88% of respondents saying UAT is key to achieving quality objectives

83% of UAT is performed by business users or UAT specialists, such as Business Analysts

85% of respondents report the use of unscripted manual testing

Less than **50%** of people reported being provided with any tools to support UAT

What percentage of UAT work is carried by these groups?

NOTE: Overall a lot more UAT is done by IT rather than Business Users

Business Analysts
in 45% of cases Business Analysts are being used. In 25% of cases BA are doing more than 1/4 of the UAT

Dedicated UAT Team
Only used in 33% of cases

QA Team
In 48% of cases the QA team is being used, in 24% of cases they do up to half the UA cases they do more than half

Business Users/SME
55% of cases use Business Users.

72% said there is no resource management provided

75% of respondents said that multiple UAT cycles are performed

50% of respondents stated that no tools are provided for definition and management of test cases

Who creates the UAT scripts?
75-80% have scripted testing. 2/3 of them are created by IT rather than B. users. A third brought in UAT specialists. Companies such as banks and retailers will use them as they cant ask customers to test the system!

The main reason for multiple UAT cycles?
32% say Quality of the delivered software

How many cycles of UAT did you perform
56% do 1-3 cycles
20% do 4-5 cycles

How many people were involved in the UAT phase?
Typical team size is 4-5 people although 12% have teams of 5-10 and 8% have teams of 25-35 people

57% citing poor software quality as the reason.