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## Overview

User Acceptance Test (UAT) Release #22 Cycle 1 has been deployed to the SIU UAT environment. Security constraints for this environment will require a login through the State Login Portal. When you follow the link to the UAT environment, the system will route the user to the State of Illinois Login. After a successful login, the user will be returned to the UAT environment where IWDS-2.0 is running.

## Purpose

The purpose of this UAT cycle is to validate dashboard functionality, accuracy, and usability within IWDS 2.0. Testers will review dashboard data, filters, and visualizations to ensure they reflect expected program activity and align with business rules and reporting requirements.

This testing will also help confirm that dashboards support day-to-day decision-making for staff and provide meaningful insight into customer participation and outcomes as the system prepares for MVP go-live on July 1.

**Note:** Due to ongoing migration work, some migrated customer data may display incorrectly within dashboards. These discrepancies are known and will be addressed as part of continued data realignment efforts. Testers should still document any issues observed, but understand that some variances may be tied to migration adjustments currently in progress.

## UAT Release 22 – Cycle 1 Expectations & Homework

**Homework Areas** - For this week, your UAT tasks will focus on the following key area listed below. More information on these areas can be found in the next section of this document.

- Dashboard (located in the top navigation panel)
  - Dashboard Tabs (Intake, Career Plan, Outcomes, Follow-Up)
  - Dashboard Rows and Info Bubbles
  - Dashboard counts
  - Customer Lists
  - Filters

## Due Date

Please complete your testing in these areas and submit your feedback by **End of Day on June 10.**

## Access to UAT Environment

To access the UAT environment in your browser, follow the link provided here.

<https://testapps.illinoisworknet.com/iwdst-Preview>

## Reporting Issues

Please document any issues, bugs, or enhancement requests you identify in our shared notebook - [UAT Notebook Link](#). (Note – the notebook is also linked on the IWDS Transition Project Resources Page linked here: [IWDST Full Resources](#). The main purpose of using a shared notebook is for collaboration between members of the UAT team and the business analysts. This will cut down on duplicate issues being reported.

- **When logging your entries:**
  - You should document this information as you are completing your UAT work.
  - The top section in the notebook is labeled Example Issue Reporting. Please refer to that page to get an idea of how you can report an issue.
  - In the notebook you will also find a section labeled with this Release and Cycle, please document your findings there.
  - Be concise but detailed.
  - If multiple issues arise in one area, log each one separately for clarity.
  - Please provide the name of the customer you are using when you log an issue so we can easily go in and take a look at what is going on to troubleshoot.
  - Log the URL of the page where you ran into an issue.
- If you have issues accessing the OneNote notebook - Please contact one of the business analysts (BA) on the team. The business analysts are:
  - Kelly Trimble – [Kelly.trimble@siu.edu](mailto:Kelly.trimble@siu.edu)
  - Olivia Miller - [olivia.miller@siu.edu](mailto:olivia.miller@siu.edu)
  - Lynette Tritz - [lynette.tritz@siu.edu](mailto:lynette.tritz@siu.edu)
  - Andi Grabemeyer – [Andi.Grabemeyer@siu.edu](mailto:Andi.Grabemeyer@siu.edu)
  - Al Menke – [al.menke@siu.edu](mailto:al.menke@siu.edu)

## Expectations for UAT

As you test these areas, please keep in mind the following best practices:

- **Test Thoroughly:** Ensure that you navigate through all functions and features within these areas. Pay attention to any discrepancies between expected and actual results.

- **Detail-Oriented:** When reporting issues, provide as much context as possible, including:
  - Steps to reproduce the issue
  - Screenshots or recordings, if possible
  - Browser or device used during testing
  - Expected vs. actual outcomes
- **Feedback Categories:**
  - **Bugs** - When the system does not perform as expected, and the system is not performing according to the requirements, then a bug will be reported, tracked, fixed, and retested.
  - **Issues** - If the system is performing according to the requirements, but the user feels that the requirement was not captured correctly or now the user feels like the requirement is just not working as expected, then this is recorded as an issue. Issues are tracked and prioritized for change.
  - **Enhancements**- Once we are in UAT and the users recognize an area that could be improved, then this will be also logged as an issue and tagged as an enhancement.

