

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:

- 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

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	1. Open registration form 2. Enter valid details 3. Click Submit	message shown and data stored	n successful	<input checked="" type="checkbox"/> 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	<input checked="" type="checkbox"/> Pass
TC-003	Faculty Dashboard View	1. Login as faculty 2. Open courses module	Assigned courses are displayed correctly	Courses listed accurately	<input checked="" type="checkbox"/> Pass
TC-004	Admin Dashboard Overview	1. Login as admin 2. Access dashboard	Overview with stats (students, tickets) is shown correctly	Dashboard loaded successfully	<input checked="" type="checkbox"/> Pass

Test Cases:

Bug Tracking:

Bug ID	Bug Description	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.