

User Acceptance Testing (UAT) Template

Date	20 June 2025
Team ID	LTVIP2025TMID29809
Project Name	Educational Organisation
Maximum Marks	4marks

Project Overview:

Project Name: Educational Organisation

Project Description: This ServiceNow project focused on automating the creation, assignment, and resolution tracking of incident tickets. The solution customizes business rules, workflows, and notifications to streamline IT support operations.

Project Version:

Testing Period: 20 June 2025 to 20 July 2025

Testing Scope:

This testing focused on verifying the key functionalities implemented for school management, including:

- Student and parent detail form validations
- Admission status workflows (New, Joined, Rejected)
- Marks entry and result calculation
- User role access (Admin and Teacher views)
- Performance under multiple entry scenarios

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	Add new student details	1. Login as Admin/Teacher 2. Open Student Form 3. Enter valid student and parent info 4. Click Submit	Student record is saved successfully	As expected	Pass
TC-002	Submit admission form	1. Go to Admission Form 2. Select school and purpose 3. Set status to "New" 4. Submit	Admission is recorded correctly	As expected	Pass
TC-003	Update admission status to "Joined"	1. Open an existing admission record 2. Change status to "Joined" 3. Save the form	Status updates and notification sent	As expected	Pass
TC-004	Enter subject marks and calculate result	1. Open Progress Tracker 2. Enter subject-wise marks 3. Submit	System calculates total, percentage, result	As expected	Pass
TC-005	Enter invalid marks	1. Open Progress Tracker 2. Enter negative or >100 marks 3. Submit	Validation error shown	Validation triggered	Pass
TC-006	Teacher login role access	1. Login as Teacher 2. Try accessing all modules	Teacher sees only assigned forms/modules	Access controlled	Pass

TC-007	Performance under load	<ol style="list-style-type: none"> 1. Simulate 50+ submissions 2. Monitor response time and stability 	Forms should submit within 2 seconds	No delays or crashes	Pass
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Bug Tracking:

Bug ID	Bug Description	Steps to reproduce	Severity	Status	Additional feedback
BG-001	Mark calculation failed when left blank	<ol style="list-style-type: none"> 1. Open Progress Tracker 2. Leave one or more subject fields blank 3. Click Submit 	Medium	Fixed	Added null checks to avoid empty inputs
BG-001	Drop-down values not saving in Admission Form	<ol style="list-style-type: none"> 1. Open Admission Form 2. Select values from school and purpose dropdowns 3. Click Submit 4. Reopen the record to check saved values 	High	Fixed	Updated dictionary settings for dropdowns

Sign-off:

Tester Name: P.Nireesha

Date: 19 July 2025

Signature: P.Nireesha

Notes:

- Only two bugs were identified. The test coverage was comprehensive, and the remaining test cases performed successfully without issues.