

The testcase execution started on :07-21-2016 12:53:36.

The Test URL: <https://sparctest.service-now.com>.

Step: 1 - The Login is successful

GILEAD SPARC TEST copy of Production [2016-05-19 03:54:20 GMT] Search Logout SPARC Portal

Welcome: TESM_INC_SPARC

Filter

Self-Service

- Homepage
- Knowledge
- My Work
- My Groups Work
- My Items
- My Profile

CMDB

SPARC Group Management

SPARC Messages

Incident

- Create New
- Assigned to me
- Work in Progress
- Open
- Open - Unassigned
- Resolved
- Closed
- All
- Overview
- Critical Incidents Map

Service Catalog

ITIL Homepage

My Open Incidents by State

My Open Incidents by State

State	Count
Work in Progress	10
Assigned	3

Incident Count

3 - Moderate

My group Open Incidents

Incident Count

Status	Count
Work in Progress	25
Open	20
Assigned	5
New	1

TESM_INC_SPARCL1

My group Incidents not touched

Report visible only to a specific user or group

The screenshot shows the ITIL Homepage with two main charts. The first chart, 'My Open Incidents by State', displays a bar chart with 'Work in Progress' at 10 and 'Assigned' at 3. The second chart, 'My group Open Incidents', shows a bar chart with 'Work in Progress' at 25, 'Open' at 20, 'Assigned' at 5, and 'New' at 1. A legend indicates '3 - Moderate' for the teal color used in the bars.

Step: 2 - The create new link is clicked and New Incident window opened as expected.

GILEAD SPARC TEST copy of Production [2016-05-19 03:54:20 GMT]

Welcome: TESM_INC_SPARC

Logout SPARC Portal

Incident

Number: INC0408226

State: New

Priority: 3 - Moderate

* Reporting Customer:

Affected User:

* Short Description:

Description of the change:

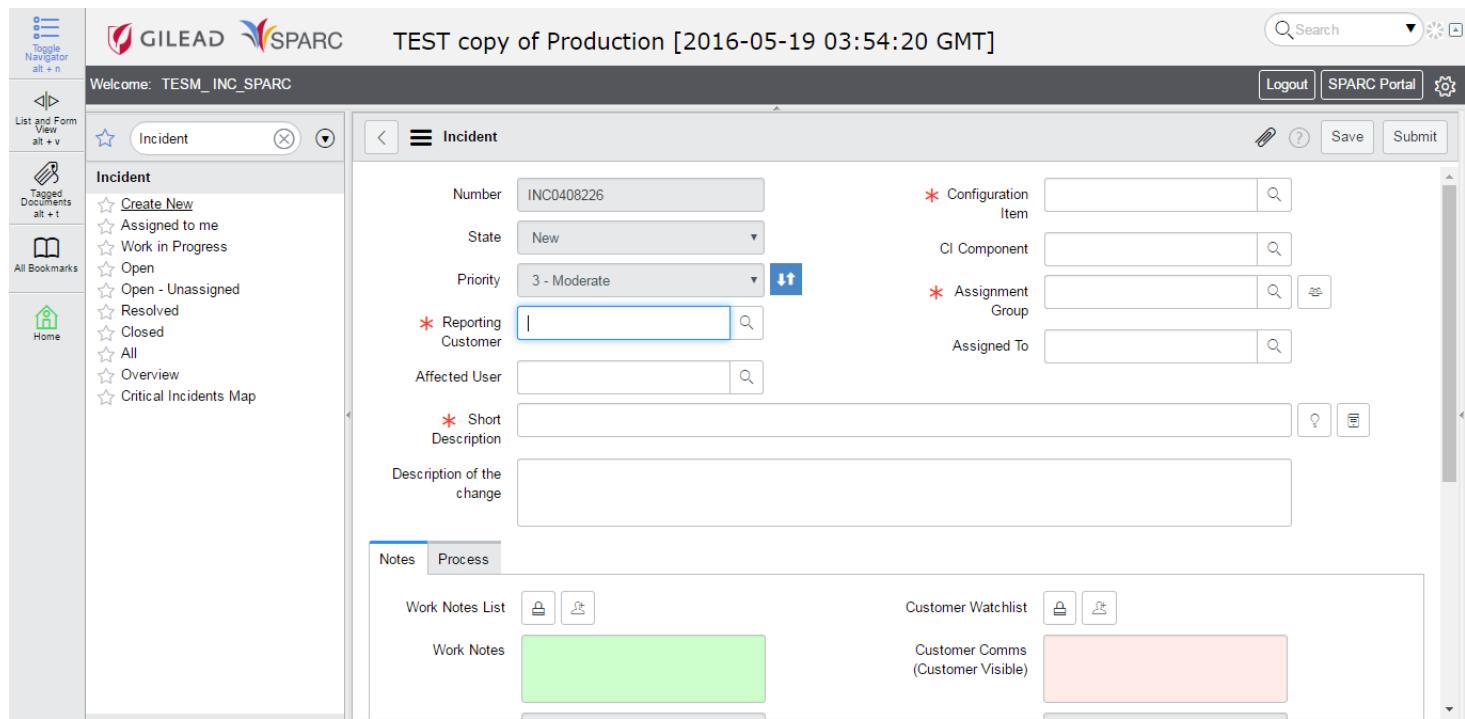
Notes Process

Work Notes List:

Work Notes:

Customer Watchlist:

Customer Comms (Customer Visible):



Step: 3 - The configuration item: Printer found and entered successfully.

GILEAD SPARC TEST copy of Production [2016-05-19 03:54:20 GMT]

Welcome: TESM_INC_SPARC

Logout SPARC Portal

Filter Incident

Self-Service

- Homepage
- Knowledge
- My Work
- My Groups Work
- My Items
- My Profile

CMDB

SPARC Group Management

SPARC Messages

Incident

- Create New
- Assigned to me
- Work in Progress
- Open
- Open - Unassigned
- Resolved
- Closed
- All
- Overview
- Critical Incidents Map

Service Catalog

Number: INC0408226 **Configuration Item:** Printer

State: New **CI Component:**

Priority: 3 - Moderate **Assignment Group:**

Reporting Customer:

Affected User:

Short Description:

Description of the change:

Notes **Process**

Work Notes List: **Customer Watchlist:**

Work Notes: **Customer Comms (Customer Visible):**

Step: 4 - The reporting customer: TESM_ INC_SPARC is entered

GILEAD SPARC TEST copy of Production [2016-05-19 03:54:20 GMT]

Welcome: TESM_ INC_SPARC

Logout SPARC Portal

Incident

Number: INC0408226 Configuration Item: Printer

State: New CI Component:

Priority: 3 - Moderate Business Service:

* Reporting Customer: TESM_ INC_SPARC Assignment Group:

Affected User: Assigned To:

* Short Description:

Description of the change:

Notes Process

Work Notes List Work Notes Customer Watchlist Customer Comms (Customer Visible)

This screenshot shows the 'Incident' creation screen in the GILEAD SPARC application. The 'Reporting Customer' field is highlighted with the value 'TESM_ INC_SPARC'. Other fields like Number, State, Priority, Configuration Item, and Assignment Group are also visible.

