

Standard Eleven - Testing and Performance

As discussed in standard [five](#), [seven](#) and [eight](#), testing early, often and across several user bases is central to producing a solution that meets all of the project needs and requirements. This process should also capture and record any performance issues, bugs, security issues or inconsistencies in the solution.

While no solution will be without its foibles, we should be delivering the best possible digital solutions to our customers. This means supporting reliability through a thorough testing and maintenance schedule.

How do we meet the standard?

- Work with Media and Communications and IT at the time of platform selection to ensure our standards and policies are being met as much as possible from the beginning.
- Testing should be a shared activity between the solution developer, project team, internal teams (IT and Media and Communications) and users.
- Specialist teams should be engaged for testing such as penetration testing (security testing) and [\(WCAG\) 2.0](#) testing. This testing should be carried out by a third party, not your developer/vendor, to ensure impartiality and accuracy of the results.
- Testing activities should be planned across the life of the project and used as governance points (sign off points) in the contract lifecycle.
- Formal service and maintenance agreements should be in place with external and/or internal teams for the life of the solution – seek the guidance of the IT and Media and Communications teams before entering these.

The following rules from the [Digital Design Principles](#) relate to testing and performance and should be applied to all digital platforms and content:

- **Available:** 24/7 access.
- **Useful:** Designed to solve problems.
- **Complete:** Support customers to complete activities online, without manual steps.
- **Fast:** Quick to submit and [provide an efficient end-to-end service](#).
- **Aware of history:** Able to provide a record of past interactions where appropriate.
- **Aware of user:** Able to use known information from previous interactions with government.

Additional references:

- [Web Content Accessibility Guidelines \(WCAG\) 2.0](#).
- [Test a product or service - Digital Guide - Victorian Government](#)
- [Digital Design Principles - Victorian Government](#)