

Levels and checkpoints

The levels for *Users & personas* are typified as follows:

- **Mobile basics:** *Users from within the organization*
- **Mobile advanced:** *Personas are used for testing*
- **Mobile expert:** *End users take part in the mobile test process*

Please find the checkpoints below.

Mobile basics

1. A user profile is made based on the (expected) group of users.
2. Testing is done by the internal (project) organisation like testers, developers, stakeholders.
3. The end-user perspective is considered important.

Mobile advanced

1. Mobile personas are created.
2. Personas are based on analytics of the end-user.
3. Personas are applied into the user stories, test cases and test execution.

Mobile expert

1. Personas are regularly reviewed and updated based on feedback from the end-user.
2. There is a (beta) user community that performs tests on new releases in their context and on their devices.
3. Users are regularly involved during all test activities.

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