Transport for London

Compatibility testing standard

We believe our services should be universally accessible, regardless of when, where or how a user is accessing them. By following the principle of progressive enhancement, we enable our customers to consume as much visual and interactive richness as their environment can support.

Audience

- Developers
- Testing team
- Project managers
- Relationship managers

Requirements

1. You **must** test all new tfl.gov.uk sites and services against the scope defined below, making use of the entry and exit criteria, and scoring defects using the severity criteria

Who	Third party supplier
Scope	- Ensure the site works in various browsers, devices (mobile, tablet, desktop) and operating systems (see the Further reading section for approach to defining the scope) - This is based on our supported browsers and devices standards
Entry criteria	Testing must be carried out with reference to the Browser/OS Support Matrix, as defined in TfL Online's Browsers & devices standard
Exit criteria	- Run all tests to completion - Record all defects with a severity assigned in each case and, where possible, a suggested fix
Defects	- Sev 1: Major issue using browser/device/operating system with no workaround - Sev 2: Major issue using browser/device/operating system; which has a workaround - Sev 3: Error exists using browser/device/operating system but key functionality still works - Sev 4: Cosmetic error using browser/device/operating system which has very little impact on user experience or Transport for London's reputation

NOTE: You must refer to www.tfl.gov.uk/toolkit for the latest version of this document

Why we do this

 TfL's digital services are accessed through a number of devices and we carry out compatibility testing to ensure a usable and verified experience for the vast majority of our audience. Please see the Browsers and devices standard for a list of browsers and devices to be tested against.

Further reading

- [Browsers and devices standard](#)

Type: Standard
Owner: TfL Online Compliance
Department: TfL Online

Version History

Version	Date	Summary of changes
1.0	11/12/2013	First issue

Review History

Name	Title	Date	Comments

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