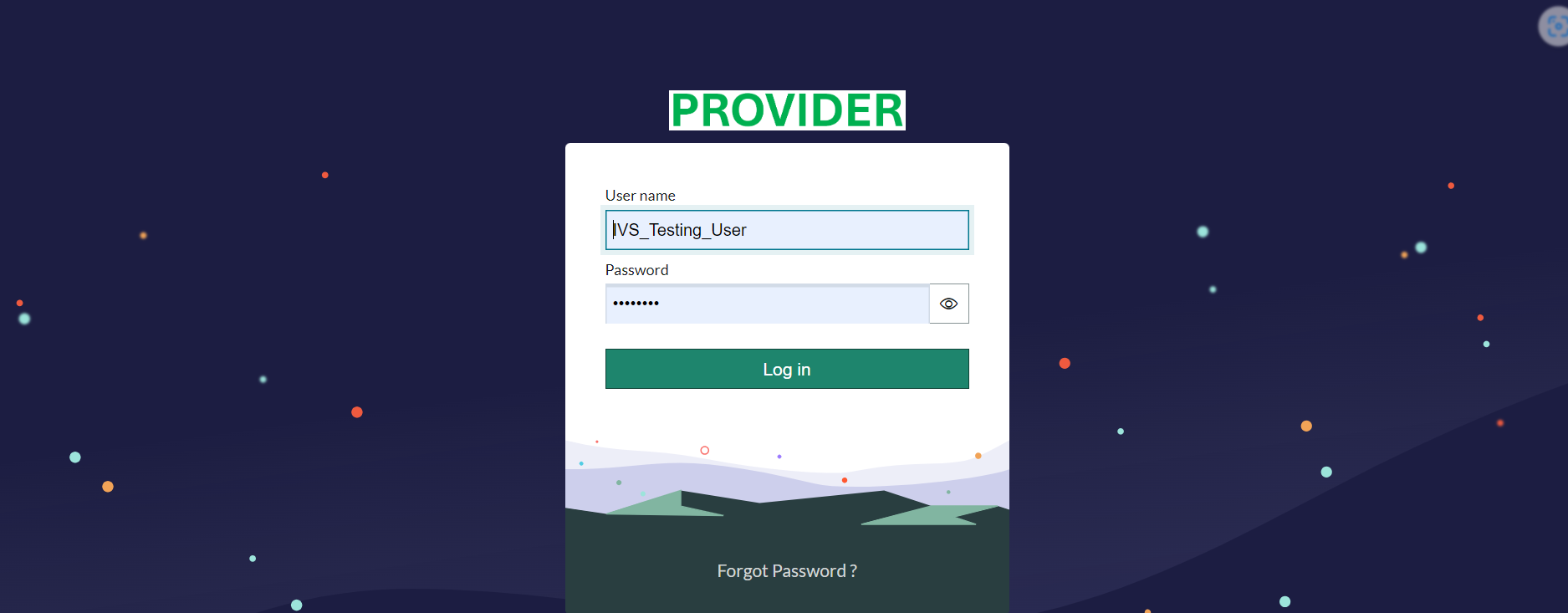
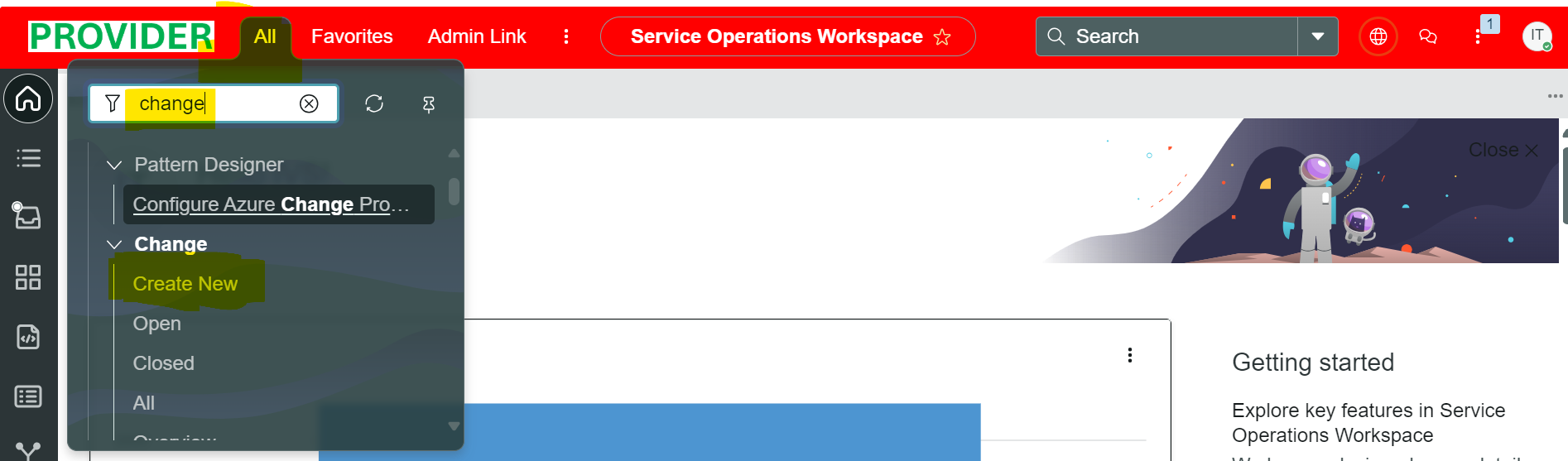
**Test Case**: - Emergency Change State flow from New to Closed.

