

User Acceptance Testing (UAT) Template

Date	26 June 2025
Team ID	LTVIP2025TMID20393
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	5 marks

Project Overview:

Project Name: Educational Organisation Using ServiceNow

Project Description: A ServiceNow-based application for managing student records, admissions, and academic progress tracking within an educational institution.

Project Version: 3.2

Testing Period: 18-06-2025 to 28-06-2025

Testing Scope:

- Student registration and profile creation
- Admission form submission and status tracking
- Academic progress entry and result generation
- Role-based access for Admin, Teacher, and Student
- USN-1: User can register with name and contact details
- USN-2: Admin can update admission information
- USN-3: Teacher can enter student progress data
- USN-4: System calculates percentage and displays result

Testing Environment:

URL/Location ServiceNow Developer Instance (internal platform)

Credentials (if required): Admin: admin_user / **NONE**

Teacher: teacher_user / **NONE**

Student: student_user / **NONE**

Test Cases:

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
TC-001	Student Registration	1. Open registration form 2. Fill required fields 3. Click Submit	Student data should be saved and visible to admin	Successfully saved and listed in table	Pass
TC-002	Admission Data Entry by Admin	1. Admin logs in 2. Opens Admission table 3. Adds student details	Data saved and status marked as "Pending"	Works as expected	Pass
TC-003	Teacher updates student progress	1. Teacher logs in 2. Opens Progress table 3. Fills marks and submits	Total and percentage should auto-calculate and save	Percentage calculated accurately	Pass
TC-004	Student views their progress	1. Student logs in 2. Navigates to progress module	Should see their marks, percentage, and result	Progress visible with correct data	Pass
TC-005	Access control validation	1. Login as student 2. Try to access admin table	Access should be denied	Access restricted as expected	Pass

Bug Tracking:

Bug ID	Bug Description	Steps to reproduce	Severity	Status	Additional feedback
BG-001	Teacher unable to edit old marks	1. Login as teacher 2. Open submitted progress 3. Click edit	Medium	Closed	Consider allowing limited edit rights
BG-002	Notification not triggering	1. Submit admission 2. Wait for email alert	Low	In Progress	May need to recheck flow configuration/ may scrape this idea itself

Sign-off:

Tester Name: A. Harsha Valli

Date: 26 June 2025

Signature: : A. Harsha Valli

Notes:

- All core modules tested with both valid and invalid data inputs.
- Bug BG-001 and BG-002 require minor fixes before deployment.
- Recommend final review with faculty mentor before sign-off.