

TC_Suites :	Automated Test
TC_Name :	CreateChangeRequest
TC_Result :	Pass

Step_1 : ServiceNowLoginPage

servicenow Service Management

User name

Password

☒ Remember me

Login

About ServiceNow

ServiceNow is changing the way people work. With a service-orientation toward the activities, tasks and processes that make up day-to-day work life, we help the modern enterprise operate faster and be more scalable than ever before. Customers use our service model to define, structure and automate the flow of work, removing dependencies on email and spreadsheets to transform the delivery and management of services for the enterprise. ServiceNow provides service management for every department in the enterprise including IT, human resources, facilities, field service and more. We deliver a 'lights-out, light-speed' experience through our enterprise cloud - built to manage everything as a service. To find out how, visit www.servicenow.com.

Step_2 : enterUserName

servicenow Service Management

User name

admin

Password

☒ Remember me

Login

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Step_3 : enterPassword

Step_4 : clickOnSubmit

service**now**Service Management

User name

admin

Password

☒ Remember me

Login

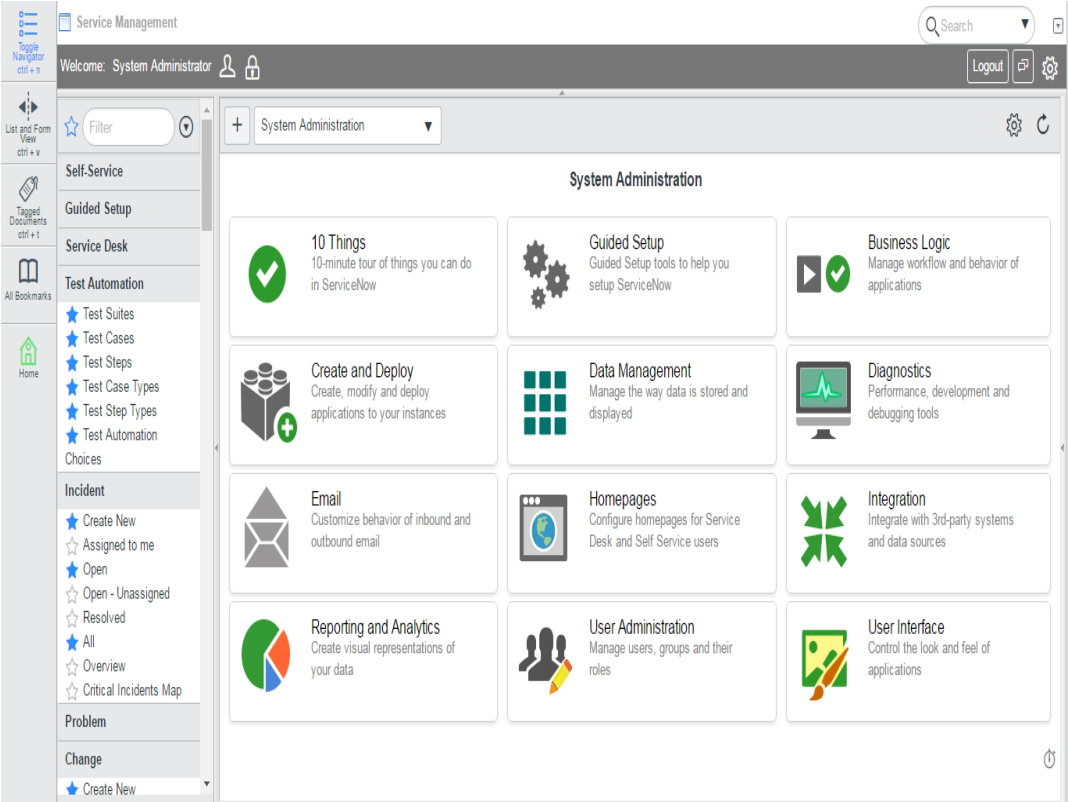
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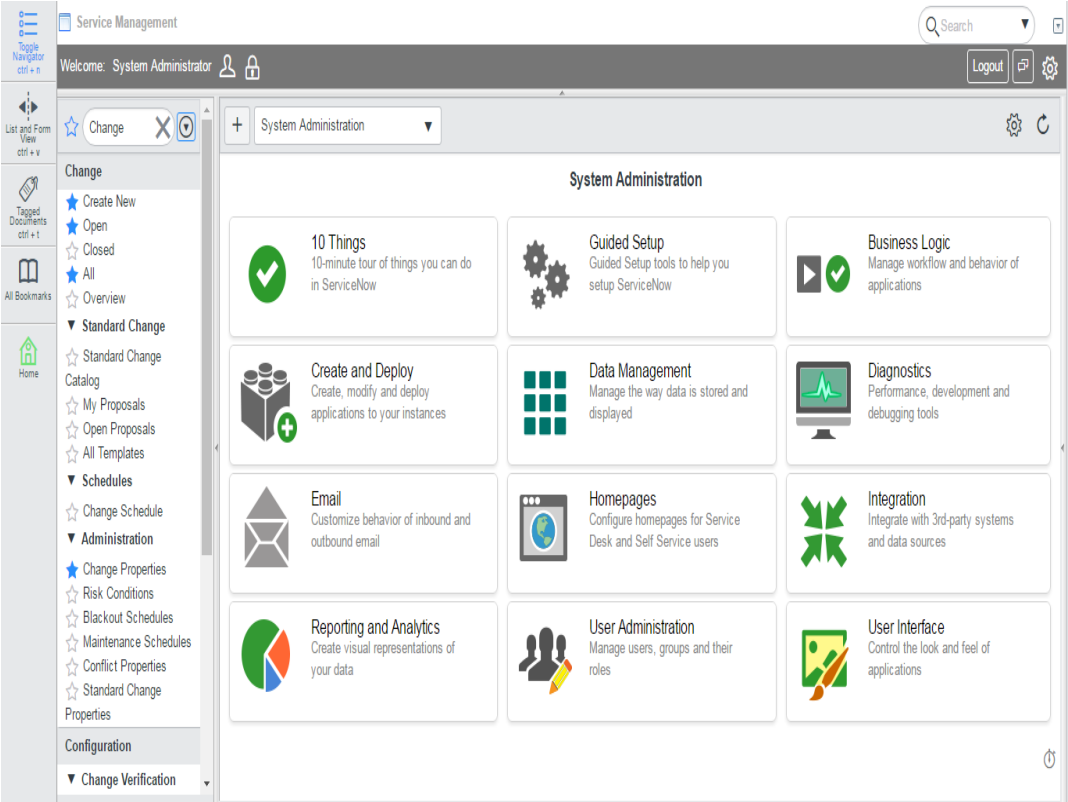
⬆

