

User Acceptance Testing (UAT) Template

Date	10 February 2026
Team ID	LTVIP2026TMIDS54383
Project Name	Educational organisations using service now
Maximum Marks	

Project Overview:

Project Name: Educational organisations using service now

Project Description

The project is developed using **ServiceNow** platform to automate incident management and service request handling. The system allows users to create, update, and track incidents, assign tasks, generate reports, and improve service efficiency through workflow automation and dashboards.

Project Version

Version 1.0

Testing Period

21-DEC-2025 to 20-Feb-2026

Testing Scope

Features and Functionalities Tested

- Incident creation and update
- User record creation
- Assignment group workflow
- Form validation and mandatory fields
- Report generation
- Dashboard visualization
- Role-based access control

User Stories / Requirements Tested

- User can create an incident successfully
- Admin can assign incidents to support groups
- System validates mandatory fields before submission

- Reports display correct incident data
 - Dashboard shows real-time updates
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Testing Environment

- **URL/Location:** <https://dev.servicenow.com>
 - **Application:** ServiceNow Developer Instance
 - **Credentials:** Admin / Test User Login
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Test Cases

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
TC-001	Create Incident	Step 1: Login Step 2: Open Incident Module Step 3: Submit new incident	Incident created successfully	Incident created successfully	Pass
TC-002	Mandatory Field Validation	Step 1: Leave mandatory fields empty Step 2: Submit form	System shows validation error	Validation message displayed	Pass
TC-003	Assign Incident	Step 1: Open incident Step 2: Assign group Step 3: Save	Incident assigned to group	Incident assigned correctly	Pass
TC-004	Report Generation	Step 1: Open Reports Step 2: Run incident report	Report displays correct data	Report generated correctly	Pass

Bug Tracking

Bug ID	Bug Description	Steps to Reproduce	Severity Status	Additional Feedback
BG-001	Incorrect priority display	Step 1: Create incident Step 2: Select priority Step 3: Save	Medium Closed	Fixed by updating field mapping

Bug ID	Bug Description	Steps to Reproduce	Severity	Status	Additional Feedback
BG-002	Slow dashboard loading	Step 1: Open dashboard Step 2: Load reports	Low	In Progress	Optimization required

Sign-off

- **Tester Name:** Project Team Member
 - **Date:** 10-Feb-2026
 - **Signature:** Rushitha konangi
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Notes

- All test cases include positive and negative scenarios.
- Feedback collected from testers for UI and workflow improvement.
- Bug tracking includes severity, status, and reproduction steps.
- Sign-off obtained before deployment.