



s47F

GoSource Delivery Report - May 2023

s47F

8 June 2023 at 11:28

To: 's22' <[redacted]> @health.gov.au>
Cc: 's22' <[redacted]> @health.gov.au>, 's22' <[redacted]> @health.gov.au>, s22 <[redacted]> @health.gov.au>, s22 <[redacted]> @health.gov.au>, s47F <[redacted]> @health.gov.au>
s22 <[redacted]>
s47F <[redacted]>

Hi s22

Please find attached the **GoSource Project Delivery Report for May 2023**.

Key points to note:

- Overall we are on track to come in on budget. We are controlling capacity to ensure there is no overspend. **By our accounts there is s47F remaining following payment of the May invoice. Would it be possible to please confirm this aligns with the Department's financial accounts?** This will ensure there is no discrepancy in the final invoice.
- For the MCF Website:
 - There are **no further releases planned by GoSource**. However, we may be able to assist the ITD team with any releases they schedule before June 30.
 - I have noted the **3 hour and 8-minute partial production outage caused by a DNS related issue during Release 42 on**. The root cause is still being investigated through an open ticket with Microsoft and we will provide a post-incident review document once the exact cause is verified.
- For the Data Management Tool (DMT):
 - **Schedule remains 'red'** as we will not be able to achieve delivery to production by June 30; due to a number of ITD governance issues raised recently that have caused delays while review and decisions are made. We are aiming to have the minimum viable product promoted to the Acceptance environment by June 30 and have handed over to the ITD Delivery team to make updates as a result of UAT and promote the solution through to production next financial year.
- For the Transition of Delivery to ITD:
 - **Scope is 'red'** as we have not been able to implement our transition strategy due to lack of capacity and capability within the ITD delivery team. Our plan was to have ITD developers make some minor enhancements to the MCF Website and DMT while the GoSource team were available to assist/guide. The current transition involving demos and documentation handover is unlikely to be successful in allowing the new ITD delivery team to continue delivery of the MCF Website & DMT from 1st of July 2023.

As always, I am happy to discuss any concerns or questions regarding this report.

Kind regards,

s47F

Delivery Manager



Level 3, 10 Hobart Place, Canberra
Phone 02 6193 6559 | Mobile s47F



GoSource - Medical Costs Finder Project Report - May 2023.pdf

894K

PLANNED RELEASES FOR PRIVATE BETA

MCF.V12 – MCF Web – **Updated Test Beta Release (17 Feb – Acc | 18 Feb - PreProd)**– Production ready MCF Web application and integration pipelines sourcing data from MCF Portal staging data lake AND Specialist Fee Card Preview service deployed on Private Beta Infrastructure; including the following updates from first week of UAT, pen-test and performance test:

- ⊕ **Contribution calculation to include co-claimed items.**
- ⊕ **UX Improvements on individual fee results – show all results sorted by distance from postcode entered and always show filters;** and with a filter to not show specialist cards with no fees applied by default.
- ⊕ **Copy updates**
- ⊕ **WCAG updates** – any completed updates are to be included.
- ⊕ **Mobile Responsiveness updates** – any completed updates are to be included.

MCF.V13 – MCF Web – **Beta Release (24 Feb – Acc | 28 Feb – PreProd | 01 Mar – PROD)** - Production ready MCF Web application and integration pipelines sourcing data from MCF Portal staging data lake AND Specialist Fee Card Preview service deployed on Private Beta Infrastructure; including updates from UAT, pen-test and performance test.

- ⊕ Updates from UAT, Pen testing, Performance testing - **TBC** (NOTE: if there are no required updates to be included in private beta then the MCF.V12 release will be released to Production on the 01 March)

This is our understanding of the Portal release schedule:

Portal.B (Avanade) - MCF Portal – **Beta Release (16/17/22 Feb)**; production ready release including Specialist Preview.

Portal.C (Avanade) – MCF Portal - **Beta Release reference & master data (25/25/28 Feb)**; MCF Portal release to incorporate updates for reference and master data that is deployed.

This Document Has Been Released Under The
Freedom Of Information Act 1982
By The Department Of Health And Aged Care

Release Schedule

	15 Feb	16 Feb	17 Feb	18 Feb		21 Feb	22 Feb	23 Feb	24 Feb	25 Feb		28 Feb	1 Mar	...	7 Mar
UAT		Portal B Release to ACC	Portal B Release to PrePROD MCF.V12 Release to ACC	MCF.V12 Release to PrePROD *UAT.V12			Portal B Release to PROD		MCF.V13 Release to ACC CAB Doc	MCF.V13 Release to PrePROD *UAT.V13		MCF.V13 Release to PROD	Private Beta Ready CAB		Private Beta Launch
Dev	MCF.V10 MCF.V11 PORTAL.A	MCF.V10 MCF.V12 PORTAL.B	MCF.V10 MCF.V12 PORTAL.B	MCF.V10 MCF.V12 PORTAL.B		MCF.V10 MCF.V12 PORTAL.B	MCF.V10 MCF.V12 PORTAL.B	MCF.V10 MCF.V13 PORTAL.B	MCF.V10 MCF.V13 PORTAL.B	MCF.V10 MCF.V13 PORTAL.B		MCF.V10 MCF.V13 PORTAL.B	MCF.V10 MCF.V13 PORTAL.B		MCF.V10 MCF.V13 PORTAL.B
DevTest	MCF.V10 MCF.V11 PORTAL.A	MCF.V10 MCF.V12 PORTAL.B	MCF.V10 MCF.V12 PORTAL.B	MCF.V10 MCF.V12 PORTAL.B		MCF.V10 MCF.V12 PORTAL.B	MCF.V10 MCF.V12 PORTAL.B	MCF.V10 MCF.V13 PORTAL.B	MCF.V10 MCF.V13 PORTAL.B	MCF.V10 MCF.V13 PORTAL.B		MCF.V10 MCF.V13 PORTAL.B	MCF.V10 MCF.V13 PORTAL.B		MCF.V10 MCF.V13 PORTAL.B
DevInt	MCF.V10 MCF.V11 PORTAL.A	MCF.V10 MCF.V12 PORTAL.B	MCF.V10 MCF.V12 PORTAL.B	MCF.V10 MCF.V12 PORTAL.B		MCF.V10 MCF.V12 PORTAL.B	MCF.V10 MCF.V12 PORTAL.B	MCF.V10 MCF.V13 PORTAL.B	MCF.V10 MCF.V13 PORTAL.B	MCF.V10 MCF.V13 PORTAL.B		MCF.V10 MCF.V13 PORTAL.B	MCF.V10 MCF.V13 PORTAL.B		MCF.V10 MCF.V13 PORTAL.B
Acc	MCF.V10 MCF.V11 PORTAL.A	MCF.V10 MCF.V11 PORTAL.A	MCF.V10 MCF.V11 PORTAL.3.1	MCF.V10 MCF.V12 PORTAL.B		MCF.V10 MCF.V12 PORTAL.B	MCF.V10 MCF.V12 PORTAL.B	MCF.V10 MCF.V12 PORTAL.B	MCF.V10 MCF.V13 PORTAL.B	MCF.V10 MCF.V13 PORTAL.4.1		MCF.V10 MCF.V13 PORTAL.B	MCF.V10 MCF.V13 PORTAL.B		MCF.V10 MCF.V13 PORTAL.B
PP	MCF.V10 MCF.V11 PORTAL.A	MCF.V10 MCF.V11 PORTAL.A	MCF.V10 MCF.V11 PORTAL.A	MCF.V10 MCF.V11 PORTAL.3.1		MCF.V10 MCF.V12 PORTAL.B	MCF.V10 MCF.V12 PORTAL.B	MCF.V10 MCF.V12 PORTAL.B	MCF.V10 MCF.V12 PORTAL.B	MCF.V10 MCF.V12 PORTAL.4.2		MCF.V10 MCF.V13 PORTAL.B	MCF.V10 MCF.V13 PORTAL.B		MCF.V10 MCF.V13 PORTAL.B
PROD	MCF.V10 MCF.V08 ?	MCF.V10 MCF.V08 ?	MCF.V10 MCF.V08 ?	MCF.V10 MCF.V08 ?		MCF.V10 MCF.V08 ?	MCF.V10 MCF.V08 PORTAL.3.3	MCF.V10 MCF.V08 PORTAL.B	MCF.V10 MCF.V08 PORTAL.B	MCF.V10 MCF.V08 PORTAL.B		MCF.V10 MCF.V08 PORTAL.C.4.3	MCF.V10 MCF.V13 PORTAL.B		MCF.V10 MCF.V13 PORTAL.B

* Business Sign-Off of MCF Website updates in Acceptance Environment.



s47F

MCF Website - Demo 08/04/2022 & Release Plan

s47F 8 April 2022 at 15:41

To: s22 @health.gov.au>, s22 @health.gov.au>, s22 @health.gov.au>, s22 @health.gov.au>, s22 @health.gov.au>, s22 @health.gov.au>, s22 @health.gov.au>, s22 @health.gov.au>, s22 @health.gov.au>, s22 @health.gov.au>

Cc: s47F s22 @health.gov.au>, s22 @health.gov.au>, s22 @health.gov.au>, s22 @health.gov.au>, s22 @health.gov.au>, s22 @health.gov.au>, s22 @health.gov.au>, s22 @health.gov.au>, s22 @health.gov.au>, s22 @health.gov.au>

Hi All,

Please find attached the **MCF Delivery Report** for the **MCF Website** presented at this morning's demo.

As agreed at the demo, we will proceed with Release 17 which will include the following scope:

- **Support for MCF Specialties** - published fees entered in the MCF Portal for all active MCF specialties will display on the MCF website and can be filtered based on MCF Specialty.
- **Aligned site design- new pages:**
 - Home
 - About
 - For medical specialists
 - How it works
 - Guide to costs
- **PHI Benefits (version 2)** - including jurisdiction state link refiners (left to right as - NSW, VIC, QLD, SA, WA, TAS, ACT, NT), update copy that dynamically updates with 'jurisdiction' based on the selected filter, sort order updated to 'value of benefit' from largest to smallest amount, remove dummy data. Display of data will need to be tested in a future release once it has been provided.
- **Bug fix - "Find specialist near me"** now displays for OH services with 'one or more' specialty –the button on the typical costs page was only appearing when there was 'more than one' specialty which is incorrect.
- **Include 'practice name', 'qualification year' and 'institute' on specialist fee cards** ** This is also available in the Preview Service, but will require these attributes to be send from the Portal where they are available.

The dates for this release are:

- ACC (DevOps #192953) – 8 April
 - UAT – 11 April to 13 April
 - PO sign-off – 14 April
- PRE-PROD (DevOps #192954) - 20 April *
- PROD (DevOps #192955) – 21 April *

* Dependent on PO sign-off following UAT.

Kind regards,

s47F

Delivery Manager



Level 3, 10 Hobart Place, Canberra
Phone 02 6193 6559 | Mobile s47F

This Document Has Been Released Under The
Freedom Of Information Act 1982
By The Department Of Health And Aged Care



s47F 3 June 2022 at 12:28
 To: s22 @health.gov.au>, s22 @health.gov.au>, s22
 s22 @health.gov.au>, s22 @health.gov.au>, s22 @health.gov.au>
 s22 @health.gov.au>, s22 @health.gov.au>, s22
 s22 @health.gov.au>, s22 @health.gov.au>
 Cc: s47F, s22 @health.gov.au>, s47F
 s47F s22 @health.gov.au>, s22 @health.gov.au>, s22
 s22 @health.gov.au>, s47F s22 @health.gov.au>
 s22 @health.gov.au>, s22 @health.gov.au>
 s22 @health.gov.au>, s22 @health.gov.au>
 s22 @health.gov.au>, s22 @health.gov.au>
 s22 @health.gov.au>, s22 @health.gov.au>

Hi All,

Please find attached the **Delivery Report for the MCF Website** presented at this morning's OOPT business demo.

WebEx Recording

For those who could not attend, please find details to access the recording of the meeting below. The 'demo' starts at 8:30 minutes and covers all the UI/UX updates listed in scope below and discussion about further UX improvements and additional features such as sharing MCF information and mobile/device capabilities.

Topic

Password

s47G

Release 21 - (June 16 to Production)

As confirmed at the demo, we will proceed with Release 21 of the MCF website.

Scope:

Release 21 includes a number of UI/ UX updates based on user feedback during private beta testing. These updates include:

- 'Browse procedures' page – alphabetically and group by category
- New postcode input at the top of Typical costs/ patient journey/ specialists fee pages
- Typical Costs page updates - content moves and collapsed accordions
- Patient Journey/ Specialist fees page updates - new tab navigation
- Individual fee results page updates, including:
 - Heading and subheading
 - Filters
 - Map
 - Service Summary
 - Collapsed card view
 - Expanded card view
 - Specialist cards without fees

Dates:

- ACCEPTANCE – 3 June
 - UAT – 6 to 8 June
 - PO sign-off – 9 June
- PRE-PROD - 15 June
- PRODUCTION – 16 June*

* Based on PO sign-off following UAT.

Kind regards,

s47F

Delivery Manager



Level 3, 10 Hobart Place, Canberra
Phone 02 6193 6559 | Mobile s47F



MCF GoSource Delivery Progress Sprint PI18.3.pptx
3592K

This Document Has Been Released Under The
Freedom Of Information Act 1982
By The Department Of Health And Aged Care



s47F
To: 's22 @health.gov.au>, 's22 @health.gov.au>,
's22 @health.gov.au>, 's22 health.gov.au>, 's22
s22 @health.gov.au>, s22 @health.gov.au>, 's22 "
s22 @health.gov.au>, 's22 @health.gov.au>, s22
s22 @health.gov.au>, 's22 @health.gov.au>
Cc: s47F
s47F 's22 @health.gov.au>, 's22 "
s22 l@health.gov.au>, 's22 @health.gov.au>, s47F
s47F 's22 @health.gov.au>

As agreed at the demo, we will proceed with Release 16 which will include the following scope:

- MCF available via 'Search now' within aligned site header & footer.
- PHI Benefits version 1 – with hard coded copy, dummy data and drop-down jurisdiction selection.
- Manifest change to capture metadata and improve debugging during release (small outage to MCF website during release).

- DEV-TEST – 25 March
- ACC – 25 March
 - UAT – 28 to 31 March
 - PO sign-off – 31 March
- PRE-PROD- 6 April *
- PROD – 7 April *

* Dependent on PO sign-off following UAT.

