**User Acceptance Testing (UAT) Template**

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| Date | 28 June 2025 |
| Team ID | LTVIP2025TMID30574 |
| 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:**

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

**Test Credentials**:

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

**Test Cases:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **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 |

**Bug Tracking:**

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| --- | --- | --- | --- | --- | --- |
| **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: A Chaithanya

Date: June 25 2025

Signature: Chaithanya

**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.