## Best Practices for Effective UAT

- **Think like the end user:** Approach your testing from the perspective of someone unfamiliar with the system. This will help you identify usability issues and areas for improvement.
- **Be specific and thorough:** The more specific your feedback, the easier it will be to address. Include specific steps, expected outcomes, and actual results.
- **Provide context:** Always give context for your feedback. For instance, explain why an enhancement would improve the user experience or system performance.

By following these guidelines and providing detailed feedback, you're helping to ensure the final product meets user expectations and performs as intended.

## Overview of the Dashboard

The IWDS 2.0 dashboards are designed to provide staff with a clear view of customer activity through the life of the WIOA Adult, DW, and Youth program participation. The dashboard is comprised of rows that track customer progression, with each row displaying a count of customers currently making up that metric. The count is linked, allowing users to select the number and view the specific customers who make up that total. This supports

staff in tracking movement across the program, understanding where customers are in their journey, and identifying areas that may need attention.

During this UAT cycle, testers will focus on validating that customer counts, row placement, and underlying data align with expected business rules. This includes confirming that customers appear in the correct stage, that totals are accurate, and that linked records match the counts displayed.

Testers should also evaluate how the dashboard supports usability—ensuring that rows are clearly labeled, easy to understand, and allow users to efficiently navigate between summary counts and detailed customer views.

### **Data Refresh Timing:**

Dashboard data is updated nightly and does not refresh in real time. Changes made during the day will not be reflected until the next nightly update. Each dashboard includes a date and time stamp indicating when the data was last refreshed. Testers should reference this time stamp when validating data.

### **Migration Consideration:**

Due to ongoing migration efforts, some customer records may not yet display correctly within dashboard rows. These issues are known and are actively being addressed. Testers should still document discrepancies but understand that some differences may be related to ongoing data realignment.

### **July 1 MVP Considerations:**

As part of system readiness for MVP go-live on July 1, testing should prioritize core functionality that supports immediate business needs. Not all desired features will be available at go-live. Testers should clearly distinguish between:

- **Defects** that impact required functionality
- **Enhancement opportunities** for future releases

Enhancement requests will be captured and prioritized for post-go-live improvements.

## Dashboard Screenshot

IWDST staging    Home    Customers    **Dashboard**    Reports    Management Tools

Hi, Olivia Miller

Reporting Dashboard - Intake Last Calculated: 06/02/2026, 04:00 AM

Program	Intake	Career Plan	Outcomes	Follow-up
All Programs				
LWIA				
All LWIAs				
	<b>PreScreening</b>			
	Prescreen In Progress			2
	Prescreen Completed — No Application Started			3
	Prescreen Inactive for 90+ Days			0
	Prescreen Inactive for 170+ Days			0
	<b>Application</b>			
	Application In Progress			2
	Application Inactive for 90+ Days			0
	Application Inactive for 170+ Days			0
	Application Completed but not Submitted			0
	<b>Application Review &amp; Eligibility Certification</b>			
	Application Submitted Appointment Needed			1,124
	Application Submitted 2 Day App & No Appointment Scheduled			1

## UAT Expectations

During testing, users should:

- Validate that customer counts in each row are accurate based on known data or expected outcomes
- Confirm that customers appear in the correct program stage (row) according to business rules
- Select row counts to verify that the linked customer list matches the displayed total
- Ensure that customer movement between rows is reflected appropriately after nightly data updates
- Review row labels and definitions to confirm they are clear and align with business expectations
- Use the date and time stamp to confirm the currency of the data being reviewed

Important Considerations:

- Dashboard data is updated nightly, not in real time
- Some data discrepancies may be present due to ongoing migration efforts and should still be documented