Kind regards,
Kind regards,

s47F

Delivery Manager



 MCF GoSource Delivery Progress Sprint PI17.2.pptx
3565K



s47F

MCF Website - Demo 28/07/2022 & Release 25 Plan

s47F 28 July 2022 at 17:59

lo: s22 @health.gov.au>, s22 @health.gov.au>, s22

s22 @health.gov.au>, s22 @health.gov.au>, s22 @health.gov.au>,
s22 @health.gov.au>, s22 @health.gov.au>, s22
s22 @health.gov.au>, s22 @health.gov.au>
Cc: s22 @health.gov.au>, Niko Kresic <niko.kresic@gosource.com.au>, Luke Tankey
s47F >, s22 @health.gov.au>,
s22 @health.gov.au>, s22 @health.gov.au>, s47F
s47F s22 @health.gov.au>, s22 @health.gov.au>, s22
s22 @health.gov.au>, s22 @health.gov.au>
s22 @health.gov.au>, s22 @health.gov.au>
s47F @health.gov.au>, s47F

Hi All,

Please find attached the **Delivery Report** for the **MCF Website** presented at this morning's OOPT business demo.

Apologies for those who could not attend; I had some WebEx issues so there is no recording of today's demo. Key updates covered in the delivery report were:

1. The Aggregate data release for the MCF Website is currently our highest priority.
2. The MCF Data Management Tool and MCF View API as our next priorities following the MCF Website. We have completed high-level product breakdowns for both of these products and will commence detailed refinement with the OOPT team over the coming weeks.
3. We have a draft plan for implementing the infrastructure updates that were confirmed during our POC (see slides 8-9) and have been advised to submit a business case with options comparison to the Portfolio Architecture Design group in order to get approval to proceed in the Health environments.

Release 25 - (August 11 to Production)

As per the agreement at the demo, we will proceed with Release 25 of the MCF website.

Scope:

- Portal Terms of Use page
- Accessibility updates (complete website review)
- Updated Patient Journey data
- Updated Medical Service mapping (Portal – Website services)

Dates:

- ACCEPTANCE – 29 July
 - UAT – 1 to 3 August
 - PO sign-off – 4 August
- PRE-PROD - 10 August
- PRODUCTION – 11 August*

* Based on PO sign-off following UAT.

Kind regards,

s47F

Delivery Manager



Level 3, 10 Hobart Place, Canberra
Phone 02 6193 6559 | Mobile s47F



MCF GoSource Delivery Progress Sprint PI19.1.pptx
3705K

This Document Has Been Released Under The
Freedom Of Information Act 1982
By The Department Of Health And Aged Care



s47F

RE: MCF Website - Demo 20/05/2022 & Release 20 Plan [SEC=OFFICIAL]

s22 @health.gov.au> 25 May 2022 at 10:16
To: s47F
Cc: s22 @health.gov.au>, s22
s22 @health.gov.au>, s22 @health.gov.au>, s47F
s47F @health.gov.au>

Yes approved, thanks s47F

From: s47F
Sent: Wednesday, 25 May 2022 8:27 AM
To: s22 @Health.gov.au>
Cc: s22 @Health.gov.au>, s22
s22 @Health.gov.au>, s22 @Health.gov.au>, s47F
s47F @health.gov.au>
Subject: Fwd: MCF Website - Demo 20/05/2022 & Release 20 Plan

REMINDER: Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hi s22

Are you happy to approve Release 20 to go to production as planned? System tests and UAT scenarios have all passed (thank you s22)

Kind regards,

s47F

Delivery Manager

Level 3, [10 Hobart Place, Canberra](#)

Phone 02 6193 6559 | Mobile s47F

----- Forwarded message -----

From: s47F
Date: Fri, 20 May 2022 at 13:46
Subject: MCF Website - Demo 20/05/2022 & Release 20 Plan
To: s22 @health.gov.au>, s22 @health.gov.au>, s22 @health.gov.au>
s22 @health.gov.au>, s22 @health.gov.au>, s22 @health.gov.au>
s22 @health.gov.au>, s22 @health.gov.au>, s22 @health.gov.au>
s22 @health.gov.au>, s22 @health.gov.au>

Page 2 of 3

- UAT – 23 to 25 May
- PO sign-off – 26 May
- PRE-PROD- 1 June
- PROD – 2 June*

* Based on PO sign-off following UAT.

Kind regards,

s47F

Delivery Manager



Level 3, [10 Hobart Place, Canberra](#)

Phone 02 6193 6559 | Mobile s47F

The content of this email and attachments are considered confidential. If you are not the intended recipient, please delete the email and any copies, and notify the sender immediately. The information in this email must only be used, reproduced, copied, or disclosed for the purposes for which it was supplied.

"Important: This transmission is intended only for the use of the addressee and may contain confidential or legally privileged information. If you are not the intended recipient, you are notified that any use or dissemination of this communication is strictly prohibited. If you receive this transmission in error please notify the author immediately and delete all copies of this transmission."



User Acceptance Testing (UAT) Report

Medical Costs Finder (MCF)
Portal, CRM and Website
Production Release 1.5 on 1 March 2022

Prepared by: s22	Date: 16 th February 2022
------------------	--------------------------------------

Purpose

The purpose of this document is to provide a test report for user acceptance testing (UAT) of Medical Costs Finder (MCF) portal, CRM and website scheduled for 1 March 2022. This report covers the testing and assurance activities that support the Department of Health (the department) to continue to assure the quality of the technical implementation. This document is intended for member(s) of the Executive who approve any production change(s) to MCF.

Overview

MCF aims to provide users a single, secure, and easy to use online portal where Industry can interact with the department to manage listings for health-related products and services.

UAT was conducted from 09 February 2022 till 15 February 2022 (4 business days) with 6 members: s22 and s22.

Additional end to end testing was conducted on the 25 February 2022 (1 business day).

During UAT, 22 scenarios were covered in the test cases that were executed and **2 bug were raised**. These bugs have been remediated and the fix will be available in production for Private Beta.

Recommendation

After analysing testing outcomes, it is recommended that MCF v1.5 and MCF website 1.0 is approved for deployment on 1 March 2022. Reasons for proceeding to production:

- All bugs identified during UAT have been addressed.
- Identified changes and enhancements have been added to the backlog for business prioritisation to incorporate in future releases.
- CRM user guidance will be updated to incorporate further clarification on new functionality as identified through UAT.
- All product backlog items (PBIs)/user stories assigned to the release have been delivered in accordance with the agreed Release scope.
- UAT has been completed by the available business users.

Approval

Name	Brian Kelleher
Role	Assistant Secretary
Signature	s22
Date	22/2/22

Name	s22
Role	Product Owner
Signature	s22
Date	22/2/22

Name	Layla Morrow
Role	ITD Sponsor – Assistant Secretary, Health Business Systems Branch
Signature	
Date	24/02/2022

Endorsement

Name	s22
Role	Project Manager
Signature	Endorsement via email
Date	24/2/2022

Name	s22
Role	Release Train Engineer (RTE) – HP&PC ART (HBS Branch)
Signature	s22
Date	24/02/2022

Name	s22
Role	Test Manager
Signature	s22
Date	24/2/2022

References

Azure DevOps is the primary reference point for testing of this release as this is where features and their PBIs are managed. All test cases, test results, and bugs are mapped to relevant PBIs. Individual test plans and outcomes have been uploaded to [Sharepoint](#).

Test Coverage

UAT was conducted by selected business representatives who are domain experts of the functionality being released. All the feedback from UAT sessions has been captured and prioritised. Most of the feedback has been actioned and responses have been communicated to the business teams. Refer to UAT folder for individual feedback.

Out of Scope

- Penetration testing
- Performance testing

Test Scope

The following features are in-scope:

- authenticate using the Identity Exchange
- register for the MCF portal (including register after failing validation)
- complete the onboarding process successfully
- manage fees and gap arrangements

- add new services to their profile, edit service and remove service
- preview summary of changes before publishing
- edit specialists' public profile
- update contact details
- manage locations including adding location, removing and updating practice address
- validate out-of-hospital/practice addresses using the address validation service (and enter a manual address when needed)
- manage authorised persons' access
- pause and resume publishing of specialists' profile
- unregister (both as specialist and authorised person)
- administrative and contact centre functions including:
 - manage specialists' visibility
 - manage specialty groups and services
 - manage registration
 - manage authorised persons
 - manage fees and gap arrangements
 - manage locations
 - manage specialists' public profile
 - manage contact details
 - identify specialist using CRoMP data
- Validate the following are available on the MCF website:
 - Services offered by the specialist
 - Specialist's fees for a particular service
 - Specialist's known gap arrangements for a particular service
 - Insurance providers linked to a specialist's services
 - Specialist's profile, including credentials and languages spoken
 - Location a particular service is offered

A detailed breakdown of test coverage can be found in sharepoint.

Environments

Testing Type	Environment
User acceptance testing	Acceptance

Limitations

None

Bugs/Defects Raised During UAT

In total 2 bugs and 6 minor issues were identified during UAT sessions.

Ref ID	Summary	Classification	Status
185104	Consent box large and two ticks	Low	Done
185111	CRM – Active Specialists Contact	Low	Done

Minor issues

Ref ID	Summary	Classification	Status
--------	---------	----------------	--------

185041	Onboarding – Duplicate services listed	Medium	Done
185062	Duplicate authorised persons can be added	Medium	Deferred Revisit prior to soft launch
185064	Address validation failed for out of hospital location	Medium	Done
185068	Manual address entry failed	High	Done
185071	Add Qualification> Institution not in alphabetical order	Low	Done
185086	Add in hospital location drop down selects highlighted hospital when user clicks outside of box	Low	Deferred Revisit prior to soft launch
185088	Gap arrangement displayed for OOH location	Low	Done
185091	Service has been removed during onboarding prior to publishing	Medium	In Progress

Bug/Defect Status Key

Bug/Defect Status - Definitions	
New	Bugs are raised and will be assessed/actioned by the project team
Committed	Bugs raised are being actioned by relevant project team members
Rejected	Bugs raised were identified as not bugs and removed from the sprint board
Deferred	Bugs raised will be actioned by relevant project team members in next releases
Done	Bugs raised were resolved and retested by relevant project team members

Bug/Defect Classification Key

Bug/Defect Classification – Definitions	
Critical	Total system failure; catastrophic security breach or data loss
High	System component failure; functional error with no workaround
Medium	Functional error with workaround; moderate usability inconvenience
Low	Isolated issue; low impact or failure under unlikely conditions; minor usability inconvenience such as cosmetic issues

Outstanding Issues

Seeking sign-off with the following caveat:

- Preview functionality (in scope for Private beta) was not deployed in UAT and hence was not tested.
- Number enhancements that were to form part of Preview functionality were also not tested for UAT



Attachment A – User Feedback

N o.	Date	Raised by	Issue Description	Issue Type	Comments	Outcome	Azure DevOps ID
Medical Costs Finder portal							
1.		s22	Confusing that if no gap arrangement is selected specialist can still enter information	Clarification			N/A
2.			Whilst hovering over a service, the grid shifts slightly to the left	User interface (UI) Improvements		Feedback to be retested and PBI raised to improve UI	N/A
3.			Whilst attempting to add a location> button sizes are oddly sized	UI Improvements		Feedback to be retested and PBI raised to improve UI	N/A
4.			Authorised Persons invite> UI suggestion – add cancel button next to invite button to allow person to return back to Dashboard	UI Improvements		Feedback to be retested and PBI raised to improve UI	N/A
5.			UI improvements to add provider section. Screen should collapse to allow users to review in one screen rather than scrolling through multiple providers	UI Improvements		For prioritization	
6.			Duplicate authorized persons can be added	Improvements		PBI raised and added to the backlog. Will be completed for soft launch	
7.			Improve error message surrounding address input to improve user experience and ensure addresses can be validated	UI Improvements		For prioritization	
8.			Improve Contact Details section to ensure the correct information is entered, i.e numbers not text in phone section	UI Improvements		For prioritization	

N o.	Date	Raised by	Issue Description	Issue Type	Comments	Outcome	Azure DevOps ID
9.		s22	Remove 'The' at the beginning of each membership	Data	Reference data needs updating	For prioritization and completed prior to soft launch	N/A
10.			When went to select one or more providers to copy gap screen, the 'Cancel' and 'OK' buttons were off screen due to size of screen.	UI improvements		Retest and raise PBI to improve screen resolution	N/A
11.			Entering decimal figures for fees and gap arrangements.	Education	If a user enters decimal figures, the system rounds up to the nearest dollar	N/A	N/A
12.			Title, Gap arrangements, should not appear when entering fees for an out of hospital location	UI improvements		For prioritization in the backlog	N/A
13.			The list of private health insurers contains a number of duplicates.	Data		PBI will be raised to determine discrepancies	
14.			Asterix should indicate all mandatory fields to enable publish button to appear	UI Improvements		PBI raised	185626
15.			System allows large figures to be enters (example more than 7+ figures) for fees	UI Improvements		Retest and raise a PBI to determine a solution	N/A
16.			Error message when a specialist failed to input incorrect information needs improvement	UI Improvements	Onboarding process improvements	Added to an existing PBI	N/A
17.			Update years of experience from 5, 10 etc to 0-4, 5-9, 10-14	UI Improvements		For prioritization in the backlog	
18.			Qualifications pop-up requires revisiting as it is complex and poor user experience	UI Improvements		For prioritization in the backlog	
19.			Adding a hospital location requires improvement to prevent unnecessary locations from being added.	UI Improvements		For prioritization in the backlog	
CRM							
20.		All	Audit Log unavailable	Bug			
21.		All	User is directed to the Public Profile rather than the previous page	UI Improvements		Will be raised as a PBI change to enhance UI	N/A
22.		s22	Entering address does not confirm acceptance until save is clicked	Education/ Training			N/A
23.			Steps to unlock an account are ambiguous	Education/ Training		Standard operating procedures updated	N/A

<End of document>

This Document Has Been Released Under The
Freedom Of Information Act 1982
By The Department Of Health And Aged Care



User Acceptance Testing Report

Medical Costs Finder (MCF)
Portal and CRM
Production Release on 11 May 2022

Prepared by: s22	Date: 27 April 2022
------------------	---------------------

Purpose

The purpose of this document is to provide a test report for User Acceptance testing of Medical Costs Finder (MCF) portal and CRM in preparation for unlocking the portal on 11 May 2022. This report covers the testing and assurance activities that support the Department of Health (the department) to continue to assure the quality of the technical implementation. This document is intended for members of the Executive who approve any production changes to MCF.

