FUNCTIONAL AND PERFORMANCE TESTING

MILESTONE 1: USER CREATION

Activity:create user

PURPOSE:

creating users is essential for enabling individuals to access and utilize the platform's functionalities. This process allows for the assignment of specific roles and permissions, granting users the necessary access to work on tasks, manage data, or access specific applications within the system.

USES:

creating users is essential for granting individuals access to the platform and its various applications. It allows you to define who can log in, what they can see, and what actions they can perform within the system.

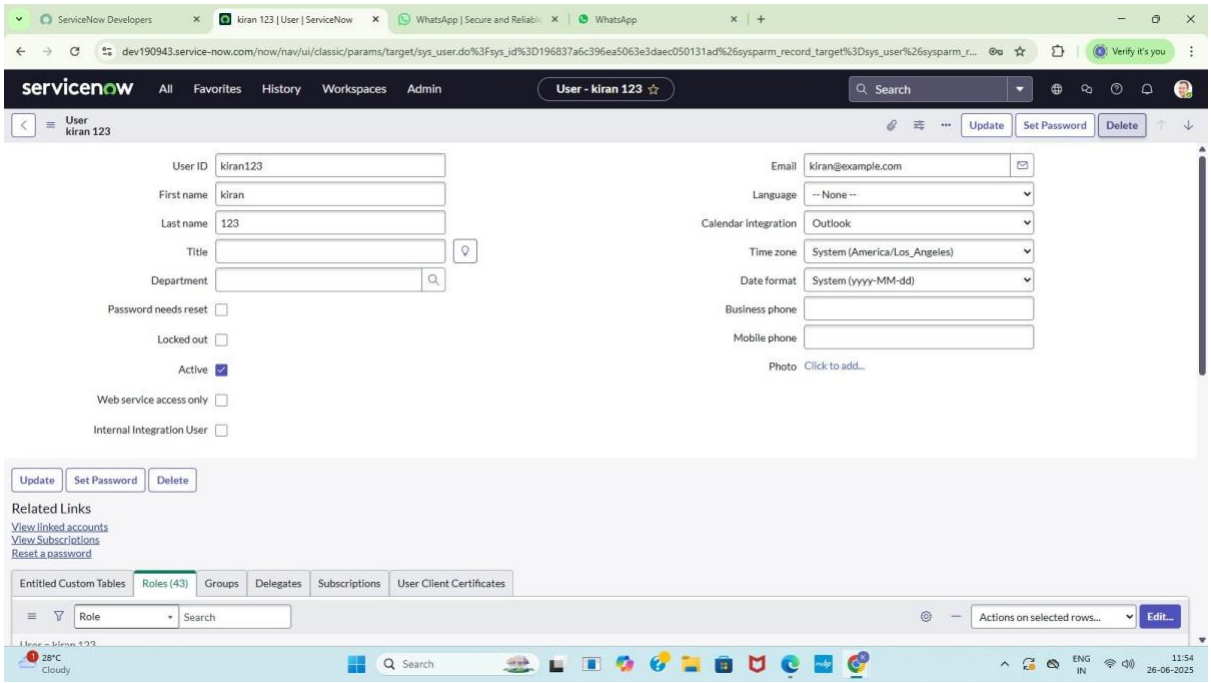
STEPS:

