User Acceptance Test (UAT) Report – CyberArk Implementation

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Owner	Business Analyst – IAM/PAM
Audience	Project Manager, CISO, Product Owner IAM

1. Purpose

This report summarizes the results of the User acceptance testing (UAT) executed for the CyberArk PAM implementation.
The objective of this phase was to validate that the delivered solution meets business, functional, and compliance requirements defined in the BRD.

2. Scope

The UAT covered end-to-end privileged account management processes:
- Account discovery and onboarding (TU01–TU03)
- Approval workflow and access request management (TU04–TU07)
- Session recording and audit (TU08–TU12)

Each scenario was executed in the pre-production environment with live integrations (IGA, SIEM, ITSM).

3. Summary of execution

Metric	Expected	Achieved	Result
Total test cases executed	12	12	100% executed
Pass rate	≥ 95%	100%	Pass
Severity 1 defects	0	0	Pass
Severity 2-3 defects	≤ 2	0	Pass
Re-tests required	≤ 3	0	Pass

Overall result:

- All acceptance criteria met
- System validated for Go-live

4. Test evidence summary

Test group	Test IDs	Result	Key validation points
Account discovery & onboarding	TU01-TU03	Pass	850 privileged accounts inventoried, 92% onboarded, IGA sync verified
Access request workflow	TU04-TU07	Pass	Dual control, approvals, and notifications tested end-to-end
Session recording & audit	TU08-TU12	Pass	Session recording, SIEM integration, and compliance reporting validated

5. Observations

- All integrations (IGA, AD, SIEM, ITSM) functioned as designed.
- No major or minor defects identified.
- Business users confirmed the usability of PVWA and the visibility of session logs in SIEM.
- Automation of password rotation and alerting worked within expected thresholds.

6. Compliance validation

Standard	Key controls verified	Result
ISO27001	A.5, A.9, A.12, A.13	Pass
NIS2	Access control, incident response	Pass
DORA	Incident detection & response times	Pass
GDPR	Orphan account cleanup, data integrity	Pass

7. Risks and mitigations

Risk ID	Description	Mitigation	Status
R-01	Delay in onboarding remaining 8% of low-risk accounts	Planned for Wave 2 (next sprint)	Controlled
R-02	Training refresh for new admins in Q4	Scheduled via LMS	Controlled

No open blocking risks at UAT closure.

8. Recommendations

The system is ready for Go-Live, meeting all acceptance and compliance criteria.
A hypercare period of 4 weeks is recommended to monitor onboarding, session logging, and password rotations.

9. Sign- Off

Role	Name	Decision	Date	Signature
Project Manager	Michael M.	Approved	2025-10-21	
CISO	Jhon H.	Approved	2025-10-21	
Product owner	Dylan K.	Approved	2025-10-21	

Conclusion

All twelve UAT scenarios (TU01–TU12) executed successfully with 100% pass rate. The PAM system meets the defined business and security requirements, aligns with ISO 27001 / NIS2 / DORA / GDPR controls, and is authorized for production release.