IBRS

Presentation

Webinar

End-User Testing:
Why is it So Critical in Today's ICT Operations?

Quick Poll

Does it matter to you whether what you deliver is used effectively by the business ?

Not really - that is up to the business.	0
No - my job is to deliver the system.	0
Absolutely	5
Sort of yes - but I cannot control the usage.	0
I have so many projects that I don't have time to think about post go live	0

Observations

- High operational overheads post an implementation is a common issue.

- IT lead projects are still suffering from undue blame for poorly implemented projects.

- We need to think beyond the go live.

We Need to Think Beyond the 'Go Live'

| Implementation | → | Go live | → | Adoption |

Benefit/ROI

Because this

- Reduced manual handling
- Decreased cost to serve
- Reduced FTE headcount
- Low operational support overhead
- Remaining compliant
- Increased digital channel migration
- Increased FTE capacity
- Increased productivity
- Increased eNPS and NPS/CSAT
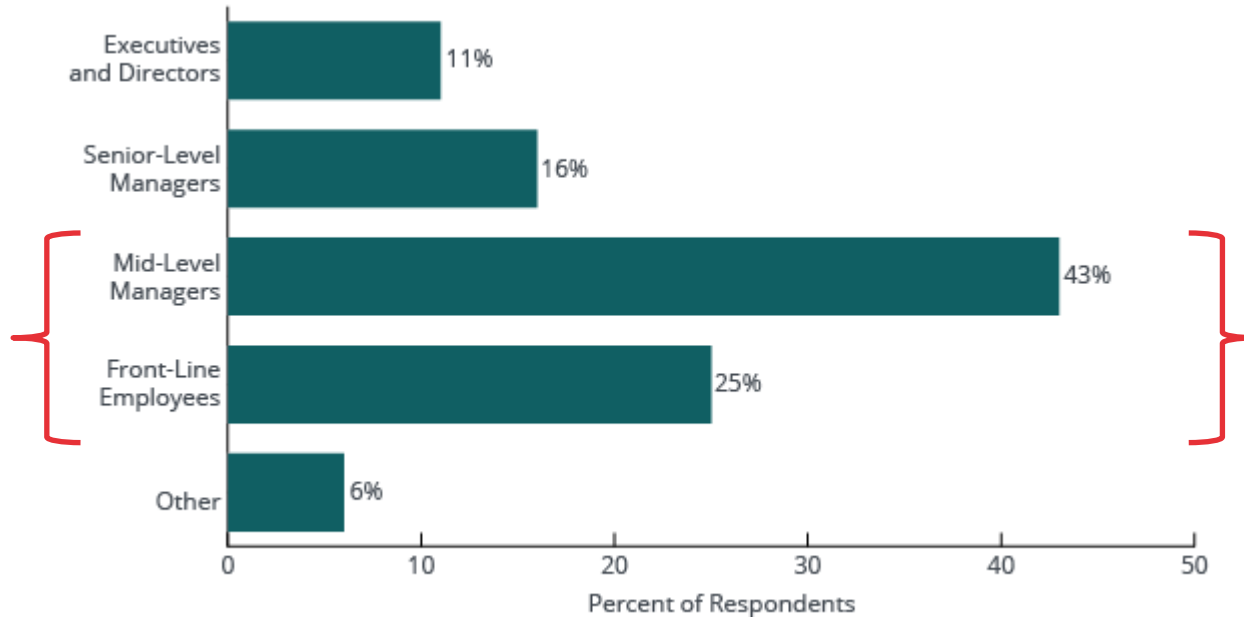
Happens after go live