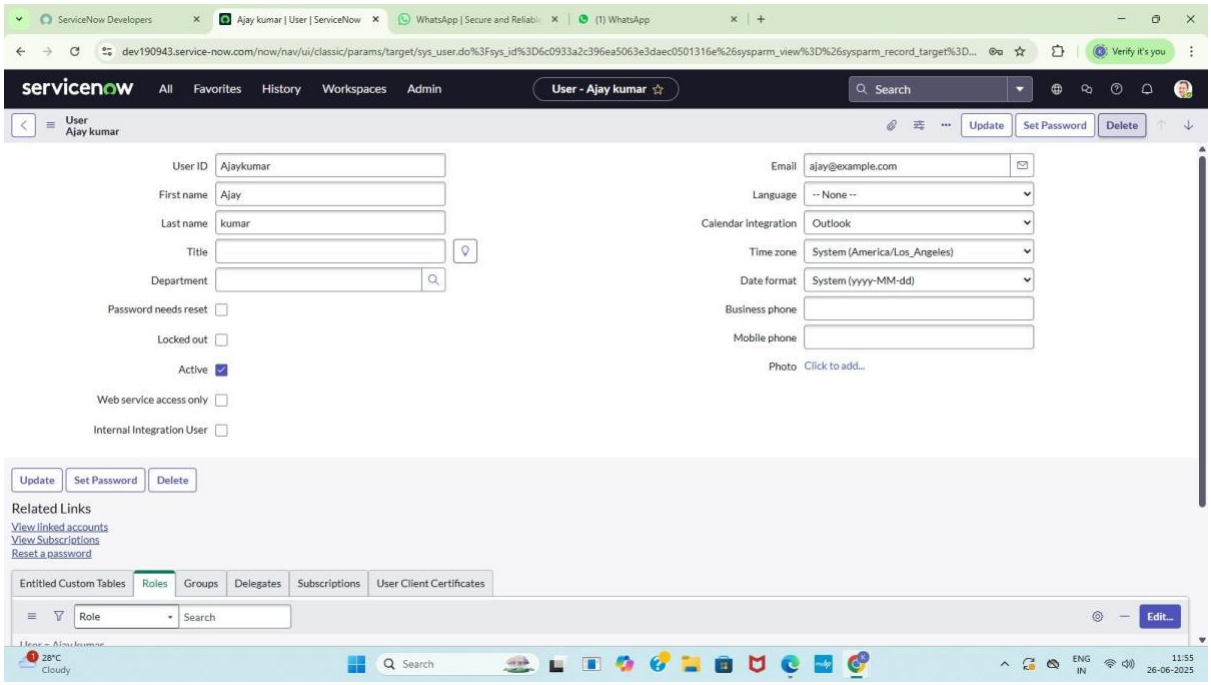
1.Go to ServiceNow ? All ? Users
(under System Security)

2.Click on New

3.Create two users (e.g.,
kiran123,ajaykumar

4. Submit and verify user records.





MILESTONE 2: ASSIGN INCIDENT TO USER

Activity: Assign incidents

PURPOSE:

Assigning an incident to a user means designating a specific individual to be responsible for resolving that particular incident. This ensures that the right person is working on the issue, improving accountability and potentially speeding up resolution times. It's a core part of incident management within ServiceNow, ensuring that incidents are routed to the appropriate support team or individual for resolution.

USE:

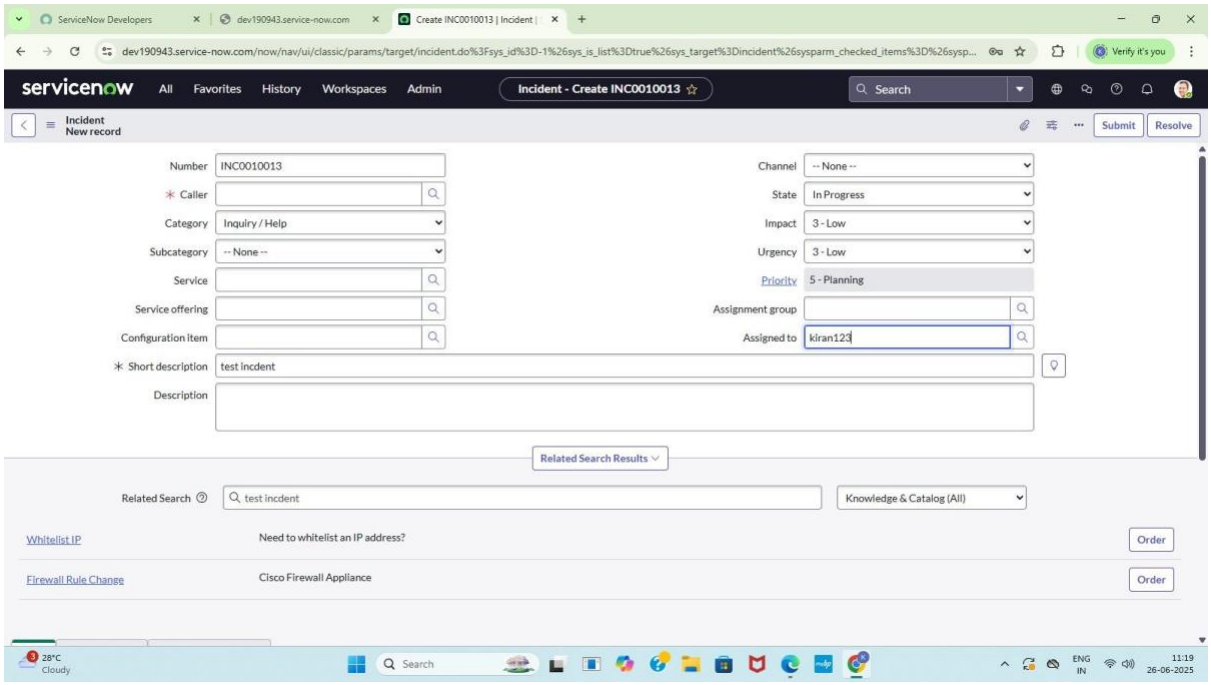
This process ensures accountability and helps streamline the workflow by directing the incident to the person or group best equipped to handle it.

