



Testing Leading Practices

Testing is performed to ensure that the Now Platform is properly configured to help customers achieve their goals. Testing ensures that requested platform changes are error-free and released into production with no impact on the overall product. Always conduct testing and follow leading practices whenever making changes to the ServiceNow platform, such as upgrades, patches, hotfixes, or new releases.

Testing types

Types	Description
Story/unit testing	<ul style="list-style-type: none">• A unit is the smallest testable software component (e.g., objects, components, modules)• Use unit testing to focus on programming errors, testing units in isolation, and verify that the code unit works as required
System testing	<ul style="list-style-type: none">• System testing assesses the system holistically and includes integration testing to make sure the units work together• Use system testing to verify overall specifications are met and to validate the system works for its intended purpose
User acceptance testing	<ul style="list-style-type: none">• User acceptance testing (UAT), completed by end-users, is the final validation stage• Conduct UAT to get customer/business validation that the platform has been set up correctly and meets business outcomes

Testing guidelines

When deciding what to test, use a risk-based approach.

- Identify the most business-critical processes and applications and choose one
- Within that application, identify the business-critical flow
- Within that application and its process flows, identify the unique configurations
- Focus your testing on these configurations and what is unique to the customer instance
- Use the quick start tests provided by default as guidance for the types of things you should be testing and to jumpstart creating the tests



QUICK REFERENCE GUIDE

Testing methods

ServiceNow supports both automated and manual testing.

Method	When to use
Manual testing - manual test cases are executed by a human tester	<ul style="list-style-type: none">• Exploratory testing – Requires the tester's knowledge, experience, analytical/logical skills, creativity, and intuition• Usability testing – Measures how user friendly, efficient, or convenient the software or product is for end-users• Ad hoc testing – An unplanned method of testing where the understanding and insight of the tester is the only important factor
Automated testing - uses automation tools(ATF) to execute test cases	<ul style="list-style-type: none">• Regression testing – Running tests that have been run before, using a standardized, repeatable process. Automated testing reduces testing time and cost• Repeated execution – Testing that requires the repeated execution of a task is best automated

Test Management application for manual testing

Test Management 2.0 is a ServiceNow application that streamlines creating, managing, and executing the manual testing process. This application can help you manage testing by defining test cases, test suites, and an overall plan of attack.

Testing leading practices

- Automate the repetitive, "uncreative" tests - This frees up time
- Do not underestimate the value of general, ad hoc, or exploratory testing
 - Ask someone unfamiliar with the application to use it normally along a critical functionality path
 - Ask someone to get creative—ask them to break your application
- Don't respond to a bug with "well, no one will do that" - Given a large enough audience, it is likely someone will do that
- Anticipate errors