Adoption

- Usage of,

- Adherence to,

- Following new business process,

- Using all the functionality invested in,

- Proficiency, speed to BAU

End-User Testing:
Why is it So
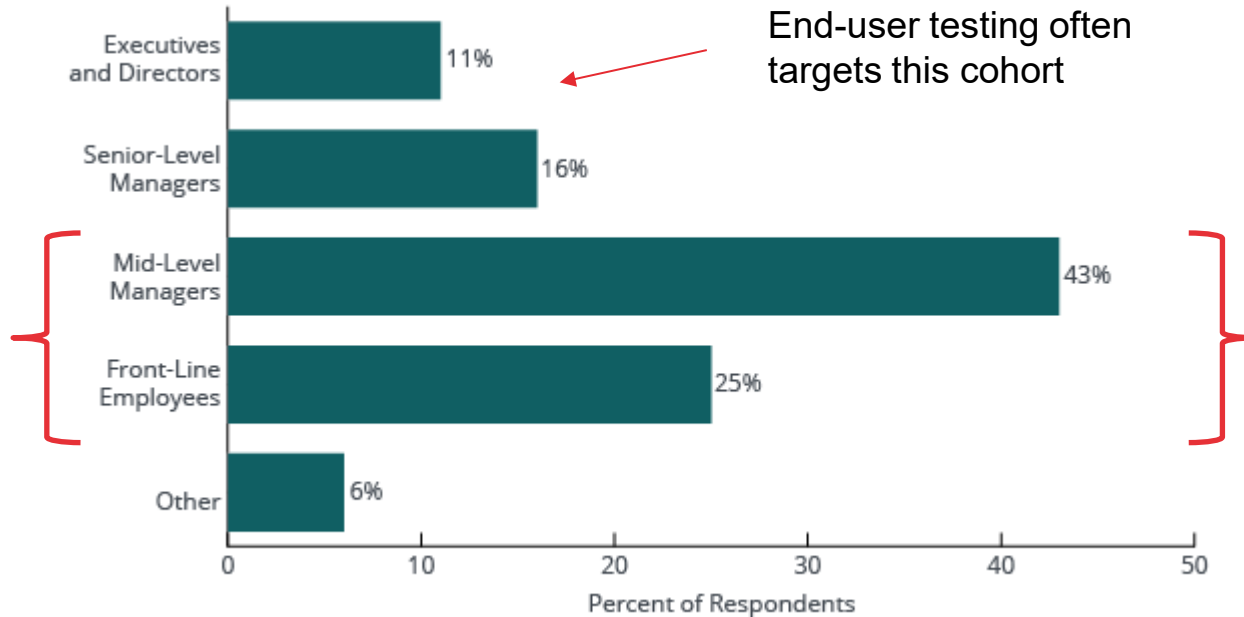Critical in Today's
ICT Operations?

Consequence of Poor Adoption

- Increased T1 & T2 service requests.

- Rapid bug fixing that results in further issues.

- Blame game – IT often never comes out on top.

- Longer time to benefit realisation.

- Delays in decommissioning activities / change in direction.

- In effective mitigations for risk increasing either likelihood or consequence.

End-User Testing:
Why is it So
Critical in Today's
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Most Adoption Resistant Groups

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Source: Prosci Research Hub

End-User Testing:
Why is it So
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Most Adoption Resistant Groups

End-user testing often targets this cohort

Executives and Directors — 11%
Senior-Level Managers — 16%
Mid-Level Managers — 43%
Front-Line Employees — 25%
Other — 6%

Percent of Respondents

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Source: Prosci Research Hub

End-User Testing

- A discussion with the primary person that will use the output of a project in a BAU context.

- The form/method of that discussion is project phase related.

- It is NOT testing by an Executive who may be a business owner but who will not use the output in a BAU context.

- It is not complicated or costly to do, customers/clients/staff want to be engaged.

The Role of End-User Testing

- To provide a level of adoption assurance during almost all the project life cycle.

- To reduce the adoption cycle and build trust across the organisation on IT projects.

- End-user testing is an adoption assurance tool.

End-User Testing – Informs

- Operational handover,

- Support requirements,

- QRGs, SOPs, Self serve FaQs etc,

- Scope, solution design, interface design etc,

- Communications, change management and training needs and methods.

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User Testing Scripts

- Step by step instructions with expected results.

- Leads to automated regression testing.

- Outsourcing end-user testing to the business owner of the system.

- Highlights business process gaps.

End-User Testing:
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Service Desk

- Play a critical role.

- Avoid collusion.

- T1 and T2 service desk staff as proxy end-users.

- Advice on quick reference guides, manuals, standard operating procedures.

Risk

- Likelihood and consequence.

- Volume of the testing.

- Frequency of testing.

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Summary

- End-user testing brings you assurance in a range of areas.

- It should take place during a project and not at the end of a project.

- End-user testing takes many forms and does not need to be complicated or over sized.

- End-user testing can reduce the operational overheads felt by IT departments.

Any Questions/Comments ?

Provide feedback on this webinar.

Reach out if you would like to discuss further dbeal@ibrs.com.au

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