Project Phase]

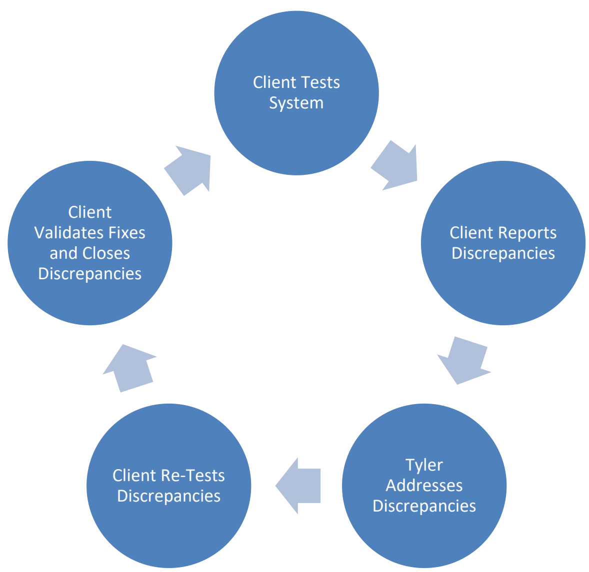
Overview

The purpose of this document is to outline the process and protocol for a critical stage of your Tyler implementation project. User Acceptance Testing (UAT) provides the opportunity to review setup and processes to ensure that the software functions at an acceptable level prior to Production Cutover. Tyler considers the UAT process essential to a successful project.

What to Expect

User Acceptance Testing is an iterative process, where chosen power users perform end-to-end system testing and report discrepancies in expected system functionality. Tyler will address reported discrepancies. This includes, but is not limited to, fixing the discrepancy, postponing as a post-Production Cutover improvement, determining the discrepancy is not in scope, or closing the discrepancy because it deviates from the agreed upon requirements defined during the Assess and Define stage. Once discrepancies are addressed, power users will re-test to validate the fix and close the discrepancy.

All discrepancies must be entered in advance of the close of the UAT stage to allow sufficient time for Tyler to address noted discrepancies and testers to re-test, validate, and close discrepancies. Your Tyler project manager will work with you to determine the appropriate cut off for initial testing efforts.



Acceptability

Acceptability is defined as the software's ability to perform day-to-day operations without complete hindrance of one's job responsibilities. Acceptance testers must be able to distinguish between a legitimate need for configuration or functionality change and changes that are subject to one's own interpretation and/or subjective opinion (i.e. a feature enhancement).

Common Misconceptions

- The system will be 100% perfect prior to UAT
  - Finding configuration discrepancies is a normal part of the process and should be expected, as it helps ensure the product is ready for production and in line with project definitions.
- The system will be 100% perfect after UAT
  - Tyler utilizes a continuous improvement approach, which focuses on maximizing your performance over time. UAT during implementation is a validation of the system's acceptability based on decisions made during Assess & Define. Throughout the life of your relationship with Tyler, you and your team will have the opportunity to continue improving efficiency and productivity through our everGuide approach.

Identifying Power Users for Testing

User Acceptance Testing is designed for your Power Users and project decision makers. It is not designed for all end-users to participate. It is recommended that you have at least 2 users from each functional area involved in testing.

Additionally, some qualities to look for when identifying testing resource(s) are as follows:

- Knowledgeable about a specific function of your business unit (reporting, legacy system, business process, etc.)
- Proficient with everyday technology
- Represents a business unit or department using the application being tested
- Has adequate time to test. A user who is unable to properly dedicate the time and attention to testing due to other responsibilities may not be an appropriate candidate for this group.

Responsibilities

The following outlines specific responsibilities of the client project team:

- Identify functional leads and power users to perform scenario processing.
- Identify and communicate to select functional leads and power users the assigned testing scenarios to be executed with assistance from Tyler implementation staff.

- With assistance from Tyler implementation staff, review and prioritize discrepancies that result from completed testing scenarios.
- Submit all items first to the client project manager. The project manager will then ensure the reported item is valid prior to submitting to Tyler. This may require input from a functional lead or power user.
- Document any issues or discrepancies found related to the product area tested. Tyler recommends limiting the number of resources posting items to the issues list to minimize duplication of issues and prevent changes being requested which are not consistent with agreed upon definitions. Ensure all reports of issues are submitted in a complete and timely manner.
- Ensure testing data and testing database maintain their integrity during the testing phase by limiting access and coordinating load and refresh processes.
- Monitor the quality and timeliness of the overall testing effort.
    - Facilitate testing completion by maintaining momentum during process. Check that tests are completed in the order necessary to thoroughly sign-off on process.
    - Review scenario processes and modify as necessary to align with any changes to policies and procedures.
    - Work with Tyler project team to oversee all functions of the testing process.

The following outlines specific responsibilities of the Tyler Team:

- Provide baseline testing steps
- Work with your project team to determine which processes, interfaces, and modifications need to be tested.
- Collaborate with your project team to develop a baseline scenario that details the procedures for testing data integrity across application processes.
- Assist your team in addressing reported issues/concerns.
- Provide training to your staff on tracking issues as required by Tyler.
- Support the testing plan developed for your site.

Testing Steps

1. Part I
    a. General Navigation
    b. Opening Tills
    c. Receipting
        i. Use all tender types
        ii. House Accounts-Explain Immediate vs. Deferred
    d. Scanning
        i. Bulk
        ii. Up Front Scanning
        iii. Scan First (if applicable)
    e. Indexing
    f. Verification
    g. Mailback (if Applicable)

h. Searching (including the search screen, results, and Doc Explorer)
i. Test All Fees Using Product Review Tool
    i. Ensure journal accounts are correct
j. Closing Tills
k. Balancing
l. Running daily finance, workflow, and document reports (see Report List Form)
m. Finding and correcting receipts

2. Part 2
    a. Quickdocs (if applicable)
    b. OCR – Auto-redaction (if applicable)
    c. Eagle Web / Self-Service (if applicable)
    d. Data and image extracts

3. Part 3 (Unique processes or additional process that were not part of previous testing)
    a. All document types, including vitals, marriages, copies, CDs, maps, extracts, etc.
    b. Any document type that has a different fee associated with it
    c. Any document type where you capture different information. For example, clerk and vital documents
    d. Any document that has special workflow or special office processes. For example, assessor documents which go to a special indexing queue or your Affidavits of Value are scanned in as a confidential second image to a Deed
    e. Security privileges of at least one user from each security group
    f. Labels, including Barcodes, Transfer Tax, and Return Address
    g. Stamps (if applicable)
    h. Indexing, including field names and field order
    i. Verifying, including field names and field order
    j. Online Credit Cards (if applicable)
    k. Eagle Minutes (if applicable)
    l. Fraud Guard (if applicable)
    m. Vitals Processing (if applicable)
    n. TERS (if applicable in Texas)