

User Acceptance Testing (UAT) Template

Date	28 June 2025
Team ID	LTVIP2026TMIDS24889
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	

Project Overview:

Project Name: Educational Organisation Using ServiceNow

Project Description: This project digitizes and automates processes within an educational institution, including student registration, faculty details, course management, and helpdesk ticketing using ServiceNow's low-code platform.

Project Version: 1.0

Testing Period: June 15, 2025 – June 25, 2025

Testing Scope:

Features and Functionalities:

- Student Registration
- Faculty Management
- Course Module
- Helpdesk Ticket Submission
- Admin Dashboard

User Stories to be Tested:

- Students can register successfully with valid details.
- Faculty members can manage their course details.
- Admins can view and monitor dashboard data.
- Users can raise tickets with issue details

Testing Environment:

The screenshot shows the ServiceNow Developer instance management interface. Key details include:

- Status:** Online
- Build Agent:** Installed
- ServiceNow Studio:** Installed
- App engine studio:** Installed
- Your Current Version:** Zurich
- Latest release:** [link]
- Instance URL:** https://dev329920.service-now.com/
- User name:** admin
- Current password:** f'IH6jPRs5jD
- User role:** Admin
- Plugins for your instance (46):** Sort: A-Z, Search
- Useful links:**
 - Personal Developer Instance (PDI) Guide
 - PDI FAQs
 - Managing your PDI
 - Developer advocate blog

Test Cases:

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
TC-001	Student Registration	<ol style="list-style-type: none"> Open registration form Enter valid details Click Submit 	Success message shown and data stored	Registration successful	<input checked="" type="checkbox"/> Pass
TC-002	Ticket Submission (Negative Test)	<ol style="list-style-type: none"> Navigate to ticket form Leave mandatory fields empty Click Submit 	Error messages displayed for required fields	Validation errors appeared	<input checked="" type="checkbox"/> Pass
TC-003	Faculty Dashboard View	<ol style="list-style-type: none"> Login as faculty Open courses module 	Assigned courses are displayed correctly	Courses listed accurately	<input checked="" type="checkbox"/> Pass
TC-004	Admin Dashboard Overview	<ol style="list-style-type: none"> Login as admin Access dashboard 	Overview with stats (students, tickets) is shown correctly	Dashboard loaded successfully	<input checked="" type="checkbox"/> Pass

Bug Tracking:

Bug ID	Bug Description	Steps to reproduce	Severity	Status	Additional feedback
BG-001	Submit button not responsive on mobile	1. Open registration form on mobile 2. Enter data 3. Tap Submit	Medium	In Progress	Requires mobile compatibility check
BG-002	Dashboard not refreshing	1. Register new student 2. Navigate to board	High	Open	May need auto-refresh mechanism

Sign-off:

Tester Name: K Dinakar

Date: Jan 25 2025

Signature: Dinakar

Notes:

- All core and edge scenarios have been covered.
- Bugs have been documented with clear reproduction steps and severity levels.
- User roles were tested with proper access control.
- Final approval from the project manager is required before deployment.