Overview

The MCF website is a public-facing website that supports patients and their GPs, during referral conversations, in talking about out-of-pocket costs for specialist services, helping patients to be informed early in the care journey. The MCF portal aims to provide medical specialists and their staff with a single, secure, and easy to use online portal where they can enter data to display on the website.

UAT was conducted on 21 and 22 April 2022 by four testers: s22, s22 and s22.

During UAT, 21 scenarios were covered in the test cases to validate implementation of soft launch items. 15 bugs/ defects were identified during testing.

Recommendation

After analysing testing outcomes, it is recommended that MCF v3.0 is approved for deployment on 11 May 2022. Reasons for proceeding to production:

- All bugs identified during UAT have been addressed.
- Identified changes and enhancements have been added to the backlog for business prioritisation to incorporate in future releases.
- CRM user guide will be updated to incorporate further clarification on new functionality as identified through UAT.
- All product backlog items (PBIs)/user stories assigned to the release have been delivered in accordance with the agreed Release scope.
- UAT has been completed.

Approval

Name	Brian Kelleher
Role	Assistant Secretary

s22

Signature	
Date	9/5/22
Name	s22
Role	Product Owner
Signature	s22
Date	9/5/22
Name	Chris Burroughs s22
Role	ITD Sponsor – A/g Assistant Secretary, Health Business Systems Branch
Signature	(approved electronically, 9/5/22 @4:16pm)
Date	09/05/2022

Endorsement

Name	s22
Role	Project Manager
Signature	s22
Date	09/05/2022
Name	s22
Role	Release Train Engineer (RTE) – HP&PC ART (HBS Branch)
Signature	s22
Date	06/05/2022
Name	s22
Role	Test Manager
Signature	s22
Date	6/5/2022

References

Azure DevOps is the primary reference point for testing of this release as this is where features and their PBIs are managed. All test cases, test results, and bugs are mapped to relevant PBIs. Individual test plans and outcomes have been uploaded to [Sharepoint](#).

Test Coverage

UAT was conducted by selected business representatives who are domain experts of the functionality being released.

Out of Scope

- Penetration testing
- Performance testing

Test Scope

The following features are in-scope:

- Navigate to the new pre-login page and validate all hyperlinks functional
- *Register Interest* form can be completed and submitted to contact centre
- Registration
- Onboarding completion by a specialist

- Onboarding completion by an authorised person
- Adding a service and copying details from an existing service
- Adding a location and copying details from an existing location
- Adding an insurance provider and copying details from an existing provider
- Validate duplicate out of hospital location cannot be entered
- Manage authorised persons as an authorised representative, including permissions levels.
- Manage authorised persons as a support staff
- Manage a specialist's fees and gap arrangements as a support staff
- Manage a specialist's locations as a support staff
- Manage a specialist's insurance providers as a support staff
- Approve or decline changes as an authorised person
- Cancel and re-register MCF account
- Contact Centre Functions:
 - Manage authorised persons
 - Update contact details
 - Update specialist's profile including display name
 - Manage reference data, including but not limited to hospital locations, insurance providers and MBS Items
 - Manage specialty codes such as RSP Values and DMS IDs
 - Create, generate and send notifications

A detailed breakdown of test coverage can be found in sharepoint.

Environments

Testing Type	Environment
User Acceptance Testing	Acceptance

Limitations

Pre-production and Production environments were unavailable at the time of this end-to-end testing.

Bugs/Defects Raised During UAT

In total 15 [bugs](#) were identified during UAT sessions.

Ref ID	Summary	Classification	Status
206344	Onboarding Profile – Additional comma in address field	Medium	Done
206344	Out of hospital location duplication failed.	Medium	Done
206358	Authorised User can complete registration without providing consent.	High	Done
206191	Registration Page: Speciality section is not cleared out when the user returns from Register for interest page	Low	Done
205135	Approval window does not include insurance provider or location	Medium	Done
TBA	Authorised Persons unable to view actions requiring approval	Medium	In progress
GS/Avanade	MCF Website Integration failure	High	Done
TBA	<i>Primary location for this service and Not offered at this location</i> buttons can be selected simultaneously	Low	Deferred

206443	Preview Service displaying incorrect value	High	Done
193451	Location breadcrumb not redirecting user to the correct pages	Low	Done
207484	Insurance provider name displaying outside of grid	Low	Deferred
TBA	Email invitation: Specialist name not generated	Medium	Deferred
207485	Email invitation: Title spacing incorrect	Low	In progress
208530	CRM: Invitation button not disabled until mandatory fields completed	Low	Done
TBA	CRM: Specialist Contact Tab. Incorrect Contact Name displayed	Low	Deferred
204359	CRM: Audit History inaccuracy	Medium	Done

'In progress' and 'Deferred' items will be actioned after the portal is unlocked on 11 May.

Bug/Defect Status Key

Bug/Defect Status - Definitions	
New	Bugs are raised and will be assessed/actioned by the project team
Committed	Bugs raised are being actioned by relevant project team members
In progress	Bug raised is undergoing investigation or testing by relevant project team members
Rejected	Bugs raised were identified as not bugs and removed from the sprint board
Deferred	Bugs raised will be actioned by relevant project team members in next releases
Done	Bugs raised were resolved and retested by relevant project team members

Bug/Defect Classification Key

Bug/Defect Classification – Definitions	
Critical	Total system failure; catastrophic security breach or data loss
High	System component failure; functional error with no workaround
Medium	Functional error with workaround; moderate usability inconvenience
Low	Isolated issue; low impact or failure under unlikely conditions; minor usability inconvenience such as cosmetic issues

Outstanding Issues

All critical and high UAT issues have been resolved for unlocking the portal on 11 May. Remaining items will be addressed in future release.

<End of document>



User Acceptance Testing Report

Medical Costs Finder (MCF) Portal and CRM Production Release on 30 June 2022

Prepared by: s22	Date: 24 June 2022
------------------	--------------------

Purpose

The purpose of this document is to provide a test report for production verification testing of Medical Costs Finder (MCF) portal and CRM on 30 June 2022. This report covers the testing and assurance activities that support the Department of Health (the department) to continue to assure the quality of the technical implementation. This document is intended for member(s) of the Executive who approve any production change(s) to MCF.

Overview

MCF aims to provide users a single, secure, and easy to use online portal where Industry can interact with the department to manage listings for health-related products and services.

UAT was conducted on the 23rd June 2022 by one tester: s22.

During UAT, 26 scenarios were covered in the test cases to validate implementation. Four bugs/ defects were identified during testing.

Recommendation

After analysing testing outcomes, it is recommended that MCF v4.0 is approved for deployment on 30 June 2022. Reasons for proceeding to production:

- All bugs identified during UAT have been addressed.
- Identified changes and enhancements have been added to the backlog for business prioritisation to incorporate in future releases.
- CRM user guidance will be updated to incorporate further clarification on new functionality as identified through UAT.
- All product backlog items (PBIs)/user stories assigned to the release have been delivered in accordance with the agreed Release scope.
- UAT has been completed

Approval

Name	Brian Kelleher
Role	Assistant Secretary
Signature	
Date	

Name	s22
Role	Product Owner

Signature	s22
Date	24/6/22
Name	Layla Morrow
Role	ITD Sponsor – Assistant Secretary, Health Business Systems Branch
Signature	s22
Date	27/06/2022

Endorsement

Name	s22
Role	Project Manager
Signature	s22
Date	26/6/2022

Name	s22
Role	Release Train Engineer (RTE) – HP&PC ART (HBS Branch)
Signature	s22
Date	26/06/2022

Name	s22
Role	Test Manager
Signature	s22
Date	24/06/2022

References

Azure DevOps is the primary reference point for testing of this release as this is where features and their PBIs are managed. All test cases, test results, and bugs are mapped to relevant PBIs.

Individual test plans and outcomes have been uploaded to [Sharepoint](#).

Test Coverage

UAT was conducted by selected business representative who are domain experts of the functionality being released.

Out of Scope

- Penetration testing
- Performance testing

Test Scope

The following features are in-scope:

- Navigate to the new pre-login page and validate all hyperlinks functional
- Registration
 - Validate the National AHPRA registration number is pre-filled and can be overwritten
- Onboarding completion by a specialist
 - Validate tool tip descriptors are displaying correctly
 - Confirm text changes from credentials to fellowships

- Confirm the new summary of change is displayed
 - Confirm the website preview is functional
 - Validate authorised persons locations grid is removed
- Complete invitation acceptance as an authorised person
- Adding a service and copying details from an existing service
 - Confirm the summary of change is displayed
 - Confirm the website preview is functional
 - Validate bug has been completed to remove grid and replace with text
- Adding a location and copying details from an existing location
 - Validate UI changes
- Adding an insurance provider and copying details from an existing provider
 - Validate UI changes
- Generate a summary of change and confirm UI changes have been applied
- Add an authorised representative as a specialist
 - Validate UI changes in the Edit Authorised Persons page
- Cancel account as a specialist
 - Validate UI changes in Accounts and Settings
 - Validate UI changes in pop-up message
- Contact Centre Functions:
 - Validate credentials have been changed to Fellowship
 - Create, generate and upload a Help Guide. Validate user name is not displayed

A detailed breakdown of test coverage can be found in sharepoint.

Environments

Testing Type	Environment
User Acceptance Testing	Acceptance

Limitations

Synapse links between the MCF website and portal were disrupted, therefore end to end testing could not be completed.

Bugs/Defects Raised During UAT

In total 0 bugs were identified during UAT sessions.

Ref ID	Summary	Classification	Status
	Incorrect tool tip descriptor for Display Name	Low	Done
	Authorised person able to view Specialist Dashboard without completing invitation acceptance	Critical	Done
	Authorised person able to accept invitation without consent	High	Done
	Help Guide missing notes	Low	Done

Bug/Defect Status Key

Bug/Defect Status - Definitions

New	Bugs are raised and will be assessed/actioned by the project team
Committed	Bugs raised are being actioned by relevant project team members
Rejected	Bugs raised were identified as not bugs and removed from the sprint board
Deferred	Bugs raised will be actioned by relevant project team members in next releases
Done	Bugs raised were resolved and retested by relevant project team members

Bug/Defect Classification Key

Bug/Defect Classification – Definitions	
Critical	Total system failure; catastrophic security breach or data loss
High	System component failure; functional error with no workaround
Medium	Functional error with workaround; moderate usability inconvenience
Low	Isolated issue; low impact or failure under unlikely conditions; minor usability inconvenience such as cosmetic issues

Outstanding Issues

There are no further outstanding issues.

<End of document>

This Document Has Been Released Under The
Freedom Of Information Act 1982
By The Department Of Health And Aged Care



User Acceptance Testing Report

Medical Costs Finder (MCF) Portal and CRM Production Release on 25 August 2022

Prepared by: s22	Date: 22 August 2022
------------------	----------------------

Purpose

The purpose of this document is to provide a test report for production verification testing of Medical Costs Finder (MCF) portal and CRM on 25 August 2022. This report covers the testing and assurance activities that support the Department of Health (the department) to continue to assure the quality of the technical implementation. This document is intended for member(s) of the Executive who approve any production change(s) to MCF.

Overview

MCF aims to provide users a single, secure, and easy to use online portal where industry can interact with the department to manage listings for health-related products and services.

UAT was conducted on the 22 August 2022 by two testers: s22 and s22.

During UAT, 19 scenarios were covered in the test cases to validate implementation. Three bugs/ defects were identified during testing; two were resolved and one has been deferred.

Recommendation

After analysing testing outcomes, it is recommended that MCF v6.0 is approved for deployment on 25 August 2022. Reasons for proceeding to production:

- Identified changes and enhancements have been added to the backlog for business prioritisation to incorporate in future releases.
- CRM user guidance will be updated to incorporate further clarification on new functionality as identified through UAT.
- All product backlog items (PBIs)/user stories assigned to the release have been delivered in accordance with the agreed Release scope.
- UAT has been completed

Approval

Name	Brian Kelleher
Role	Assistant Secretary
Signature	s22
Date	23 August 2022
Name	Layla Morrow
Role	ITD Sponsor – Assistant Secretary, Health Business Systems Branch

Signature	s22
Date	23/08/2022

Endorsement

Name	s22
Role	Product Owner
Signature	s22
Date	23/08/2022

Name	s22
Role	Release Train Engineer (RTE) – HP&PC ART (HBS Branch)
Signature	s22
Date	23/08/2022

Name	s22
Role	Test Manager
Signature	s22
Date	23/08/2022

References

Azure DevOps is the primary reference point for testing of this release as this is where features and their PBIs are managed. All test cases, test results, and bugs are mapped to relevant PBIs. Individual test plans and outcomes have been uploaded to [Sharepoint](#).

Test Coverage

UAT was conducted by selected business representative who are domain experts of the functionality being released.

Out of Scope

- Penetration testing
- Performance testing

Test Scope

The following features are in-scope:

- Complete registration as a specialist
- Onboarding completion by a specialist
 - Validate a user cannot return to the onboarding process upon landing on the dashboard
- Adding a service and copying details from an existing service
- Adding a location and copying details from an existing location
 - Validate the copy details button copies information from an existing location
 - Validate the pop-up message displays upon publish> confirm if a specialist has multiple specialties
 - Validate an account with single speciality is unaffected by current release changes.
 - Confirm MBS item numbers are displayed beside each service name
- Adding an insurance provider and copying details from an existing provider
- Public Profile
 - Tool tips available for the following fields:
 - Title
 - Years of experience

- Qualifications
- Display name
- o Clinical register has been updated to Clinical Registries
- o Instructions updated as per acceptance criteria
- Terms and conditions hyperlink in the footer is functional
- Privacy notice hyperlink in the footer is functional
- Contact Centre Functions:
 - o CRM site map: Years of experience has been added
 - o Add, edit and deactivate a language
 - o Add, edit and deactivate a qualification
 - o Validate the specialist title has been removed from the CRM Dashboard

A detailed breakdown of test coverage can be found in sharepoint.

Environments

Testing Type	Environment
User Acceptance Testing	Acceptance

Limitations

Synapse links between the MCF website and portal were disrupted, therefore end to end testing could not be completed.

