|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service Now – “London” Dev Testing** | | | | |
| **Task** | | | **Ticket #** | **Test Results & Observations** |
| **Place an order for each item on the SN portal** | | | | |
| Hardware | | | | |
|  | Scanjet Pro 3000 | | REQ0060781 | Ticket Created, no issues observed |
|  | Desk Phone | | | |
|  | | Cisco CP-7945G | REQ0060782 | Ticket Created, no issues observed |
| Cisco CP-7965G | REQ0060783 | Ticket Created, no issues observed |
| Cisco 8831 | REQ0060784 | Ticket Created, no issues observed |
|  | Desktop | | | |
|  | | HP ProDesk 600 G1 - Small Form Factor PC | REQ0060785 | Ticket Created, no issues observed |
| HP EliteDesk 800 G1 - Small Form Factor PC | REQ0060786 | Ticket Created, no issues observed |
| HP Z820 - Workstation | REQ0060787 | Ticket Created, no issues observed |
|  | iPad | | REQ0060788 | Ticket Created, no issues observed |
|  | Laptop | | | |
|  | | HP EliteBook 840 | REQ0060789 | Ticket Created, no issues observed |
| Zbook 15 Mobile Workstation | REQ0060790 | Ticket Created, no issues observed |
| Zbook 17 Mobile Workstation | REQ0060791 | Ticket Created, no issues observed |
|  | Monitor | | | |
|  | | HP 23" LCD Monitor | REQ0060792 | Ticket Created, no issues observed |
| HP 24" LCD Monitor | REQ0060793 | Ticket Created, no issues observed |
| HP 24" Dual Monitor Display | REQ0060794 | Ticket Created, no issues observed |
| Software | | | | |
|  | VPN | | REQ0060796 | Ticket Created, no issues observed |
|  | Applications | | | |
|  | | Adobe Acrobat | REQ0060797 | Ticket Created, no issues observed |
| **AutoCAD (US)** | **N/A** | **Form does not work:**  **If solo - gives blank screen after clicking “choose options”**  **Does not show as option if attempting to add to a group ticket (multiple applications selected)** |
| <Client Specific Application> | REQ0060812 | Ticket Created, no issues observed |
| <Client Specific Application> | REQ0060812 | Uses same form as other, when trying to select separately, it brought up the previous ticket. Appears that cannot request both locations for same user. |
| <Client Specific Application2> | REQ0060812 | Ticket Created, no issues observed with ticketing. There is a spelling error in “Regulatory” in the App list. |
| Jabber | REQ0060809 | Ticket Created, no issues observed |
| Microsoft BI | REQ0060809 | Ticket Created, no issues observed |
| OneDrive | REQ0060812 | Ticket Created, no issues observed |
| Oracle | REQ0060812 | Ticket Created, no issues observed |
| Oracle | REQ0060812 | Ticket Created, no issues observed |
| Portal | REQ0060812 | Ticket Created, no issues observed |
| Project | REQ0060813 | Ticket Created, no issues observed |
| <Client Specific Application3> |  | Unable to create ticket, as I did not have training doc to attach. |
|  | REQ0060813 | Ticket Created, no issues observed |
| Visio | REQ0060813 | Ticket Created, no issues observed |
| Webex | REQ0060813 | Ticket Created, no issues observed |
|  | REQ0060800 | Ticket Created, no issues observed |
|  | REQ0060799 | Ticket Created, no issues observed |
| Employee Services | | |  |  |
|  | Employee New Hire | | REQ0060795 | Ticket Created, no issues observed |
|  | Account Extension | | REQ0060815 | Ticket Created, no issues observed |
|  | Additional Network Access | | REQ0060816 | Ticket Created, no issues observed |
|  | Door Fob/Badge | | REQ0060817 | Ticket Created, no issues observed |
|  | Employee Termination | | REQ0060818 | Ticket Created, no issues observed |
|  | Password Assistance | | REQ0060814 | Works correctly for all options **except** Network Account Unlock - when selecting “No” to “Is this a network password reset?” and “Yes” to “Do you need your account unlocked?” - it asks for an application and there is no option for “Network” or to check a box to say “Need network account unlocked” to bypass it. |
| Other | | | | |
|  |  | |  |  |
|  | | | | |
| **Task Detail** | | | **Ticket #** | **Test Results & Observations** |
| **Transfer a CALL to an INC, REQ, etc:** | | | | |
| Created CALL0042710 and sent to INC0055635 | | | | |
| **Add KBA to INC/REQ:** | | | | |
| Attached KB0010911 to TASK0085199 & INC0055635 | | | | |
| **View KBA:** | | | | |
| Can view KB0010911 created by John Graham | | | | |
| **Create KBA, add attachment, submit for approval:** | | | | |
| Created KB0010916 - attached the AD password change doc, and submitted for approval | | | | |
| **Edit KBA:** | | | | |
| Edited KB0010911 created by John Graham | | | | |
| **Create and run reports:** | | | | |
| Was able to run my existing “Keyword Search” report  Created a new Report “LONDON TEST” as a test to search CALL tickets, it works as expected. | | | | |
| **View user information on INC, TASK, and termed TASK:** | | | | |
| Used INC0055635 and viewed information for Gilbert Guest.  Used TASK0085193 and viewed information for Kristin Newill  Closed TASK0085193 as it was a test ticket I created. | | | | |
| **Convert INC to something else:** | | | | |
| Right clicked at top of INC0055635 and selected Create Request - REQ0060810 → INC information is not transferred, it creates new REQ, but does not close the original INC or transfer the information or attachments. It DOES list INC0055635 as the parent on the REQ, however. | | | | |
| **Run through a day to day scenario to make sure all is working:** | | | | |
| All of my views work as expected, I am able to search and run reports.  Tickets are able to be created and worked as normal. | | | | |
| **Any Additional Observations** | | | | |
|  | | | | |