Login to ‘https://pdsinfosysliveopsdemo2.service-now.com/’ with valid credentials



Redirected to the Home pageA screenshot of a computer

Description automatically generated

Navigate to ‘Change > Create New’ from the filter navigation

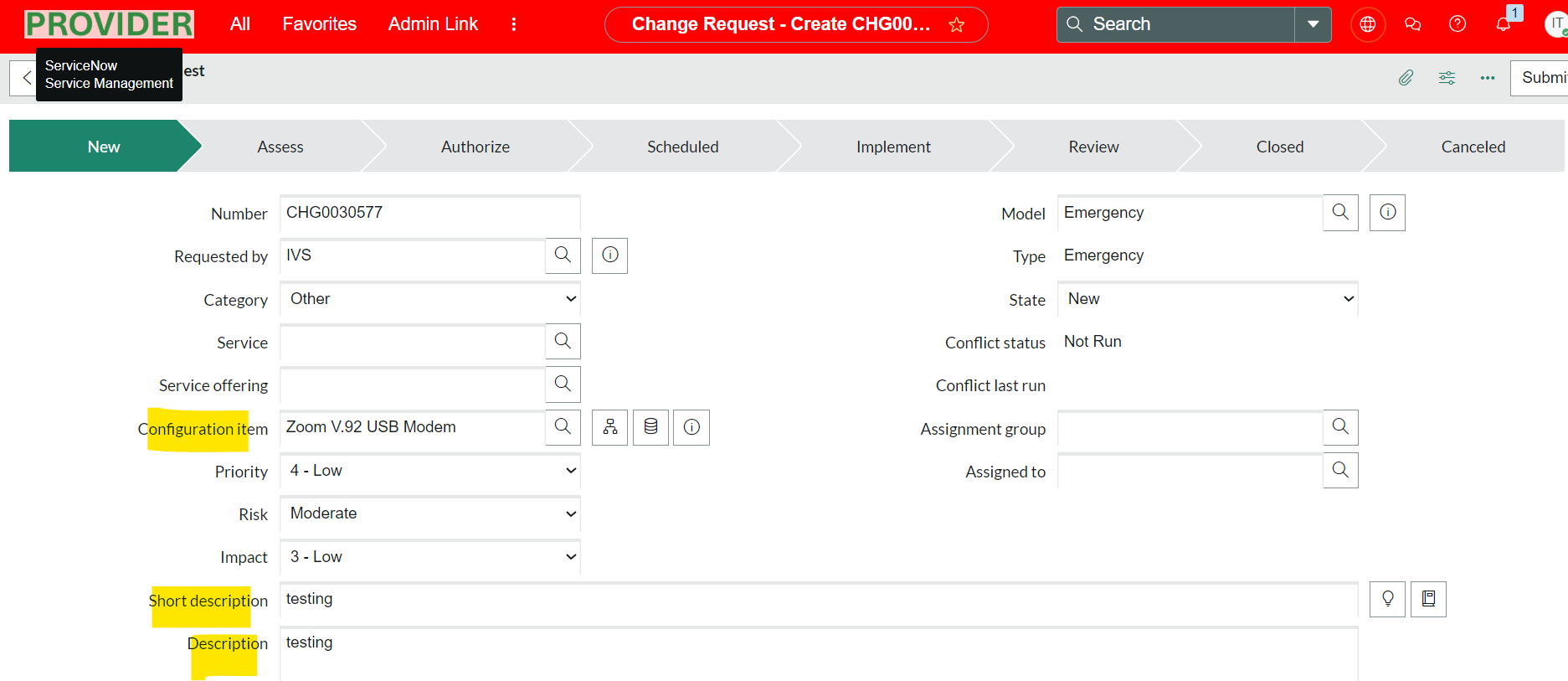
Select the model to create change requestA screenshot of a computer