Bugs/Defects Raised During UAT

In total 3 bugs were identified during UAT sessions.

Ref ID	Summary	Classification	Status
n/a	CRM: Language field does not display correct fields	Low	Done
n/a	CRM: User unable to add, edit or remove qualifications	Low	Done
255317	User unable to enter gap arrangements in Add/ Edit location	Low	Deferred

Bug/Defect Status Key

Bug/Defect Status - Definitions	
New	Bugs are raised and will be assessed/actioned by the project team
Committed	Bugs raised are being actioned by relevant project team members
Rejected	Bugs raised were identified as not bugs and removed from the sprint board
Deferred	Bugs raised will be actioned by relevant project team members in next releases
Done	Bugs raised were resolved and retested by relevant project team members

Bug/Defect Classification Key

Bug/Defect Classification – Definitions	
Critical	Total system failure; catastrophic security breach or data loss

High	System component failure; functional error with no workaround
Medium	Functional error with workaround; moderate usability inconvenience
Low	Isolated issue; low impact or failure under unlikely conditions; minor usability inconvenience such as cosmetic issues

Outstanding Issues

One outstanding bug unresolved (deferred):

- [#255317](#) – A user is unable to add gap arrangements for services in add/ edit locations page. An initial assessment was conducted to determine the extent of the work required to remediate. Due to the complexity of the issue, it cannot be resolved by COB 23 August. This item will be addressed during subsequent sprints prior to next release. An existing workaround is present to enable the portal user to update gap arrangements for each service from the dashboard.

<End of document>

This Document Has Been Released Under The
Freedom Of Information Act 1982
By The Department Of Health And Aged Care



User Acceptance Testing Report

Medical Costs Finder (MCF)

Portal and CRM

Production Release 7.0 on 20 September 2022

Prepared by: s22	Date: 15 Sep 2022
------------------	-------------------

Purpose

The purpose of this document is to provide a test report for production verification testing of Medical Costs Finder (MCF) portal and CRM on 20 September 2022. This report covers the testing and assurance activities that support the Department of Health (the department) to continue to assure the quality of the technical implementation. This document is intended for member(s) of the Executive who approve any production change(s) to MCF.

Overview

MCF aims to provide users a single, secure, and easy to use online portal where Industry can interact with the department to manage listings for health-related products and services.

UAT was conducted on the 15 September 2022 by two tester: s22 and s22

During UAT, 25 scenarios were covered in the test cases to validate implementation. Three bugs/ defects were identified during testing.

Recommendation

After analysing testing outcomes, it is recommended that MCF v7.0 is approved for deployment on 20 September 2022. Reasons for proceeding to production:

- Identified changes and enhancements have been added to the backlog for business prioritisation to incorporate in future releases.
- CRM user guidance will be updated to incorporate further clarification on new functionality as identified through UAT.
- All product backlog items (PBIs)/user stories assigned to the release have been delivered in accordance with the agreed Release scope.
- UAT has been completed

Approval

Name	Brian Kelleher
Role	Assistant Secretary

Signature	s22
Date	19 September 22

Name	s22
Role	Product Owner
Signature	s22
Date	19/9/22

Name	Layla Morrow
Role	ITD Sponsor – Assistant Secretary, Health Business Systems Branch
Signature	
Date	

Endorsement

Name	s22
Role	Release Train Engineer (RTE) – HP&PC ART (HBS Branch)
Signature	s22
Date	19/09/2022

Name	s22
Role	Test Manager
Signature	s22
Date	19/09/2022

References

Azure DevOps is the primary reference point for testing of this release as this is where features and their PBIs are managed. All test cases, test results, and bugs are mapped to relevant PBIs. Individual test plans and outcomes have been uploaded to [Sharepoint](#).

Test Coverage

UAT was conducted by selected business representative who are domain experts of the functionality being released.

Out of Scope

- Penetration testing
- Performance testing

Test Scope

The following features are in-scope:

1. Profanity and Defamatory Checker
2. Onboarding Improvements
3. UI changes

- Validate UI changes to the Register Interest form
 - From the pre-login page
 - From the registration page
- Terms and Condition including Privacy notice updates on the registration page
- Onboarding completion by a specialist
 - Validate changes to step 1 of the onboarding process
 - Fellowships field must be mandatory
 - Confirm profanity is identified in display name
 - Validate changes to the Authorised Person invitation pop-up
 - Validate a new onboarding step relating to Add Location
 - Confirm a user can add in and out of hospital location
 - Validate a user must publish an address for out of hospital locations
 - Confirm a user can remove a location
 - Confirm profanity is identified in practice name and website link
 - Validated a specialist status is changed to 'unpublished' upon completing onboarding with profanity
- Validate Ophthalmology services are displayed in Edit location
- Gap arrangements restored for all services in Add/ Edit location
- Contact Centre Functions:
 - Profanity reference list
 - A business user can add, edit or remove black listed items
 - A business user can add, edit or remove white listed items
 - Approval dashboard
 - A user can approve or reject profanity
 - Notes entered against a ticket is displayed in the Specialist Summary
- Validate all CRM changes are reflected in the portal.

A detailed breakdown of test coverage can be found in sharepoint.

Environments

Testing Type	Environment
User Acceptance Testing	Acceptance

Limitations

NIL

Bugs/Defects Raised During UAT

In total 3 bugs were identified during UAT sessions.

Ref ID	Summary	Type of issue	Classification	Status
265717	Duplicate gap arrangements	Release related	Low	Deferred

267693	CRM: Auto generated profanity item for approval	Release related	Low	Deferred
267694	CRM: Profanity notes not displaying	Release related	Low	Deferred

Bug/Defect Status Key

Bug/Defect Status - Definitions	
New	Bugs are raised and will be assessed/actioned by the project team
Committed	Bugs raised are being actioned by relevant project team members
Rejected	Bugs raised were identified as not bugs and removed from the sprint board
Deferred	Bugs raised will be actioned by relevant project team members in next releases
Done	Bugs raised were resolved and retested by relevant project team members

Bug/Defect Classification Key

Bug/Defect Classification – Definitions	
Critical	Total system failure; catastrophic security breach or data loss
High	System component failure; functional error with no workaround
Medium	Functional error with workaround; moderate usability inconvenience
Low	Isolated issue; low impact or failure under unlikely conditions; minor usability inconvenience such as cosmetic issues

Outstanding Issues

Three outstanding bugs in progress:

- The two bugs identified in the CRM will not impact MCF portal user experience. The SOP shall be updated to reflect the extra step to be completed by the contact whilst approving profanity tickets. Both bugs will be addressed in the next sprint.
- An issue was identified in acceptance relating to duplicate gap arrangements displaying in edit service and edit location page. Issue will be addressed in the next sprint.

<End of document>



Production Verification Testing Report

Medical Costs Finder (MCF)
Portal and CRM
Production Release 8 on 31 October 2022

Prepared by: s22	Date: 27 October 2022
------------------	-----------------------

Purpose

The purpose of this document is to provide a test report for production verification testing of Medical Costs Finder (MCF) portal and CRM and for 31 October 2022. This report covers the testing and assurance activities that support the Department of Health (the department) to continue to assure the quality of the technical implementation. This document is intended for member(s) of the Executive who approve any production change(s) to MCF.

Overview

MCF aims to provide users a single, secure, and easy to use online portal where Industry can interact with the department to manage listings for health-related products and services.

PVT was conducted on the 27 October by two testers: s22 and s22.

During PVT, 21 scenarios were covered in the test cases that were executed. Two bugs were identified during PVT.

Recommendation

After analysing testing outcomes, it is recommended that MCF v8 is approved for deployment on 31 October 2022. Reasons for proceeding to production:

- All bugs identified during PVT will be addressed.
- Identified changes and enhancements have been added to the backlog for business prioritisation to incorporate in future releases.
- CRM user guidance will be updated to incorporate further clarification on new functionality as identified through PVT.
- All product backlog items (PBIs)/user stories assigned to the release have been delivered in accordance with the agreed Release scope.
- PVT has been completed.

Approval

Name	Brian Kelleher
Role	Assistant Secretary
Signature	s22
Date	28 October 2022

Name	s22
Role	Product Owner
Signature	s22
Date	27/10/2022

Name	Layla Morrow
Role	ITD Sponsor – Assistant Secretary, Health Business Systems Branch
Signature	Via email
Date	31/10/2022

Endorsement

Name	s22
Role	Release Train Engineer (RTE) – HP&PC ART (HBS Branch)
Signature	s22
Date	27/10/2022

Name	s22
Role	HBS Test Manager
Signature	s22
Date	27/10/2022

References

Azure DevOps is the primary reference point for testing of this release as this is where features and their PBIs are managed. All test cases, test results, and bugs are mapped to relevant PBIs. Individual test plans and outcomes have been uploaded to [Sharepoint](#).

Test Coverage

PVT was conducted by selected business representatives who are domain experts of the functionality being released.

Out of Scope

- Penetration testing
- Performance testing

Test Scope

The following features are in-scope:

1. PRODA
 - a. Pre-login page UI changes
 - b. Enable PRODA login as an alternative authentication method
 - c. Support multiple authentication login
 - d. Enable CRM capability to identify a user's login method
 - e. MCF portal registration requirement matching PRODA
2. myGovID registration changes

3. Registration requirement changes**4. \$0 Validation and Instructions**

Apply validation to the fee field and update text to the following pages:

- a. Onboarding
- b. Add Service
- c. Edit service
- d. Add location
- e. Edit location

5. CRM

- a. Capability to add a new location
- b. Enable portal to reflect changes made to a location
- c. Capability to add, edit or remove a co-claim item from a service
- d. Update permission for a basic and support CRM role to view CROMP
- e. Auto generation of onboarding date once a specialist or authorised person has completed onboarding.

6. Minor PBIs

- a. Update consent statement in Register Interest form
- b. Public profile changes to disable specialty selection
- c. UI: Service View MBS Items grid

A detailed breakdown of test coverage can be found in sharepoint.

Environments

Testing Type	Environment
Production Verification Testing	Acceptance

Limitations

None

Bugs/Defects Raised During PVT

In total, 2 bugs were identified during PVT sessions.

Ref ID	Summary	Classification	Status
287461	Incorrect pop-up message is displayed if a specialty is incorrect during registration	Low	Deferred
287561	CC2 permissions have not been updated to view CROMP data	Medium	Closed

Bug/Defect Status Key

Bug/Defect Status - Definitions	
New	Bugs are raised and will be assessed/actioned by the project team

Committed	Bugs raised are being actioned by relevant project team members
Rejected	Bugs raised were identified as not bugs and removed from the sprint board
Deferred	Bugs raised will be actioned by relevant project team members in next releases
Done	Bugs raised were resolved and retested by relevant project team members

Bug/Defect Classification Key

Bug/Defect Classification – Definitions	
Critical	Total system failure; catastrophic security breach or data loss
High	System component failure; functional error with no workaround
Medium	Functional error with workaround; moderate usability inconvenience
Low	Isolated issue; low impact or failure under unlikely conditions; minor usability inconvenience such as cosmetic issues

Outstanding Issues

No outstanding issues

This Document Has Been Released Under The
Freedom Of Information Act 1982
By The Department Of Health And Aged Care



<End of document>

This Document Has Been Released Under The
Freedom Of Information Act 1982
By The Department Of Health And Aged Care



User Acceptance Testing Report

Medical Costs Finder (MCF) Portal and CRM Production Release on 24 November 2022

Prepared by: s22	Date: 18 November 2022
------------------	------------------------

Purpose

The purpose of this document is to provide a test report for production verification testing of Medical Costs Finder (MCF) portal and CRM on 24 November 2022. This report covers the testing and assurance activities that support the Department of Health (the department) to continue to assure the quality of the technical implementation. This document is intended for member(s) of the Executive who approve any production change(s) to MCF.

Overview

MCF aims to provide users a single, secure, and easy to use online portal where Industry can interact with the department to manage listings for health-related products and services.

UAT was conducted on the 17 and 18 November 2022 by two testers: s22 and s22.

During UAT, 19 scenarios were covered in the test cases to validate implementation. Two bugs/ defects were identified during testing, of which one has been fixed and the other deferred to a future release.

Recommendation

After analysing testing outcomes, it is recommended that MCF v9.0 is approved for deployment on 24 November 2022. Reasons for proceeding to production:

- Identified changes and enhancements have been added to the backlog for business prioritisation to incorporate in future releases.
- CRM user guidance will be updated to incorporate further clarification on new functionality as identified through UAT.
- All product backlog items (PBIs)/user stories assigned to the release have been delivered in accordance with the agreed Release scope.
- UAT has been completed

Approval

Name	Brian Kelleher
Role	Assistant Secretary
Signature	s22
Date	22.11.22

Name	s22
Role	Product Owner
Signature	s22

Date	22/11/2022
Name	Layla Morrow
Role	ITD Sponsor – Assistant Secretary, Health Business Systems Branch
Signature	
Date	

Endorsement

Name	s22
Role	Release Train Engineer (RTE) – HP&PC ART (HBS Branch)
Signature	s22
Date	21/11/2022

Name	s22
Role	HBS Test Manager
Signature	s22
Date	21/11/2022

References

Azure DevOps is the primary reference point for testing of this release as this is where features and their PBIs are managed. All test cases, test results, and bugs are mapped to relevant PBIs. Individual test plans and outcomes have been uploaded to [Sharepoint](#).

Test Coverage

UAT was conducted by selected business representative who are domain experts of the functionality being released.

Out of Scope

- Penetration testing
- Performance testing

Test Scope

The following features are in-scope:

- Registration requirements
 - Enable a user to pass registration if at least one speciality is correct.
 - First name, middle name and last name cannot be edited
- Complete registration as a specialist
- Onboarding completion by a specialist
 - Authorised representatives permission fields replaced with checkboxes
 - Utilise the wild card search in qualifications
 - Utilise the wild card search in locations
 - Notify a user if the practice name matches an existing practice name and prompt to change.
- Adding a service and copying details from an existing service
- Adding a location and copying details from an existing location
 - Validate the copy details button copies information from an existing location
- Adding an insurance provider and copying details from an existing provider
 - Confirm MBS item numbers are displayed beside each service name

- Public Profile
 - A user cannot add a specialty not associated with their CROMP data
- Dashboard changes
 - Approvals and notifications removed from the dashboard
 - Approvals and notifications displayed as a link via the dashboard
- Contact Centre Functions:
 - Pause a specialist account
 - Audit history displays the user who paused account

A detailed breakdown of test coverage can be found in sharepoint.

