User Acceptance Testing (UAT) Template

Date	2 November 2025
Team ID	NM2025TMID08798
Project Name	Educational Organisation Using ServiceNow
Team Size	4

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

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:

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: Vino Rajendran M

Date: 2 November 2025

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.