Step: 5 - The short description: This is for Automation Testing is entered successfully.

GILEAD SPARC TEST copy of Production [2016-05-19 03:54:20 GMT]

Welcome: TESM_INC_SPARC

Logout SPARC Portal

Filter Incident

Self-Service

- Homepage
- Knowledge
- My Work
- My Groups Work
- My Items
- My Profile

CMDB

SPARC Group Management

SPARC Messages

Incident

- Create New
- Assigned to me
- Work in Progress
- Open
- Open - Unassigned
- Resolved
- Closed
- All
- Overview
- Critical Incidents Map

Service Catalog

Number: INC0408226 Configuration Item: Printer

State: New CI Component:

Priority: 3 - Moderate Business Service:

Reporting Customer: TESM_INC_SPARC Assignment Group:

Affected User: Assigned To:

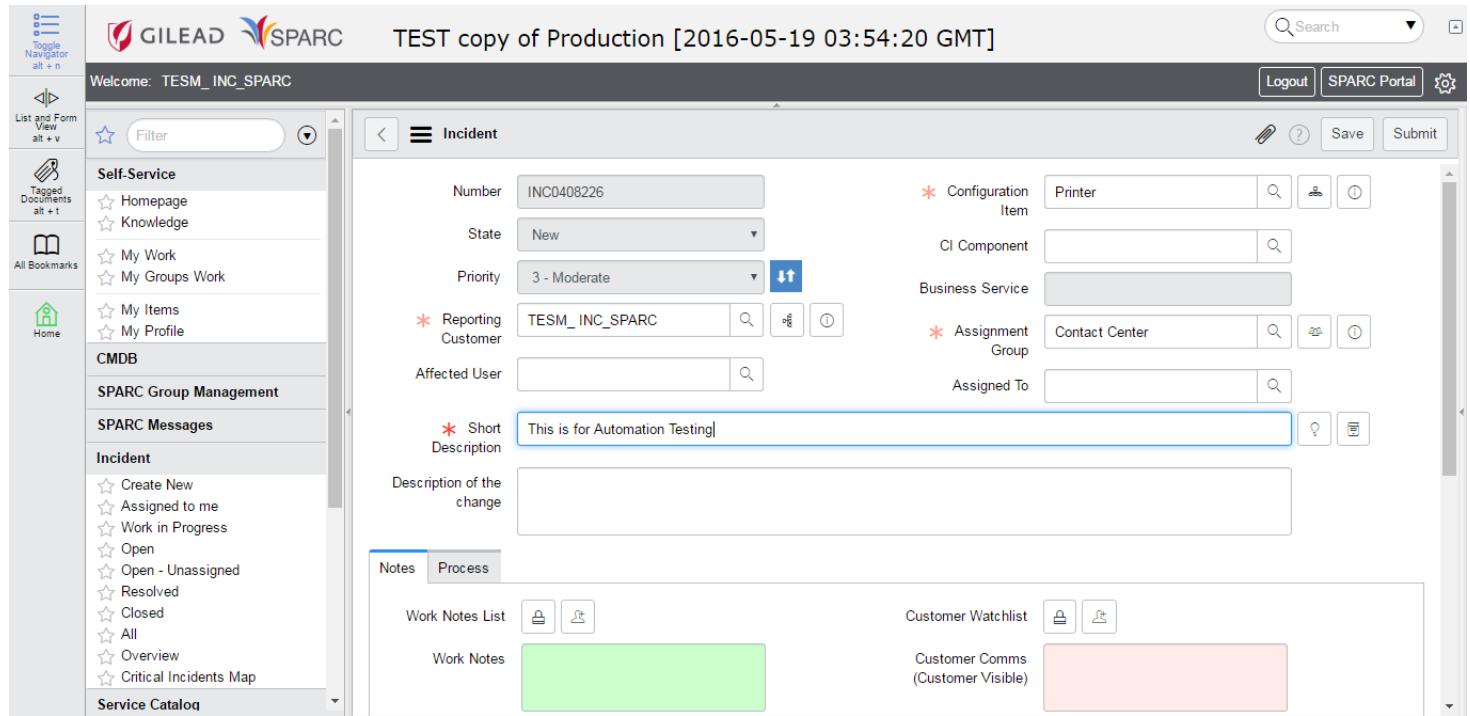
* Short Description: This is for Automation Testing

Description of the change:

Notes Process

Work Notes List Customer Watchlist

Work Notes Customer Comms (Customer Visible)



Step: 6 - The Set Priority Button is clicked. Impact and Urgency fields are visible as expected.

GILEAD SPARC TEST copy of Production [2016-05-19 03:54:20 GMT]

Welcome: TESM_INC_SPARC

Logout SPARC Portal

Filter Incident

Self-Service

- Homepage
- Knowledge
- My Work
- My Groups Work
- My Items
- My Profile

CMDB

SPARC Group Management

SPARC Messages

Incident

- Create New
- Assigned to me
- Work in Progress
- Open
- Open - Unassigned
- Resolved
- Closed
- All
- Overview
- Critical Incidents Map

