**SOFTWARE**

**TICKET**

* SW1
* TICKET1 (user10, Position1, Priority1)
  + assigned = user2
  + Comment1 (user10)
* TICKET2 (user10, Position1, Priority1)
  + assigned = user2
  + Comment2 (user10)
  + Comment3 (user2) – private – shared (GROUP\_SOLVER\_1)
  + Solution(user2)
  + Watched by = user3, user2, user5
* TICKET3 (user10, Position1, Priority1)
  + assigned = user2
  + Watched by = user3
* SW2
* TICKET4 (user10, Position1, Priority1)
  + assigned = user3
  + Watched by = user2
* TICKET5 (user9, Position1, Priority1)
  + assigned = user5
  + Comment4 (user2) – private – share (GROUP\_SOLVER\_1)
  + Comment5 (user2)
  + Comment6 (user2) – private – share (GROUP\_SOLVER\_3)
  + Solution(user5)
  + Closed(user5)
* SW3
* TICKET6 (user9, Position1, Priority1)
  + assigned = user5
  + Solution(user2)
  + Closed(user2)
* TICKET7 (user9, Position1, Priority1)
  + assigned = user4

**HARDWARE**

* HW1
* TICKET8 (user8, Position1, Priority1)
  + assigned = user3
* HW3
* TICKET9 (user10, Position1, Priority1)
  + assigned = user3
* TICKET10 (user8, Position1, Priority1)
  + assigned = user10

**SERVER**

* SRV1
* TICKET11 (user8, Position1, Priority1)
  + assigned = null
* SRV2
* TICKET12 (user9, Position1. Priority1)
  + assigned = null
* TICKET13 (user9, Position1. Priority1)
  + assigned = user4

**USER**

* TICKET14 (user8, Position1. Priority1)
  + assigned = null
* TICKET15 (user8, Position1. Priority1)
  + assigned = user10

**OTHER**

* TICKET16 (user8, Position1. Priority1)
  + assigned = user2
* TICKET17 (user8, Position1. Priority1)
  + assigned = null

**REPORT**

* REPORT1(user10)
  + assigned = user4
  + Comment7 (user4) – private – share (GROUP\_SOLVER\_2, GROUP\_SOLVER\_3)
  + Comment8(user4)
* REPORT2(user10)
  + assigned = null
* REPORT3(user8)
  + assigned = user5

**FINANCE**

* FINANCE1(user6, FINANCE1)
  + assigned = user4
  + Comment9(user4)
* FINANCE2(user10, FINANCE3)
  + assigned = null

**Should happend**

* If I do not have privilege to see tickets, but it is assigned on me, then I can see it.
* Logger - test

**Should not happend**

* Can assigned request on anybody (solver or not)
* Cannot see open request if I do not have permision
* Cannot see private comment if not shared with me
* Even if comment is shared with my group, I still cannot see if no permision for my group.
* Test if I share a comment with group then with another then both groups can see the comment, I do not have to fetch already inserted groups in DB.
* Uses who do not have privilege to submit finance types will not

**Error scenario**

* User who is not assigned on request cannot close it

**TEST**

* Privileges for all users

**Dashboard – expected result for User2**

**My created requests –** 9, 14

**Assigned on me –** 1, 2, 3, 16,

**Watched requests –** 2, 4

**Open requests –** 5,11, 17, 19, 22

* **Should** not see > 6, 12,

**Requests send by my team** – (user3, user4) – 10, 11, 12

**Requests assigned on my team** – 4, 7, 8, 9, 13, 18, 21

Groups activity watched by user

Request 14 created user2 but can not solve

User2 cannot see open requests – 14

15, 17, 19, 20, 22

9,14

1,2,3,16