User Acceptance Testing (UAT) Template

Project Name	Automated Network Request Management in ServiceNow

Project Overview:

Project Name**:** Automated Network Request Management in ServiceNow

Project Description**:** Automation of network service requests using ServiceNow Service Catalog, Flow Designer, custom tables, approvals, and notifications for improved efficiency and user experience.

Project Version: 1.0

Testing Scope:

End-to-end request submission, approval, fulfillment tracking, notifications, and data security.

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 Network Request as End User	1. Login to Service Portal. 2. Select Network Request. 3. Fill form and submit.	Request created (REQ number); confirmation received	Request created (REQ number); confirmation received	Pass
TC-002	Track Request Status	1. Go to My Requests. 2. View submitted request.	Real-time status visible (e.g., Pending Approval).	Real-time status visible (e.g., Pending Approval).	Pass
TC-003	Approve Request as Manager	1. Login as approver. 2. Check approval task. 3. Approve.	Status updates to Approved; task assigned	Status updates to Approved; task assigned	Pass

TC-004	Receive Email Notificatio ns	1. Trigger submission/approval /closure. 2. Check inbox.	Timely emails with details and links.	Timely emails with details and links.	Pass
TC-005	Verify Data in Custom Table	1. Submit request. 2. Check backend custom table (as admin).	Accurate mapping of variables to records.	Accurate mapping of variables to records.	Pass
TC-006	Test Access Restriction s	1. Login as non-authorized user. 2. Attempt to view/edit sensitive data.	Access denied per ACLs.	Access denied per ACLs.	Pass

Bug Tracking:

Bug ID	Bug Description	Steps to reproduce	Severity	Status	Additional feedback
BG-001	Email notification not sent on request approval	1. Submit a network request. 2. Login as approver and approve the request. 3. Check email inbox and System Logs > Emails.	High	Closed	Email action missing or misconfigured in Flow Designer. Add "Send Email" action after approval condition.

BG-002	Catalog variables not mapping correctly to custom table fields	1. Submit request with specific values (e.g., Device Type = Laptop). 2. Check record in custom Network Database table.	High	Open	Field mapping error in "Create Record" action. Verify variable names match table fields exactly.
BG-003	Approval task assigned to wrong group/mana ger	1. Submit request from a user in "Network" department. 2. Check approval task assignment.	Medium	Closed	Dynamic approver logic incorrect in "Ask for Approval" action. Fix group/manager reference in Flow.
BG-004	Mandatory field validation not working on Service Portal form	1. Submit request leaving a mandatory field (e.g., Location) blank. 2. Form submits without error.	High	Closed	Client script or UI Policy not enforced on portal. Add Dictionary override for mandatory on catalog item.