Environments

Testing Type	Environment
User Acceptance Testing	Acceptance

Limitations

Synapse links between the MCF website and portal were disrupted, therefore end to end testing could not be completed.

Bugs/Defects Raised During UAT

In total 2 bugs were identified during UAT sessions.

Ref ID	Summary	Type of issue	Classification	Status
300677	CRM: Add Specialist Location field cannot be pre-filled. Contact centre required to manually type the address into the field	Release related	Low	Deferred
300523	The Public Profile > Edit specialty field does not remove the incorrect specialty flow. The incorrect action generates a workflow in the add/edit service, add/edit location and add/ edit insurance provider.	Release related	Medium	In progress

Bug/Defect Status Key

Bug/Defect Status - Definitions	
New	Bugs are raised and will be assessed/actioned by the project team
Committed	Bugs raised are being actioned by relevant project team members
Rejected	Bugs raised were identified as not bugs and removed from the sprint board
Deferred	Bugs raised will be actioned by relevant project team members in next releases
Done	Bugs raised were resolved and retested by relevant project team members

Bug/Defect Classification Key

Bug/Defect Classification – Definitions	
Critical	Total system failure; catastrophic security breach or data loss

High	System component failure; functional error with no workaround
Medium	Functional error with workaround; moderate usability inconvenience
Low	Isolated issue; low impact or failure under unlikely conditions; minor usability inconvenience such as cosmetic issues

Other Issues

The acceptance environment has been recently restored; however, a number of workflows are not working as expected. The following issues were identified:

1. If a support staff adds a new service, an email is not generated nor an approval available on the dashboard
2. If a support staff adds a new location and links services, an email is not generated nor an approval available on the dashboard
3. If a support staff adds or edits an insurance provider, an email is not generated nor an approval available on the dashboard.
4. If the contact centre pauses the account, the CRM does not request note input nor authorised by.
5. The CRM contains an additional field not available in other environments - Specialist notified deactivation with a checkbox

As a result, testers were unable to test the approval feature in acceptance. All the above scenarios including the approval features were retested in test and passed. This concludes the issues identified in acceptance are environmental rather than deployment related.

Outstanding issues

Bug 300523 has been fixed in dev, devint and test. The solution will be deployed to acceptance once testing has been completed.

<End of document>



Out of Pockets Transparency Release 10 Medical Costs Finder Portal UAT Summary Certificate

Private Health Industry Branch (PHIB)

This document seeks to provide consistent approach to ICT testing activities within the Department of Health and Aged Care.

It is recognised that Information Communication and Technology capabilities, delivery mechanism and tools shift and grow regularly, this document will undergo annual review to ensure the information contained within remains relevant.

Author:
Version: 0.1
Date:
TRIM: TBA



Contents

1.	Document control	3
1.1.	Document Information	3
1.2.	Version Control	3
1.3.	Document Distribution List	4
1.4.	Endorsement	4
1.5.	Reference Documents	5
1.6.	Definitions and Acronyms	5
2.	Executive Summary	5
3.	Test coverage	6
4.	Issues identified	5
5.	Limitations	7
6.	Outstanding issues	7
7.	Recommendations	6
	Attachment A – Test scope (detailed)	8
	Attachment B – Bugs/Defects	8

This Document Has Been Released Under The
Freedom Of Information Act 1982
By The Department Of Health And Aged Care



1. Document control

1.1. Approval

Name	Brian Kelleher
Role	
Signature	
Date	

Name	Layla Morrow
Role	
Signature	
Date	

1.2. Endorsement

Name	s22
Role	Product Owner
Signature	
Date	

Name	s22
Role	Release Train Engineer (RTE)
Signature	s22
Date	01/02/2023

Name	s22
Role	Test Manager
Signature	
Date	

1.3. Version Control

Version	Date	Author	Summary of changes
0.1			Initial draft

1.4. Document Distribution List

Job Title	Name
Director,	
Test Manager	
Technical Delivery Manager	
Solution Architect	
Project Manager	

This Document Has Been Released Under The
Freedom Of Information Act 1982
By The Department Of Health And Aged Care



1.5. Reference Documents

The following documents relate to and are referenced by this document.

Name	Location
Enterprise Test Strategy	
Release XX Test Approach	
Performance Test summary	

1.6. Definitions and Acronyms

Abbreviation	Meaning
HBS	Health Business Systems
OOPT	Out of Pockets Transparency
MCF	Medical Costs Finder

2. Purpose

The purpose of this document is to provide a User Acceptance Test Report for the Medical Costs Finder portal Release 10 to production, scheduled for 8th February. This report together with other test artifacts, covers the testing and assurance activities that support the Department of Health's continued dedication in assuring the quality of the technical implementation. This document is intended for member(s) of the Executive who approve any production change(s) to the Medical Costs Finder portal and to provide visibility for all other stakeholders.

3. Overview

MCF aims to provide users a single, secure, and easy to use online portal where industry can interact with the department to manage listings for health-related products and services.

UAT was conducted on the following dates with the participants and summary details listed below.

UAT Session1 dates	31/01/23 – 01/02/2023
Conducted by	s22 and s22
UAT Summary	A total of 16 PBIs were tested during UAT, 3 bugs were raised, and 2 bugs remediated. The final bug will be remediated in an upcoming sprint. Please refer to Appendix A for list of PBIs, Appendix B for list of defects and the status, Appendix C for feedback comments and Appendix D for UAT test scenarios.

4. Recommendations

After analysing testing outcomes, it is recommended of the Business and project team that the Medical Costs Finder portal Release 10 be approved for deployment on 8th February. Reasons for proceeding to production:

- All critical and high severity bugs/defects identified have been resolved.
- All PBIs/User stories assigned to the release have been delivered in accordance with the agreed Release scope.
- All the known issues if any will be addressed as part of future releases.
- UAT has been completed by the business users.

5. Test coverage

Testing has been performed at various levels for the Release 10. User acceptance testing and website integration testing has been carried out in the lower environments. User Acceptance Testing was conducted by selected business representatives who are domain experts of the functionality being released. All the feedback from UAT sessions has been captured and prioritised. Feedback has been actioned and responses have been communicated to the business teams. Refer to [Appendix B](#) and [Appendix C](#) for all the UAT feedback and IT response.

Website integration testing was conducted by Hilda Elsayed on 31 January 2023. The new feature, withholding fees, was tested across the portal and website to ensure fees not disclosed are displayed correctly on the website. Results have been uploaded to [Sharepoint](#).

6. Test Scope

The following features are in-scope of the Medical Costs Finder portal release 10:

- Withholding fees feature has been enabled in the following forms:
 - Add service
 - View service summary
 - Edit service
 - Add location
 - View location summary
 - Edit location
 - Add insurance provider
 - Edit insurance provider
- Managing a specialist's profile as a support staff and using the above feature:
 - Add service page
 - Edit service
 - Add location
 - Edit location



- Managing a specialist's profile as an authorised representative:
 - Approve changes made by a support staff utilising the above feature.
- Display MBS items on the dashboard
- Display co-claimed items on the dashboard
- Wild card search capability to search for an institution:
 - Enabled in onboarding
 - Enabled in public profile page
- Wild card search capability to search for a private hospital:
 - Enabled in onboarding
 - Enabled in Add Location page
- Add an OOH location as a contact centre user

A detailed breakdown of test coverage can be found in [Appendix A](#).

7. Defects Raised During UAT

In total 3 bugs/defects have been identified during the system testing of this release.

Refer to [Appendix B](#) for a detailed report on bugs/defects.

8. Limitations

Bug 330565 was raised as a result of checkbox misalignment in the edit location page. It has been identified that the changes are affected by Microsoft updates. Developers have confirmed the UI impacts may be resolved in the upcoming Microsoft update scheduled in March. Furthermore, the portal will undergo significant UI re-design in upcoming sprints therefore remediation of this bug redundant.

9. Outstanding issues

The following issues are unresolved as of writing this report. The status of whether an issue requires remediation before the production release can proceed, is included below.

Defect Id	Summary	Severity	Resolve prior to production deployment?	Comments



Appendix A – Test scope (detailed)

Number	Type	Description
291797	PBI	Withholding Fees - Edit Location
291816	PBI	Withholding Fees - Add Location
291847	PBI	Withholding Fees - Support Staff Approvals
250004	PBI	Add MBS Items to Services on the Dashboard
291817	PBI	Withholding Fees - Add Insurance Provider
291819	PBI	Withholding Fees - Edit Insurance Provider
291536	PBI	Withholding Fees - View and Edit Service
291516	PBI	Withholding Fees - Add Service
284525	PBI	Institution - wild card search
284528	PBI	Hospitals - Wild card search & SPIKE
326693	PBI	Integration: Withholding Fees are not displayed in MCF Website
316547	PBI	PROD - Update Medicare Provider Number
321326	PBI	Update Registration page - Welcome/PRODA
285984	Cherwell	Dashboard: Liquid Error prompted when adding insurance provider
312900	Cherwell	Specialist registered using incorrect APHRA number (Validated Using Specialist validation)
300024	Bug	CRM: Address was pre-populated when adding new specialist location

Appendix B – Defects Raised During UAT

Ref ID	Summary	Severity	Resolve Prior to Prod Release	Work Around Status
330564	CRM user unable to enter an address in Add Specialist Location. Issue identified: Experian unavailable in acceptance	Low	Yes	Bug will be resolved prior to production deployment
327765	Update security roles to include the ability to add a qualification	Low	Yes	System administrator can add a qualification only.
330565	Checkboxes not aligned in Edit Location. Minor issue and does not affect user experience	Low	No	No workaround. UI resolution proposed for completion in the next release.



Appendix C – General Comments and feedback

PBI Title	Description	PBI
Item pending approval - Description requires clarity	The description requires clarity to allow the user to understand which location contains a service that is not a primary location	330559

Appendix D – UAT Test Scenarios

UAT plan available in [Sharepoint](#).

This Document Has Been Released Under The
Freedom Of Information Act 1982
By The Department Of Health And Aged Care



Out of Pockets Transparency

Release 11

Medical Costs Finder Portal

UAT Summary Certificate

Private Health Strategy Branch (PHSB)

This document seeks to provide consistent approach to ICT testing activities within the Department of Health and Aged Care.

It is recognised that Information Communication and Technology capabilities, delivery mechanism and tools shift and grow regularly, this document will undergo annual review to ensure the information contained within remains relevant.

Version: 0.1
Date: 8 August 2023
Sharepoint:

Contents

1.	Document control	3
1.1.	Document Information	3



1.2.	Version Control	3
1.3.	Document Distribution List	4
1.4.	Endorsement	4
1.5.	Reference Documents	5
1.6.	Definitions and Acronyms	5
2.	Executive Summary	5
3.	Test coverage	6
4.	Issues identified	5
5.	Limitations	7
6.	Outstanding issues	7
7.	Recommendations	6
	Attachment A – Test scope (detailed)	7
	Attachment B – Bugs/Defects	8

This Document Has Been Released Under The
Freedom Of Information Act 1982
By The Department Of Health And Aged Care



1. Document control

1.1. Approval

Name	Brian Kelleher
Role	Project Sponsor
Signature	
Date	

Name	Layla Morrow
Role	ITD HBS Exec
Signature	
Date	

1.2. Endorsement

Name	s22
Role	Product Owner
Signature	
Date	

Name	s22
Role	Release Train Engineer / Project Manager
Signature	
Date	

Name	s22
Role	Test Manager
Signature	
Date	

1.3. Version Control

Version	Date	Author	Summary of changes
0.1	8.8.23	s22	Initial draft
0.2			
0.3			
0.4			



0.5			
0.6			
1.0	20.4.23		Approval – Final version

1.4. Document Distribution List

Job Title	Name
Director, OOPT	s22
Test Manager	
Solution Architect	
Release Train Engineer	
Scrum Master	

This Document Has Been Released Under The
Freedom Of Information Act 1982
By The Department Of Health And Aged Care



1.5. Reference Documents

The following documents relate to and are referenced by this document.

Name	Location
Enterprise Test Strategy	Test Strategy -D365 Business Application Program Delivery
OOPT MCF Portal Test Plan	OOPT MCF Portal Test Plan.docx
Release 11 Test Approach	

1.6. Definitions and Acronyms

Abbreviation	Meaning
HBS	Health Business Systems
OOPT	Out of Pockets Transparency
MCF	Medical Costs Finder

2. Purpose

The purpose of this document is to provide a User Acceptance Test Report for the Medical Costs Finder portal Release 11 to production, scheduled for 26 April. This report together with other test artifacts, covers the testing and assurance activities that support the Department of Health's continued dedication in assuring the quality of the technical implementation. This document is intended for member(s) of the Executive who approve any production change(s) to the Medical Costs Finder portal and to provide visibility for all other stakeholders.

3. Overview

MCF aims to provide users a single, secure, and easy to use online portal where industry can interact with the department to manage listings for health-related products and services.

UAT was conducted on the following dates with the participants and summary details listed below.

UAT Session1 dates	17 April – 19 April 2023
Conducted by	s22 and s22
UAT Summary	A total of 32 PBIs were tested during UAT, 1 bug was raised and remediated. Please refer to Appendix A for list of PBIs, Appendix B for list of defects and the status, Appendix C for feedback comments and Appendix D for UAT test scenarios.

4. Recommendations

After analysing testing outcomes, it is recommended of the Business and project team that the Medical Costs Finder portal Release 12 be approved for deployment on 26 April. Reasons for proceeding to production:

- All critical and high severity bugs/defects identified have been resolved.
- All PBIs/User stories assigned to the release have been delivered in accordance with the agreed Release scope.
- All the known issues if any will be addressed as part of future releases.
- UAT has been completed by the business users.

5. Test coverage

Testing has been performed at various levels for the Release 11. User acceptance testing and website integration testing has been carried out in the lower environments. User Acceptance Testing was conducted by selected business representatives who are domain experts of the functionality being released. All the feedback from UAT sessions has been captured and prioritised. Feedback has been actioned and responses have been communicated to the business teams. Refer to [Appendix B](#) and [Appendix C](#) for all the UAT feedback and IT response.