⬇

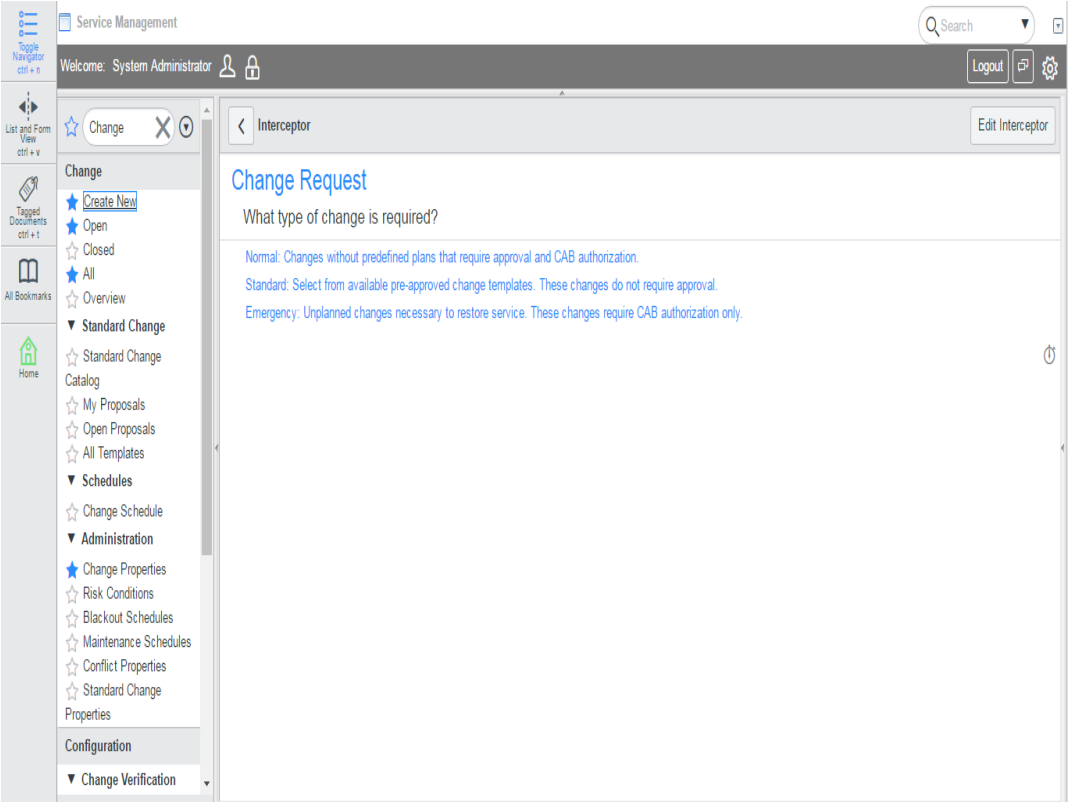
Step_5 : Enter Change in Filter



Step_6 : Create on Create New link



Step_7 : Click for normal change



Step_8 : Enter Configuration Item

Service Management

Search

Welcome: System Administrator

Logout

Change

Change Request

Submit

New

Assess

Authorize

Scheduled

Implement

Review

Closed

Canceled

Number

CHG000058

Type

Normal

Requested by

System Administrator

Q

State

New

Category

Other

Conflict status

Not Run

Configuration item

Conflict last run

Priority

4 - Low

Assignment group

Risk

Moderate

Assigned to

Impact

3 - Low

Short description

Description

Planning

Schedule

Conflicts

Notes

Closure Information

Step_9 : Enter Short description

Toggle Navigator
ctrl + n

List and Form View
ctrl + v

Tagged Documents
ctrl + t

All Bookmarks

Home

Service Management

Search

Welcome: System Administrator

Logout

Settings

Change

Create New

Open

Closed

All

Overview

Standard Change

Standard Change

Catalog

My Proposals

Open Proposals

All Templates

Schedules

Change Schedule

Administration

Change Properties

Risk Conditions

Blackout Schedules

Maintenance Schedules

Conflict Properties

Standard Change Properties

Configuration

Change Verification

Change Request

Submit

New

Assess

Authorize

Scheduled

Implement

Review

Closed

Canceled

Number

CHG0030058

Type

Normal

Requested by

System Administrator

State

New

Category

Other

Conflict status

Not Run

Configuration item

AnyDVD

Conflict last run

Priority

4 - Low

Assignment group

Risk

Moderate

Assigned to

Impact

3 - Low

Short description

Description

Planning

Schedule

Conflicts

Notes

Closure Information

Step_10 : Enter Description

Service Management

Search

Welcome: System Administrator

Logout

Change

Change Request

Submit

Change

Create New

Open

Closed

All

Overview

Standard Change

Standard Change

Catalog

My Proposals

Open Proposals

All Templates

Schedules

Change Schedule

Administration

Change Properties

Risk Conditions

Blackout Schedules

Maintenance Schedules

Conflict Properties

Standard Change Properties

Configuration

Change Verification

New

Assess

Authorize

Scheduled

Implement

Review

Closed

Canceled

Number

CHG0030058

Type

Normal

Requested by

System Administrator

State

New

Category

Other

Conflict status

Not Run

Configuration item

AnyDVD

Conflict last run

Priority

4 - Low

Assignment group

Risk

Moderate

Assigned to

Impact

3 - Low

Short description

CR ShortDesc_Automation

Description

Planning

Schedule

Conflicts

Notes

Closure Information

Step_11 : Click on Tab Notes

Toggle Navigator
ctrl + n

List and Form View
ctrl + v

Tagged Documents
ctrl + t

All Bookmarks

Home

Service Management

Search

Welcome: System Administrator

Logout

Settings

Change

Create New

Open

Closed

All

Overview

Standard Change

Standard Change Catalog

My Proposals

Open Proposals

All Templates

Schedules

Change Schedule

Administration

Change Properties

Risk Conditions

Blackout Schedules

Maintenance Schedules

Conflict Properties

Standard Change Properties

Configuration

Change Verification

Change Request

Submit

New

Assess

Authorize

Scheduled

Implement

Review

Closed

Canceled

Number

CHG0030058

Type

Normal

Requested by

System Administrator

Q

①

State

New

Category

Other

Conflict status

Not Run

Configuration item

AnyDVD

Q

⌘

!

①

Conflict last run

Priority

4 - Low

Assignment group

Risk

Moderate

Assigned to

Impact

3 - Low

Short description

CR ShortDesc_Automation

?