Service Catalog

Number: INC0408226 **Configuration Item:** Printer

State: New **CI Component:**

Impact: Significant/Large(2) **Business Service:**

Urgency: 2 - Medium **Assignment Group:** Contact Center

Priority: 3 - Moderate **Assigned To:**

Reporting Customer: TESM_INC_SPARC

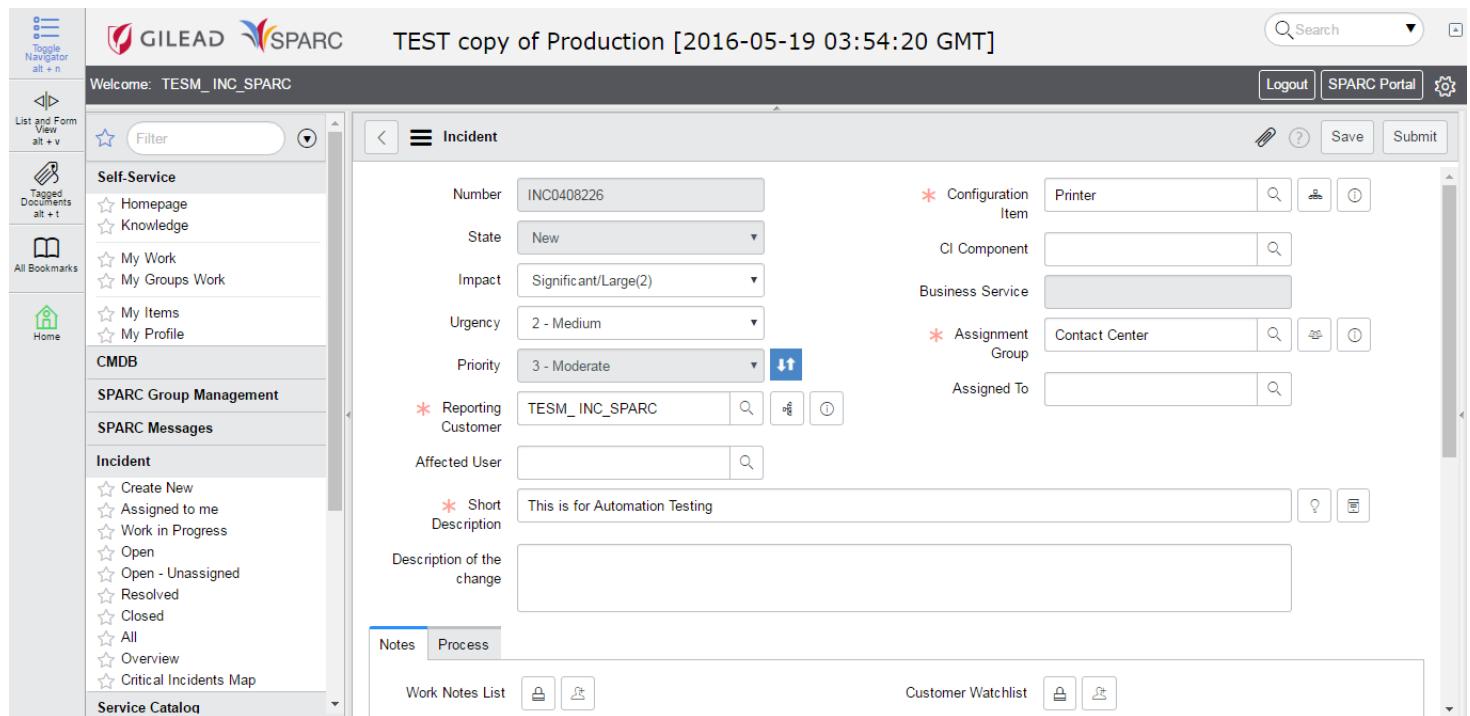
Affected User:

Short Description: This is for Automation Testing

Description of the change:

Notes **Process**

Work Notes List Customer Watchlist



Step: 7 - The values Impact: Extensive/Widespread(1) Urgency: 1 - High are selected and The Priority field is Changed to 1 - Critical as expected.

GILEAD SPARC TEST copy of Production [2016-05-19 03:54:20 GMT]

Welcome: TESM_INC_SPARC

Logout SPARC Portal

Filter Incident

Self-Service

- Homepage
- Knowledge
- My Work
- My Groups Work
- My Items
- My Profile

CMDB

SPARC Group Management

SPARC Messages

Incident

- Create New
- Assigned to me
- Work in Progress
- Open
- Open - Unassigned
- Resolved
- Closed
- All
- Overview
- Critical Incidents Map

Service Catalog

Number: INC0408226 **Configuration Item:** Printer

State: New **CI Component:**

Impact: Extensive/Widespread(1) **Business Service:**

Urgency: 1 - High **Assignment Group:** Incident Commander

Priority: 1 - Critical **Assigned To:**

Reporting Customer: TESM_INC_SPARC

Affected User:

Short Description: This is for Automation Testing

Description of the change:

Notes **Process**

Work Notes List Customer Watchlist

Search

Step: 8 - The Assignment Group field value is Incident Commander as expected

The screenshot shows the GILEAD SPARC interface for managing incidents. The top navigation bar includes the GILEAD SPARC logo, a search bar, and links for Logout, SPARC Portal, and Settings. The main title is "TEST copy of Production [2016-05-19 03:54:20 GMT]". On the left, there's a vertical sidebar with icons for Toggle Navigator, List and Form View, Tagged Documents, All Bookmarks, and Home. The main content area is titled "Incident" and contains the following fields:

Number	INC0408226	* Configuration Item	Printer
State	New	CI Component	
Impact	Extensive/Widespread(1)	Business Service	
Urgency	1 - High	* Assignment Group	Incident Commander
Priority	1 - Critical	Assigned To	
* Reporting Customer	TESM_INC_SPARC		
Affected User			
* Short Description	This is for Automation Testing		
Description of the change			

Below the form, there are tabs for Notes (selected) and Process, and buttons for Work Notes List, Lock, and Unlock. There's also a Customer Watchlist section with a lock and unlock button.

Step: 9 - The Save button is clicked successfully

GILEAD SPARC TEST copy of Production [2016-05-19 03:54:20 GMT]

Welcome: TESM_INC_SPARC

Logout SPARC Portal

Incident - INC0408226

Self-Service

- Homepage
- Knowledge
- My Work
- My Groups Work
- My Items
- My Profile

CMDB

SPARC Group Management

SPARC Messages

Incident

- Create New
- Assigned to me
- Work in Progress
- Open
- Open - Unassigned
- Resolved
- Closed
- All
- Overview
- Critical Incidents Map

Service Catalog

Number: INC0408226 **Configuration Item:** Printer

State: Open **CI Component:**

Priority: 1 - Critical **Business Service:**

Affected User: TESM_INC_SPARC **Assignment Group:** Contact Center

Short Description: This is for Automation Testing

Description of the change:

Notes **Process** **Activity Log**

Work Notes List **Customer Watchlist**

Work Notes **Customer Comms (Customer Visible)**

Save

This screenshot shows the SPARC Incident management interface. An incident record for 'INC0408226' is displayed. The 'Notes' tab is active. The 'Short Description' field contains the text 'This is for Automation Testing'. The 'Customer Comms (Customer Visible)' field is highlighted with a pink background. The sidebar on the left includes links for Self-Service, CMDB, and Incident categories.

Step: 10 - The Log out is successful.

The screenshot shows the GILEAD SPARC application interface. The top navigation bar displays the logo "GILEAD SPARC" and the text "TEST copy of Production [2016-05-19 03:54:20 GMT]". On the right side of the header are "Logout", "SPARC Portal", and a gear icon. The left sidebar contains a "Filter" button and a vertical menu with sections: "Self-Service" (Homepage, Knowledge, My Work, My Groups Work, My Items, My Profile), "CMDB" (SPARC Group Management, SPARC Messages), "Incident" (Create New, Assigned to me, Work in Progress, Open, Open - Unassigned, Resolved, Closed, All, Overview, Critical Incidents Map), and a "Service Catalog" section. The main content area displays a message: "You are not logged in, or your session has expired. Redirecting to the login page".

Step: 11 - The Login is successful

The screenshot shows the GILEAD SPARC Onboarding application interface. The top navigation bar displays the logo 'GILEAD SPARC' and the text 'TEST copy of Production [2016-05-19 03:54:20 GMT]'. The left sidebar contains a 'Filter' button and a 'Self-Service' section with links to 'Homepage', 'Knowledge', 'My Work', 'My Groups Work', 'My Items', 'My Profile', and 'Calls'. Below these are sections for 'CMDB', 'Service Desk', 'SPARC Messages', and 'Incident' with various status filters like 'Create New', 'Assigned to me', etc.

