

User Acceptance Testing (UAT) Template

Project Name	An Employee Requests Installation of Licensed Software through the Service Catalog
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Project Overview:

Project Name: An Employee Requests Installation of Licensed Software through the Service Catalog

Project Description: Self-service portal for employees to request licensed software with justification, automated approvals, task assignment, and tracking.

Project Version: 1.0

Testing Scope:

Full request lifecycle from submission to fulfillment.

Testing Environment:

URL/Location: ServiceNow PDI Instance (e.g., <https://devXXXXX.service-now.com>)

Credentials: Provided separately (Admin/End User roles)

Test Cases:

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
TC-001	Submit Software Request as Employee	1. Login to portal. 2. Search and open "Software Installation Request". 3. Fill and submit.	Confirmation with REQ number; status visible in My Requests.	Confirmation with REQ number; status visible in My Requests.	Pass
TC-002	Mandatory Field Validation	1. Leave Justification blank. 2. Try submit.	Error message; cannot submit until complete.	Error message; cannot submit until complete.	Pass
TC-003	Approve Request as Manager	1. Login as manager. 2. Check approvals. 3. Approve request.	Status updates; task created for IT team.	Status updates; task created for IT team.	Pass

TC-004	Task Fulfillment by IT	1. Login as IT member. 2. Open assigned task. 3. Update to Completed.	Request closes; notification sent.	Request closes; notification sent.	Pass
TC-005	Status Tracking & Notifications	1. Submit request. 2. Monitor emails and portal.	Emails at submission, approval, completion; real-time status.	Emails at submission, approval, completion; real-time status.	Pass
TC-006	Data Mapping Verification (Admin)	1. Submit request. 2. Check RITM record.	All variables correctly mapped and visible.	All variables correctly mapped and visible.	Pass

Bug Tracking:

Bug ID	Bug Description	Steps to reproduce	Severity	Status	Additional feedback
BG-001	Workflow not triggered after request submission	1. Login to Service Portal. 2. Submit a complete software request. 3. Check if approval task is created and status updates to "Pending Approval".	High	Closed	Workflow not properly attached or published. Re-attach the workflow in Process Engine and ensure it is set as the active workflow.
BG-002	Mandatory justification field allows submission when left blank	1. Fill all fields except "Why do you need this software?" (Justification). 2. Click "Order Now".	High	Open	UI Policy or Dictionary override for mandatory not applied correctly on the catalog item. Set the variable as Mandatory and add a UI Policy to show error message.
BG-003	Variables not mapping to Requested Item (RITM) record	1. Submit a request with specific values (e.g., Software Name = "Microsoft Office", Urgency = "High"). 2. Open the generated RITM record in backend.	Medium	Open	Variable mapping issue in catalog item configuration. Verify that variables are correctly placed under the Variables tab and not hidden/misnamed .