Description automatically generated

New change request form is opened

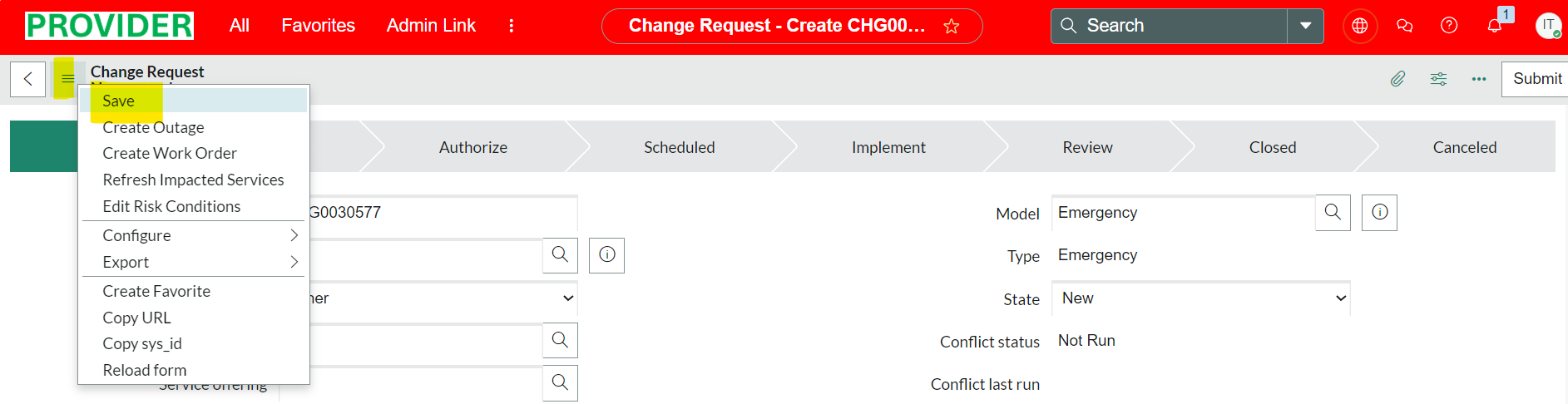
A screenshot of a computer

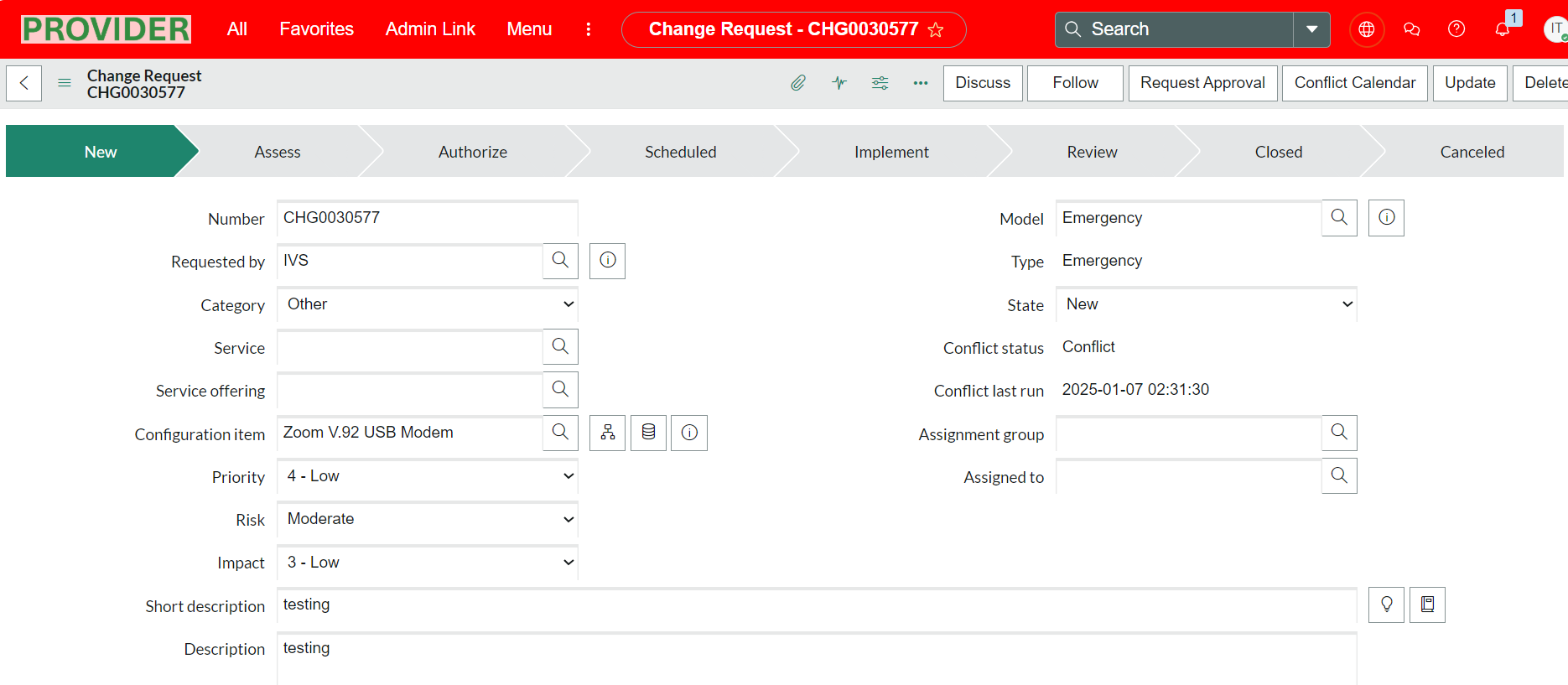
Description automatically generated

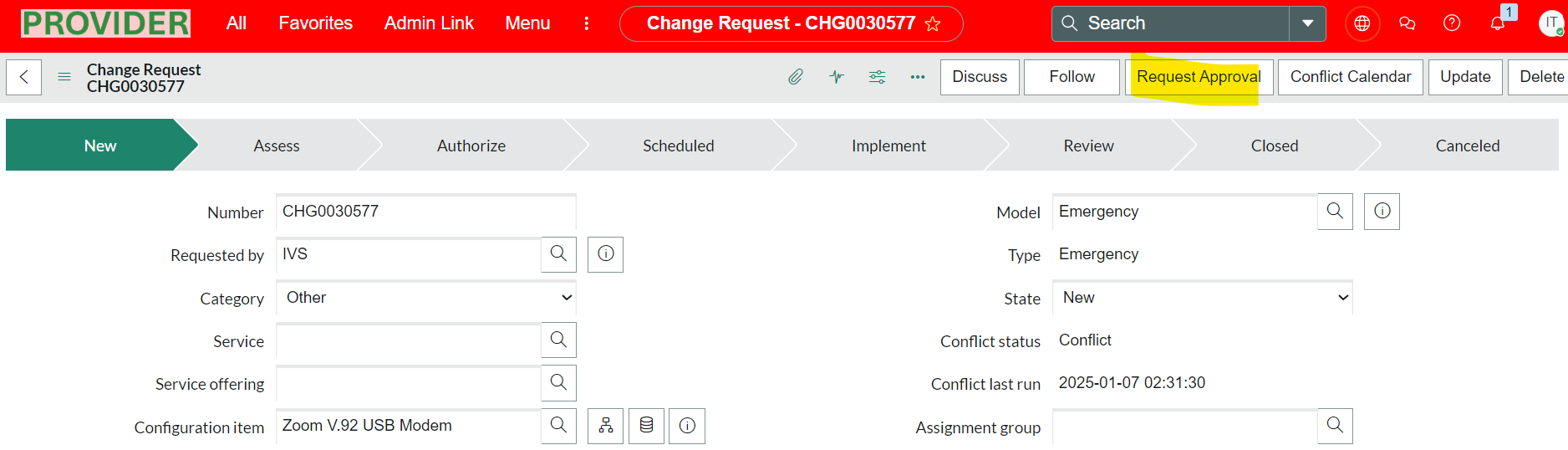
Fill all the required fields  A screenshot of a chat