The main content area is titled 'Onboarding' and shows a table titled 'Onboarding Completed - Please Review'. The table has columns: Number (sorted), Number, Assigned To, State, Due Date, and Latest Customer Comms. The table lists nine tasks:

Number	Number	Assigned To	State	Due Date	Latest Customer Comms
TASK0207909	RITM0125276	Tiernan Cahill	Open	05-16-2016 00:00:00	
TASK0207895	RITM0127053	Jennifer O'Driscoll	Open	05-18-2016 00:00:00	
TASK0207888	RITM0126592	Karolina Jarmuszkiewicz	Open	05-23-2016 00:00:00	
TASK0207876	RITM0126140	Timothy Ahern	Open	05-16-2016 00:00:00	
TASK0207866	RITM0126574	Jennifer O'Driscoll	Open	05-16-2016 00:00:00	
TASK0207858	RITM0124743	Brendan Mc Sweeney	Open	05-09-2016 00:00:00	
TASK0207854	RITM0121897	Tiernan Cahill	Open	05-16-2016 00:00:00	
TASK0207853	RITM0122142	Brendan Mc Sweeney	Open	05-09-2016 00:00:00	
TASK0207828	RITM0126822	Timothy Ahern	Open	05-15-2016 16:00:00	

Step: 12 - The ALL - menu is clicked and all the respective incident displayed as expected.

The screenshot shows the GILEAD SPARC Service Desk interface. The top navigation bar includes the GILEAD SPARC logo, the text "TEST copy of Production [2016-05-19 03:54:20 GMT]", a search bar, and links for "Logout" and "SPARC Portal". On the left, there is a vertical sidebar with icons for "List and Form", "Toggle Navigator alt + n", "List and Form View alt + v", "Tagged Documents alt + t", and "All Bookmarks". Below these are buttons for "Home", "Create New", "Assigned to me", "Work in Progress", "Open", "Open - Unassigned", "Resolved", "Closed", "All", "Overview", and "Critical Incidents Map". The main content area is titled "Incident" and shows a list of incidents. The first incident listed is INC0011380, assigned to Rajashree Chakraborty, with a short description of "Cannot open SPARC" and a priority of "3 - Moderate". There are 63272 total incidents, with page 1 of 20 currently selected. The list continues with other incidents, such as INC0011383, INC0330002, and several entries starting with INC0330006 through INC0330012, each with their respective details like assignee, reporter, description, priority, and state.

Number	Affected User	Reporting Customer	Short Description	Priority	Reassignment count	State
INC0011380	Rajashree Chakraborty	Rajashree Chakraborty	Cannot open SPARC	3 - Moderate	0	Closed
INC0011383	Barbara Dusseiller	Lynda Walsh	Request ID - 7: Monitor Issue	4 - Low	2	Closed
INC0330002	Katrina Lister	Katrina Lister	Concur issue/ Acting as other user issue	3 - Moderate	0	Closed
INC0330006	Suman Mandal	Suman Mandal	User got an error message saying that there were no available desktops to conne	3 - Moderate	0	Closed
INC0330007	Ton van der Meijden	Ton van der Meijden	Assistance mapping NW drives	3 - Moderate	0	Closed
INC0330008	Taro Umegaki	Taro Umegaki	Issue with mail	3 - Moderate	0	Closed
INC0330010	Rajashree Chakraborty	Rajashree Chakraborty	Informed that SPARC is down for maintenance	3 - Moderate	0	Closed
INC0330011	Thai Nguyen-Cleary	Patrick Swords	Missing folder Issue	3 - Moderate	0	Closed
INC0330012	Barbara Dusseiller	Lynda Walsh	Request ID - 7: Monitor Issue	3 - Moderate	2	Closed

Step: 13 - The Incident number:INC0408226 is searched and clicked
Successfully

The screenshot shows the GILEAD SPARC software interface. The top navigation bar displays the logo "GILEAD SPARC" and the text "TEST copy of Production [2016-05-19 03:54:20 GMT]". The top right corner includes a search bar, "Logout", "SPARC Portal", and a gear icon.

The main content area is titled "Incident - INC0408226". The incident details are listed as follows:

- Number:** INC0408226
- State:** Open
- Priority:** 1 - Critical
- Affected User:** TESM_INC_SPARC
- Configuration Item:** Printer
- CI Component:** (empty)
- Business Service:** (empty)
- Assignment Group:** Contact Center
- Assigned To:** (empty)

Below these fields, there are two text input boxes:

- Short Description:** This is for Automation Testing
- Description of the change:** (empty)

At the bottom of the incident view, there are three tabs: "Notes", "Process", and "Activity Log". The "Notes" tab is selected, showing sections for "Work Notes List" and "Customer Watchlist".

The "Work Notes List" section contains a green rectangular placeholder box labeled "Work Notes".

The "Customer Watchlist" section contains a pink rectangular placeholder box labeled "Customer Comms (Customer Visible)".

The left sidebar contains a "List and Form" section with "View alt + v" and "All Bookmarks" buttons. The "Self-Service" section includes links for "Homepage", "Knowledge", "My Work", "My Groups Work", "My Items", "My Profile", and "Calls". The "CMDB" section lists "Service Desk" and "SPARC Messages". The "Incident" section lists various status categories: Create New, Assigned to me, Work in Progress, Open, Open - Unassigned, Resolved, Closed, and All.

Step: 14 - The Assignment Group is changed from value Contact Center to GILDA L1 successfully

The screenshot shows the GILEAD SPARC software interface. The top navigation bar includes the GILEAD SPARC logo, a search bar, and user navigation links (Logout, SPARC Portal). The main title is "TEST copy of Production [2016-05-19 03:54:20 GMT]". On the left, a vertical sidebar contains links for Toggle Navigator, List and Form View, Tagged Documents, All Bookmarks, Home, CMDB, Service Desk, SPARC Messages, Incident, and various status filters (Create New, Assigned to me, Work in Progress, Open, Open - Unassigned, Resolved, Closed, All). The central workspace displays an "Incident - INC0408226" form. The form fields include: Number (INC0408226), State (Open), Priority (1 - Critical), Affected User (TESM_INC_SPARC), Configuration Item (Printer), CI Component, Business Service, Assignment Group (GILDA L1), Assigned To, Short Description (This is for Automation Testing), and a large Description of the change text area. Below the form are tabs for Notes (selected), Process, and Activity Log. At the bottom, there are sections for Work Notes List, Customer Watchlist, Work Notes (with a green placeholder box), and Customer Comms (Customer Visible) (with a pink placeholder box).

