User Acceptance Testing (UAT) Template

Date	20 June 2025
Team ID	SBAP0029650
Project Name	Educational Organisation
Maximum Marks	4marks

Project Overview:

Project Name: Educational Organisation

Project Description: This ServiceNow project focused on automating the creation, assignment, and resolution tracking of incident tickets. The solution customizes business rules, workflows, and notifications to streamline IT support operations.

Project Version:

Testing Period: 20 June 2025 to 26 June 2025

Testing Scope:

This testing focused on verifying the key functionalities implemented for school management, including:

- Student and parent detail form validations
- Admission status workflows (New, Joined, Rejected)
- Marks entry and result calculation
- User role access (Admin and Teacher views)
- Performance under multiple entry scenarios

Testing Environment:

URL/Location: [Web URL or Application Location]

Credentials (if required): [Username/Password]

Test Cases:

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
TC-001	Add new student details	1. Login as Admin/Teacher 2. Open Student Form 3. Enter valid student and parent info 4. Click Submit	Student record is saved successfully	As expected	Pass
TC-002	Submit admission form	1. Go to Admission Form 2. Select school and purpose 3. Set status to "New" 4. Submit	Admission is recorded correctly	As expected	Pass
TC-003	Update admission status to "Joined"	1. Open an existing admission record 2. Change status to "Joined" 3. Save the form	Status updates and notification sent	As expected	Pass
TC-004	Enter subject marks and calculate result	1. Open Progress Tracker 2. Enter subject-wise marks 3. Submit	System calculates total, percentage, result	As expected	Pass
TC-005	Enter invalid marks	1. Open Progress Tracker 2. Enter negative or >100 marks 3. Submit	Validation error shown	Validation triggered	Pass
TC-006	Teacher login role access	1. Login as Teacher 2. Try accessing all modules	Teacher sees only assigned forms/modules	Access controlled	Pass

TC-007	Performance under load	1. Simulate 50+ submissions 2. Monitor response time and stability	Forms should submit within 2 seconds	No delays or crashes	Pass

Bug Tracking:

Bug ID	Bug Description	Steps to reproduce	Severity	Status	Additional feedback
BG-001	Mark calculation failed when left blank	1. Open Progress Tracker 2. Leave one or more subject fields blank 3. Click Submit	Medium	Fixed	Added null checks to avoid empty inputs
BG-001	Drop-down values not saving in Admission Form	1. Open Admission Form 2. Select values from school and purpose dropdowns 3. Click Submit 4. Reopen the record to check saved values	High	Fixed	Updated dictionary settings for dropdowns

Sign-off:

Tester Name: Y.JYOTHI

Date: 21 June 2025

Signature: Y.Jyothi

Notes:

- Only two bugs were identified. The test coverage was comprehensive, and remaining test cases performed successfully without issues.