Description automatically generated A white box with blue text

Description automatically generated

Save the form 

Change record is created successfully > Validate the type field value is ‘Emergency’ and State is ‘New’ 

Click on ‘Request Approval’ UI Action

Validate error message is populated and assignment group is mandatory A screenshot of a computer

Description automatically generated

Fill the assignment group value and save the form > State is moved to AuthorizeA screenshot of a computer

Description automatically generated

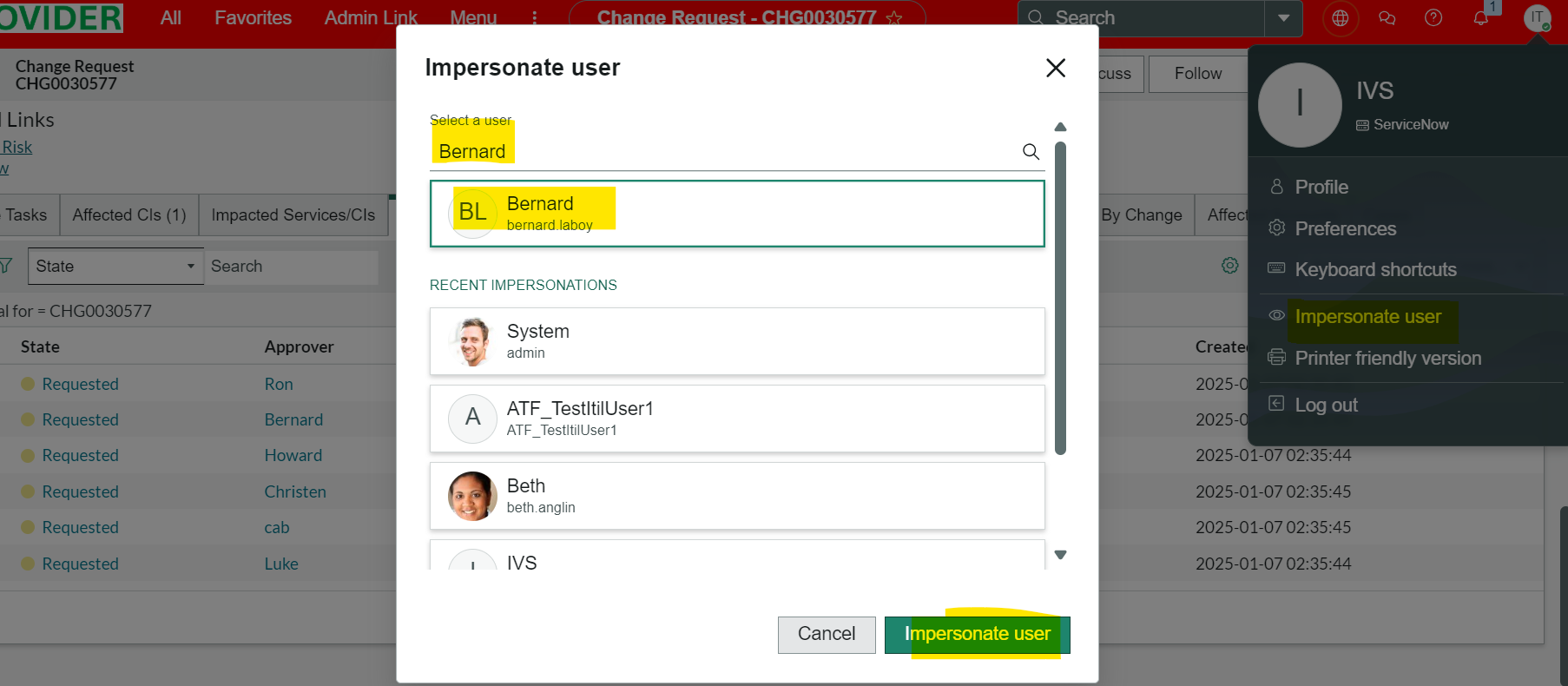
Check the approvers are triggeredriA screenshot of a computer