Step: 15 - The Save button is clicked successfully

GILEAD SPARC TEST copy of Production [2016-05-19 03:54:20 GMT]

Welcome: TESM_INC_SD

Logout SPARC Portal

Filter Incident - INC0408226

Number	INC0408226	* Configuration Item	Printer
State	Open	CI Component	
Priority	1 - Critical	Business Service	
Affected User	TESM_INC_SPARC	* Assignment Group	GILDA L1
* Short Description		This is for Automation Testing	
Description of the change			
Notes	Process	Activity Log	
Work Notes List			Customer Watchlist
Work Notes			Customer Comms (Customer Visible)

Notes Process Activity Log

Work Notes List

Customer Watchlist

Work Notes

Customer Comms (Customer Visible)

Self-Service

- Homepage
- Knowledge
- My Work
- My Groups Work
- My Items
- My Profile
- Calls
 - My Open Calls
 - My Calls

CMDB

Service Desk

SPARC Messages

Incident

- Create New
- Assigned to me
- Work in Progress
- Open
- Open - Unassigned
- Resolved
- Closed
- All

Step: 16 - The Task SLA and Incident tab is appeared as expected.

The screenshot shows the GILEAD SPARC application interface. The top navigation bar displays the logo "GILEAD SPARC" and the text "TEST copy of Production [2016-05-19 03:54:20 GMT]". The left sidebar contains various navigation links such as "List and Form", "Tagged Documents", "All Bookmarks", "Home", "Self-Service" (with options like Homepage, Knowledge, My Work, My Groups Work, My Items, My Profile, Calls, Open Calls, My Calls), "CMDB", "Service Desk", "SPARC Messages", and "Incident" (with sub-options like Create New, Assigned to me, Work in Progress, Open, Open - Unassigned, Resolved, Closed, All). The main content area is titled "Incident - INC0408226". It features sections for "Notes", "Process", and "Activity Log". Below these are "Work Notes List" and "Customer Watchlist" sections. The "Task SLAs" section is expanded, showing a table with one row:

SLA	Stage	Start time	Planned end time	Actual elapsed time	Actual elapsed percentage	Act
AMS (TCS) - P1 resolution (4 hours)	In progress	07-21-2016 00:25:08	07-21-2016 04:25:08	0 Seconds	0 4 Hours	

Buttons for "Work In Progress", "Update", and "Save" are located at the bottom of the "Task SLAs" section. A "Logout" and "SPARC Portal" button are in the top right corner.

Step: 17 - The Tasks displayed as expected under SLA Tab.

The screenshot shows the GILEAD SPARC application interface. The top navigation bar displays the logo "GILEAD SPARC" and the text "TEST copy of Production [2016-05-19 03:54:20 GMT]". The left sidebar contains various navigation links such as "List and Form", "Tagged Documents", "All Bookmarks", and "Home". The main content area is titled "Incident - INC0408226". It shows a table of "Task SLAs (2)" with the following data:

SLA	Stage	Start time	Planned end time	Actual elapsed time	Actual elapsed percentage
AMS (TCS) - P1 resolution (4 hours)	In progress	07-21-2016 00:25:08	07-21-2016 04:25:08	0 Seconds	0 4 Hours
AMS (TCS) - P1 response (15 min)	In progress	07-21-2016 00:25:08	07-21-2016 00:40:08	0 Seconds	0 15 Min

Buttons for "Work In Progress", "Update", and "Save" are located at the top of the incident view. A "Logout" and "SPARC Portal" button are in the top right corner.

Step: 18 - The Set Priority Button is clicked. Impact and Urgency fields are visible as expected.

GILEAD SPARC TEST copy of Production [2016-05-19 03:54:20 GMT]

Welcome: TESM_INC_SD

Logout SPARC Portal

Incident - INC0408226

Impact	Extensive/Widespread(1)	Business Service	[]
Urgency	1 - High	* Assignment Group	GILDA L1
Priority	1 - Critical	Assigned To	[]
Affected User	TESM_INC_SPARC	Short Description	
Description of the change		This is for Automation Testing	
Notes Process Activity Log			
Work Notes List	[]	Customer Watchlist	[]
Work Notes	[]	Customer Comms (Customer Visible)	[]
Latest Work Notes	[]	Latest Customer Comms	[]

Filter

Self-Service

- Homepage
- Knowledge
- My Work
- My Groups Work
- My Items
- My Profile
- Calls
 - My Open Calls
 - My Calls

CMDB

Service Desk

SPARC Messages

Incident

- Create New
- Assigned to me
- Work in Progress
- Open
- Open - Unassigned
- Resolved
- Closed
- All

Step: 19 - The values Impact: Significant/Large(2) Urgency: 1 - High are selected and The Priority field is Changed to 2 - High as expected.

GILEAD SPARC TEST copy of Production [2016-05-19 03:54:20 GMT]

Welcome: TESM_INC_SD

Logout SPARC Portal

Incident - INC0408226

Impact: Significant/Large(2)

Business Service:

Urgency: 1 - High

* Assignment Group: GILDA L1

Priority: 2 - High

Affected User: TESM_INC_SPARC

Assigned To:

* Short Description: This is for Automation Testing

Description of the change:

Notes Process Activity Log

Work Notes List

Work Notes

Latest Work Notes

Customer Watchlist

Customer Comms (Customer Visible)

Latest Customer Comms

The screenshot shows the SPARC Incident Management interface. On the left is a navigation sidebar with links like Home, All Bookmarks, Tagged Documents, and various service desk categories. The main area displays an incident record for 'INC0408226'. The incident details section shows 'Impact: Significant/Large(2)', 'Urgency: 1 - High', and 'Priority: 2 - High'. The 'Affected User' field contains 'TESM_INC_SPARC'. The 'Short Description' field has the value 'This is for Automation Testing'. Below this is a 'Description of the change' field. At the bottom, there are tabs for 'Notes', 'Process', and 'Activity Log', along with sections for 'Work Notes List', 'Customer Watchlist', and 'Latest Customer Comms'.

Step: 20 - The Save button is clicked successfully

GILEAD SPARC TEST copy of Production [2016-05-19 03:54:20 GMT]

Welcome: TESM_INC_SD

Logout SPARC Portal

Filter Incident - INC0408226

Number: INC0408226 Configuration Item: Printer

State: Open CI Component:

Priority: 2 - High Business Service:

Affected User: TESM_INC_SPARC Assignment Group: GILDA L1

Short Description: This is for Automation Testing

Description of the change:

Notes Process Activity Log

Work Notes List Customer Watchlist

Work Notes Customer Comms (Customer Visible)

Number: INC0408226

State: Open

Priority: 2 - High

Affected User: TESM_INC_SPARC

Configuration Item: Printer

CI Component:

Business Service:

Assignment Group: GILDA L1

Assigned To:

Short Description: This is for Automation Testing

Description of the change:

Notes Process Activity Log

Work Notes List Customer Watchlist

Work Notes Customer Comms (Customer Visible)

Step: 21 - The Task SLA and Incident tab is appeared as expected.

The screenshot shows the GILEAD SPARC application interface. The top navigation bar displays the logo "GILEAD SPARC" and the text "TEST copy of Production [2016-05-19 03:54:20 GMT]". The left sidebar contains various navigation links such as "List and Form", "Tagged Documents", "All Bookmarks", "Home", "CMDB", "Service Desk", "SPARC Messages", and "Incident". The main content area is titled "Incident - INC0408226". It features sections for "Notes", "Process", and "Activity Log". Below these are "Work Notes List" and "Customer Watchlist" sections. The "Task SLAs" section is expanded, showing a table with one row:

SLA	Stage	Start time	Planned end time	Actual elapsed time	Actual elapsed percentage	Act
AMS (TCS) - P2 resolution (8 hours)	In progress	07-21-2016 00:25:20	07-21-2016 08:25:20	0 Seconds	0 8 Hours	

Step: 22 - The Tasks displayed as expected under SLA Tab.