6. Test Scope

The following features are in-scope of OOPT MCF Portal April 23 Release11:

- Portal wide UI Changes ([326006](#))
- Bulk billing selection ([303177](#))
- Security Enhancements ([231893](#))
- CRM Changes: Improve logic for mapping portal to aggregate services ([303089](#))
- CRM Improvement V2 ([242162](#))
- Release Small PBIs ([233980](#))

A detailed breakdown of test coverage can be found in [Appendix A](#).

7. Defects Raised During UAT

In total 1 bug has been identified during the system testing of this release.

Refer to [Appendix B](#) for a detailed report on bugs/defects.



8. Limitations

<Mention any limitations during testing the applications>

9. Outstanding issues

The following issues are unresolved as of writing this report. The status of whether an issue requires remediation before the production release can proceed, is included below.

Defect Id	Summary	Severity	Resolve prior to production deployment?	Comments

Appendix A – Test scope (detailed)

ID	Type	Description
319812	PBI	CRM - Reference data - Memberships
322290	PBI	Registration - First Name - 'Contains' first name in Authentication Match
187760	PBI	Banner - CRM Requirement - Message Configuration
215727	PBI	CRM - Reference data - clinical quality registers
288820	PBI	Audit log - Resume Publication
319661	PBI	User Matrix Update - Location and Insurance Provider reference data disabled
325634	PBI	Add Service - Add Provider and Accordions
327390	PBI	Location drop down - Add/ Edit Service
328812	PBI	UI - Add Service - Copy details, Primary location, Publish and Cancel
335403	PBI	Align colour palette to MCF website - Dashboard
336055	PBI	Align colour palette to MCF website - Pre-login page, Registration and Onboarding
336113	PBI	UI - Banner requirements
336807	PBI	Update Audit log - Department Name
266347	PBI	Public Profile - Remove capability to allow duplicate records
325969	PBI	Manual Validation Requirement Changes
328820	PBI	Edit Service - Edit Insurance provider and accordions
347708	PBI	Edit Service - Remove, copy, publish and cancel
329937	PBI	UI - Link Services to a new Location - Service drop down and Insurance Provider
329999	PBI	Edit location - Edit Service drop down and Insurance Provider
346754	PBI	Copy details button - Location



347239	PBI	Edit location - Remove, primary location, Publish and Cancel
347242	PBI	Add/ Edit location - Add service button
347634	PBI	Add location - Publish, Cancel and primary location
303246	PBI	BB – Add Service – enable Bulk Bill for OOH service only
303275	PBI	BB – Edit Service – OOH Services can edit fees or bulk bill
303360	PBI	BB – Add Location – enable bulk bill for OOH Services
303370	PBI	BB – Edit Location – Enable bulk for OOH Services
303371	PBI	BB – Onboarding – Enable Bulk bill option for OOH Services
330813	PBI	Enable publish status for Locations reference data
343691	Cherwell	Service is not displaying - blank field
350965	Cherwell	Onboarding: Gap arrangement with no gap arrangement is displaying \$NaN in the audit history
364735	Cherwell	Prod: Specialist cannot add a new speciality from public profile

Appendix B – Defects Raised During UAT

Ref ID	Summary	Severity	Resolve Prior to Prod Release	Work Around Status
369395	The term 'undefined' is displayed instead of a blank field	Low	No, low priority	Bug has been resolved prior to release.

Appendix C – General Comments and feedback

PBI number	Title	Description
	Reference data: Membership notes	The notes field within the memberships reference data management is not mandatory.
	Reference data: Clinical quality notes	The notes field within the clinical quality reference data management is not mandatory.
	Bulk billing features	The feature is easy to use, the field is updated instantly without delays.
	UI changes	The form is very simple and user friendly. There is less scrolling between fees and gap arrangement section. There are less checkboxes compared to the original form.
	Contact number	There should be a provision to detect a phone number with an appropriate number of digits. I can use phone numbers between 1-10 digits and it allows me to do that.
	Insurance provider pop-up box	While selecting the insurance from the drop down, the names gets populated which is fine. However, they block the gap arrangements fields and the user can only see the select option and they may miss to enter the gap arrangement.
	Adding an OOH service to an IH	The system allows to select an out of hospital location for an



	location/ vice versa	in-hospital service and also allows it to select as a primary location.
	Insurance provider gap arrangement	The user can enter the gap value (\$) at the same time they can also be able to select I have no gap arrangement option. I guess you could only have one option to select.

Appendix D – UAT Test Scenarios

Detailed test plan available in [Sharepoint](#)

Scenario No	Description	Who	Result

This Document Has Been Released Under The
Freedom Of Information Act 1982
By The Department Of Health And Aged Care



Out of Pockets Transparency Release 1.0 DMT - Medical Costs Finder Website Tool UAT Summary Certificate Private Health Strategy Branch (PHSB)

This document seeks to provide consistent approach to ICT testing activities within the Department of Health and Aged Care.

It is recognised that Information Communication and Technology capabilities, delivery mechanism and tools shift and grow regularly, this document will undergo annual review to ensure the information contained within remains relevant.

Author: s22
Version: 0.2
Date: 15 August 2023
Sharepoint: [OOPT DMT R1.0 UAT Report - Medical Costs Finder website.docx \(sharepoint.com\)](#)



Contents

1.	Document control.....	3
1.1.	Approval.....	3
1.2.	Endorsement	3
1.3.	Version Control.....	3
1.4.	Document Distribution List	4
1.5.	Reference Documents.....	5
1.6.	Definitions and Acronyms.....	5
2.	Purpose	5
3.	Overview	5
4.	Recommendations	6
5.	Test coverage	6
6.	Test Scope	6
7.	Defects Raised During UAT.....	6
8.	Limitations	6
9.	Outstanding issues	6
	Appendix A – Test scope (detailed).....	7
	Appendix B – Defects Raised During UAT.....	7
	Appendix C – General Comments and feedback	7
	Appendix D – UAT Test Scenarios	7



1. Document control

1.1. Approval

Name	Andrew Rintoul
Role	Project Sponsor
Signature	
Date	23/08/23

Name	Layla Morrow
Role	ITD Senior Supplier
Signature	
Date	

1.2. Endorsement

Name	s22
Role	A/g Product Owner
Signature	s22
Date	23/08/2023

Name	s22
Role	Release Train Engineer / Project Manager
Signature	s22
Date	22/08/2023

Name	s22
Role	Test Manager
Signature	s22
Date	24/08/2023

1.3. Version Control

Version	Date	Author	Summary of changes
0.1	15.6.23	s22	Initial draft
0.2	22.8.23		Updates



--	--	--	--

1.4. Document Distribution List

Job Title	Name
Test Manager	s22
Solution Architect	
Release Train Engineer	
Scrum Master	
Project Lead	
Product Owner / Director, OOPT	

This Document Has Been Released Under The
Freedom Of Information Act 1982
By The Department Of Health And Aged Care



1.5. Reference Documents

The following documents relate to and are referenced by this document.

Name	Location
Enterprise Test Strategy	Test Strategy -D365 Business Application Program Delivery
UAT Test Plan	DMT - UAT Test Plan.xlsx (sharepoint.com)

1.6. Definitions and Acronyms

Abbreviation	Meaning
HBS	Health Business Systems
OOPT	Out of Pockets Transparency
MCF	Medical Costs Finder

2. Purpose

The purpose of this document is to provide a User Acceptance Test Report for the Data Management Tool (DMT) for Medical Costs Finder website for Release 1.0 to production, currently scheduled of September. This report together with other test artifacts, covers the testing and assurance activities that support the Department of Health's continued dedication in assuring the quality of the technical implementation. This document is intended for member(s) of the Executive who approve any production change(s) to the Medical Costs Finder website and to provide visibility for all other stakeholders.

3. Overview

MCF portal aims to provide users a single, secure, and easy to use online portal where industry can interact with the Department to manage listings for health-related products and services. The website is intended to display relevant information published by a specialist or their authorised person in the MCF portal.

UAT was conducted on the following dates with the participants and summary details listed below.

UAT dates	7/08/23 – 18/08/23
Conducted by	s22 and s22
UAT Summary	<p>A total of 31 scenarios were tested during UAT, 1 bug was raised and remediated.</p> <p>Please refer to Appendix A for list of PBIs, Appendix B for list of defects and the status, Appendix C for feedback comments and Appendix D for UAT test scenarios.</p>

4. Recommendations

After analysing testing outcomes, it is the recommendation of the Business and Project teams that the Medical Costs Finder website Release 1.0 be approved for deployment on 24 August 2023 in Pre-Production and then Production in September. Reasons for proceeding to Production:

- All critical and high severity bugs/defects identified have been resolved.
- All PBIs/User stories assigned to the release have been delivered in accordance with the agreed Release scope.
- All the known issues if any will be addressed as part of future releases.
- UAT has been completed by the business users.

5. Test coverage

Testing has been performed at various levels for the Release 1.0. User Acceptance Testing was conducted by selected business representatives who are domain experts of the functionality being released. All the feedback from UAT sessions has been captured and prioritised. Feedback has been actioned and responses have been communicated to the business teams. Refer to [Appendix B](#) and [Appendix C](#) for all the UAT feedback and IT response.

6. Test Scope

The following features are in-scope for the Medical Costs Finder website:

- Data Management Tool

A detailed breakdown of test coverage can be found in [Appendix A](#).

7. Defects Raised During UAT

In total 1 bug has been identified during the system testing of this release and has been resolved.

Refer to [Appendix B](#) for a detailed report on bugs/defects.

8. Limitations

All the work items created by GoSource in GitHub are not moved to DevOps due to technical limitations. This document is the baseline to the scenarios covered in testing and the scope of DMT.

9. Outstanding issues

There are no outstanding issues at the time of completing this report.



Appendix A – Test scope (detailed)

The following features are in scope for the Medical Costs Finder website:

- Data Management Tool:
 - BTOS
 - MBS items
 - Patient Journeys
 - PHI Services
 - Services
 - Specialty
 - Imported Collections
 - Aggregate in-hospital collection
 - Aggregate out of hospital collection
 - MBS item schedule collection
 - PHI benefits collection
 - Data release

Appendix B – Defects Raised During UAT

Ref ID	Summary	Severity	Resolve Prior to Prod Release	Work Around Status
443870	PHI collection – error message displayed for large files	Medium	Yes	No, the DMT does not allow files to be split and must be uploaded in one transaction.

Appendix C – General Comments and feedback

PBI number	Title	Description
N/A	Baseline data is inaccurate	The current data available in the DMT does not reflect the current data available in PROD. At the time of production release, the integration flag to the website must be turned off to allow OOPT to update the data in the Data Management Tool. This will mitigate the risks of outdated information displaying on the website.

Appendix D – UAT Test Scenarios

Detailed test plan available in [Sharepoint](#)



Out of Pockets Transparency Medical Costs Finder Portal UAT Summary Certificate

Private Health Strategy Branch (PHSB)

This document seeks to provide consistent approach to ICT testing activities within the Department of Health and Aged Care.

It is recognised that Information Communication and Technology capabilities, delivery mechanism and tools shift and grow regularly, this document will undergo annual review to ensure the information contained within remains relevant.

Author: s22

Version: 0.1

Date: 4 April 2024

Sharepoint: [Out of Pocket Cost Transparency Project Site - UAT - Release 15 - 5 April 2024 - All Documents \(sharepoint.com\)](#)



Contents

1.	Document control.....	3
1.1.	Approval.....	3
1.2.	Endorsement	3
1.3.	Version Control.....	3
1.4.	Document Distribution List	4
1.5.	Reference Documents.....	5
1.6.	Definitions and Acronyms.....	5
2.	Purpose	5
3.	Overview	5
4.	Recommendations	5
5.	Test coverage	6
6.	Test Scope	6
7.	Defects Raised During UAT.....	6
8.	Limitations	6
9.	Outstanding issues	7
10.	Appendix A – Test scope.....	7
11.	Appendix B – Defects Raised During UAT	8
12.	Appendix C – General Comments and feedback	8
13.	Appendix D – UAT Test Scenarios	8



1. Document control

1.1. Approval

Name	Brian Kelleher
Role	Project Sponsor
Signature	s22
Date	9 April 2024

Name	Layla Morrow
Role	ITD HBS Exec
Signature	
Date	

1.2. Endorsement

Name	s22
Role	Product Owner
Signature	s22
Date	09/04/24

Name	s22
Role	Release Train Engineer / Project Manager
Signature	s22
Date	05/04/2024

Name	s22
Role	Test Manager
Signature	s22
Date	05/04/2024

1.3. Version Control

Version	Date	Author	Summary of changes
0.1	05.04.24	s22	Initial draft
0.2			



1.4. Document Distribution List

Job Title	Name
Director, OOPT	s22
Test Manager	
Solution Architect	
Release Train Engineer	
Scrum Master	
Development lead	

This Document Has Been Released Under The
Freedom Of Information Act 1982
By The Department Of Health And Aged Care



1.5. Reference Documents

The following documents relate to and are referenced by this document.

Name	Location
Enterprise Test Strategy	Test Strategy -D365 Business Application Program Delivery
OOPT MCF Portal Test Plan	OOPT MCF Portal Test Plan.docx
UAT Test Plan	UAT Test Plan

1.6. Definitions and Acronyms

Abbreviation	Meaning
HBS	Health Business Systems
OOPT	Out of Pockets Transparency
MCF	Medical Costs Finder

2. Purpose

The purpose of this document is to provide a User Acceptance Test Report for the Medical Costs Finder release to production on the 23 April 2024. This report together with other test artifacts, covers the testing and assurance activities that support the Department of Health's continued dedication in assuring the quality of the technical implementation. This document is intended for member(s) of the Executive who approve any production change(s) to the Medical Costs Finder portal and to provide visibility for all other stakeholders.

3. Overview

UAT was conducted on the following dates with the participants and summary details listed below.

UAT Session dates	2-5/ April/24
Conducted by	s22 and s22
UAT Summary	A total of 35 PBIs were tested during UAT and no bugs were raised. Please refer to Appendix A for list of PBIs, Appendix B for list of defects and the status, Appendix C for feedback comments and Appendix D for UAT test scenarios.

4. Recommendations

After analysing testing outcomes, it is recommended of the Business and project team that the Medical Costs Finder release 15 to be deployed to production on the 23 April. Reasons for proceeding to production:

- All critical and high severity bugs/defects identified have been resolved.