STEPS:

1.Navigate to the Incident table.

2.Create a new incident and assign it to one of the created users (e.g., kiran123)

3.Keep the incident Active = true and State = In Progress



MILESTONE 3: BUSINESS RULE CREATION

Activity: create business Rule

PURPOSE:

Business rules are server-side scripts that execute when a record is displayed, inserted, updated, deleted, or when a table is queried. They are used to automate tasks, enforce business logic, and ensure data integrity. By creating business rules, organizations can personalize procedures, improve user experience, maximize productivity, and maintain data accuracy within their ServiceNow environment.

USE:

Business rules are server-side scripts that execute when a record is displayed, inserted, updated, deleted, or queried. They are used to automate tasks, enforce data consistency, and enhance the user experience. Business rules allow you to define specific actions based on certain conditions, ensuring data integrity and streamlining workfow.

STEPS:

1.Go to System Definition ? Business Rules

2.Click on New

3.Fill in:

4.Name: Prevent User Deletion if Assigned to an Incident

5.Table: sys_user

6.When: Before

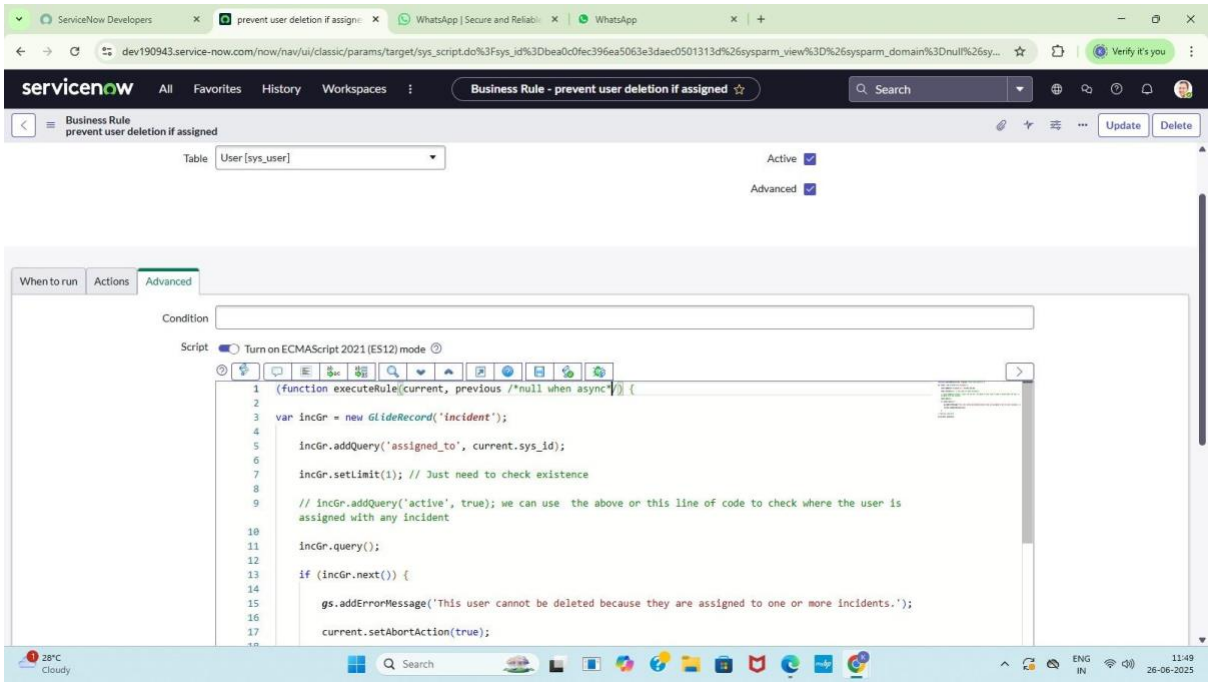
7.Delete: Checked