The screenshot shows the GILEAD SPARC application interface. The top navigation bar displays the logo "GILEAD SPARC" and the text "TEST copy of Production [2016-05-19 03:54:20 GMT]". The left sidebar contains various navigation links such as "List and Form", "Tagged Documents", "All Bookmarks", "Home", "CMDB", "Service Desk", "SPARC Messages", and "Incident". The main content area is titled "Incident - INC0408226" and shows a table of tasks. The table columns include Task ID, SLA, Stage, Start time, Planned end time, Actual elapsed time, Actual elapsed percentage, and Action. There are four tasks listed:

Task	SLA	Stage	Start time	Planned end time	Actual elapsed time	Actual elapsed percentage	Action
task = INCU4U8Zzb	AMS (TCS) - P2 resolution (8 hours)	In progress	07-21-2016 00:25:20	07-21-2016 08:25:20	0 Seconds	0	8 Hours
	AMS (TCS) - P2 response (30 min)	In progress	07-21-2016 00:25:20	07-21-2016 00:55:20	0 Seconds	0	30 Min
	AMS (TCS) - P1 resolution (4 hours)	Paused	07-21-2016 00:25:08	07-21-2016 04:25:08	12 Seconds	0.08	3 Hours
	AMS (TCS) - P1 response (15 min)	Paused	07-21-2016 00:25:08	07-21-2016 00:40:08	12 Seconds	1.33	14 Min

At the bottom of the table, there is a button "Actions on selected rows..." and a navigation bar with arrows and a page number "1 to 4 of 4".

Step: 23 - The Set Priority Button is clicked. Impact and Urgency fields are visible as expected.

GILEAD SPARC TEST copy of Production [2016-05-19 03:54:20 GMT]

Welcome: TESM_INC_SD

Logout SPARC Portal

Incident - INC0408226

Impact	Significant/Large(2)	Business Service
Urgency	1 - High	* Assignment Group
Priority	2 - High	Assigned To
Affected User	TESM_INC_SPARC	
* Short Description This is for Automation Testing		
Description of the change		

Notes Process Activity Log

Work Notes List

Work Notes

Latest Work Notes

Customer Watchlist

Customer Comms (Customer Visible)

Latest Customer Comms

Step: 24 - The values Impact: Significant/Large(2) Urgency: 2 - Medium are selected and The Priority field is Changed to 3 - Moderate as expected.

The screenshot shows the GILEAD SPARC application interface. On the left is a vertical navigation bar with icons for Home, All Bookmarks, Tagged Documents, List and Form View, and a Toggle Navigator. The main area displays an 'Incident - INC0408226' record. The top header includes the GILEAD SPARC logo, the text 'TEST copy of Production [2016-05-19 03:54:20 GMT]', a search bar, and buttons for Logout, SPARC Portal, and settings. The incident details form contains fields for Impact (Significant/Large(2)), Urgency (2 - Medium), Priority (3 - Moderate), Business Service (empty), Assignment Group (GILDA L1), Assigned To (empty), Affected User (TESM_INC_SPARC), Short Description (This is for Automation Testing), and a large Description of the change field. Below the form are tabs for Notes, Process, and Activity Log. The Notes section shows a Work Notes List with a green highlighted box for Work Notes and a grey box for Latest Work Notes. The Customer Watchlist section shows a pink box for Customer Comms (Customer Visible) and a grey box for Latest Customer Comms.

Incident - INC0408226

Impact: Significant/Large(2)

Urgency: 2 - Medium

Priority: 3 - Moderate

Affected User: TESM_INC_SPARC

Short Description: This is for Automation Testing

Description of the change:

Notes Process Activity Log

Work Notes List

Work Notes

Latest Work Notes

Customer Watchlist

Customer Comms (Customer Visible)

Latest Customer Comms

Step: 25 - The Save button is clicked successfully

GILEAD SPARC TEST copy of Production [2016-05-19 03:54:20 GMT]

Welcome: TESM_INC_SD

Logout SPARC Portal

Incident - INC0408226

Number: INC0408226 Configuration Item: Printer

State: Open CI Component:

Priority: 3 - Moderate Business Service:

Affected User: TESM_INC_SPARC Assignment Group: GILDA L1

Short Description: This is for Automation Testing

Description of the change:

Notes Process Activity Log

Work Notes List Customer Watchlist

Work Notes Customer Comms (Customer Visible)

Filter

Self-Service

- Homepage
- Knowledge
- My Work
- My Groups Work
- My Items
- My Profile
- Calls
- My Open Calls
- My Calls

CMDB

Service Desk

SPARC Messages

Incident

- Create New
- Assigned to me
- Work in Progress
- Open
- Open - Unassigned
- Resolved
- Closed
- All

Step: 26 - The Task SLA and Incident tab is appeared as expected.

The screenshot shows the GILEAD SPARC application interface. The top navigation bar displays the logo "GILEAD SPARC" and the text "TEST copy of Production [2016-05-19 03:54:20 GMT]". The left sidebar contains various navigation links such as "List and Form", "Tagged Documents", "All Bookmarks", "Home", "CMDB", "Service Desk", "SPARC Messages", and "Incident". The main content area is titled "Incident - INC0408226". It features a "Notes" section with tabs for "Work Notes List", "Customer Watchlist", "Work Notes", and "Customer Comms (Customer Visible)". Below this is a "Latest Work Notes" and "Latest Customer Comms" section. At the bottom of the notes area are "Work In Progress", "Update", and "Save" buttons. The "Task SLAs" section shows a table with one entry:

SLA	Stage	Start time	Planned end time	Actual elapsed time	Actual elapsed percentage	Actions
AMS (TCS) - P3 resolution (5 bdays)	In progress	07-21-2016 00:25:33	08-10-2016 17:00:00	0 Seconds	0 496 Hrs	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

There are also "Process" and "Activity Log" tabs at the top of the notes section, and "Logout", "SPARC Portal", and "Settings" buttons in the top right corner.

Step: 27 - The Tasks displayed as expected under SLA Tab.

The screenshot shows the GILEAD SPARC application interface. The top bar displays the logo and the text "TEST copy of Production [2016-05-19 03:54:20 GMT]". The left sidebar contains a navigation menu with sections like Self-Service, CMDB, Service Desk, and SPARC Messages, each with various sub-links. The main content area is titled "Incident - INC0408226" and shows a table of tasks. The table has columns for SLA, Stage, Start time, Planned end time, Actual elapsed time, and Actual elapsed percentage. There are six rows in the table, each representing a task with details such as resolution time and progress status (e.g., In progress, Paused).

