

Acceptance Testing  
UAT Execution & Report Submission

Date	11 FEB 2026
Team ID	LTVIP2026TMIDS54383
Project Name	Educational organisations using service now
Maximum Marks	4 Marks

1. Purpose of Document

- Test Summary Report

**Project Name:** Educational Organization Management System  
**Platform:** ServiceNow  
**Release Phase:** User Acceptance Testing (UAT)

1. Purpose of Document

The purpose of this document is to explain the **test coverage, defect status, and open issues** of the Educational Organization Management System at the time of release to User Acceptance Testing (UAT).

This report summarizes:

- Testing performed on ServiceNow modules
- Execution status of test cases
- Defect analysis and resolution status
- System readiness for UAT deployment

The testing ensures that admission management, student progress tracking, calculation logic, and data validation functions operate correctly within the ServiceNow platform.

2. Defect Analysis

2.1 Test Execution Status by Module

Section / Module	Total Cases Not Tested Fail Pass			
Admission Module	20	0	0	20
Student Progress Module	25	0	0	25
Form Validation & Business Rules	10	0	0	10

Section / Module	Total Cases	Not Tested	Fail	Pass
Security & Role Access	8	0	0	8
<b>Total</b>	<b>63</b>	<b>0</b>	<b>0</b>	<b>63</b>

#### Observation

- All test cases executed successfully.
- No failed cases observed.
- System achieved 100% pass rate before UAT.

## 2.2 Defect Resolution Summary

This report shows the number of resolved or closed issues identified during ServiceNow development and testing.

Resolution	Severity 1	Severity 2	Severity 3	Severity 4	Subtotal
By Design	5	3	2	2	12
Duplicate	1	0	2	0	3
Fixed	8	4	5	10	27
Not Reproduced	0	0	1	0	1
Skipped	0	1	0	1	2
Won't Fix	0	2	1	1	4
<b>Totals</b>	<b>14</b>	<b>10</b>	<b>11</b>	<b>14</b>	<b>49</b>

#### Defect Analysis Observation

- Most defects were related to form validation and calculation logic.
- All high-severity issues were resolved.
- No critical defects remain open at UAT stage.

## 3. Test Case Analysis

This report shows the number of test cases passed, failed, and untested for ServiceNow functionalities.

Feature	Total	Fail	Not Tested	Pass
Admission Record Creation	6	0	0	6

Feature	Total	Fail	Not Tested	Pass
Student Marks Calculation	5	0	0	5
Result Generation Logic	2	0	0	2
Data Reference Validation	2	0	0	2
<b>Total</b>	<b>15</b>	<b>0</b>	<b>0</b>	<b>15</b>

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**4. Overall Quality Status**

- All ServiceNow workflows function correctly.
- Business rules calculate totals and percentages accurately.
- Data reference between tables works correctly.
- Role-based access and validation rules verified.
- Application is stable and ready for UAT.

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**5. Conclusion**

Based on testing results and defect resolution status, the Educational Organization Management System developed in ServiceNow is functionally stable and meets the project requirements. The application is approved for User Acceptance Testing (UAT) and ready for deployment after final approval.