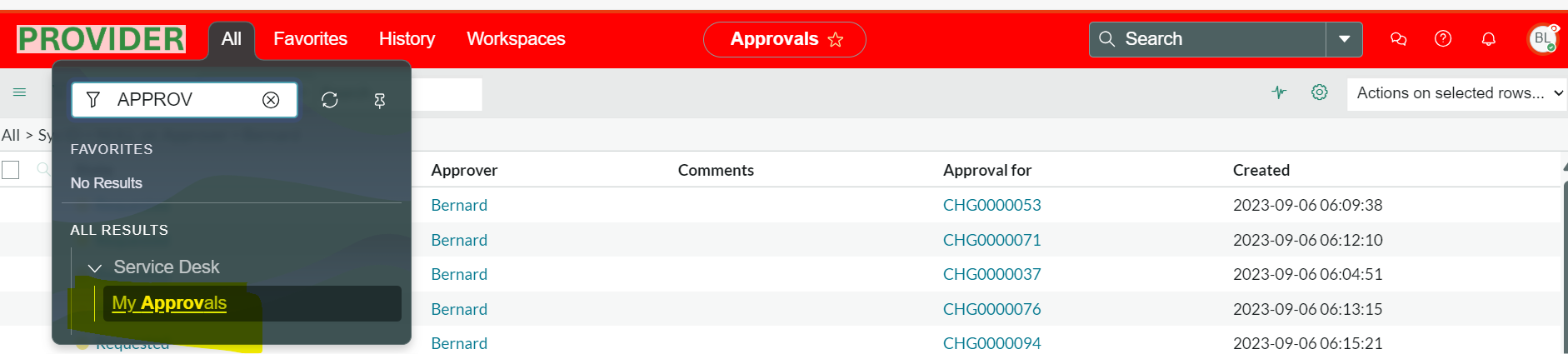
Description automatically generated

For approval of change request , we need to impersonate to any of the approvers from the above list and then approve