8.Script:

```
(function executeRule(current,
 previous /*null when async*/) {
var incGr = new GlideRecord('incident');
```

```
incGr.addQuery('assigned_to',                current.sys_id);
 incGr.setLimit(1); // Just need to check existence
  // incGr.addQuery('active', true); we can use  the above or this line of code to check where the user is assigned with any incident
 incGr.query();
 if (incGr.next()) {
gs.addErrorMessage('This user cannot be deleted because they are assigned to one or more incidents.');
 current.setAbortAction(true);
 }
// Add your code here
})(current, previous);
```

9.click submit.



MILESTONE 4:TEST DELETION

Activity: Attempt to Delete assigned user

PURPOSE:

Deleting a test typically removes the test case and its associated results from the system, permanently deleting them. This action is often used to clean up test data or remove outdated tests.

USE:

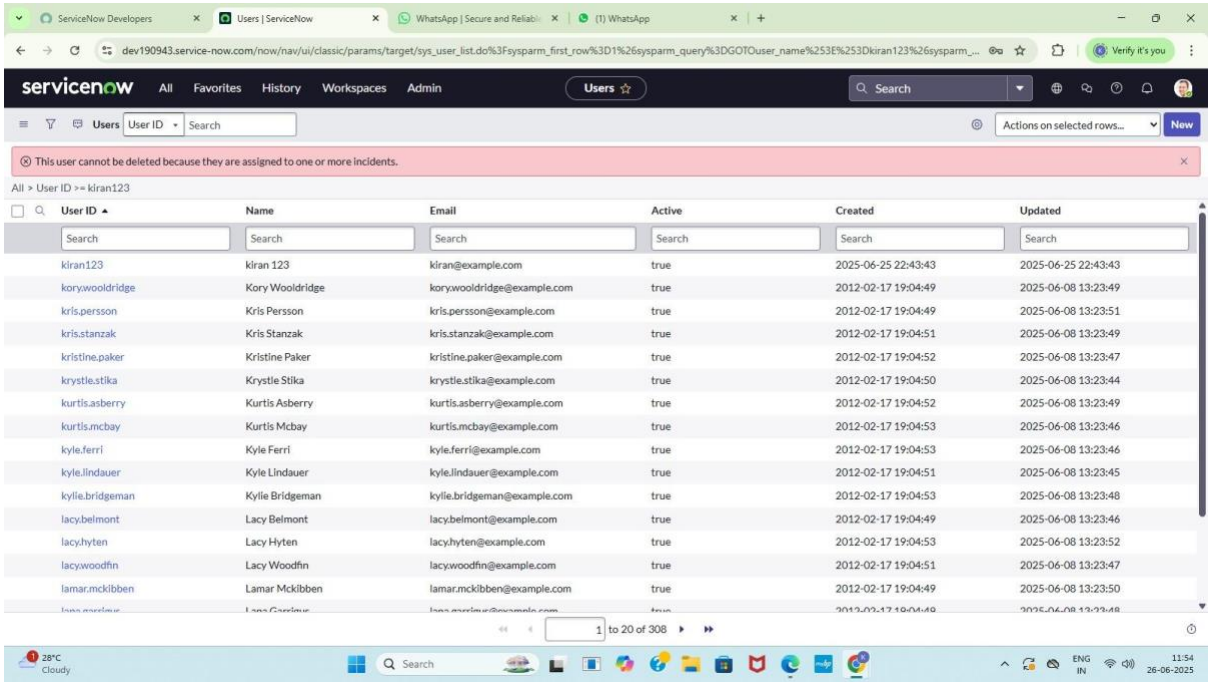
Test deletion typically refers to removing a test, test step, or test suite from the Automated Test Framework (ATF). This action permanently removes the test and its results from the system. It's crucial to understand that deleting a test or test step in ATF is a permanent action and cannot be undone.

