Acceptance Criteria Plan



Department of Veterans Affairs

<Month><Year>

This template contains a paragraph style called Instructional Text. Text using this paragraph style is designed to assist the reader in completing the document. Text in paragraphs added after this help text is automatically set to the appropriate body text level. For best results and to maintain formatting consistency, use the provided paragraph styles. Delete all instructional text before publishing or distributing the document Revision History.

This template conforms to the latest Section 508 guidelines. The user of the template is responsible to maintain Section 508 conformance for any artifact created from this template.

Revision History

Note: The revision history cycle begins once changes or enhancements are requested after the Acceptance Criteria Plan has been baselined.

| Date | Revision | Description | Author |
| --- | --- | --- | --- |
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Place latest revisions at top of table.

The Revision History pertains only to changes in the content of the document or any updates made after distribution. It does not apply to the formatting of the template.

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Artifact Rationale

The Acceptance Criteria Plan documents what the customer will accept for each increment, so that all parties have a common understanding of what the project is delivering and what the customer will accept. The plan is required by the Project Management Accountability System (PMAS) Guide prior to the Milestone 1 Review. Attachment A of the Acceptance Criteria Plan is the Customer Acceptance Form. The PMAS Guide requires a Customer Acceptance Form to be completed and approved at the end of each increment. The Customer Acceptance Form is the evidence that an increment has been completed. The increment is not considered finished until the Customer Acceptance Form is approved.

Instructions

This template contains a style named Instructional Text. Text using this style is only to provide guidance in completing the document – the final document should not contain Instructional Text. Text in paragraphs added after Instructional Text is automatically set to the appropriate body text style. For best results and to maintain formatting consistency:

* Use the provided paragraph styles
* Delete all Instructional Text before finalizing the document, including these instructions

The following project types are required to complete this artifact. Exceptions are outlined where needed throughout the document.

| Activity | New Capability (A) | Feature Enhancement (B) |
| --- | --- | --- |
| **Field Deployment (1)** | Yes | Yes |
| **Cloud/Web Deployment (2)** | Yes | Yes |
| **Mobile Application (3)** | Yes | Yes |

Table of Contents

[1. Introduction 1](#_Toc442276053)

[1.1. Purpose 1](#_Toc442276054)

[1.2. Scope 1](#_Toc442276055)

[2. Functionality 1](#_Toc442276056)

[2.1. Increment 1 Functionality 1](#_Toc442276057)

[2.2. Increment 2 Functionality 1](#_Toc442276058)

[3. Approval Signatures 2](#_Toc442276059)

[Attachment A – Customer Acceptance Form Template 3](#_Toc442276060)

[A.1. Project Manager Acceptance: 3](#_Toc442276061)

[A.2. Service Delivery & Engineering (SDE) Implementation Manager Acceptance: 4](#_Toc442276062)

[A.3. Customer Acceptance 5](#_Toc442276063)

# Introduction

Provide an overview of the plan by specifying the purpose, scope, definitions, acronyms, abbreviations, and references, in sections 1.1 – 1.2, if relevant. A new or updated Acceptance Criteria Plan is required for each increment.

## Purpose

This document will contain the mutually agreed-on criteria for each increment, the satisfaction of which will determine whether the customer will accept the system.

Per the direction of the VA Chief Information Officer (CIO), each software development project increment must contain working code that is manifested to the end user. This manifestation can be in infrastructure code that is delivered to the end user, but is not physically visible to the end user or can be manifested in code that is physically visible to the end user. If this is an operations project or commercial off-the-shelf (COTS) implementation project, the increment must deliver some functionality to the user.

## Scope

Provide a brief description of the scope of this plan. For example, specify which increment this document pertains to.

# Functionality

Describe the functionality a component or a system must deliver as documented in the Business Requirements Document. This section must be further separated into subsections for each increment to specify the functionality that each increment will deliver.

## Increment 1 Functionality

Enter information that will be the basis for the decision at the end of this increment to determine whether what was delivered is acceptable or not acceptable.

Document the functionality that this increment’s component or system must satisfy to be accepted by a user, customer, or other authorized entity.

Specify the criteria that will be used to determine whether the information system or application satisfies the acceptable level of quality.

## Increment 2 Functionality

Enter information that will be the basis for the decision at the end of this increment to determine whether what was delivered is acceptable or not acceptable.

Document the functionality that this increment’s component or system must satisfy to be accepted by a user, customer, or other authorized entity. Specify the criteria that will be used to determine whether the information system or application satisfies the acceptable level of quality.

# Approval Signatures

This section is used to document the approval of the Acceptance Criteria Plan. The PM should have this document signed by the Business Sponsor at the onset of an increment’s work. At the completion of the increment’s work the PM has Attachment A signed. The review should be ideally conducted face to face where signatures can be obtained ‘live’ during the review however the following forms of approval are acceptable:

* Physical signatures obtained face to face or via fax
* Digital signatures tied cryptographically to the signer
* Add “/es/” in the signature block provided that a separate digitally signed e-mail indicating the signer’s approval is provided and kept with the document

NOTE: A signature page must be completed for every increment.

REVIEW DATE: <date>

SCRIBE: <name>

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Business Sponsor Date

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Project Manager Date

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Service Delivery and Engineering (SDE) Coordinator Date

Attachment A – Customer Acceptance Form Template

This section is used to document the formal acceptance of the increment deliverable. This form is to be completed only at the end of the increment cycle and requires the signatures of the three key stakeholders: the project manager, Service Delivery & Engineering (SDE) coordinator, and the customer.

Project Number/Name:

Increment #:

Project Manager:

Customer Organization:

Planned Milestone Date:

Achieved Milestone Date:

* 1. Project Manager Acceptance:

I attest that all increment requirements have been met. I will retain this form in the project repository with approved signatures.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name (Signed and Printed)

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Title/Office/Date

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Comments

* 1. Service Delivery & Engineering (SDE) Implementation Manager Acceptance:

I attest that the IT infrastructure is in place or that infrastructure funding is allocated to support increment deployment.

YES  NO

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Title/Office/Date

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Comments

* 1. Customer Acceptance

I attest that I have accepted the delivery of new functionality by the <named> project as of this date.

YES  NO

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name (Signed and Printed)

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Title/Office/Date

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Comments

Questions for Customer Response:

1. Will the new functionality delivered in this increment be placed into production?

\_\_\_\_\_\_Yes / \_\_\_\_\_\_No

If yes, what is the planned production installation date? (This date is not a commitment.) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Did the increment release meet all agreed-on functionality? \_\_\_\_\_\_Yes / \_\_\_\_\_\_ No

Template Revision History

| Date | Version | Description | Author |
| --- | --- | --- | --- |
| February 2016 | 1.5 | Corrcted instructional txt in Section 1. | Process Management |
| July 2015 | 1.4 | Added Spaces to Yes/No statements in section A.3. Customer Acceptance | Process Management |
| May 2015 | 1.3 | Modified by PMAS Process Improvement Lockdown | Process Management |
| November 2014 | 1.2 | Updated to latest Section 508 conformance guidelines and remediated with Common Look Office Tool | Process Management |
| February 2013 | 1.1 | Standardized formatting and edited for Section 508 conformance | Process Management |
| January 2013 | 1.0 | Initial Version | PMAS Business Office |

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