SLA	Stage	Start time	Planned end time	Actual elapsed time	Actual elapsed percentage
AMS (TCS) - P3 resolution (5 bdays)	In progress	07-21-2016 00:25:33	08-10-2016 17:00:00	0 Seconds	0 496 Hours
AMS (TCS) - P3 response (2 hours)	In progress	07-21-2016 00:25:33	07-21-2016 11:00:00	0 Seconds	0 10 Hours
AMS (TCS) - P2 resolution (8 hours)	Paused	07-21-2016 00:25:20	07-21-2016 08:25:20	13 Seconds	0.05 7 Hours
AMS (TCS) - P2 response (30 min)	Paused	07-21-2016 00:25:20	07-21-2016 00:55:20	13 Seconds	0.72 29 Minutes
AMS (TCS) - P1 resolution (4 hours)	Paused	07-21-2016 00:25:08	07-21-2016 04:25:08	12 Seconds	0.08 3 Hours
AMS (TCS) - P1 response (15 min)	Paused	07-21-2016 00:25:08	07-21-2016 00:40:08	12 Seconds	1.33 14 Minutes

Step: 28 - The Set Priority Button is clicked. Impact and Urgency fields are visible as expected.

GILEAD SPARC TEST copy of Production [2016-05-19 03:54:20 GMT]

Welcome: TESM_INC_SD

Logout SPARC Portal

Incident - INC0408226

Impact	Significant/Large(2)	Business Service
Urgency	2 - Medium	* Assignment Group
Priority	3 - Moderate	Assigned To
Affected User	TESM_INC_SPARC	
* Short Description This is for Automation Testing		
Description of the change		

Notes Process Activity Log

Work Notes List

Work Notes

Latest Work Notes

Customer Watchlist

Customer Comms (Customer Visible)

Latest Customer Comms

Step: 29 - The values Impact: Significant/Large(2) Urgency: 3 - Low are selected and The Priority field is Changed to 4 - Low as expected.

GILEAD SPARC TEST copy of Production [2016-05-19 03:54:20 GMT]

Welcome: TESM_INC_SD

Logout SPARC Portal

Filter

Incident - INC0408226

Impact	Significant/Large(2)	Business Service
Urgency	3 - Low	* Assignment Group
Priority	4 - Low	Assigned To
Affected User	TESM_INC_SPARC	
* Short Description	This is for Automation Testing	
Description of the change		

Notes Process Activity Log

Work Notes List

Work Notes

Latest Work Notes

Customer Watchlist

Customer Comms (Customer Visible)

Latest Customer Comms

Work Notes List

Work Notes

Latest Work Notes

Customer Watchlist

Customer Comms (Customer Visible)

Latest Customer Comms

Notes

Process

Activity Log

Work Notes List

Work Notes

Latest Work Notes

Customer Watchlist

Customer Comms (Customer Visible)

Latest Customer Comms

Step: 30 - The Save button is clicked successfully

GILEAD SPARC TEST copy of Production [2016-05-19 03:54:20 GMT]

Welcome: TESM_INC_SD

Logout SPARC Portal

Incident - INC0408226

Number: INC0408226 Configuration Item: Printer

State: Open CI Component:

Priority: 4 - Low Business Service:

Affected User: TESM_INC_SPARC Assignment Group: GILDA L1

Short Description: This is for Automation Testing

Description of the change:

Notes Process Activity Log

Work Notes List Customer Watchlist

Work Notes Customer Comms (Customer Visible)

Number: INC0408226 Configuration Item: Printer

State: Open CI Component:

Priority: 4 - Low Business Service:

Affected User: TESM_INC_SPARC Assignment Group: GILDA L1

Short Description: This is for Automation Testing

Description of the change:

Notes Process Activity Log

Work Notes List Customer Watchlist

Work Notes Customer Comms (Customer Visible)

Step: 31 - The Task SLA and Incident tab is appeared as expected.

The screenshot shows the GILEAD SPARC application interface. The top navigation bar displays the logo "GILEAD SPARC" and the text "TEST copy of Production [2016-05-19 03:54:20 GMT]". The top right corner includes a search bar, a "Logout" button, a "SPARC Portal" link, and a gear icon. The left sidebar contains various navigation links such as "List and Form", "Tagged Documents", "All Bookmarks", "Home", "CMDB", "Service Desk", "SPARC Messages", and "Incident". The "Incident" section is expanded, showing sub-links for "Create New", "Assigned to me", "Work in Progress", "Open", "Open - Unassigned", "Resolved", "Closed", and "All". The main content area is titled "Incident - INC0408226". It features tabs for "Notes", "Process", and "Activity Log", with "Notes" being the active tab. Below the tabs are sections for "Work Notes List", "Customer Watchlist", "Work Notes", "Customer Comms (Customer Visible)", "Latest Work Notes", and "Latest Customer Comms". At the bottom of this section are "Work In Progress", "Update", and "Save" buttons. A "Task SLAs (8)" tab is open, showing a table with the following data:

SLA	Stage	Start time	Planned end time	Actual elapsed time	Actual elapsed percentage	Act
AMS (TCS) - P4 resolution (10 bday)	In progress	07-21-2016 00:25:46	08-31-2016 17:00:00	0 Seconds	0 1000 Hr	

Step: 32 - The Tasks displayed as expected under SLA Tab.

The screenshot shows the GILEAD SPARC application interface. The top bar displays the logo and the text "TEST copy of Production [2016-05-19 03:54:20 GMT]". The left sidebar contains a navigation menu with sections like Self-Service, CMDB, Service Desk, SPARC Messages, and Incident. The Incident section is expanded, showing options such as Create New, Assigned to me, Work in Progress, Open, Open - Unassigned, Resolved, Closed, and All. The main content area is titled "Incident - INC0408226" and lists six tasks. The table columns are: SLA, Stage, Start time, Planned end time, Actual elapsed time, and Actual elapsed percentage. The tasks are as follows:

SLA	Stage	Start time	Planned end time	Actual elapsed time	Actual elapsed percentage
AMS (TCS) - P4 resolution (10 bday)	In progress	07-21-2016 00:25:46	08-31-2016 17:00:00	0 Seconds	0 1000 Hours
AMS (TCS) - P4 response (8 hours)	In progress	07-21-2016 00:25:46	07-21-2016 17:00:00	0 Seconds	0 16 Hours
AMS (TCS) - P3 resolution (5 bdays)	Paused	07-21-2016 00:25:33	08-10-2016 17:00:00	13 Seconds	0 496 Hours
AMS (TCS) - P3 response (2 hours)	Paused	07-21-2016 00:25:33	07-21-2016 11:00:00	13 Seconds	0.03 10 Hours
AMS (TCS) - P2 resolution (8 hours)	Paused	07-21-2016 00:25:20	07-21-2016 08:25:20	13 Seconds	0.05 7 Hours
AMS (TCS) - P2 response (30 min)	Paused	07-21-2016 00:25:20	07-21-2016 00:55:20	13 Seconds	0.72 29 Minutes
AMS (TCS)					

Step: 33 - The Set Priority Button is clicked. Impact and Urgency fields are visible as expected.

