User Acceptance Testing (UAT) Template

Date	25-12-2025
Team ID	
Project Name	Automated Network Request Management
Maximum Marks	

Project Overview:

Project Name: Automated Network Request Management

Project Description: Automating network request management in ServiceNow enhances operational efficiency by streamlining workflows, reducing manual interventions, and ensuring real-time updates

Project Version: 1.0

Testing Scope:

- User submission of network requests via service catalog
- Automated workflow approval and fulfilment
- Creation of change requests
- Real-time updates and notifications
- Configuration item (CI) tracking in CMDB

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	Submit valid network request	1. Log in as requester 2. Navigate to service catalog 3. Select network request item 4. Fill required fields 5. Submit	Request submitted, catalog task created, workflow starts	Request submitted successfully, task created, workflow initiated	Pass
TC-002	Input validation	Submit request with missing fields	Error message	Cleared	Pass

TC-003	Automated approval workflow	1. Submit request requiring approval 2. Log in as approver 3. Approve	Change request created, fulfillment proceeds	Change request auto-created, proceeded to fulfillment	Pass

Bug Tracking:

Bug ID	Bug Description	Steps to reproduce	Severity	Status	Additional feedback
BG-001	Notification email missing for rejection	1. Submit request 2. Reject during approval	Medium	Open	No email sent to requester
BG-002	Form field validation too strict	1. Enter valid but lengthy description	Low	Closed	Fixed in latest update

Sign-off:

Tester Name: Sowmiya Saravanan

Date: 25-12-2025

Signature: Sowmiya Saravanan

Notes:

- Ensure that all test cases cover both positive and negative scenarios.
- Encourage testers to provide detailed feedback, including any suggestions for improvement.
- Bug tracking should include details such as severity, status, and steps to reproduce.
- Obtain sign-off from both the project manager and product owner before proceeding with deployment.