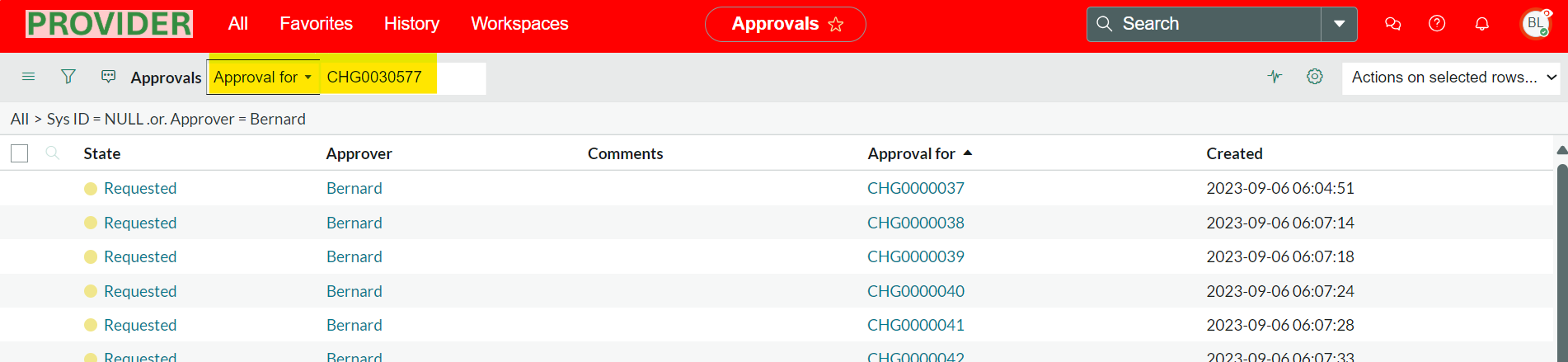
Here, I picked Bernard

Click on the user profile at the right top end of the banner and click on the Impersonate user, then search the user ’Bernard’ and select it and click Impersonate user



Navigate to ‘My Approvals’ table 

Search the change request we want to approve for

 A screenshot of a computer

Description automatically generated

Open the record and click on Approve A screenshot of a computer

Description automatically generated

Once clicked > End impersonation A screenshot of a computer

Description automatically generated

And open the change request > state is changed to scheduled A screenshot of a computer