STEPS:

1.Go to the user record (kiran123)

2.Click Delete

3.Verify that deletion is blocked with an
error message.



MILESTONE 5:TEST WITH UNASSIGNED USER

Activity: Attempt to Delete unused user

PURPOSE:

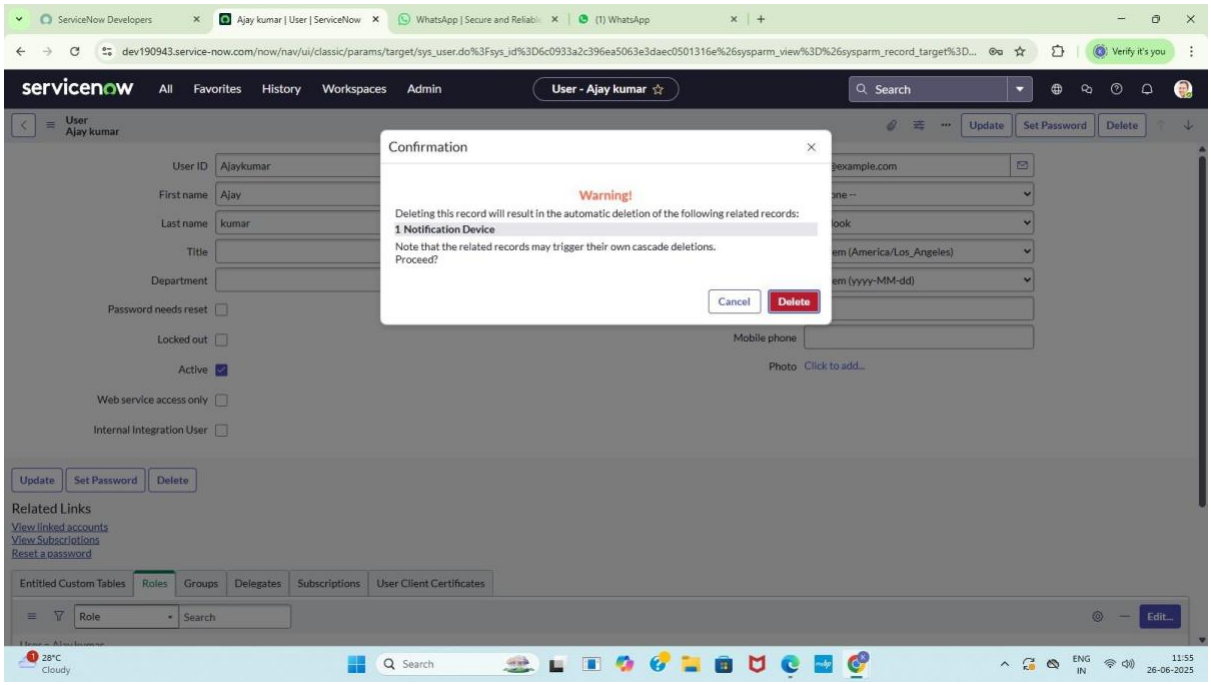
The purpose of testing with an unassigned user is to verify how a system, application, or workflow behaves when a task, record, or incident is not assigned to any specific user. This kind of testing is important for ensuring robustness, correct error handling, and default behaviors in real-world scenarios.

UES:

Ensure assignment rules are triggered correctly when an incident is created without an assigned user.

STEPS:

1.Try deleting the second user (Ajaykumar)
who is not assigned to any active
incidents.
2.Deletion should succeed.


servicenow
All
Favorites
History
Workspaces
Admin
User - Ajay kumar
Search
User
Ajay kumar
Update
Set Password
Delete
Confirmation
Warning!
Deleting this record will result in the automatic deletion of the following related records:
1 Notification Device
Note that the related records may trigger their own cascade deletions.
Proceed?
Cancel
Delete
User ID
Ajaykumar
First name
Ajay
Last name
kumar
Title
Department
Password needs reset
Locked out
Active
Web service access only
Internal Integration User
Mobile phone
Photo
Click to add...
Related Links
View linked accounts
View Subscriptions
Reset a password
Entitled Custom Tables
Roles
Groups
Delegates
Subscriptions
User Client Certificates
Role
Search
Edit...