⌘

Description

CR_Description Textarea_Automation

Planning

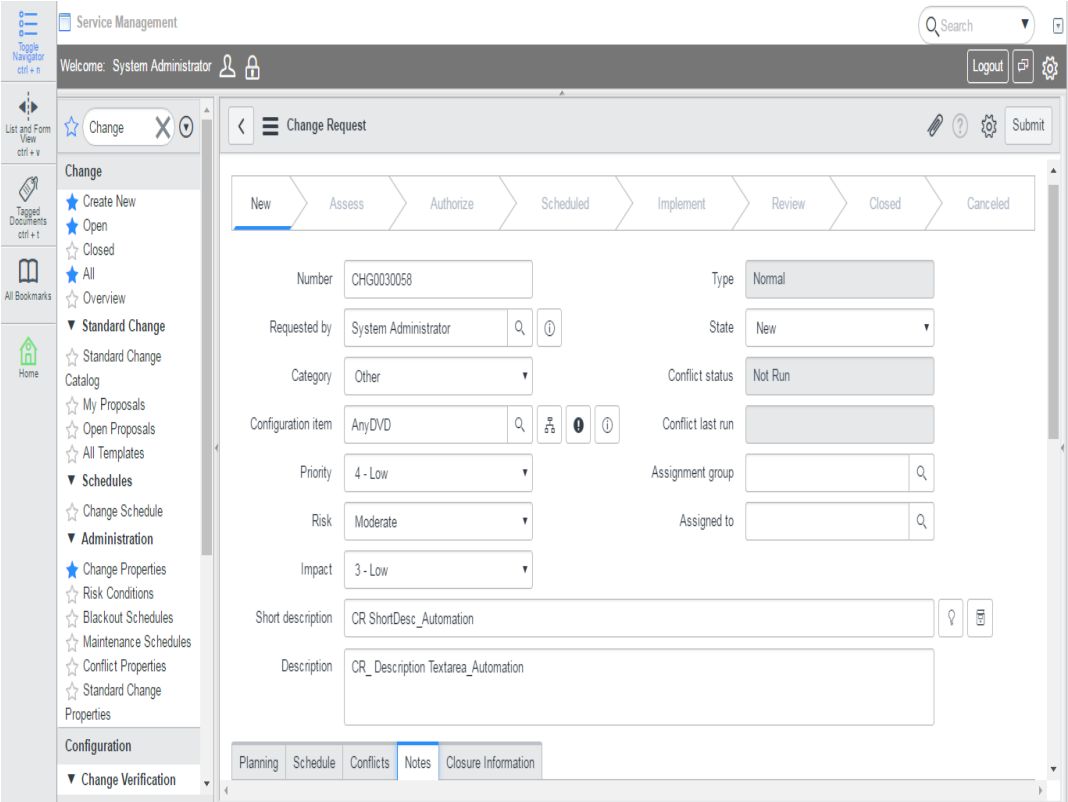
Schedule

Conflicts

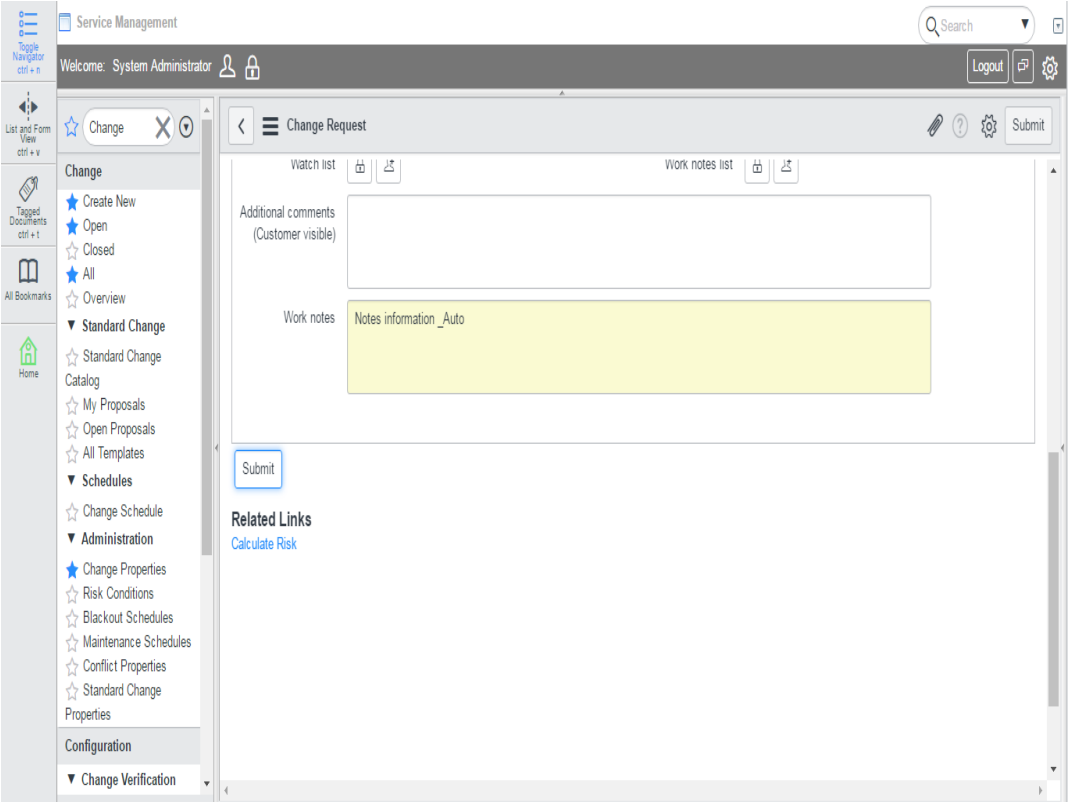
Notes

Closure Information

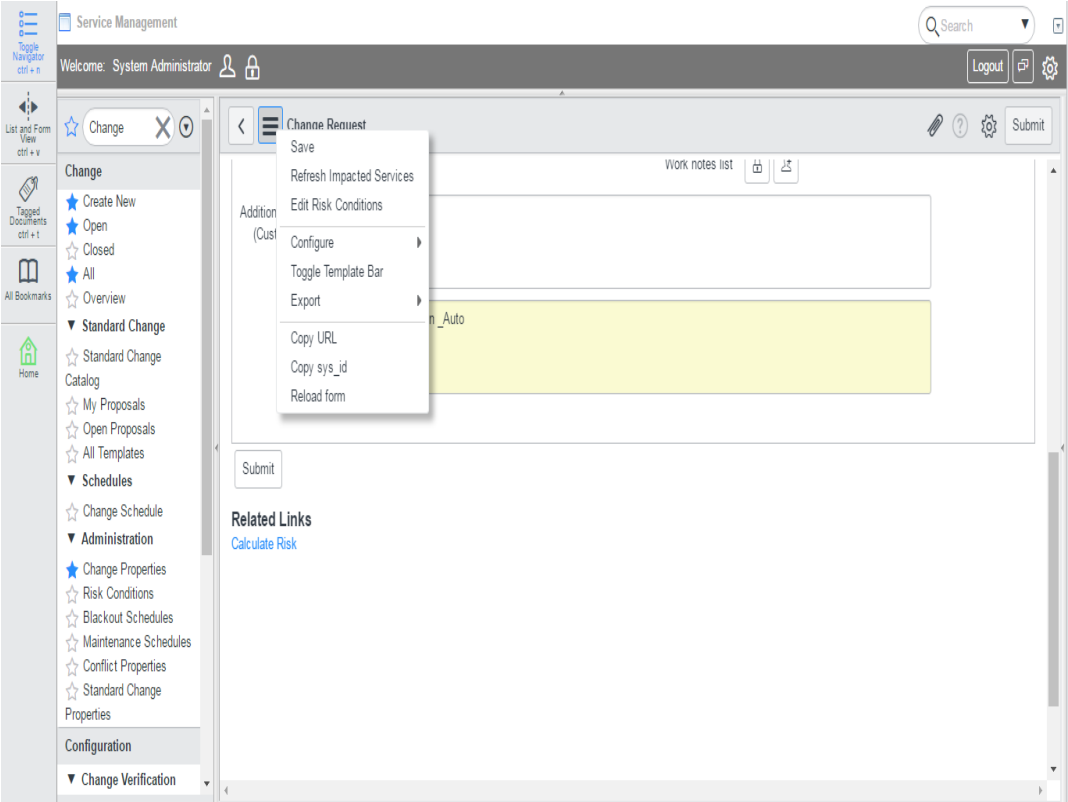
Step_12 : Enter work notes



Step_13 : Click on Contextmenu On



Step_14 : Select context menu



Step_15 : Logout

Service Management

Welcome: System Administrator

Change Request - CHG0030058

Follow Request Approval Update Copy Change Delete

New Assess Authorize Scheduled Implement Review Closed Canceled

Number: CHG0030058 Type: Normal

Requested by: System Administrator State: New

Category: Other Conflict status: Not Run

Configuration item: AnyDVD Conflict last run:

Priority: 4 - Low Assignment group:

Risk: Moderate Assigned to:

Impact: 3 - Low

Short description: CR ShortDesc_Automation

Description: CR_Description Textarea_Automation

Planning Schedule Conflicts Notes Closure Information

service**now**Service Management

User name

Password

☒ Remember me

Login

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