Description automatically generated A screenshot of a computer

Description automatically generated

Click on Implement A screenshot of a computer

Description automatically generated

State is moved to Implement

**A screenshot of a computer

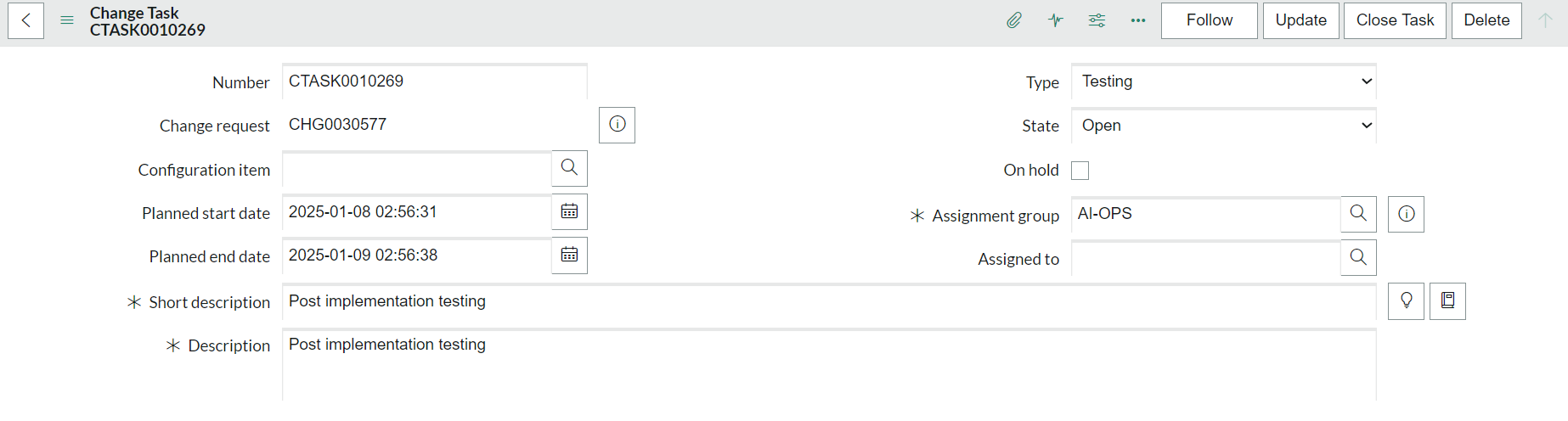
Description automatically generated**

Change tasks are created A screenshot of a computer

Description automatically generated

Open Post implementation testing task A screenshot of a computer

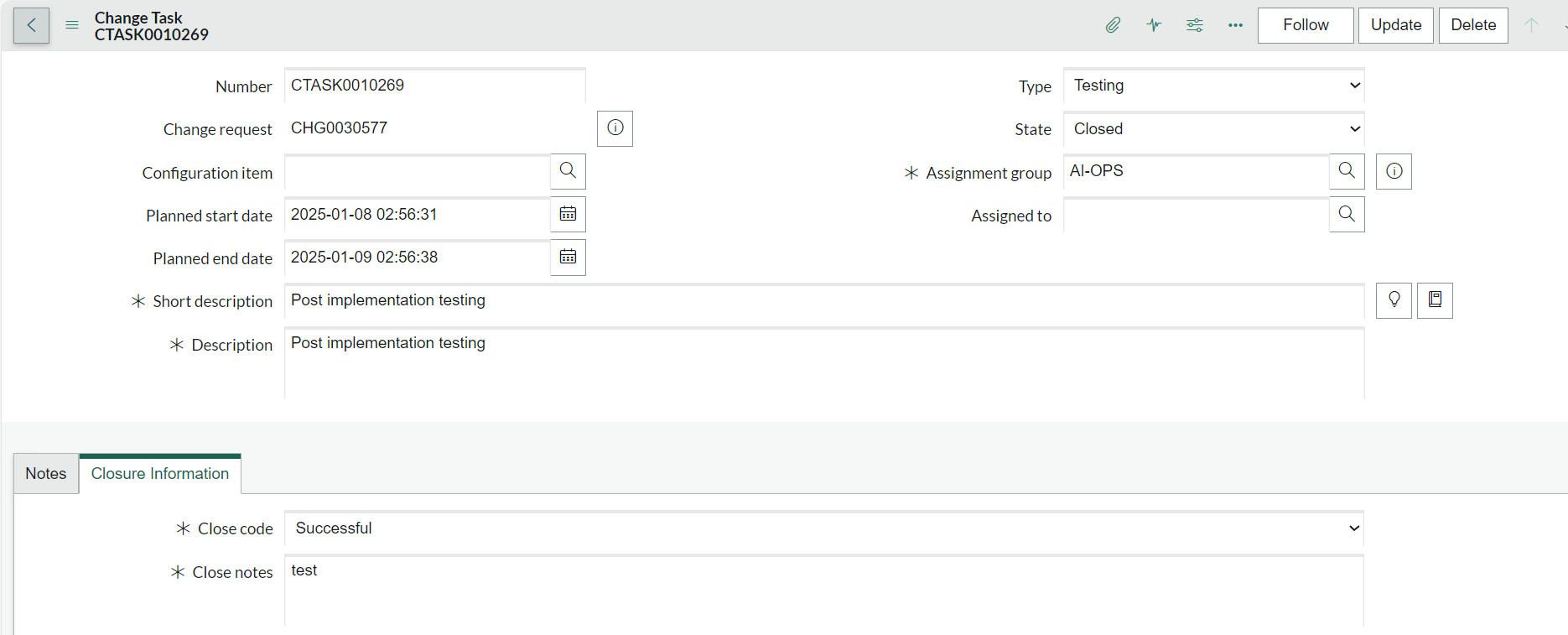
Description automatically generated

Fill the assignment group , Planned start date, planned end date values and save the form 

Click on Close task > close code and close notes are mandatory A screenshot of a computer

Description automatically generated

Fill close code and close notes and close task > change task is closed successfully



Open implement Change task > Fill the assignment group , Planned start date, planned end date values and save the form A screenshot of a computer

Description automatically generated

Fill close code and close notes and close task > change task is closed successfully

A screenshot of a computer

Description automatically generated

Change Request state is changed to Review A screenshot of a computer

Description automatically generated A screenshot of a computer

Description automatically generated

Click on close A screenshot of a computer

Description automatically generated

Fill mandatory close code and close notes and close button

A screenshot of a computer

Description automatically generated

Change Request is closed successfullyA screenshot of a computer

Description automatically generated