

ATTACHMENT 2

Draft Acceptance Test Plan



New World Systems®
The Public Sector Software Company

**City of Norman
Oklahoma**

Sample Acceptance Test Plan

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PURPOSE

This Sample Acceptance Test Plan is intended to provide a mutually agreed upon process for the City of Norman (City) to verify that the CAD/RMS/FRMS/Mobile software meets the agreed upon specifications provided for in the contract agreement signed by New World and the City.

This scope of this plan will include:

- Hardware, System Software and Network Connections
- Standard Software
- Standard Software Interfaces
- Custom Software Interfaces (if any)
- Software Enhancements (if any)

As defined in the Project Implementation Plan, four phases of Acceptance Testing may take place. Each test is intended to occur sequentially, unless otherwise agreed upon by both parties:

- Phase 1: Hardware, System Software and Network Connection Testing
- Phase 2: Functional Testing
- Phase 3: Interface Testing
- Phase 4: Reliability and Final Acceptance Testing

Reliability and Final Acceptance Testing shall not proceed until either (a) Phases 1 through 3 (Hardware, System Software and Network Connection, Functional and Interface Testing) are complete, or (b) the City waives in writing the Hardware, System Software and Network Connection, Functional and Interface testing requirements.

ACCEPTANCE TEST PROCESS

By mutual agreement, all Acceptance Testing will be conducted when represented City staff and New World staff are available for testing. The format for testing will also be mutually agreed upon prior to the commencement of any scheduled testing. The City may also wish to conduct certain Acceptance Testing during times when New World staff is not available. Regardless of who is present, a set format for testing must be followed.

The RFP response submitted by New World will be utilized for Acceptance Test documentation to ensure compliance with the functionality described in the detailed section of the RFP response.

An acceptance test checklist will be developed (see sample in Appendix C) indicating the RFP section along with the appropriate New World responses. City personnel will initial in the appropriate column indicating the software passed or failed the acceptance.

Any items not passing the Acceptance Test will be immediately forwarded to the New World Project Manager for response using the **Acceptance Test Documentation Form** (see Appendix A). In most cases, the item will be resolved via system tuning or review of its proper functionality. In some cases, the item will be submitted for a software correction and the resolution will come from New World in the form of a program change.

Items that require modifications and/or interface availability will be tested when they have been completed. Acceptance testing of other modules/functionality shall not be held up awaiting delivery of those modifications and/or interfaces.

Phase 1: Hardware, System Software and Network Connection Testing

Testing hardware, system software and network connections include the testing of the any hardware and system software provided to the City by New World. All hardware and system software will be delivered, installed, configured and tested in the City's test environment. Working with City staff, network connections will be made and tested. All related documentation is delivered and installed as part of this test.

Following successful testing of delivered components, New World shall certify that the hardware and system software performs according to specifications and connects properly to the City's network.

Phase 2: Functional Testing

Following completion of the Master File setup training, and prior to beginning functional testing, New World shall provide a checklist (see sample in Appendix C) for review and approval by the City. The plan shall include a list of all features specified in the RFP.

Upon completion of testing, the City may approve or reject the entire Functional Test or any elements of the Functional Test. If the functional test is rejected by the City, the test may be repeated after corrections are provided by New World. Once started, the Functional Test shall be repeated at intervals not to exceed 30 days. The City and New World, by mutual, written agreement, may elect to proceed with the next phase of testing or Final Acceptance even if all specifications in the Functional Test are not met.

Functional Test Guidelines

All items coded "Yes" (as qualified) in the New World detail response to the City's RFP shall be provided to the City through standard software capabilities, the City's use of third party software and/or custom software provided by New World.

If the City has not licensed the standard or custom software necessary to meet an RFP requirement, then that specification shall not apply in any acceptance test.

Phase 3: Interface Testing

Following completion of the Master File setup training and prior to beginning Interface Testing, New World shall provide a test plan (see sample in Appendix C) for review and approval by the City. On completion of testing, the City may approve or reject the entire Interface Test or any elements of the Interface Test. Once started, the Interface Test shall be repeated at intervals not to exceed 30 days. The City and New World, by mutual, written agreement, may elect to proceed with the next phase of testing or Final Acceptance even if all specifications in the Interface Test are not met.

