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Overview

User Acceptance Test (UAT) Release #22 Cycle 2 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 testing is to validate how the In Program Updates page supports maintaining accurate customer program involvement and characteristics throughout participation. This includes ensuring updates entered after intake reflect the customer's current situation, follow system rules, and support accurate coordination of services, performance tracking, and federal reporting.

UAT Release 22 – Cycle 2 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.

- In Program Updates
  - Co-enrolled Across Partner Programs
  - Customer Characteristics

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
  - Olivia Miller - olivia.miller@siu.edu
  - Lynette Tritz - lynette.tritz@siu.edu
  - Andi Grabemeyer – Andi.Grabemeyer@siu.edu
  - Al Menke – 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 In Program Updates

The In Program Updates page allows staff to review and update key information about a customer after enrollment, including program involvement and characteristics that may change over time.

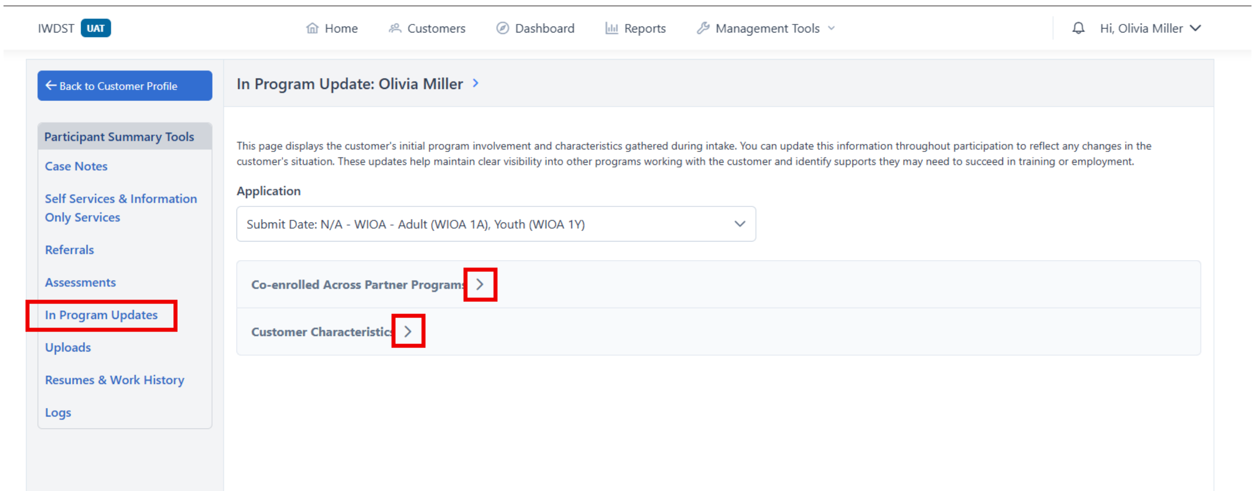
This page builds on information collected during Intake (Prescreening, Application and the Getting Started Assessment (GSA)). Data captured during those steps will prepopulate where applicable. As the customer participates in the program, staff can update this information to reflect changes in their situation, ensuring the system continues to show an accurate view of their needs, supports, and progress.

Updates made on this page help:

- Maintain visibility into the customer's full program participation, including co-enrollment across partner programs
- Identify barriers or supports that may impact success in training or employment
- Ensure information used for performance tracking and federal reporting remains accurate and up to date

Some data elements are tied to program entry reporting. When updates are marked as "Was true at program entry," additional confirmation is required because these changes may impact how the customer is counted in federal reporting and performance outcomes.

In Program Updates Screenshot



UAT Expectations

During UAT, testers are expected to:

- Use an existing UAT customer or create a new one using a persona
- Complete Intake and the Getting Started Assessment before testing this page
- Enter multiple types of in-program updates to simulate real participation
- Verify that prepopulated data appears correctly
- Confirm updates save and display as expected
- Test both happy path and edge cases (missing data, incomplete steps, etc.)
- Document any issues, confusion, or unexpected behavior

As you test, think about:

- Does this page clearly support tracking customer progress?
- Is it easy to understand what updates should be entered and when?
- Does the information align with how you track outcomes today?