

# User Acceptance Testing (UAT) Template

|               |                         |
|---------------|-------------------------|
| Date          | 29 JUNE 2025            |
| Team ID       | LTVIP2025TMID30344      |
| Project Name  | ASSET MANAGEMENT PORTAL |
| Maximum Marks | 2 MARKS                 |

## Project Overview:

Project Name: Asset Management Portal

Project Description: A centralized ServiceNow-based platform to manage the lifecycle of IT assets across an organization, allowing asset requests, tracking, maintenance alerts, and real-time reporting.

Project Version: v1.0

Testing Period: 19 may 2025-29 june 2025

## Testing Scope:

### Features & Functionalities to be Tested:

- Asset Request Form Functionality
- UI Actions: Mark as Lost / Damaged / Repaired
- Asset Status Update & Tracking
- Warranty Expiry Email Alerts (Scheduled Job)
- Report Generation (Available vs Assigned Assets)

### ✓ User Stories / Requirements:

- As an IT Admin, I should be able to mark asset status with a single click.
- As a user, I should be able to request available assets.
- The system should notify support when an asset's warranty is expiring soon.
- Admin should be able to generate a visual report of asset distribution.

## Testing Environment:

📄 URL/Location: [Your ServiceNow Dev Instance URL]

📄 Credentials:

- Username: test.admin
- Password: \*\*\*\*\*

**Test Cases:**

| Test Case ID | Test Scenario                           | Test Steps  | Expected Result   | Actual Result             | Pass/Fail |
|--------------|---|---|---|---------------------------|-----------|
| TC-001       | Submit new asset request                | [1. Navigate to Asset Request Form<br>2. Fill in valid asset details<br>3. Click Submit | Asset is submitted and visible in Asset Inventory       | Works as expected         | ✓Pass     |
| TC-002       | Generate report (Available vs Assigned) | 1. Navigate to Reports<br>2. Open and run "Available vs Assigned Assets" pie chart      | Pie chart displays correct grouping of assets by status | Data visualized correctly | ✓Pass     |

**Bug Tracking:**

| Bug ID | Bug Description                       | Steps to reproduce   | Severity | Status | Additional feedback                   |
|--------|---------------------------------------|--|----------|--------|---------------------------------------|
| BG-001 | "Mark as Damaged"                     | 1. Open an asset with status = Damaged<br>2. Look for button | Low      | Closed | Condition mismatch fixed in UI action |
| BG-003 | Report shows "0" for assigned assets. | 1. Submit assigned asset<br>2. Run report                    | High     | Closed | Fixed by correcting grouping field    |

**Sign-off:**

Tester Name: SRI DINESH V

Date: 29 JUNE 2025

Signature: vsridinesh

**Notes:**

- All test cases included both positive and negative test scenarios.
- Testers provided detailed feedback on UI behavior and automation accuracy.

- Bugs were tracked using internal logs and screenshots.
- Final deployment is approved upon sign-off by the project lead and product owner.