PROJECT PLANNING & SCHEDULING

Assigned Task to the Group members as shown in below.

Note: Request you to please click on "Tick mark ✅" after assigning the activities for each milestone.

Assign Roles & Responsibilities to Team

→ Proceed to Workspace

User Creation	Create Test Users	Muntha Sowmya	✔ ✕
Assign Incident to	Assign Incidents	Pasala Reshma	✔ ✕
Business Rule Cre	Create Business F	Nimmala Kalavathi	✔ ✕
Test Deletion	Attempt to Delete	Raguthu Sirisha	✔ ✕
Test With Unassig	Attempt to Delete	Muntha Sowmya	✔ ✕

+ ADD

Functional Requirement	Use story		Team members
User creation	The usability of user creation refers to how efficient, user-friendly, and secure the process is when	1	M.Sowmya

	adding new users into the ServiceNow platform.		
Assign incident to user	The usability of assigning incidents to users in ServiceNow refers to how easy, efficient, and intuitive it is for support agents, managers, or automated processes to assign incidents to the right individuals.	1	P.Reshma
Business Rule creation	The usability of business rule creation in ServiceNow refers to how easily and effectively developers or administrators can define, manage, and automate server-side logic that responds to database operations	1	N.Kalavathi
Test Deletion	The usability of test deletion in ServiceNow refers to how easy, safe, and controlled it is to delete test	1	R.Sireesha

	records (e.g., test incidents, users, requests) without disrupting live data or production workflows.		
Test with unassigned user	Testing with an unassigned user in ServiceNow is an important usability and functionality check to ensure the platform handles scenarios where a user has limited or no role/group assignment.	1	M.Sowmya