- All PBIs/User stories assigned to the release have been delivered in accordance with the agreed Release scope.
- All the known issues if any will be addressed as part of future releases.
- UAT has been completed by the business users.

5. Test coverage

Testing has been performed at various levels for the Release 15. User Acceptance Testing was conducted by selected business representatives who are domain experts of the functionality being released. All the feedback from UAT sessions has been captured and prioritised. Feedback has been actioned and responses have been communicated to the business teams. Refer to [Appendix B](#) and [Appendix C](#) for all the UAT feedback and IT response.

Further to the above, integration testing was conducted to verify portal, CRM and website functionalities continue to work in alignment.

6. Test Scope

The following features are in-scope:

1. 562756 - Website - GP changes (April 2024 Release)
2. 534948 - DMT Specialty Linkage (April 2024 Release)
3. 591524 - 2024 Resources Update (April 2024 Release)
4. Release 14 bug fixes

A detailed breakdown of test coverage can be found in [Appendix A](#).

5.1 Out of scope

Other PBIs not included in the scope.

7. Defects Raised During UAT

No bugs were found during the system testing of this release.

8. Limitations

No limitations were found during testing.



9. Outstanding issues

There are no outstanding issues associated with this release

10. Appendix A – Test scope

ID	Title	State
562527	1 - Application Search Now - static text changes	Done
563265	2 - Common Elements - static text changes	Done
571472	3. Specialist fee card - static text changes	Done
571473	4. PHI - Private Health Insurer information - static text changes 1/3	Done
571475	19. About - static text changes	Done
571476	17. Features - static text changes	Done
571479	8. For medical specialists - static text changes, NEW accordion	Done
571481	18. Home - static text changes	Done
571482	10. How it works - static text changes	Done
585756	13. Specialist Fee Page - PHI	Done
586744	14. Guide to fees and costs page - Update all tabs + New	Done
586745	15. Pre-Specialists Fees and Patient Journey Page	Done
586746	16. Typical Fees and Costs Page - All Service Types	Done
589110	9. For Medical Specialist - static text changes and New section 2/2	Done
589123	6. PHI Information 3/3	Done
589124	5. PHI Information 2/3	Done
591819	20. OOPT feedback after Demo	Done
596815	21. Typical Fees and Costs Page - OOH/ GP Services	Done
596819	22. Talk to your GP box	Done
598661	23. Update Medical	Done
599131	7. PHI - CC Override Flag	Done
602843	22. PO demo feedback 2	Done
603490	23. Post PO Demo OOPT Review	Done
610357	Website - PHI Flag	Done
577759	11. Terms of use - static text changes	Done
577765	12. Disclaimer - static text changes	Done
586741	New Resource - CHF Report + New tag	Done
589132	Edit Download URLs and Titles for Existing resources	Done
592895	DMT Release is stuck in processing (Data issue)	Done
534949	[POC] Unable to link Specialty in the DMT	Done
593538	DMT - Services linked in DMT have empty MBS Item column	Done
615129	Final Feedback - Part 2	Done
614182	Final OOPT Feedback	Done



607080	Website - State Ranking	Done
611965	State Ranking - Qld, Vic and Tas	Done

11. Appendix B – Defects Raised During UAT

There were no defect raised during the system testing.

12. Appendix C – General Comments and feedback

PBI number	Title	Description
	Website Resource – Glossary of terms	Minor text inconsistency
	Public Profile – CROMPS validation failed	Reset of workflow required only
	CRM - Failed registration flag	An existing PROD issue. Minor issue and does not affect existing functionalities.

13. Appendix D – UAT Test Scenarios

Detailed test plan available in [UAT - Release 15 - 5 April 2024](#)



Out of Pockets Transparency Medical Costs Finder Portal UAT Summary Certificate

Private Health Strategy Branch (PHSB)

This document seeks to provide consistent approach to ICT testing activities within the Department of Health and Aged Care.

It is recognised that Information Communication and Technology capabilities, delivery mechanism and tools shift and grow regularly, this document will undergo annual review to ensure the information contained within remains relevant.

Author: s22
Version: 0.1
Date: 18 June 2024
Sharepoint:



Contents

1.	Document control.....	3
1.1.	Approval.....	3
1.2.	Endorsement	3
1.3.	Version Control.....	3
1.4.	Document Distribution List	4
1.5.	Reference Documents.....	4
1.6.	Definitions and Acronyms.....	4
2.	Purpose	4
3.	Overview.....	5
4.	Recommendations	5
5.	Test coverage	5
6.	Test Scope	5
7.	Defects Raised During UAT.....	6
8.	Limitations	6
9.	Outstanding issues	6
10.	Appendix A – Test scope.....	6
11.	Appendix B – Defects Raised During UAT	8
12.	Appendix C – General Comments and feedback	8
13.	Appendix D – UAT Test Scenarios	8



1. Document control

1.1. Approval

Name	Kellie Gavin
Role	Project Sponsor
Signature	
Date	

Name	Layla Morrow
Role	ITD HBS Exec
Signature	
Date	

1.2. Endorsement

Name	s22
Role	Product Owner
Signature	s22
Date	19/6/24

Name	s22
Role	Release Train Engineer / Project Manager
Signature	s22
Date	19/06/2024

Name	s22
Role	Test Manager
Signature	s22
Date	18/06/2024

1.3. Version Control

Version	Date	Author	Summary of changes
0.1	18.06.24	s22	Initial draft



1.4. Document Distribution List

Job Title	Name
Director, OOPT	s22
Test Manager	
Solution Architect	
Release Train Engineer	
Scrum Master	
Development lead	

1.5. Reference Documents

The following documents relate to and are referenced by this document.

Name	Location
Enterprise Test Strategy	Test Strategy -D365 Business Application Program Delivery
OOPT MCF Portal Test Plan	OOPT MCF Portal Test Plan.docx
UAT Test Plan	UAT Test Plan

1.6. Definitions and Acronyms

Abbreviation	Meaning
HBS	Health Business Systems
OOPT	Out of Pockets Transparency
MCF	Medical Costs Finder

2. Purpose

The purpose of this document is to provide a User Acceptance Test Report for the Medical Costs Finder release to production on the 26 June 2024. This report together with other test artifacts, covers the testing and assurance activities that support the Department of Health's continued dedication in assuring the quality of the technical implementation. This document is intended for member(s) of the Executive who approve any production change(s) to the Medical Costs Finder portal and to provide visibility for all other stakeholders.



3. Overview

UAT was conducted on the following dates with the participants and summary details listed below.

UAT Session dates	17-18/06/24
Conducted by	s22 and s22
UAT Summary	<p>A total of 36 PBIs were tested during UAT and no bugs were raised.</p> <p>Please refer to Appendix A for list of PBIs, Appendix B for list of defects and the status, Appendix C for feedback comments and Appendix D for UAT test scenarios.</p>

4. Recommendations

After analysing testing outcomes, it is recommended of the Business and project team that the Medical Costs Finder release 16 to be deployed to production on the 26 June. Reasons for proceeding to production:

- All critical and high severity bugs/defects identified have been resolved.
- All PBIs/User stories assigned to the release have been delivered in accordance with the agreed Release scope.
- All the known issues if any will be addressed as part of future releases.
- UAT has been completed by the business users.

5. Test coverage

Testing has been performed at various levels for the Release 16. User Acceptance Testing was conducted by selected business representatives who are domain experts of the functionality being released. All the feedback from UAT sessions has been captured and prioritised. Feedback has been actioned and responses have been communicated to the business teams. Refer to [Appendix B](#) and [Appendix C](#) for all the UAT feedback and IT response.

Further to the above, integration testing was conducted to verify portal, CRM and website functionalities continue to work in alignment.

6. Test Scope

The following features are in-scope:

- [419393](#) HotJar (June 2024)
- [519662](#) API investigation for data exposures (June 2024)
- [568094](#) I cannot find my address (June 2024 Release)
- [596820](#) Medicare Provider Number (June 2024)
- [616503](#) Website preview (June 2024)
- [657283](#) Website Changes (June 2024)
- [233971](#) MBS item automation (MOMs) (June 2024 Release)



[670189](#) Migrate GA account

A detailed breakdown of test coverage can be found in [Appendix A](#).

5.1 Out of scope

Other PBIs not included in the scope.

7. Defects Raised During UAT

No bugs were identified that required a resolution during this release.

8. Limitations

<Mention any limitations during testing the applications>

9. Outstanding issues

The following issues are unresolved as of writing this report. The status of whether an issue requires remediation before the production release can proceed, is included below.

Defect Id	Summary	Severity	Resolve prior to production deployment?	Comments

10. Appendix A – Test scope

ID	Title	State	Test Plan ID
563058	Review HotJar licensing	Done	Not for Testing
419387	Website - HotJar installation	Done	624719
530080	(POC) Hotjar - Pop-Up Survey	Done	Not for Testing
599425	Security and ITSA approval	Done	Not for Testing
538989	Hotjar Installation (Includes test scenarios)	Done	622344
524130	API High Exposure Risk - _api/accounts only	Done	Not for testing
668895	Pen Testing changes : round 2 for development and testing	In Progress	677776
651145	PEN Test Account Update Fix	Done	651670
533008	API Exposure - Medium Risk	Done	Not for testing
570131	8. Website Preview - Verify MBS Tables	Done	605805



597457	13. Reporting requirements - Has a service linked? column for Amended/ Removed items Dashboard.	Done	626647
591917	11. Reporting requirements - Email notification to OOPT for MBS updates	Done	605813
591921	12. Reporting requirements - Setting up dashboards for MBS updates	Done	605814
567108	6. Removed MBS items - CRM	Done	605803
321168	1. Set up MBS item tables	Done	590655
368822	5. Removed MBS items from MDS - Portal	Done	605795
418449	3. New Items via MDS	Done	594258
561943	CRM specialist report view - Add speciality column.	Done	626646
659321	Integration Testing (After EDW confirmation)	New	Not for testing
306835	9. Inactive MBS Items - Published on Website	Done	Not for testing
430527	7. Website Preview - MBS item update	Done	618699
570113	2. Tech PBI - Configure Virtual Tables (Only Testing)	Done	605804
578307	10. Reporting Requirements - Removed MBS Items over 30 days	Done	614967
614228	Website preview - Gap/ No Gap arrangement tab (Needs Investigation)	Done	638005
568941	Review Process - I cannot find my address	Done	659676
586968	Profanity - I cannot find my address	Done	664548
528294	POC - Dashboard - Add location - I cannot find my address checkbox	Done	Not for testing
537132	Onboarding - Checkbox 'I can't find my address'.	Done	659675
634622	Dashboard - I cannot find my address	Done	661923
633714	POC - Website Address Line 1 and 2 Blank	Done	
636074	Support staff - I cannot find my address Profanity entered	Done	666024
644040	Website - Suburb Validation - Implementation	Done	667378
584707	Registration - Medicare Provider Number	Done	667379
656607	Website: New Resource - Committee Report	Done	663782
656621	Website - New Video	Done	664329
668006	Update Existing Resource	Done	668110



11. Appendix B – Defects Raised During UAT

Ref ID	Summary	Severity	Resolve Prior to Prod Release	Work Around Status

12. Appendix C – General Comments and feedback

PBI number	Title	Description
NIL	Data Issues relating to co-claim items	Co-claim items are linked to primary MBS items in all environments.
NIL	Duplication of data	Where will address be taken from where it is duplicated from the primary source.
NIL	HERD and QLIK	Discussions between Data Development team and HERD and QLIK to standardise column headings to facilitate automation at the source of truth.

13. Appendix D – UAT Test Scenarios

Detailed test plan available in Sharepoint: [UAT Plan - MCF Portal, CRM and website - June Release.xlsx \(sharepoint.com\)](#)

Test results: [Out of Pocket Cost Transparency Project Site - UAT - 17 June 2024 - All Documents \(sharepoint.com\)](#)

Scenario No	Description	Who	Result



User Acceptance Testing (UAT) Report

Medical Costs Finder (MCF)
Portal, CRM and Website
Production Release 1.5 on 1 March 2022

Prepared by: s22 & s22	Date: 25 th February 2022
------------------------	--------------------------------------

Purpose

The purpose of this document is to provide a test report for user acceptance testing (UAT) of Medical Costs Finder (MCF) portal, CRM and website scheduled for 1 March 2022. This report covers the testing and assurance activities that support the Department of Health (the department) to continue to assure the quality of the technical implementation. This document is intended for member(s) of the Executive who approve any production change(s) to MCF.

Overview

MCF aims to provide users a single, secure, and easy to use online portal where Industry can interact with the department to manage listings for health-related products and services.

UAT was conducted to cover functionality that were not originally available during UAT from 09 February 2022 to 15 February 2022. This session of UAT was conducted by 2 members: Hilda Elsayed & Mathew Joshua. During UAT, 2 critical scenarios were covered in the test cases that were executed and **0 bugs were raised**.

Recommendation

After analysing testing outcomes, it is recommended that MCF v1.5 and MCF website v1.0 is approved for deployment on 1 March 2022. Reasons for proceeding to production:

- All bugs identified during UAT have been addressed.
- Identified changes and enhancements have been added to the backlog for business prioritisation to incorporate in future releases.
- All product backlog items (PBIs)/user stories assigned to the release have been delivered in accordance with the agreed Release scope.
- UAT has been completed by the available business users.

Approval

Name	Brian Kelleher
Role	As s22
Signature	
Date	25 February 2022
Name	s22
Role	Product Owner
Signature	s22
Date	25/2/22

Name	Layla Morrow
Role	ITD Sponsor – Assistant Secretary, Health Business Systems Branch
Signature	s22

Endorsement

Name	s22
Role	Project Manager
Signature	Endorsement via email
Date	

Name	s22
Role	Release Train Engineer (RTE) – HP&PC ART (HBS Branch)
Signature	s22
Date	27/02/2022

Name	s22
Role	Test Manager
Signature	s22
Date	

References

Azure DevOps is the primary reference point for testing of this release as this is where features and their PBIs are managed. All test cases, test results, and bugs are mapped to relevant PBIs.

Individual test plans and outcomes have been uploaded to [Sharepoint](#).

Test Coverage

UAT was conducted by selected business representatives who are domain experts of the functionality being released. No additional feedback was reported from UAT sessions.

Out of Scope

- Penetration testing
- Performance testing

Test Scope

The following features are in-scope:

- Website preview functionality.
- Audit logs in CRM.