GILEAD SPARC TEST copy of Production [2016-05-19 03:54:20 GMT]

Welcome: TESM_INC_SD

Logout SPARC Portal

Incident - INC0408226

Impact	Significant/Large(2)	Business Service
Urgency	3 - Low	* Assignment Group
Priority	4 - Low	Assigned To
Affected User	TESM_INC_SPARC	
* Short Description This is for Automation Testing		
Description of the change		

Notes Process Activity Log

Work Notes List

Work Notes

Latest Work Notes

Customer Watchlist

Customer Comms (Customer Visible)

Latest Customer Comms

Step: 34 - The values Impact: Significant/Large(2) Urgency: 2 - Medium are selected and The Priority field is Changed to 3 - Moderate as expected.

The screenshot shows the GILEAD SPARC interface for managing incidents. On the left, there is a vertical navigation bar with links for Home, All Bookmarks, Tagged Documents, List and Form View, and Toggle Navigator. The main area displays an 'Incident - INC0408226' record. The top right features a search bar, a logout button, a SPARC Portal link, and a settings gear icon. The incident details include:

- Impact:** Significant/Large(2)
- Urgency:** 2 - Medium
- Priority:** 3 - Moderate
- Affected User:** TESM_INC_SPARC
- Business Service:** [empty]
- Assignment Group:** GILDA L1
- Assigned To:** [empty]
- Short Description:** This is for Automation Testing
- Description of the change:** [empty]

Below the main form, there are tabs for Notes, Process, and Activity Log. Under the Notes tab, there are sections for Work Notes List, Work Notes (containing a green highlighted area), Latest Work Notes, Customer Watchlist, Customer Comms (Customer Visible) (containing a pink highlighted area), and Latest Customer Comms.

Step: 35 - The Save button is clicked successfully

GILEAD SPARC TEST copy of Production [2016-05-19 03:54:20 GMT]

Welcome: TESM_INC_SD

Logout SPARC Portal

Filter

Incident - INC0408226

Number	INC0408226	* Configuration Item	Printer
State	Open	CI Component	
Priority	3 - Moderate	Business Service	
Affected User	TESM_INC_SPARC	* Assignment Group	GILDA L1
* Short Description		This is for Automation Testing	
Description of the change			
Notes	Process	Activity Log	
Work Notes List			Customer Watchlist
Work Notes			Customer Comms (Customer Visible)

List and Form View alt + v
Tagged Documents alt + t
All Bookmarks
Home

Self-Service

- Homepage
- Knowledge
- My Work
- My Groups Work
- My Items
- My Profile
- Calls
 - My Open Calls
 - My Calls

CMDB

Service Desk

SPARC Messages

Incident

- Create New
- Assigned to me
- Work in Progress
- Open
- Open - Unassigned
- Resolved
- Closed
- All

Step: 36 - The Task SLA and Incident tab is appeared as expected.

The screenshot shows the GILEAD SPARC application interface. The top navigation bar displays the logo 'GILEAD SPARC' and the text 'TEST copy of Production [2016-05-19 03:54:20 GMT]'. The left sidebar contains various navigation links such as 'List and Form', 'Tagged Documents', 'All Bookmarks', 'Home', 'CMDB', 'Service Desk', 'SPARC Messages', and 'Incident'. The main content area is titled 'Incident - INC0408226'. It features several sections: 'Notes' (Work Notes List, Work Notes, Latest Work Notes), 'Customer Watchlist' (Customer Watchlist, Customer Comms (Customer Visible)), and 'Latest Customer Comms'. Below these are buttons for 'Work In Progress', 'Update', and 'Save'. A section titled 'Task SLAs (8)' is present, with a table showing one entry:

	Task SLAs	Go to	Start time	Search	1 to 8 of 8	▶◀
	Task = INC0408226					
	<input type="checkbox"/>		AMS (TCS) - P4 resolution (10 bday)	Paused 07-21-2016 00:25:46	08-31-2016 17:00:00	14 Seconds
						0 1000 Hr

Step: 37 - The Tasks displayed as expected under SLA Tab.

The screenshot shows the GILEAD SPARC application interface. The top bar displays the logo and the text "TEST copy of Production [2016-05-19 03:54:20 GMT]". The left sidebar contains various navigation links such as Home, All Bookmarks, and Incident categories (Create New, Assigned to me, Work in Progress, Open, Open - Unassigned, Resolved, Closed, All). The main content area is titled "Incident - INC0408226" and shows a table of tasks. The table has the following columns: SLA, Stage, Start time, Planned end time, Actual elapsed time, Actual elapsed percentage, and Act. There are six rows in the table, each representing a task. All tasks are listed under the "AMS (TCS)" category and have a stage of "P4". The start time for all tasks is 07-21-2016 00:25:46. The planned end time varies (e.g., 08-31-2016 17:00:00, 07-21-2016 17:00:00, 08-10-2016 17:00:00, 07-21-2016 11:00:00, 07-21-2016 08:25:20, 07-21-2016 00:55:20). The actual elapsed time is very short (e.g., 14 Seconds, 14 Seconds, 13 Seconds, 13 Seconds, 13 Seconds, 13 Seconds). The actual elapsed percentage is also very low (e.g., 0.0000, 0.02, 0.496, 0.03, 0.05, 0.72). The status for all tasks is "Paused".

SLA	Stage	Start time	Planned end time	Actual elapsed time	Actual elapsed percentage	Act
AMS (TCS)	P4	07-21-2016 00:25:46	08-31-2016 17:00:00	14 Seconds	0.0000	1000 Hours
AMS (TCS)	P4	07-21-2016 00:25:46	07-21-2016 17:00:00	14 Seconds	0.02	16 Hours
AMS (TCS)	P3	07-21-2016 00:25:33	08-10-2016 17:00:00	13 Seconds	0.496	496 Hours
AMS (TCS)	P3	07-21-2016 00:25:33	07-21-2016 11:00:00	13 Seconds	0.03	10 Hours
AMS (TCS)	P2	07-21-2016 00:25:20	07-21-2016 08:25:20	13 Seconds	0.05	7 Hours
AMS (TCS)	P2	07-21-2016 00:25:20	07-21-2016 00:55:20	13 Seconds	0.72	29 Minutes
AMS (TCS)						

Step: 38 - The Log out is successful.

GILEAD SPARC TEST copy of Production [2016-05-19 03:54:20 GMT] SPARC Portal

User name

Password

Login

Welcome to Test
ServiceNow transforms IT by automating and managing IT service relationships across the global enterprise. Organizations deploy ServiceNow to create a single system of record for IT and automate manual tasks, standardize processes and consolidate legacy systems. ServiceNow customers use its extensible platform to create custom applications that evolve the IT service model to service domains inside and outside the enterprise.
If you have questions or would like a guided tour of ServiceNow from one of our experts, please click [here](#).

The testcase execution completed on :07-21-2016 12:56:14.

The time taken to execute this testcase is :157 seconds. The status is: PASS