User Acceptance Testing (UAT)

User Acceptance Testing verifies whether the developed system meets real-world requirements of the educational organization. End users such as students, faculty, and administrative staff validate system usability and functionality.

Objectives of User Acceptance Testing

- Ensure system meets institutional requirements.

- Validate user-friendly interface.

- Confirm workflow accuracy.

- Verify service request lifecycle.

- Improve overall user satisfaction.

Participants in UAT

- Students

- Faculty Members

- Administrative Staff

- IT Support Team

UAT Test Scenarios

1. Service Request Submission

Users submit academic or infrastructure-related requests through the ServiceNow portal.

User Feedback:
 Easy navigation and quick request submission.

2. Ticket Tracking

Users track request status in real-time.

User Feedback:
 Transparent tracking improved communication.

3. Automated Notifications

Email notifications sent during:

- Request creation

- Approval

- Resolution

User Feedback:
 Notifications were timely and informative.

4. Knowledge Base Access

Users access solutions for common issues.

User Feedback:
 Reduced dependency on IT staff.

User Acceptance Testing Results

Module	User Expectation	Acceptance Status
Service Portal	Easy access	Accepted
Incident Management	Quick issue reporting	Accepted
Workflow Automation	Accurate approvals	Accepted
Notifications	Real-time updates	Accepted
Knowledge Base	Helpful solutions	Accepted

UAT Outcome

- System successfully satisfied educational organizational needs.

- Users confirmed improved efficiency in service handling.

- Reduced manual paperwork and processing delays.

- Enhanced collaboration among departments.