

# User Acceptance Testing (UAT) Template

Date	24 February 2026
Team ID	LTVIP2026TMIDS73033
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:** 10 February 2026 – 18 February 2026

## TestingScope:

### Features and Functionalities:

StudentRegistration  
FacultyManagement  
CourseModule  
HelpdeskTicketSubmission  
AdminDashboard

### User Stories to be Tested:

Studentscanregistersuccessfullywithvaliddetails.  
Facultymemberscanmanagetheircoursedetails.  
Adminscanviewandmonitordashboarddata.  
Userscanraiseticketswithissuedetails

## TestingEnvironment:

**URL/Location:** <https://dev275733.service-now.com>

### Test Credentials:

- ☐ Username: admin
- ☐ Password: MeSK1ss%\*E3w

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
TC-001	Student Registration	1. Open registration form 2. Enter valid details 3. Click Submit	Success message shown and data stored	Registration successful	✓ Pass
TC-002	Ticket Submission (Negative Test)	1. Navigate to ticket form 2. Leave mandatory fields empty 3. Click Submit	Error messages displayed for required fields	Validation errors appeared	✓ Pass
TC-003	Faculty Dashboard View	1. Login as faculty 2. Open courses module	Assigned courses are displayed correctly	Courses listed accurately	✓ Pass
TC-004	Admin Dashboard Overview	1. Login as admin 2. Access dashboard	Overview with stats (students, tickets) is shown correctly	Dashboard loaded successfully	✓ Pass

**Test Cases:**

**Bug Tracking:**

Bug ID	Bug Description Submit	Steps to reproduce	Severity	Status	Additional feedback
BG-001	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: M Kavyasree

Date: feb 24 2026

Signature: kavyasree

### 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.