A detailed breakdown of test coverage can be found in sharepoint.

Environments

Testing Type	Environment
User acceptance testing	Acceptance

Limitations

None

Bugs/Defects Raised During UAT

In total 0 bugs and 0 minor issues were identified during UAT sessions.

Bug/Defect Classification Key

Bug/Defect Classification – Definitions	
Critical	Total system failure; catastrophic security breach or data loss
High	System component failure; functional error with no workaround
Medium	Functional error with workaround; moderate usability inconvenience
Low	Isolated issue; low impact or failure under unlikely conditions; minor usability inconvenience such as cosmetic issues

Outstanding Issues

There are no outstanding items.

<End of document>

This Document Has Been Released Under The
Freedom Of Information Act 1982
By The Department Of Health And Aged Care



User Acceptance Testing Report

Medical Costs Finder (MCF) Portal and CRM Production Release on 28 July 2022

Prepared by: s22	Date: 26 July 2022
------------------	--------------------

Purpose

The purpose of this document is to provide a test report for production verification testing of Medical Costs Finder (MCF) portal and CRM on 28 July 2022. This report covers the testing and assurance activities that support the Department of Health (the department) to continue to assure the quality of the technical implementation. This document is intended for member(s) of the Executive who approve any production change(s) to MCF.

Overview

MCF aims to provide users a single, secure, and easy to use online portal where Industry can interact with the department to manage listings for health-related products and services.

UAT was conducted on the 22, 25 and 26 July 2022 by one tester: s22.

During UAT, 27 scenarios were covered in the test cases to validate implementation. Four bugs/ defects were identified during testing.

Recommendation

After analysing testing outcomes, it is recommended that MCF v5.0 is approved for deployment on 28 July 2022. Reasons for proceeding to production:

- All bugs identified during UAT have been addressed.
- Identified changes and enhancements have been added to the backlog for business prioritisation to incorporate in future releases.
- CRM user guidance will be updated to incorporate further clarification on new functionality as identified through UAT.
- All product backlog items (PBIs)/user stories assigned to the release have been delivered in accordance with the agreed Release scope.
- UAT has been completed

Approval

Name	Brian Kelleher
Role	Assistant Secretary
Signature	s22
Date	27 July 2022
Name	s22
Role	Product Owner

Signature	s22
Date	27/7/2022
Name	Layla Morrow
Role	ITD Sponsor – Assistant Secretary, Health Business Systems Branch
Signature	
Date	

Endorsement

Name	s22
Role	Release Train Engineer (RTE) – HP&PC ART (HBS Branch)
Signature	s22
Date	26/07/2022
Name	s22
Role	Test Manager
Signature	s22
Date	27/07/22

References

Azure DevOps is the primary reference point for testing of this release as this is where features and their PBIs are managed. All test cases, test results, and bugs are mapped to relevant PBIs.

Individual test plans and outcomes have been uploaded to [Sharepoint](#).

Test Coverage

UAT was conducted by selected business representative who are domain experts of the functionality being released.

Out of Scope

- Penetration testing
- Performance testing

Test Scope

The following features are in-scope:

- Navigate to the new pre-login page and validate all hyperlinks functional
 - Mobile devices across all platform are now consistent
 - New departmental crest uploaded
- Complete registration as a specialist
- Onboarding completion by a specialist
 - Complete onboarding for a single speciality
 - Complete onboarding for multiple speciality
- Complete invitation acceptance as a support staff
 - Confirm changes applied in CRM
- Adding a service and copying details from an existing service
 - Confirm the copy details button displays services for the speciality only
- Adding a location and copying details from an existing location
 - Validate UI changes

- Edit a location, including services, fees and gap arrangements
 - Validate the drop down list is pre-filled for a single specialty
 - Validate the drop down list allows user to select from a list of specialty linked to their record.
- Adding an insurance provider and copying details from an existing provider
 - Validate UI changes
- Edit an insurance provider
 - Validate a drop down list is pre-filled for a single specialty
 - Validate a drop down list is allows a user to select from a list of specialty linked to their record.
- Edit a service as a support staff
 - Confirm changes are not published
 - Approval process triggered via CRM
- Cancel account as a specialist
 - Validate UI changes in Accounts and Settings
 - Validate UI changes in pop-up message
- Contact Centre Functions:
 - Validate all email templates have been updated to reflect departmental name change
 - Data migration complete

A detailed breakdown of test coverage can be found in sharepoint.

Environments

Testing Type	Environment
User Acceptance Testing	Acceptance

Limitations

Synapse links between the MCF website and portal were disrupted, therefore end to end testing could not be completed.

Bugs/Defects Raised During UAT

In total 0 bugs were identified during UAT sessions.

Ref ID	Summary	Classification	Status
239830	Several email templates have not been updated with the correct email address and department name	Low	Done
238738	Onboarding issue – fees duplicated across multiple speciality	Medium	Done
238738	Services merged into one in Service view/edit page	High	Done
239211	Services unavailable in drop down for multiple specialities	Medium	Done
240247	Approval email – Support staff changes – Not sent	Low	Done
	View insurance provider page unavailable	Medium	Done
	Edit insurance provider page unavailable	Medium	Done

Bug/Defect Status Key

Bug/Defect Status - Definitions	
New	Bugs are raised and will be assessed/actioned by the project team
Committed	Bugs raised are being actioned by relevant project team members
Rejected	Bugs raised were identified as not bugs and removed from the sprint board
Deferred	Bugs raised will be actioned by relevant project team members in next releases
Done	Bugs raised were resolved and retested by relevant project team members

Bug/Defect Classification Key

Bug/Defect Classification – Definitions	
Critical	Total system failure; catastrophic security breach or data loss
High	System component failure; functional error with no workaround
Medium	Functional error with workaround; moderate usability inconvenience
Low	Isolated issue; low impact or failure under unlikely conditions; minor usability inconvenience such as cosmetic issues

Outstanding Issues

All outstanding issues have been addressed.

<End of document>

This Document Has Been Released Under The
Freedom Of Information Act 1982
By The Department Of Health And Aged Care

Official:Sensitive



Australian Government
Department of Health

Authority to Operate Out of Pocket Transparency (OOPT) – Medical Cost Finder (MCF) Website

FEB 2022

Introduction

The primary aim of the Out of Pockets Transparency (OOPT) project is to provide consumers and their referring doctors with access to information on the costs of specialist medical treatment. This information comprises of:

1. Show the aggregated range of specialists' costs for common services and related out of pocket costs using existing Government held data.
2. Show individual medical specialists' costs for most common services which can be leveraged by consumers, general practitioners, private health insurers, and private hospitals. This information will be provided by medical specialists, their authorised representatives and support staff.
3. An education initiative to inform consumers and referring doctors about the costs of specialist services

Medical Cost Finder (MCF) Website is a publicly accessible web application that provides combined aggregated and doctor-provided medical costs to the public. The webapp is built as a cloud-based web service with API services to support the management and display of the data generated by the department and the wider medical community. The data can be searched and presented to the end-user through infographics and maps.

The solution is hosted on the Microsoft Azure, with most of the application served from the Azure App Services platform.

The MCF CRM Portal solution (out of scope) is hosted on the departments Health Products and Services Platform and accreditation of this solution is handled separately.

The system has access to potentially unpublished specialist fees and as a result, should be considered OFFICIAL:Sensitive. Sensitive unpublished fees are filtered out before data is published on the website for public consumption.

Authority to Operate

The Authority to Operate (ATO) provides formal acceptance of the security risks associated with operating an information system. The Department of Health assesses risks based on the requirements of the Protective Security Policy Framework (PSPF) and supporting guidance in the Information Security Manual (ISM).

The ATO is valid while the system's risk profile does not exceed the risk levels defined in this authority and the authorising officers' risk appetite. Review may be required based on system changes, identification of new threats, non-compliance with the conditions of operation or when requested by a system, business or data owner.

Official:Sensitive

Official:Sensitive



Australian Government
Department of Health

Scope

The solution makes use of the following components of Azure App Services

- Static Web Apps provides web app hosting as well as providing restricted access control for the site in non-Production environments
- Function Apps is used for backend services, including:
 - o a public GraphQL API
 - o a function that authorizes access to the Azure Maps Service
 - o a scheduled worker that stages “aggregate” datasets (they do not originate in CRM)
 - o a function that provides Microsoft CRM Portal with a “preview” of how new data will be presented
 - o a function that returns HTML data as a response to the “preview”
- Azure Maps
- Azure Cognitive search
- Azure Data Lake Storage
- Azure Synapse Analytics
- Azure Monitor

Out of Scope

- MCF Portal solution
- Any components that are not in scope

Supporting Documentation

The following documents were reviewed as part of this process:

- OOPT MCF Website - System Risk Management Plan (SRMP) v1.0 (TBA)
- OOPT MCF Website - System Security Plan (SSP) v1.0 (D22-505910)
- OOPT MCF Website - System Security Plan Annex (SSPA) v1.0 (TBA)
- OOPT MCF Website - Threat and Risk Assessment (TRA) v1.0 (D22-505927)
- [MCF Website Technical Detailed Design](#)
- OOPT MCF Website and Portal penetration test report FEB 2022 (TBA)

Security Assessment

As part of the agreed penetration testing security assessments completed Feb 2022. This test identified a number finding with rating of minor and informational. The findings are detailed in the penetration test report as referenced in the above section.

Depending on any potential system changes that may be implemented during the private beta phase of the project, additional penetration testing could be required.

Risks

The Threat and Risk Analysis identified 2 risks with a MEDIUM residual risk rating, and 10 with a LOW residual risk rating. Full details can be seen in **Annex 1** with treatment strategies in **Annex 2**.

Official:Sensitive

Official:Sensitive



Australian Government
Department of Health

Risk management and acceptance, including what risk ownership and responsibilities entail, is governed by the Risk Management Policy. Please contact the Health Risk Team for more information.¹

Conditions for Operation

The following conditions must be addressed during this authority to operate:

- C1. Completion and finalisation of the suite of security documentation, including updates to the SSP-A and SRMP.
- C2. Remediate all findings from the penetration testing

The project manager must submit a plan of actions and milestones to the system owner that ensures that these conditions are implemented for the period of this authority.

Timing

This authority should be reviewed by Feb 2028, as this is a tier 3 system.

Treatments

Some or all of the risks identified to be outside of Health's risk appetite may have proposed treatments. It is the Business and System Owner's decision to either accept such risks untreated or proceed with treatment recommendations. Further details of the proposed treatments can be seen in **Annex 2**.

¹ <http://intranet2.central.health/other-services/managing-our-services/risk-management>

Official:Sensitive

Official:Sensitive



Australian Government
Department of Health

Recommendation

It is recommended that you accept the risks identified by the SRMP (**Annex 1**), consider the recommended treatments, and authorise the operation of OOPT MCF Website.

Information Technology Security Advisor:

I endorse the security posture and security risks per the scope of this authority.

s22

Date: 26 February 2022

s22

A/g Director IT Security Section

Business Owner:

I accept the security risk/s outlined in **Annex 1** and will work with the System Owner to ensure treatments as detailed in **Annex 2** are applied as appropriate.

s22

Date: 25 February 2022

Brian Kelleher
Assistant Secretary – Private Health Industry Branch

System Owner:

I accept the security risk/s outlined in **Annex 1** and will consider the application of treatments as appropriate as detailed in **Annex 2**.

s22

Date: 25 February 2022

Brian Kelleher
Assistant Secretary – Private Health Industry Branch

Authorising Officer:

I authorise the operation of the system with the **security risk/s** specified in this document.

s22

Date: 28/02/2022

Dayne Da Pozzo
Chief Information Security Officer

Official:Sensitive



Annex 1: OOPT MCF Website Risk Summary

Risk ID	Theme	Risk Description	Current Risk	Comments
R1	Information	s47E(d)	Low	
R2	Information		Low	
R3	Information		Low	
R4	Information		Low	
R5	Information		Medium	
R6	Information		Low	
R7	Information		Low	
R8	Information		Low	
R9	Information		Low	
R10	Information		Low	
R11	Information		Low	
R12	Information		Medium	

Annex 2: Treatment Strategies.

The following table identifies the proposed risk treatments to be implemented to reduce the current risk rating. Each treatment may be implemented to reduce likelihood, reduce consequence, reject an activity or accept residual risk.

ID	Treatment	Treatment Description	Comments
T1	Restrict the use of shared accounts	s47E(d)	
T2	s47E(d)		

Actual or Commitment	(Multiple Items)
PC net value	(All)

Row Labels	Sum of PC net value	Proposed name
	\$ 61,146.05	Internal cost recovery
	\$ 123,773.44	Consultation
Australian Government Solicitor	\$ 231,657.50	
	\$ 75,000.00	
	\$ 6,206,484.27	Website and Portal Development
	\$ 159,000.00	Consultation
	\$ 212.64	
Commonwealth Scientific and Industr	\$ 73,426.36	
	\$ 97,535.00	Consultation
	\$ 95,072.50	Website and Portal Development
Department of Health	\$ 814,600.45	
Department of Health and Aged Care	\$ 3,592,926.83	
	\$ 708.30	
	\$ 10,420.00	Communications and Engagement
	\$ 18,302.48	Website and Portal Development
	\$ 10,909.09	Consultation
	\$ 4,077,301.25	Website and Portal Development
	\$ 777,547.71	Labour Hire
	\$ 1,285,444.05	Labour Hire
	\$ 166,070.00	Consultation
	\$ 196.07	
	\$ 216.69	
	\$ 489,999.95	Communications and Engagement
	\$ 34.78	
	\$ 256.26	
	\$ 38.17	
	\$ 70.65	
	\$ 188.36	
	\$ 43.07	
	\$ 317,585.27	Website and Portal Development
	\$ 33,120.00	Consultation
	\$ 506,924.00	Labour Hire
	\$ 15,468.98	Labour Hire
	\$ 32,975.00	Consultation
	\$ 307.23	
	\$ 324,048.36	Consultation
	\$ 226,641.32	Labour Hire
	\$ 305,454.55	Consultation
	\$ 98.04	
	\$ 3,746.74	Communications and Engagement
	\$ 70,983.50	Labour Hire
	\$ 743,364.94	Consultation
	\$ 870,258.09	Website and Portal Development
	\$ 132.00	
(blank)	\$ 1,005,380.08	internal cost recovery
Grand Total	\$ 22,825,070.02	