New World shall develop test plans and provide them to the City for review and approval. Interface Testing shall not begin until written approval of New World's submitted test plan has been accepted by the City. Following approval of the Interface Test Plan, New World will demonstrate to the City that the Standard Interface Software and Custom Interface Software have been installed, are operational and provide the intended functionality as described in the Interface Control Documents (if any).

Phase 4: Reliability and Final Acceptance Testing

Upon placing the Licensed Software into live production use, the software shall undergo a thirty (30) day reliability test. The purpose of this test is to demonstrate that the New World software as delivered can perform under live operational conditions and continue to perform at a level consistent with specifications as set forth in the agreement reached between the City and New World. If, during the first fifteen (15) days of the Reliability Test, the software experiences a Major Failure, then the thirty (30) day period will start over from day one and continue for the full thirty (30) days. A major failure is defined as the inability to perform the function for which the Licensed Software was designed and commissioned. If the software fails on or after day sixteen (16), the City may elect for the test to start over from day sixteen (16) and go for the remaining fifteen (15) day period or start over from day one and continue for the full thirty (30) days.

If the software experiences a major failure because of a deficiency in the City's computing environment (network outage, server failure, operator error, planned downtime, etc.), the Reliability Test will not be restarted but will continue from the point in time that such failure occurs and until the thirty (30) day test is completed.

Software shall be deemed accepted upon the successful completion of the 30-day Reliability Test as defined above. Final Acceptance for each component identified may occur independently after successful completion of the Reliability Test for each component (CAD, RMS, Fire RMS, Mobile and Automated Field Reporting).

Final Acceptance by means of Beneficial Use of the Software

Notwithstanding anything above, the software shall be deemed accepted ninety (90) days after the City has had beneficial use of the software without occurrence of a major failure through its use in a production environment ("live use") that supports City operations. Final Acceptance shall not be withheld due to minor or moderate errors.

APPENDIX A: ACCEPTANCE TEST DOCUMENTATION FORM

Date: _____ Time: _____

Tester: _____

Section & Number of RFP: _____

New World Systems Application & Module Name: _____

O/S Version: _____ New World Version: _____

Explanation of Item Not Functioning as Required:

New World Notes:

APPENDIX B: ACCEPTANCE APPROVAL FORM

1. Acceptance Phase: (✓ appropriate box)

- ☐ Hardware, System Software and Network Connection
- ☐ Functional
- ☐ Interface
- ☐ Reliability and Final Acceptance

2. Name of Application: (CAD, LERMS, FRMS, Mobile, etc.) _____

3. Date/Time: _____

4. Authorized City Signature: _____

5. Authorized New World Signature: _____

6. Additional Comments/Follow-up: _____

New World Notes:

APPENDIX C: SAMPLE ACCEPTANCE TEST CHECKLIST

RFP Item #	CAD General Requirements	PASS	FAIL	INITIALS	DATE
	A toolbar must provide the following tasks: Open, Save, Delete, Cut, Copy, Paste, New and Print.	<input type="checkbox"/>	<input type="checkbox"/>		
	The system must provide the ability to quickly and easily assign default agency-defined status codes.	<input type="checkbox"/>	<input type="checkbox"/>		
	When a Call for Service (CFS) type is defined, the system must provide the ability to identify whether a license plate is checked locally, through State/NCIC or both and attach to said call.	<input type="checkbox"/>	<input type="checkbox"/>		
	The system must provide the ability to dispatch to a call type and create a corresponding call type for all agencies responding, including Law Enforcement, Fire and EMS.	<input type="checkbox"/>	<input type="checkbox"/>		
	The software must utilize self-cleansing windows to allow users to open and use multiple (minimum of 20) child windows simultaneously and be able to tile and/or cascade the child windows.	<input type="checkbox"/>	<input type="checkbox"/>		
	The software must allow authorized user(s) to define the screen layout (e.g., position and size of windows) and save the individual configurations based on the user's login.	<input type="checkbox"/>	<input type="checkbox"/>		

