

ServiceNow ATF SOP – Test Suites (Level 1 to 3)

Purpose: To help you systematically build ATF test suites that progressively increase in complexity. These are ideal to demonstrate during deadlines, evaluations, or interviews.

Level 1: Basic ATF Test Suite - Field Visibility & Load

Objective

Validate that the Incident form loads correctly and essential fields are visible.

This is the foundation for all UI-based form tests.

Test Suite Name:

Incident Form Basic Validation

Use Case

A user opens a new Incident form. Ensure all critical fields like Caller, Short Description, and Priority are visible.

X Steps

1. Navigate to:

Automated Test Framework > Test Suites → New

2. Test Suite Setup

- o Name: Incident Form Basic Validation
- o Description: Checks if critical fields are visible when loading a new Incident form.
- o Save.

3. Add New Test

- o Name: Open Incident Form Check Field Visibility
- o Table: Incident
- Save.

Mayur Hajare | SNOW

LINKEDIN: MAYUR-HAJARE-6583611B3.



4. Add Test Steps

- o Step 1: Open a New Record
 - Table: Incident
- o **Step 2:** Assert Field is Visible → Caller
- o **Step 3:** Assert Field is Visible → Short Description
- o Step 4: Assert Field is Visible → Priority
- Save the test.

5. Add the Test to Suite

o Use Related Links → Add Test

6. Run the Suite

o Go to Test Suite → Click Run Test Suite

Notes

- Ideal as a first test for newcomers to ATF.
- Basic but crucial: helps verify if UI policies/UI scripts are hiding fields unexpectedly.

Tips

- Use Assert Field is Visible or Not Visible to test UI Policy effects.
- Great for regression when field visibility might change due to form customization.



Level 2: Intermediate ATF Test Suite – Record Creation & Business Rules

Objective

Create a new Incident and validate system-default values, plus server-side logic (e.g., business rules).

Test Suite Name:

Incident Default Creation Validation

Use Case

Simulate a user creating a new Incident and confirm:

- Default State = New
- Assignment Group is set via Business Rule
- Number field auto-generates



1. Create Test Suite

- o Name: Incident Default Creation Validation
- o Description: Ensure system behavior on incident creation works as expected.

2. Create New Test

- o Name: Create Incident and Validate Auto-Assignments
- o Table: Incident

3. Add Test Steps

- Step 1: Open New Record
- Step 2: Set Field Values
 - Short Description = Test Incident ATF
- Step 3: Submit Form



o Step 4: Assert Field Value

Field: State → Expected: New

o Step 5: Assert Field is Populated

• Field: Assignment Group

o Step 6: Assert Field is Populated

• Field: Number

4. Add Test to Suite and Run

Notes

- Demonstrates both UI & server-side logic (Business Rule, Default Values).
- Easy to adapt to other modules: Problem, Change, etc.

Tips

- Use Set Field Values before submitting the form to simulate realistic user inputs.
- Confirm business rules are active using System Logs > Business Rule if expected values don't populate.

Mayur Hajare | SNOW LINKEDIN: MAYUR-HAJARE-6583611B3.



Level 3: Advanced ATF Test Suite – Catalog Item, Workflow, Approvals

Objective

Test a complex Service Catalog item like Request a Laptop including variable values, UI policies, workflows, and approval triggers.

Test Suite Name:

Service Catalog Request – Laptop Provisioning

Use Case

A user orders a laptop through the catalog. We need to:

- Fill catalog variables
- Ensure correct UI policies trigger
- Validate approval creation
- Confirm state transition in sc_req_item

% Steps

1. Create Test Suite

- o Name: Laptop Request Workflow Validation
- $_{\circ}$ $\,$ Description: Test full flow of a catalog request with dynamic variables and approvals.

2. Create Test

- o Name: Submit Laptop Request & Validate Workflow
- o Table: sc_req_item

3. Add Test Steps

- o Step 1: Open Catalog Item
 - Item: Request a Laptop
- o Step 2: Set Variable Values



- OS = Windows 11
- RAM = 16 GB
- Purpose = Development
- Step 3: Assert UI Policy Triggered
 - Variable: Manager Approval should become visible when Purpose = Development
- Step 4: Submit Order
- o Step 5: Assert Record Created
 - Table: sc_request
- o Step 6: Assert Field Value
 - Table: sc_req_item, Field: Stage → Waiting for Approval
- Step 7: Assert Record Exists
 - Table: sys_approval_approver, Related to: sc_req_item → Type: Catalog Item

4. Add Test to Suite and Run

★ Notes

- This is a full **end-to-end test** UI, backend logic, and approval flow.
- Can be shown to management as proof of business rule validation and automation stability.

Tips

- Catalog Items often have dynamic UI policies. Use "Assert UI Policy Triggered" after setting variable conditions.
- Test Approval Generation by confirming sys_approval_approver has records linked to your RITM.
- You can use **Data-Driven Testing** for catalog item variable sets using **Input Variables**.

Summary Table

Mayur Hajare | SNOW



Level Focus Area	Test Type	Key Validations
1 Form Field Visibility	UI	Fields show correctly
2 Record Creation + BI	R UI + Server	Default values, BR logic
3 Catalog Workflow	UI + Workflow + Approva	ls Catalog input, UI Policy, Workflow trigger

Best Practices for ATF

- Use Descriptive Names for tests and steps (helps with debugging & documentation).
- Modularize: Create shared "Reusable Test Steps" (e.g., login steps, form load).
- Chedule Test Suites to run nightly or after deployments.
- Use comments inside test steps for documentation (esp. useful for showing in demos).
- Group logically: Create suites by modules like "Incident Regression", "CSM Workflows", etc.

Mayur Hajare | SNOW LINKEDIN: MAYUR-HAJARE-6583611B3.