

User Acceptance Testing (UAT) Template

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| 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 |

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| 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 . |